

Announcing our new CEO

We are delighted to officially introduce you to our new Chief Executive, Jo Burns, who took over the reigns from Sally Chandler in January 2024.

Having done a fantastic job of leading and growing the organisation for the past ten years, Sally is semi-retiring but retaining a part-time Strategic Director role, managing external partnerships.

Jo has worked for Carers Trust Hillingdon for over twenty years, starting her career with the Young Carers Service and moving into a Business Development role in recent years. "I am so proud to take on the role of CEO and am fully committed to ensuring carers in Hillingdon continue to receive the high-quality support they need and so deserve. I hope to meet many of you at our Carers Forum event (details below) and I look forward to hearing your feedback and suggestions for the future development of Carers Trust Hillingdon".



SAVE THE DATE - Upcoming events

Carers Forum

Tuesday 30th April, 10.00am - 12.00pm, Council Chamber in Civic Centre, Uxbridge

The Carers Forum is an opportunity to find out about and influence the services the Council and its partners provide to support carers in Hillingdon. It is delivered by the Council and Carers Trust Hillingdon to give an opportunity to hear about your caring experiences. To register either scan the QR code, email customerengagement@hillingsdon.gov.uk or call 01895 277038.



Carers' Fair

Tuesday 11 June, 10am-4pm, The Pavilions, Uxbridge

Co-op Local Community Fund

We are proud to announce that we have been selected as one of the Co-op's Community Fund charities. This means when members shop at Co-op you not only get access to exclusive offers but will be supporting our charity too. It only costs £1 to join as a member and you can do this in-store or by visiting <https://membership.coop.co.uk/causes/81616>



We're part of the
Co-op Local Community Fund

**Choose us as
your cause**

coop.co.uk/membership

Advice, Information and carers-related benefits

Our experienced and dedicated Advice team provides a comprehensive information and advice service for carers and can offer a full Welfare Benefits check. They are happy to discuss your entitlements and how they can help to claim these. Home visits are available for housebound carers. Advice is also available in Hindi, Gujarati, Punjabi and Urdu. If English is not your 1st language, please contact the team via the contact details at the bottom of this page.

Free Legal Advice clinics

IBB law continues to provide unpaid carers with a free 30-minute legal advice telephone consultation on all legal matters such as Power of Attorney or inheritance tax, and can sometimes help with Family Law.



Appointments must be made via the Advice team at Carers Trust Hillingdon. Please use the contact details below and ask for Julie Simmonds.

What is an emergency care plan?

A Carers Emergency Plan is a useful document that provides key information about your caring role and the person you support. Should you become unwell yourself, or be unable to care for whatever reason, the plan clearly states exactly what should be done if somebody else needs to take over. The team at Carers Trust Hillingdon can help you to complete this. Make an appointment today.

Need a Blue Badge?

Do you struggle to park near enough to shops or other facilities with the person you care for? Do they have limited mobility or health issues that prevent them from walking too far? If so, you might be eligible to apply for a Blue Badge.

Contact the team to get more information about the application process.



Health and Wellbeing

Carers Café

Come along and meet other carers for a friendly chat.

Uxbridge, Watts Hall, Christchurch 1st Monday of each month, 10.00am - 12.00pm

Northwood, Emmanuel Church 2nd Tuesday of each month, 2.00pm - 3.30pm

Ruislip Manor, Methodist Church 3rd Monday of each month, 2.00pm - 3.30pm

Hayes, Hayes & Harlington Community Centre Last Tuesday of each month, 11.00am - 12.30pm

Arts and hobbies for carers

Learn to crochet - Tuesdays 16, 23, 30 April 10-12, Carers Centre Uxbridge

Try a new skill or rekindle an old one. Will suit complete beginners or those with a little know-how.

Create your own vegetable patch - Wednesdays 8, 15 May 10-12.30, RAGC

Learn how to sow seeds and maintain your patch in readiness for picking and cooking.

Summer Pots - Wednesday 10 July 10-12.30, RAGC

Discuss different Summer flowers and fill a pot with those of your choice.

Re-use and recycle:

It's all about the Bees! - Tuesday 28 May 10-12.30, Carers Centre Uxbridge

Are you interested in the environment and concerned about the amount of plastic we use? Make your own beeswax food wrap from simple 100% cotton and beeswax pellets.

