

# Carers Hub

Reading, West Berkshire and Wokingham

Newsletter

September 2020



**We are now only 7 days away for our new name change**

September 2020						
M	T	W	T	F	S	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

**Friday 4th Sep 2020**



**We are still open**

**contact us any time between 9-5pm**

**Monday - Friday**

**Tel : 0118 324 7333**

**Email : [ask@berkshirecarershub.org](mailto:ask@berkshirecarershub.org)**

## Face covering exemption cards

**Some people can't wear a face mask or covering because of a disability or severe distress.**

**See these D.I.Y cards to help deal with public situations that might happen.**

**Please see below the link for free cards**

[https://www.asthma.org.uk/4a4a8010/contentassets/fo115d001a574bfeaffcodfee9d35305/auk\\_face\\_covering\\_graphic4.jpg](https://www.asthma.org.uk/4a4a8010/contentassets/fo115d001a574bfeaffcodfee9d35305/auk_face_covering_graphic4.jpg)

<https://www.southmoltonhealthcentre.co.uk/website/L83137/files/Face-Covering-Exemption-Cards-1.pdf>

## Paid exemption card

**Please link below**

<https://hiddendisabilitiesstore.com/>



**COVID-19**

**Please wear a face covering if you visit your GP practice**

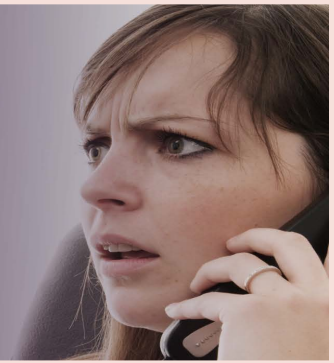
Temporary changes to how you access your GP practice remain in place during the COVID-19 pandemic

Most people can be assessed by phone or video consultation.  
If you are asked to visit a GP practice then please wear a face covering that covers the nose and mouth

**NHS**  
Wirral  
Clinical Commissioning Group

## Nuisance calls and messages:

### Abandoned and silent calls



### **The phone rings, you rush to answer but there's no-one on the line.**

Abandoned and silent calls can be annoying and irritating at the best of times.

But for some people – for example, those living alone – these calls can be particularly frightening.

**This guide explains more about these calls, what can cause them and what you can do about them.**

#### **What are abandoned and silent calls?**

An abandoned call is one that is terminated when you pick up the receiver. Instead of a person on the other end of the line you hear an information message from the organisation that is trying to call you.

A silent call is where you receive a call but you can hear nothing and have no means of knowing whether anyone is at the other end of the line.

#### **What causes them?**

Most abandoned and silent calls are not necessarily made deliberately but can be caused by the use of technology by organisations to maximise the amount of time their calling agents spend speaking to consumers.

The majority of abandoned calls are caused by automated calling systems known as diallers. These diallers, mainly used in call centres, dial telephone numbers automatically and connect people to call centre agents as soon as the phone is answered. But diallers may not always work as intended. For example, if the dialler makes a call but there is no call centre agent on hand to deal with it, you might receive an abandoned call.

Silent calls can occur, for example, when the technology used by call centres to detect answer machines

mistakes you answering for an answering machine, and cuts off the call without playing an information message, or you hearing anything.

Nuisance calls and messages:

What is the law in this area?

Ofcom tackles abandoned and silent calls and has published a policy statement for industry aimed at reducing the harm caused by these calls. Where someone is repeatedly making abandoned and/or silent calls, Ofcom may take enforcement action, including fining the caller up to £2 million.

Ofcom continually monitors complaints about abandoned and silent calls and can launch an investigation if it believes a caller is not following the law.

I'm receiving silent/abandoned calls – what can I do?

If you are receiving abandoned or silent calls we recommend taking the following action:

Try and identify the caller: All companies using automated diallers should present a Calling Line Identification number on your telephone's display, and allow you to obtain the caller's telephone number by dialling 1471.

Alternatively, the automated message from an abandoned call should disclose the name of the organisation and provide a number that you can call to opt-out of receiving further calls.

Complain to Ofcom:

You can complain by:

- ringing our Consumer Contact Team on 0300 123 3333
- going online: <https://stakeholders.ofcom.org.uk/tell-us/webflow/silent-calls/>
- or by post: Ofcom, Riverside House, 2a Southwark Bridge Road, London, SE1 9HA

You should try to provide as much information as you can about the abandoned or silent call, including:

- the name and number of the caller;
- how many times you have been called by the same number; and
- over what period of time have you been receiving the calls.

If you are unable to identify the caller you should contact your phone company. Most phone companies have a nuisance calls team, who can give you advice on what to do next.

#### **Why complain?**

Your complaint can provide real benefits, both for you as an individual and for consumers generally.

This is because complaints play a vital role in helping regulators tackle the companies responsible for nuisance calls and messages.

