

Spring Edition 2018

carers'
HUB

Newsletter

Lancashire



ONE
IN EIGHT
people in the UK
are Carers

Welcome to the new look Carers' Hub Lancashire Newsletter

The Carers' Hub Lancashire works across the county as part of Carers Lancashire providing information and support services to Adult Carers (18+) and specialist support to Carers of adults (16+) with a mental health condition.

These support services are designed to not only help a Carer continue in their caring role for as long as they choose but also to reduce the impact the caring role can have on their own health and wellbeing.

n|compass northwest
looking towards a brighter future

Lancashire
County Council

Carers
Lancashire
Supporting carers locally

NHS
Chorley and South Ribble
Clinical Commissioning Group

NHS
Fylde and Wyre
Clinical Commissioning Group

NHS
Greater Preston
Clinical Commissioning Group

Follow us  @ncompassNW | Like us  /ncompassnorthwest | www.ncompassnorthwest.co.uk | Tel: 0345 688 7113

n-compass is registered in England & Wales as a Registered Charity No. 1128809 and as a company limited by guarantee No. 06845210

Updates

We have rebranded

From n-compass Carers' Services to Carers' Hub Lancashire.

n|compass Carers' Services
part of Carers Lancashire



We have moved

The n-compass North West Head Office has moved and our new address is Edward VII Quay, Navigation Way, Preston, PR2 2YF.



Head Office Visit

A one off opportunity to have a tour of the new n-compass North West Head Office, chat with friendly Carers Support Workers and enjoy a FREE (non-alcoholic) drink. There is no need to book, please just come along.

n-compass North West Head Office

Edward VII Quay,
Navigation Way,
Preston,
PR2 2YF

Monday 14th May 2018
11:00am-1:00pm

SAT NAV
PR2 2YF

Support includes

Carers Line

A team of knowledgeable and skilled Triage Workers are available:

Monday - Friday 8:00am - 6:00pm

to help with your enquiries, to transfer your call or to take a message for a Carers Support Worker.

To talk to a Triage Worker please call **0345 688 7113**.

Support from a dedicated Carers Support Worker

Discuss with a dedicated Carers Support Worker about how being a Carer affects you and highlight any support you may need.

A Carers Support Worker can provide you with information and support to access a break and can facilitate access to community health and wellbeing services, activities and much more.

We have specialist Carers Support Workers in fields such as mental health, Dementia, ethnicity and health services.

Carers Assessment

An assessment for you with a Carers Support Worker even if the person you care for is not receiving care and support from Lancashire County Council.

The assessment will include information on; the person you care for, your caring role, your ability to access education, work, leisure, cultural activities, the impact on your health and wellbeing and whether you are willing and able to carry on with all parts of your caring role.

The assessment can take place over the telephone or face to face. Following your assessment you may be eligible for a Carer's Personal Budget to improve your health and wellbeing.

Carer's Personal Budgets are subject to an annual review of a Carers Assessment.

Peace of Mind 4 Carers Plan

With a Carers Support Worker and the person you care for put together a plan for the event of an emergency where you are unable to carry out your caring role. The plan will include information on; property access arrangements, medical conditions and disabilities, care, medication, routine and the details of people who can be contacted in an emergency.

An option for up to 72 hours free replacement care from a care provider may be available for emergencies where you are taken into hospital unexpectedly or are involved in an incident involving emergency services and no support is available from family or friends. Once completed a copy of your plan will be sent to you. Plans can be activated 24 hours a day, 7 days a week, 365 days a year. A plan can be completed over the telephone or face to face.

To activate your plan please call **0800 840 3166**.

*As from April 2016 we no longer prompt you to review your plan. Please call us on **0345 688 7113** if there are any changes to your plan.*



Sitting-In Service

The Sitting-In Service engages Volunteers to offer Carers of adults (18+) a break from their caring role by providing support to the person they care for.

Volunteers can offer companionship in the familiar surroundings of the cared for person's own home by taking part in activities such as; listening to music, watching television, playing board games and chatting. This is a free service which can be provided at a time to suit, subject to an appropriate Volunteer match.

Hospital Passport Scheme

With the person you care for you can complete a passport for use during a hospital admission or any other occasion to explain the care and support needs of the person you care for. The passport template was created by Carers and health care professionals in Lancashire for use when people are not able to communicate all of their care and support needs. The passport could also be useful if you often have to repeat this information to others.

Carers Help and Talk (CHAT) Line

Are there times when you want to talk but feel that there is no one to talk to? Don't suffer in silence - call the Carers Help and Talk (CHAT) Line.

All calls are answered by Volunteers who can offer understanding with regards to the common challenges faced by Carers.

The CHAT Line is available 24 hours a day, 7 days a week, 365 days a year. To talk to a Volunteer please call **0333 103 9747**.

In the event that a Volunteer is not immediately available to answer your call, please do try again.

Volunteer with us

The Carers' Hub Lancashire has several volunteer roles designed to support Carers to give back to their community.

Our Sitting-In Service is a befriending and respite service. Volunteers spend time each week with a cared for person while their Carer gets a much needed break.

The Carers Help and Talk (CHAT) Line is our telephone helpline service set up to offer emotional support to Carers, 24 hours a day. It is manned entirely by Volunteers who work from the comfort of their home.

Volunteers also support our services in other ways. If you are interested to hear more, we'd love to hear from you!

Please call **0345 688 7113** or email volunteering@ncompassnorthwest.co.uk

FREE Group Cognitive Behavioural Therapy Courses

Cognitive Behavioural Therapy (CBT) is a talking therapy that can help you manage your problems by changing the way you think and behave.