Make a scarf - Autumn, Carers Centre Uxbridge

What colour best suits you? Do you stick to the same ones all the time? Learn how to take a piece of fabric, sew a French seam and hem to turn it into a lovely scarf.



A Carers experience, by Jo

“ Coming along to the monthly get togethers is something I so look forward to.

It not only gives me the chance to just be 'me,' I am listened to and it's a space which offers a much-needed time for respite.

Staff and volunteers from Carers Trust are always there to offer support or signpost me to other services that may help me.

And I'm always kept up to date with any activities around the borough.”



Health and Wellbeing

Digital Desk

Monday afternoons – Ruislip Manor café
Wednesday afternoons – Uxbridge Carers Centre

Do you lack confidence in IT or have a particular issue but don't want to attend a Course?

Come to our Digital Desk and receive one-to-one support from our wellbeing volunteers.

Beware of scammers

Tuesday 11 June, Northwood

Monday 2 September 10.30 - 11.30 Uxbridge

Discuss how to identify and avoid being scammed and improve your cybersecurity. We will look at your personal security, online fraud and give you confidence to know when something isn't right.



Caring and coping

First aid:

Wednesday 10 April 10.30-1.00, Uxbridge

Learn the basics to help you and your family around the home. This Course will cover basic life support and using a defibrillator, dealing with head injuries and burns as well as helping you decide when you need to go to the GP or A&E.

Monday 15 July 2.30-3.30, Ruislip Manor

Quick-fire session – Discuss keeping safe at home including falls, hypothermia, dehydration.

Managing Medications: Tuesday 25 June 11.30-12.30, Hayes

Understand the role of your local Pharmacist and how they can help you. Learn about the safekeeping and administering of medication – how to organise medicines and ensure they are taken correctly.

Accessing primary health care services – Autumn, Uxbridge

Would you like to better understand who does what in your community when it comes to your health and how you make contact? Hear a talk about what your GP can help with, who they can involve in your care, and who you can contact independently.

Moving and handling your loved one at home – Autumn, Uxbridge

Do you struggle to help your loved one to move in and around your home? This half-day course will discuss how you can make it easier for yourself whilst encouraging them to be more mobile and independent.



Health and Wellbeing

Time for you

3-step approach for enhancing and managing your wellbeing

Being a Carer is physically and emotionally tiring, it can dominate our lives. Come and discover other areas of yourself. Find ways to feel better and stronger which could boost your mood and help put a real emphasis on those positive qualities being a carer offers.

Meeting the Mark! - Tuesday 20 August, Uxbridge

Discover that you are Enough! A psychological approach to help you feel emotionally stronger as a person AND as a carer. Focusing on self-compassion and positive wellbeing outcomes, we will consider ways to help you feel more "connected to something greater" such as community, faith or nature. Lots to explore...

Focus on Me - Tuesday 4 June, Harlington

The importance of self-care, kindness to self and forgiveness of self. Delve into the principles and practices of self-care. Explore some calming relaxation techniques working with breath to calm and centre ourselves.

Eco Therapy - TBC

More Forest Walks this year, immersing our senses in the atmosphere of the beautiful surroundings of the forest for relaxation and positive health and wellness benefits.



Healthy body, healthy mind

Prostate and male cancer awareness - TBC

Diabetes awareness - Tuesday 14 May, 2.30-3.30, Northwood

Menopause and female health - TBC

Exercise and be social

Thursdays, 1:30pm-3.00pm, Uxbridge

Come and work out on Thursday afternoons with time for refreshments and a chat afterwards. You can bring the person you care for.

Chair Exercise with Alison (alternate weeks) involves gentle stretching exercises

Yoga with Jodi (alternate weeks) keeps you mobile and your body flexible

When caring ends - supporting bereaved carers

We understand how difficult it can be to lose the person you care for and we want to offer help, whether a chat with our Bereavement volunteer or a coffee at The Robins Café.

This café is on the **second Wednesday of the month** in Uxbridge, specifically for carers who have lost the person they care for.

Mental Health Carer Support programme

We offer practical, emotional, and psychological support to carers in the Borough of Hillingdon who are caring for a family member with a mental health issue.