FREE courses will be delivered by a qualified, experienced CBT Therapist and Counsellor who is an accredited registered member of the BACP. The aim of the courses is to improve the emotional health and wellbeing of Carers and Former Carers.

Courses will run for 8 weekly sessions and there are spaces for 8 Carers or Former Carers to attend each course. In the first session the Therapist will support the group to identify and agree common subjects for the course such as guilt, resentment, loss, conflict, anxiety, isolation which are often common among Carers and Former Carers. These subjects will focus the following 6 sessions which will be delivered flexibly to ensure the sessions are beneficial for the whole group. In the final session the Therapist will support the group to reflect and celebrate collectively and individually the overall journey and achievements of the course.

We have run successful courses already and the Carers and Former Carers who attended reported that the course meets its aim and some report of friendships being formed which have continued beyond the 8 sessions.

Booking is essential and places will be reserved on a first come first served basis.

To book please complete the booking form enclosed with this newsletter or for more information please call 0345 688 7113 and ask to speak to Therapist Chris Berry.

Venues, times and dates of courses

FREE
courses

Lancaster and Morecambe Peer Support

14 Queen Street, Lancaster, LA1 1RS

11:00am - 1:00pm

Friday 25th May - Friday 13th July 2018

Preston Town Hall

Room C, Lancaster Road, Preston, PR1 2RL

3:00pm - 5:00pm

Friday 25th May - Friday 13th July 2018

Progress Housing Group St Annes

Warwick House, Kilnhouse Lane, St Annes, FY8 3DU

10:00am - 12:00noon

Friday 20th July - Friday 7th September 2018

The Chorley Surgery

24-26 Gillibrand Street, Chorley, PR7 2EJ

3:00pm - 5:00pm

Friday 20th July - Friday 7th September 2018

Carers Awareness Briefings

Does your work bring you into contact with unpaid Carers? If so, The Carers' Hub Lancashire offers Carer Awareness Briefings. This FREE session can be delivered at your workplace and varies between 20 minutes to a full hour. The training will:

- Help you to identify unpaid Carers
- Help you understand the needs and rights of Carers
- Understand how important a Carers health and wellbeing is
- Increase your knowledge of what support is available for Carers
- Inform how you can refer Carers to The Carers' Hub Lancashire

For more information, or to book a briefing session please call **0345 688 7113** or email cadmin@ncompassnorthwest.co.uk

FREE
sessions

FREE Courses

The following courses are available FREE of charge delivered by qualified Tutors for Lancashire Adult Learning. The courses will be held at **n-compass North West Head Office** Edward VII Quay, Navigation Way, Preston, PR2 2YF.

There are spaces for 15 Carers or Former Carers to attend each course and courses cannot run without a minimum of 8 Carers.

Places will be reserved on a first come first served basis taking into consideration fairness for all Carers and Former Carers. Transport is not provided and booking is essential.

To book please complete the booking form enclosed with this newsletter or call 0345 688 7113.

Course Title	Course Detail	Date & Time
Cherish Memories	This course will help you to develop self-confidence and motivation and improve your health and wellbeing. This will be delivered by an approachable tutor who will guide you through your learning experience which will help you to achieve your goals. You will be encouraged to reminisce, express ideas, thoughts and memories in a creative outlet that is not about making mistakes. This course will enable you to enhance your own spirit of enquiry, achievement and feelings of positivity. The enjoyable activities will help you to increase self-awareness, develop clarity, insight and inspiration, and elevate your mood.	Wednesday 9th May 2018 10:00am - 12:30pm
Relax & De-Stress	The Relax and De-stress course will help you to unwind, release physical tension, and let go of anxiety and stress. Your teacher will guide you through activities that will gently ease your body and still your mind. Simple breathing techniques, gentle stretching, and activities to help energy flow freely, are combined with visualization techniques and soothing music to help bring about a sense of deep relaxation which will elevate your mood and induce a sense of calm and general wellbeing.	Wednesday 13th June 2018 10:00am - 12:30pm
Sketchbook Your Life	Anybody can use a sketchbook and the aim is to produce a creative outlet that is not about making mistakes. You will be able to develop new techniques and approaches that will enable you to fill your sketchbook with your own ideas, thoughts and notes to enhance your own spirit of enquiry, achievement and feelings of positivity. These enjoyable activities will help you learn to increase self-awareness, develop clarity, insight and inspiration, and elevate your mood.	Wednesday 27th June 2018 10:00am - 12:30pm
Basic First Aid – not accredited	Come along and learn a range of basic first aid to give you skills to help in a first aid emergency.	Tuesday 3rd July 2018 10:00am - 12:30pm



Meet and chat with other Carers and Former Carers, speak to a Carers Support Worker and take a well-earned break from your caring role whilst enjoying a FREE (non-alcoholic) drink.

If you have never been to a Coffee & Chat before don't worry! Everyone has been a 'first timer'.

A friendly Carers Support Worker will be there to greet you and offer a warm introduction. There is no need to book, please just come along and look out for a group of friendly Carers.

West Lancashire Venues

St Johns Baptist Church Café

School Lane, Burscough, L40 4AE

10:00am - 11:30am

Thursday 12th April 2018

Thursday 10th May 2018

Thursday 14th June 2018

Brookes Bistro


Brookside Living, Aughton Street, L39 3BH

9:30am - 11:30am

Thursday 26th April 2018

Thursday 24th May 2018

Thursday 28th June 2018

 Watch this space,
more Coffee & Chat
Sessions to follow!