We recognise the work you do and the challenges you face. With this in mind, we aim to address the emotional and psychological impact that a caring relationship has on carers. Our emphasis is on promoting a greater understanding of mental health (both for yourself and the person you care for), the importance of self-care, building your resilience, confidence, and self-esteem. We also provide practical advice for carers supporting an individual through a mental health crisis.

The Mental Health Carers Project at Hillingdon Mind offers signposting services, psychoeducational workshops designed to support mental health carers, family support as well as psychotherapeutic support, which includes one-to-one counselling, group psychotherapy, forest therapy, book clubs and more.

For more information, please visit the project page on Mind in Hillingdon website:

<http://www.mindinhillingdon.org.uk/our-services/the-mental-health-carers-project/>

Alternatively, if you would like to arrange an informal chat to discuss more about the services we offer, please email our Carers Engagement Lead, Kathryn on kathryn@hillingtonmind.org.uk

If you would like to get involved in the project or would like to receive a Mental Health Carers Welcome Pack, please complete the "self-referral form" on our website.

Carers Short Breaks Service

The Carers Short Breaks service provides you with the opportunity to have a break from your caring role, safe in the knowledge that your loved one is being cared for by someone with the appropriate training, skills, and experience.

Harlington Care's excellent care staff can:

- Take your loved one on social outings such as places of interest, lunch or walks
- Carry out personal care needs and support your loved one in the home if they can't get out

For an assessment or to learn more about carers short breaks contact Tanya: Twillis@harlingtonhospice.org



Specialist Dementia support

Alzheimer's Society support staff are based with the Carers Trust Hillingdon team at our offices in Uxbridge, and we work closely together to provide support to families living with dementia.



Dementia Support service

Our Dementia advisors work with people living with dementia and their carers through their dementia journey.

Why not visit one of our Dementia Cafes?

Templeton Café

**Fortnightly on Tuesdays,
1.00pm-2.30pm**

Fairfield Church, Windsor Close,
Northwood, HA6 1PD

Contact Madhuri: 07740 433472

Hayes Café

**Fortnightly on Fridays,
10.30am-12.30pm**

Hayes and Harlington

Community Centre, Albert Road, Hayes, UB3 4HR

Contact Julia: 07803 115535



Pop into the Advice Centre and pick up a Dementia activity flyer or contact the team using the details at the bottom of the page.

Dementia support from Hillingdon council

The London Borough of Hillingdon has a dedicated website for Dementia which can be found at <https://www.hillingdon.gov.uk/dementia-pathway>.

The Dementia pathway is divided into six different areas which focus on useful information and links to different services run by the council, in conjunction with the Alzheimer's Society.

The different areas are:

- **Prevention**
- **Diagnosing and memory assessment**
- **Help and support**
- **Stay active and social**
- **End of life and support**
- **Hillingdon Dementia Action (ADAA)**

For further details visit the website or contact Sarah Durner at SDurner@Hillingdon.gov.uk.

Young Carers Schools Outreach team

Introducing the New Schools Outreach team

Due to the expansion of our hugely successful Young Carers in Schools Outreach Programme, we are pleased to introduce a whole new team!

Our aim is to identify and support as many young carers as possible in Hillingdon's Primary and Secondary Schools by working alongside key staff members and delivering a bespoke programme of sessions to improve the engagement, attainment, and wellbeing of these children and young people.

The team is set up to:

- Raise awareness of young carers and the challenges they face
- Inform School staff and students about the wide range of support available to young carers and their families
- Guide Schools through the Young Carers in Schools accreditation process – enabling them to achieve a nationally recognised award for their commitment to supporting Young Carers
- Educate staff to identify young carers
- Provide home-school liaison and promote positive relationships between school and home
- Provide volunteer mentors to support young carers with their education
- Provide tailored group and one-to-one sessions to provide emotional support and strategies to enhance mental wellbeing and emotional health



Amanda is the new Schools Outreach Manager and has had over 25 years experience of pastoral, behaviour and support work within schools, specialist provisions and as a Family Support Worker.

Charlotte has worked as a counsellor and support worker for many years and specialises in supporting young people with additional needs



Rena has been a teacher for many years and has recently trained as a story massage therapist.

Nadia has worked as student support worker in a specialist provision and then as our Young Adult Carer supported transition officer.



Please note that the information in Connecting Carers was correct at the time of publication, however, we do ask you check before you travel to any drop-in service, workshops, and sessions to ensure you have the accurate details.