North Lancashire Venues

Booths Café

*Main Drive (off Heyhouses Lane), St Annes,
FY8 3UT*

10:00am - 12:00 noon

Wednesday 18th April 2018

Wednesday 16th May 2018

Wednesday 20th June 2018

Burnside Garden Centre

New Lane, Thornton-Cleveleys, FY5 5NH

10:00am - 12:00 noon

Wednesday 11th April 2018

Wednesday 9th May 2018

Wednesday 13th June 2018

Booths Café

Cherestanc Square, Garstang, PR3 1EF

10:00am - 12:00 noon

Thursday 5th April 2018

Thursday 3rd May 2018

Thursday 7th June 2018

The Cornerstone

Sulyard Street, Lancaster, LA1 1PX

10:00am - 12:00 noon

Friday 13th April 2018

Friday 11th May 2018

Friday 8th June 2018

The Rainbow Centre

Clarence Street, Morecambe, LA4 5EX

1:00pm - 3:00pm

Tuesday 17th April 2018

Tuesday 15th May 2018

Tuesday 19th June 2018

Bay View Garden Centre

Mill Lane, Bolton-le-Sands, LA5 8ET

9:30am - 11:00am

Wednesday 25th April 2018

Wednesday 23rd May 2018

Wednesday 27th June 2018



The Carers' Hub Lancashire is trialling evening Coffee and Chats following feedback from some Carers that they would like the opportunity to attend a group later in the day or after finishing work.

Central Lancashire Venues

Café Ambio

Astley Park, Chorley, PR7 1NP

10:00am - 11:30am

Friday 6th April 2018

Friday 25th May 2018

Friday 29th June 2018

Avant Garden Centre

*Wigan Road, Leyland,
PR25 5XW*

10:00am - 12:00 noon

Tuesday 17th April 2018

Tuesday 22nd May 2018

(note this is not the 3rd Tuesday of the month)

Tuesday 19th June 2018

Sticky Weeds (NEW VENUE)

*328 Chapel Ln, New Longton,
Preston, PR4 4AB*

10:30am - 12:00 noon

Thursday 19th April 2018

Thursday 17th May 2018

Thursday 21st June 2018

Bonds (previously Leaf or Bean)

*Preston Guild Hall, Lancaster Road,
Preston, PR1 1HT*

10:00am - 12:00 noon

Wednesday 4th April 2018

Wednesday 2nd May 2018

Wednesday 6th June 2018

North Lancashire Venues

Costa Coffee

*Unit 3 Village Walks Shopping Centre,
Queensway, Poulton-le-Fylde, FY6 7DF*

5:00pm - 7:00pm

Monday 14th May 2018

Sainsbury's Café

Cable Street, Lancaster, LA1 1HH

5:00pm - 7:00pm

Thursday 17th May 2018

Thursday 14th June 2018

Central Lancashire Venues

Starbucks Coffee

Unit A Fleetwood Road, Preston, PR4 3HE

5:00pm-7:00pm

Wednesday 23rd May 2018

Booths Café

*4 Millbrook Way, Penwortham, Preston,
PR1 0XW*

5:00pm - 7:00pm

Thursday 10th May 2018

Thursday 7th June 2018

West Lancashire Venues

Tesco Extra Café

Town Lane Kew, Southport, PR8 5JH

5:00pm - 7:00pm

Monday 18th June 2018

BME



coffee & chats

All Carers and Former Carers are welcome to these Coffee and Chats which are hosted by specialist BME Carers Support Workers. Support will usually be available in English, Gujarati and Urdu.

Central Lancashire Venue

Raffles Coffee and House

St Georges Shopping Centre, Friargate, Preston, PR1 2NQ

10:00am - 12:00 noon
Thursday 5th April 2018
Thursday 3rd May 2018
Thursday 7th June 2018

Mental Health



coffee & chats

All Carers and Former Carers are welcome to these Coffee and Chats which are hosted by specialist Mental Health Carers Support Workers.

North Lancashire Venue

Cobblestone Café

46a Yorkshire Street West, Morecambe, LA3 1QE

1:00pm - 3:00pm
Wednesday 16th May 2018
Wednesday 18th July 2018

Mental Health BME



coffee & chats

All Carers and Former Carers are welcome to these Coffee and Chats which are hosted by specialist BME Mental Health Carers Support Workers. Support will usually be available in English, Gujarati and Urdu.

East Lancashire Venue

Pendle House

85 Leeds Road, Nelson, BB9 8HE

10:00am - 12:00 noon
Wednesday 9th May 2018
Wednesday 11th July 2018

Central Lancashire Venue

Bonds (previously Leaf or Bean)

Preston Guild Hall, Lancaster Road, Preston, PR1 1HT

10:00am - 12:00 noon
Wednesday 18th April 2018
Wednesday 16th May 2018
Wednesday 20th June 2018
Wednesday 18th July 2018

West Lancashire Venue

Warbreck Garden Centre

Lyelake Lane, Ormskirk, L40 6JW

2:00pm - 4:00pm
Wednesday 16th May
Wednesday 18th July





Watch this space,
more Coffee & Chat
Sessions to follow!



USEFUL SERVICES

There are many services to support Carers and the people they care for across Lancashire, here are details of some. Look out on our

Twitter  @ncompassNW and Facebook  /ncompassnorthwest pages for more useful services.

North Lancashire Services

'Just Good Friends' St Annes and Fleetwood

'Just Good Friends' aim is to combat loneliness, isolation and bring people together in friendship and make sure that no-one is ever on their own again. They meet on Tuesdays, Wednesdays, Fridays, Saturdays and Sundays. They also hold lots of community events throughout the year. You can find out more about the upcoming events, read the latest newsletter, and contact the group by accessing the website www.justgoodfriends.org.uk/aboutus/

Lancaster & Morecambe Neuro Drop-In Centre

If you or someone you know is affected by acquired brain injury, Cerebral Palsy, Dementia, Epilepsy, Huntington's Disease, ME, MG, Motor Neurone Disease, MSA, Multiple Sclerosis, Parkinson's, Stroke or any other Neurological condition...

Just drop in at *The Neuro Drop-In Centre, Stone Row Head, Lancaster Farms Estate, Lancaster, LA1 3QZ*

Open weekly: Monday, Tuesday and Thursday
10:30am - 2:30pm

Please visit www.neurodropin.org.uk
or call 01524 840762

Central Lancashire Service

Intact Centre, Preston

Intact runs a wide variety of activities and services for adults. Whether it's crafts, painting, learning how to use a computer, knitting, keeping fit or even popping in for a brew and a chat, you are guaranteed to have a great and fun time. You can find out more about the sessions by accessing the website

www.intact-preston.org.uk/adults.html
or call 01772 760760

Open Monday - Friday 9:00am - 4:00pm

West Lancashire Service

Disability Advice West Lancs

Disability Advice West Lancs are the only FREE, confidential, specialist information and advice service for disabled people and Carers in West Lancashire. They are staffed by Volunteers, and drop-in facilities, appointments and home visits are available when necessary.

For more information please visit www.dawl.org.uk/
or call 0800 220 676

Open Monday-Thursday 10:00am - 4:00pm

Lancashire-wide Services

Mental Health-MindsMatter

Talking therapies provided by Lancashire Care - you can self-refer into this service by completing an online form at [www.lancashirecare.nhs.uk/ Mindsmatter-How-To-Access](http://www.lancashirecare.nhs.uk/Mindsmatter-How-To-Access) or call the service for your area:

Fylde and Wyre 01253 955943

Lancaster and Morecambe 01524 550552

Chorley and South Ribble 01772 643168

Preston 01772 773437

West Lancashire 01695 684177

FIND Newsletter

Where Parent Carers can find information, activities and services for disabled children and young people up to age 25 in Lancashire.

To register to receive the newsletter please visit www.lancashire.gov.uk/SEND, email FIND@lancashire.gov.uk or call 01772 532509

Carers Trust CarerSmart Scheme

CarerSmart is a new club from Carers Trust and is open to Carers and the people they care for. Joining is easy and FREE, once you're a member, you can benefit from a wide range of offers including: cash back on shopping from numerous high street retailers, best rates from energy providers, reductions on insurance renewals, discounts on holidays and travel arrangements, reduced price lifestyle activities, free legal advice services and more. To join please visit:

www.carersmart.org/ or call 0333 003 3426



Coffee and Cake

during Carers Week 11th June - 17th June 2018



Carers face barriers to maintaining their health, 51% let a health problem go untreated.

This Carers Week the focus is looking at all the ways Carers can be supported to stay Healthy and Connected. Building communities which support Carers to look after their loved ones well, while recognising that they are individuals with health and wellbeing needs of their own.

For more information about the week please visit www.carersweek.org/

During Carers Week as a thank you to Carers for the care they provide The Carers' Hub Lancashire would like to invite you to join a friendly Carers Support Worker and other Carers and Former Carers to take a well-earned break from your caring role whilst enjoying a FREE (non-alcoholic drink) and a piece of cake.

There is no need to book, please just come along and look out for a group of friendly Carers.

North Lancashire Venues

Booths Café

Main Drive (off Heyhouses Lane), St Annes, FY8 3UT

10:00am - 12:00 noon
Thursday 14th June 2018

Knott End Café

3 Ramsay Court, Knott End on Sea, Poulton-le-Fylde, FY6 0EA

11:00am - 1:00pm
Friday 15th June 2018

Gregson Centre Café

33 Moorgate, Lancaster, LA1 3PY

1:00pm - 3:00pm
Monday 11th June 2018

Brew Me Sunshine

12 Victoria Street, Morecambe, LA4 4AE

10:00am - 12:00 noon
Wednesday 13th June 2018

East Lancashire Venue

Morrisons Café

Pendle Street, Nelson, BB9 7UZ

10:00am - 12:00 noon
Tuesday 12th June 2018

Central Lancashire Venues

Starbucks Coffee

Eaton Avenue, Buckshaw Village, Chorley, Lancashire, PR7 7NA

10:00am - 12:00 noon
Tuesday 12th June 2018

M&S Café

Deepdale Retail Park, Unit J, Preston, PR1 6QY

10:00am - 12:00pm
Wednesday 13th June 2018

The Vintage Tea Room

64 South Road, The Old Corn Mill, Leyland, PR26 9AH

10:30am - 12:30pm
Monday 11th June 2018

West Lancashire Venue

Warbreck Garden Centre

Lyselake Lane, Ormskirk, L40 6JW

2:00pm - 4:00pm
Thursday 14th June 2018



Dementia Hub Drop-Ins

An opportunity for Carers to access information and support from organisations delivering services for people with Dementia and their Carers. You will have the chance to visit many information stands, ask questions, pick up information to take away and refer into services.

A friendly Carers' Hub Lancashire specialist Dementia Carers Support Worker will be there hosting a stand so come and say hello. There is no need to book, please just come along.

North Lancashire Venues

NEW HUB The Fylde Coast Dementia Hub

Venues will be rotated around Fylde and Wyre to give Carers living in different areas opportunity to attend.

Fleetwood Fire Station

Radcliffe Road, Fleetwood, FY7 6UJ

2:00pm - 4:00pm
Friday 20th April 2018

St Annes Fire Station

St Andrews Road North, St Annes, FY8 2JQ

2:00pm - 4:00pm
Friday 15th June 2018

Wesham Fire Station

Garstang Road, Fulwood, Preston, PR2 3LH

2:00 - 4:00pm
Friday 20th July 2018

The Bay Dementia Hub

Lancaster Library

Market Square, Lancaster, LA1 1HY

1:30pm - 3:30pm
Friday 6th April 2018
Friday 1st June 2018

Trimpell Sports Club

Out Moss Lane, Morecambe, LA4 4UP

1:30pm - 3:30pm
Friday 4th May 2018

Central Lancashire Venue



Charnley Fold House Café Reception area

Cottage Lane, Bamber Bridge, Preston, PR5 6YA

10:00am - 12:30pm
Tuesday 3rd April 2018
Tuesday 1st May 2018
Tuesday 5th June 2018

Dementia Action Week

21st May-27th May 2018

Look out on our Twitter  @ncompassNW and Facebook  /ncompassnorthwest pages for updates on where our Dementia Carers Support Workers will be during Dementia Awareness Week. For more information about the week please visit www.alzheimers.org.uk/DementiaActionWeek





Carers Rights and Entitlements

In April 2018 the Carer's Allowance earnings limit will increase to £120 including deductions.

Carer's Allowance will increase to £64.60 alongside other benefit uprating.

For full information on all of the changes please visit www.carersuk.org



Cinema entry for Carers

The CEA card is a national card scheme developed for UK cinemas by the UK Cinema Association. The card enables a disabled cinema guest to receive a complimentary ticket for someone to go with them. Most cinemas accept the card.

You will need to meet eligibility criteria and there is a charge for the card which lasts for 1 year.

You can find out more and apply on the CEA card website www.ceacard.co.uk/



The RADAR national key scheme

The RADAR national key scheme offers disabled people independent access to locked public toilets around the country by using a special key which you can buy from www.disabilityrightsuk.org/shop



Ministry of Justice launches power of attorney fee refund scheme

A scheme has been launched by the Government to refund anyone who may have paid more than they should for applying to register a power of attorney.

If you applied to register a lasting or enduring power of attorney with the Office of the Public Guardian between 1st April 2013 and 31st March 2017 and subsequently paid a fee, you could be due a partial refund.

This opportunity is time limited until 31st January 2021. For more information please visit www.ageuk.org.uk/latest-news/articles/2018/february/ministry-of-justice-launches-power-of-attorney-fee-refund-scheme/

BME Carers Forum

An opportunity for Carers whose first language is not English to come together to support each other, access information, express their needs and raise awareness of the issues and concerns facing BME Carers. Information is translated into Gujarati. Guest speakers are arranged and light refreshments are provided.

Booking is essential. To book please call **0345 688 7113** or for further information please ask to speak to specialist BME Carers Support Workers **Farzana Adam** or **Tasneem Jogiyat**.

Venue, time and date of the next Forum:

Curious Minds

23-27 Preston Guild Hall, Preston, PR1 1HR

9:30am - 1:00pm

Wednesday 27th June 2018

Good News Story

The Carers' Hub Lancashire Mental Health Carers Team completed the ASIST (Applied Suicide Intervention Skills Training) recently.

ASIST is a two day interactive workshop in suicide first aid and it teaches participants to recognise when someone may have thoughts of suicide and work with them to create a plan that will support their immediate safety.

The week after attending this training one of the team actually managed a situation where they needed to apply those very skills and we are pleased to report that this Carer is now working alongside our Mental Health Carers Support Worker accessing one to one support.

Places are free on this course for those who live or work in Lancashire. Please visit www.p-a-c.org.uk/training/ if you are interested in completing this training. Please be advised that this course requires full attendance at both days, cancellation fees apply and other courses are available.

USEFUL TELEPHONE NUMBERS

The Carers' Hub Lancashire **0345 688 7113**
(Monday-Friday 8:00am-6:00pm)

Carers Help And Talk (CHAT) Line **0333 103 9747**

Social Care (24 Hour Service) **0300 123 6720**

Care Navigators (Booking Respite)
0300 123 6720

n-compass Advocacy Services **03450 138 208**

Lancashire Wellbeing Service **03450 138 208**

Lancashire Care (NHS) Wellbeing and Mental Health Helpline **0800 915 4640**

Samaritans **116 123 (UK)**

Carers UK Advice Line **0808 808 7777**

Alzheimer's Society National Dementia Helpline
0300 222 11 22

Age UK Lancashire **0300 303 1234**

NHS 111 Service for non-emergencies **111**

NHS Carers Direct Helpline **0300 123 1053**

NoWcard Helpline **0300 123 6737**

Job Centre Plus **0800 055 6688**
Text phone **0800 023 4888**

Welfare Rights **0300 123 6739**

Attendance Allowance Helpline **0800 731 0122**
Text phone **0800 731 0317**

Blue Badge Applications **0343 100 1000**

Carers Allowance Unit **0800 731 0297**
Text phone **0800 731 0317**

Disability Living Allowance (if you were born **on or after** 8th April 1948) Helpline **0800 121 4600**
Text phone **0800 121 4523**

Disability Living Allowance (if you were born **before** 8th April 1948) Helpline **0800 731 0122**
Text phone **0800 731 0317**

Personal Independence Payment Enquiries
0800 917 2222 Text phone **0800 917 7777**

Citizen's Advice Bureau Fylde **0300 330 1166**

Citizen's Advice Bureau Wyre **0344 245 1294**

Citizen's Advice Bureau Lancashire North
0344 488 9622

Citizen's Advice Bureau Central **0300 330 1172**

Citizen's Advice Bureau Lancashire West
0344 245 1294

FREE Activities

The following activities are available FREE of charge thanks to **n-compass** Volunteers who have kindly donated their Lancashire Time Credits earned for their hours of Volunteering. These venues have signed up to accept Lancashire Time Credits as payment for entrance. There are spaces for 15 Carers or Former Carers to attend each activity.

Places will be reserved on a first come first served basis taking into consideration fairness for all Carers and Former Carers. Transport is not provided and booking is essential.

To book please complete the booking form enclosed with this newsletter or call 0345 688 7113. Places must be booked by Wednesday 2nd May 2018.



FREE activities

SPICE

North Lancashire Venues	FREE Activity Detail	Location	Date & Time
Blackpool Tower Ballroom	Enjoy a FREE (non-alcoholic) drink whilst listening to world famous organists.	The Promenade, Blackpool, FY1 4BJ	A Carers Support Worker will attend 2:00pm - 4:00pm but stay as long as you want Wednesday 16th May 2018
Blackpool Tower Eye	At a height of 380 feet, the Eye is the highest observation deck in North West England.	The Promenade, Blackpool, FY1 4BJ	A Carers Support Worker will attend 2:00pm - 4:00pm but stay as long as you want Wednesday 18th July 2018
Lancaster Maritime Museum	Explore Lancaster's golden age and rich maritime and natural history, and enjoy a FREE (non-alcoholic) drink and cake.	Custom House, St Georges Quay, Lancaster, LA1 1RB	A Carers Support Worker will attend 1:00pm - 3:00pm but stay as long as you want Monday 11th June 2018
Lancaster Castle Tour	Founded in 1923 it is housed in the former town hall in the Market Square and includes the King's Own Royal Regiment Museum.	Castle Parade, Lancaster, LA1 1YJ	A Carers Support Worker will attend 10:30am (for 11:00am tour) - 12:30pm but stay as long as you want Wednesday 25th July 2018

Central Lancashire Venues	FREE Activity Detail	Location	Date & Time
Houghton Tower Tour	High on a hill in the heart of Lancashire it boasts walled gardens and imposing state rooms.	Houghton, Near Preston, PR5 0SH	A Carers Support Worker will attend 1:00pm - 3:00pm but stay as long as you want Thursday 31st May 2018
Samlesbury Hall and The Bee Visitor Centre	The Bee Visitor Centre is full of information, displays and activities which provide a fascinating insight into the life of these amazing animals and their relationship with humans. Watch up close in the indoor glass observation hive.	Samlesbury Hall, Preston New Road, Samlesbury, Preston, PR5 0UP	A Carers Support Worker will attend 1:00pm - 3:00pm but stay as long as you want Wednesday 25th July 2018

FULL COST Activities

The following activities are available at FULL COST and full payment must be paid on the day. The Carers' Hub Lancashire is trialling full cost activities following feedback from some Carers that they would be happy to pay if opportunities were organised for them with other Carers to do something of interest and fun with company.

There are spaces for 15 Carers or Former Carers to attend each activity. Places will be reserved on a first come first served basis taking into consideration fairness for all Carers and Former Carers. Transport is not provided and booking is essential. **To book please complete the booking form enclosed with this newsletter or call 0345 688 7113. Places must be booked by Wednesday 2nd May 2018**

North Lancashire Venues	Activity Detail	Location	Date & Time	Cost
Blackpool Zoo	Blackpool Zoo is an award winning family-friendly attraction with over 1500 rare and exotic animals.	East Park Drive, Blackpool FY3 8PP	A Carers Support Worker will attend 10:00am - 1:00pm but stay as long as you want Tuesday 22nd May 2018	Adult ticket prices from £17.99 gate or £14.99 online
RSPB Leighton Moss & Morecambe Nature Reserve	Leighton Moss boasts the largest reed bed in NW England and is home to a wide range of spectacular wildlife. Visit the hides, trails and the Sky Tower.	Myers Farm, Storrs Lane, Silverdale, LA5 0SW	A Carers Support Worker will attend 10:00am - 12:00 noon but stay as long as you want Thursday 24th May 2018	Adult ticket price £7.00
Afternoon Tea at Best Western Carlton Hotel	The Carers' Hub Lancashire may be able to secure a group discount upon booking.	282 North Promenade, Blackpool, FY1 2EZ	1:00pm - 3:00pm Wednesday 4th July 2018	Price per person from £15.00



Central Lancashire Venues	Activity Detail	Location	Date & Time	Cost
Premier Inn Afternoon Tea with Quiz/Bingo	The Carers' Hub Lancashire may be able to secure a group discount upon booking.	Lostock Lane, Bamber Bridge, Preston, PR5 6BZ	1:00pm - 3:00pm Thursday 7th June 2018	£5.00 - £10.00 Price per person dependent on group size
Chorley Flower Show	The Chorley Flower Show in Astley Park is fast becoming one of the most popular events in Lancashire.	Astley Park, Astley Road, Chorley, PR7 1NP	A Carers Support Worker will attend 10:00am - 1:00pm but stay as long as you want Saturday 28th July 2018	Adult ticket price £8.00

Meeting at Botany Bay, Canal Mill, Botany Brow, Chorley, Lancashire, (Junction 8 M61), PR6 9AF at 9:30am for the FREE park and ride service with free parking and buses running from 9am until 6pm to and from the Flower Show up to every 20 minutes

West Lancashire Venue	Activity Detail	Location	Date & Time	Cost
WWT Martin Mere – Wetland Centre	Step into a wilder world where wilderness and family-friendliness combine, you'll be amazed at how close you can get to fantastic wetland wildlife.	Fish Lane, Burscough, Near Ormskirk, L40 0TA	A Carers Support Worker will attend 10:00am - 12:00 noon but stay as long as you want Tuesday 19th June 2018	Adult ticket price £14.00 with gift aid or £12.72 without gift aid

Community Groups and Interests

There are many Community Groups and Interests across Lancashire, here are the details of some.

Look out on our Twitter  @ncompassNW and Facebook  /ncompassnorthwest pages for more community groups and interests.

North Lancashire Venues

Andsell Library FREE Sew Time

Come and enjoy meeting people with similar interests over a needle and thread and a cuppa (all levels welcome).

59 Commonsides, Ansdell, Lytham St Annes, FY8 4DJ

2:00pm - 4:00pm

Weekly on a Monday. There is no need to book, please just go along.

Thornton Ladies Club Royal Wedding Tea Party

Enjoy celebrating the Royal Wedding.
£2.50 per person entrance fee (ladies only)

*St Johns Church Hall, Stanah Road,
Thornton-Cleveleys, FY5 5JE*

Wednesday 16th May 2018

Booking essential. To book please call
01253 851007

North Euston Ballroom Tea Dance

£4.00 per person entrance fee. With keyboard music from Vince Burns.

The Esplanade Fleetwood, FY7 6BN

2:00pm - 4:00pm

Weekly on a Thursday. There is no need to book, please just go along.

The Butterfly House (in Williamson Park)

£3.90 per person entrance fee.

Quernmore Road, Lancaster, LA1 1UX

10:00am - 5:00pm

Open daily April-September. There is no need to book, please just go along.

FREE Family History Session Lancaster Library

Learn about local family history

Market Square, Lancaster, LA1 1HY

10:00am - 12:00noon

Weekly on a Thursday. There is no need to book, please just go along.

Shop for Less, Cook for Less (FREE for adults over 19) Morecambe Library

This session will look at practical tips on how to make your shopping budget go further. This will include: looking at what foods and meals can feed you and your family for less, looking at different cuts of meat and fish to use, listing seasonal fruits and vegetables and comparing prices from different supermarkets to get the best deal.

Central Drive, Morecambe, LA4 5DL

10:00am - 12:00 noon

Wednesday 11th April 2018

Booking essential. To book please call
01524 415215

'The Shipwrecks of Morecambe Bay' - Slyne-with-Hest Local History Group

£2.00 per person per meeting or £7.00 per person annual membership

Tennis Club Pavilion, Hanging Green Lane, Hest Bank, Lancaster, LA2 6JB

2:30pm - Wednesday 4th April 2018

Visit to Sizergh Castle 2nd May, time and cost to be confirmed. For more information please visit www.slyne-with-hest.org.uk/localhistory.htm

Central Lancashire Venues

The Sherwood Pub Carers Group

Sherwood Way, Fulwood, Preston, PR2 9GA

7:30pm - Meets 4th Tuesday of every month

There is no need to book, please just go along.

For more information please call -

Pamela 07703 576 472

South Ribble Museum and Exhibition Centre

FREE admission

'Interesting Times: Leyland 1530-1630'.

Illustrated talk by Dr James Mawdesley -

3:30pm - 4:30pm (Open from 11:00am)

Saturday 28th April 2018

The Old Grammar School, Church Road, Leyland, PR25 3FJ

There is no need to book, please just go along.

Lancaster Infantry Museum

Explore the fascinating story of the Lancashire soldier in peace and war

The Duke of Lancaster's Regiment, Fulwood Barracks, Preston, PR2 8AA (sat nav PR2 8AB)

10:00am-4:00pm

Open weekly Tuesday, Wednesday, Thursday and Saturday. There is no need to book, please just go along.

The Harmony Hub

(individual charges per session) A Holistic Community Centre situated in the Centre of Chorley in a beautiful old town house offering a range of holistic and talking therapies, groups, workshops and events with the shared focus of helping people to be the best they can be.

15 Queens Road, Chorley PR7 1JU

Weekly

For more information please call -

Liz 07931 534 474

FREE Guided Walk - Eccleston Library

Guided health walk of about one hour

The Carrington Centre, The Green, Eccleston, Chorley, PR7 5TE

10:00am - 12:00 noon

2nd and 4th Monday of the month

There is no need to book, please just go along.

FREE Craft and Chat - Leyland Library

A friendly group for craft, chat and a cuppa! Everyone welcome - learn a new skill or share your skills with others

Lancastergate, Leyland, PR25 2EX

2:00pm - 4:00pm

Weekly on a Friday (term time only)

There is no need to book, please just go along.

West Lancashire Venue

FREE Ormskirk Health Walk

Led by GP Referral Officers and Rangers the walks are suitable for beginners and those returning to exercise. Enjoy a well-earned cuppa at the end.

Coronation Park Bowling Pavilion, Ormskirk, L39 3BY

1:00pm - 2:00pm - Weekly on a Wednesday

There is no need to book, please just go along

Get involved!
Come along
and join in.

Carers Caravan

SHORT BREAKS FOR CARERS AT HAVEN HOLIDAY PARKS IN
BLACKPOOL AND GRANGE-OVER-SANDS

Working with Carers Link Lancashire, we are thrilled to announce that Carers registered with Carers' Hub Lancashire can now enjoy a discounted holiday in the Carers Caravans which are based at Marton Mere Holiday Village, Blackpool and Lakeland Leisure Park, Grange-over-Sands.

With superb facilities, refurbished 8 birth caravans and exclusive benefits, there is something for everyone!

For more details, including costs (at up to 65% discount) call Carers Link Lancashire on 01254 387444 or visit www.carerslinklancashire.co.uk for available dates and costs

Note: If you would like to read any part of this newsletter in large print please call **0345 688 7113** to make your request.

اے س تائی گوج مینسٹ ای مدأ ہن ازرف وت یہ ے تہ اچ ہم جرت میم نابز یک پآ اک ے ص ح ی سک ے کرابخا سا رگا
0345 688 7113 پر ہطبار رپ

आ न्युअवेटरमांनी क्रीं पण माखितीनुं भापांतर करवामां तमारे सहायनी जरूर होय तो कृपा करी
फरजाना आदम अथवा तरनीम जोगियातनो 0345 688 7113 नंबर पर सम्पर्क करो.

اگر اس اخبار کے کسی حصے کا آپ کی زبان میں
ترجمہ چاہتے ہیں تو فرزانہ آدم یا نتمینیم جوگیات
سے 0345 688 7113 پر رابطہ کریں

How to get in touch

Address: **FREEPOST: N-COMPASS NORTHWEST**

Email: carersadmin@ncompassnorthwest.co.uk

Website: www.ncompassnorthwest.co.uk

Telephone: **0345 688 7113**

Opening times: **Monday - Friday 8:00am - 6:00pm**

To reserve a place on any of the courses or activities below please tick the box next to the course or activity you wish to attend, complete your details below and return this form by post to: **FREEPOST: N-COMPASS NORTHWEST**

Please note: There are 15 spaces available for each activity. **Places must be booked by Wednesday 2nd May 2018.**

My details

Name

Telephone number

Address

..... Postcode

FREE Group Cognitive Behavioural Therapy Courses

- Lancaster and Morecambe Peer Support**
11.00am - 1.00pm
Friday 25th May - Friday 13th July 2018
- Preston Town Hall**
3.00pm - 5.00pm
Friday 25th May - Friday 13th July 2018
- Progress Housing Group St Annes**
10.00am - 12.00noon
Friday 20th July - Friday 7th September 2018
- The Chorley Surgery**
3:00pm - 5:00pm
Friday 20th July - Friday 7th September 2018

- Basic First Aid – not accredited**
10.00am - 12.30pm
Tuesday 3rd July 2018

FREE Activities

North Lancashire Venues

- Blackpool Tower Ballroom**
A Carers Support Worker will attend
2.00pm - 4.00pm but stay as long as you want.
Wednesday 16th May 2018
- Lancaster Maritime Museum**
A Carers Support Worker will attend
1.00pm - 3.00pm but stay as long as you want
Monday 11th June 2018
- Blackpool Tower Eye**
A Carers Support Worker will attend
2.00pm - 4.00pm but stay as long as you want.
Wednesday 18th July 2018
- Lancaster Castle Tour**
A Carers Support Worker will attend
10.30am (for 11.00am tour) - 12.30pm
but stay as long as you want.
Wednesday 25th July 2018

FREE Courses

- Cherish Memories**
10.00am - 12.30pm
Wednesday 9th May 2018
- Relax & De-Stress**
10.00am - 12.30pm
Wednesday 13th June 2018
- Sketchbook Your Life**
10.00am - 12.30pm
Wednesday 27th June 2018

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Central Lancashire Venues

Houghton Tower Tour
 A Carers Support Worker will attend
 1.00pm - 3.00pm but stay as long as
 you want.
 Thursday 31st May 2018

**Samlesbury Hall and
 The Bee Visitor Centre**
 A Carers Support Worker will attend
 1.00pm - 3.00pm but stay as long as
 you want.
 Wednesday 25th July 2018

**FULL COST Activities
 (full payment must be paid on the day)**

North Lancashire Venues

Blackpool Zoo
 Adult ticket prices from £17.99 gate or
 £14.99 online
 A Carers Support Worker will attend
 10.00am - 1.00pm but stay as long as
 you want.
 Tuesday 22nd May 2018

**RSPB Leighton Moss &
 Morecambe Nature Reserve**
 Adult ticket price £7.00
 A Carers Support Worker will attend
 10.00am - 12.00 noon but stay as long as
 you want.
 Thursday 24th May 2018

**Afternoon Tea at
 Best Western Carlton Hotel**
 Price per person from £15.00
 1.00pm - 3.00pm
 Wednesday 4th July 2018

Central Lancashire Venues

Premier Inn Afternoon Tea with Quiz/Bingo
 Price per person dependent on group size
 £5.00 - £10.00
 1.00pm - 3.00pm
 Thursday 7th June 2018

Chorley Flower Show
 Adult ticket price £8.00
 A Carers Support Worker will attend
 10.00am - 1.00pm but stay as long as
 you want.
 Saturday 28th July 2018

West Lancashire Venue

WWT Martin Mere – Wetland Centre
 Adult ticket price £14.00 with gift aid
 or £12.72 without gift aid.
 A Carers Support Worker will attend
 10.00am - 12.00 noon but stay as long as
 you want.
 Tuesday 19th June 2018

Please write any suggestions for future courses
 or activities below

.....

*Please tick the box below to indicate
 your preference*

I would like to receive the newsletter by
 email and my email address is...

.....

I would like to receive the newsletter by post

I would no longer like to receive the
 newsletter and know I can read it if I visit
<http://ncompassnorthwest.co.uk/news-events>

*Please tick the box below to be contacted by
 The Carers' Hub Lancashire*

I am interested in Volunteering for the
 Sitting In Service

I am interested in Volunteering for the
 Carers Help And Talk (CHAT) Line

I am interested in becoming involved in
 The Carers' Hub Lancashire
 Development Group