Without your complaints regulators would find it much harder to identify and take action against those responsible.

Although complaining may not put a complete or immediate stop to all your nuisance calls or messages, it does help regulators take more targeted action in this area.

Making a complaint is simple. You can do it online, by phone or by post, and it can take as little as 5 minutes.



## Restart of Wokingham Crossroads Services

After the awful couple of 'lockdown' months we've got good news about our services.

Respite+ Services - we are slowly restarting our respite visits in compliance with the latest government guidance. Priority will initially be given to carers who are not receiving support from other care agencies and whose health & wellbeing has been badly affected by the need to isolate. Each request for respite has now to be risk assessed for Covid-19. When visiting you at home staff will abide by social distancing regulations and wear Personal Protective Equipment (PPE) as required.

The Carers Back Me Up Scheme continues as usual with cover for i) emergency situations and ii) your own health related appointments e.g. at the hospital, GP, Dentist, Optician etc.....

If you'd like to know more please call us on 0118 979 5324 or email [contact@wokinghamcrossroads.org](mailto:contact@wokinghamcrossroads.org)

**Independent Health  
Complaints Advocacy (IHCA)**



**Support in raising a complaint when NHS care and treatment hasn't been at the standard you expect**

**How we can help**

**Sometimes things don't go as well as we would expect when we receive care and treatment from the NHS.**

**When this happens, we have lots of questions: why did this happen? how can it be put right? will it happen to someone else?**

**The Advocacy People can support you to make a complaint and get answers to your questions. We offer different levels of support. Our self-help Factsheets can guide you through making your own complaint. Or one of our Independent Health Complaints Advocates can work with you from the beginning or at any stage.**

**For more information and to make a referral:**

**Call:** 0330 440 9000

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

**Email:** [info@theadvocacypeople.org.uk](mailto:info@theadvocacypeople.org.uk)

**Write:** PO Box 375, Hastings, East Sussex, TN34 9HU

**Text:** 80800 start message with PEOPLE

**Please  
wear a face  
covering**

**when coming to any of  
our sites, for any reason**

**Thank you**



**Berkshire Healthcare  
NHS Foundation Trust**



## **The YPWD Annual Meeting sharing what happened in 2019-2020**

The YPWD Annual Meeting sharing what happened in 2019-20

We would like to invite you to our Annual Meeting which is being held on Zoom on  
Tuesday 22 September from 5:30pm.

This event gives the charity's board an opportunity to showcase publicly all the achievements across the 2019-20 year at YPWD, and to share with you what the charity will be focusing on in the year ahead. Presenting this year's event on Zoom will be the charity's Director Mark Hainy.

**If you'd like to join us you can request the Zoom link for the event by  
emailing [contact@ypwd.info](mailto:contact@ypwd.info)**

## **Learn Microsoft Excel Free Remote Learning**

**Learn Excel interactively online in small groups in Zoom or Microsoft  
Teams. Topics in this 4 session course include:**

- **Overview of Excel cells, rows and columns**
- **Creating formulas to do the number-crunching**
- **Sorting, filtering and grouping records**
- **Formatting for better layouts, reporting and printing**
- **Summarising data**
- **Telling a story with Bar Charts & Pie Charts**

**To book a place and arrange the sessions, call on  
0776 738 0722 or email [adulthoodeducation@wokingham.gov.uk](mailto:adulthoodeducation@wokingham.gov.uk)**





**This is a really great online resource for carers that might be particularly useful during this pandemic. They offer virtual coffee chats to help keep carers connected as well as offering support to find the help you need in your area and coaching to build a personal action plan:**

**<https://www.mobiliseonline.co.uk/>**

**Adult Social Care**

**Brokerage & Professional Support**

**Civic Offices, First Floor**

**Shute End, Wokingham**

**RG40 1BN**

In collaboration with

**DiABETES UK**  
KNOW DIABETES. FIGHT DIABETES.



Diabetes UK presents

## **Diabetes and Dementia**

Come and join us and guest speaker

Dr Amrit Mudhur from Southampton University

**Date:** Thursday 3<sup>rd</sup> September

**Time:** 6:00 – 7:30pm

**This event will be held on zoom**

**For info contact:** [Corriene.baileybearfield@diabetes.org.uk](mailto:Corriene.baileybearfield@diabetes.org.uk)



## Young Carers

### Help and advice for young carers in West Berkshire

**Young carers are children and young people under 18 who take on caring tasks and responsibilities within their family that most of us only do as adults. The term does not apply to the everyday and occasional help around the home that may often be expected of or given by children in families.**

**The person you care for could be a parent, grandparent, a brother, sister or a family friend. The person you look after may have a physical disability, a progressive disease, a mental health difficulty or a substance misuse problem.**

**It can be rewarding to care and help your family cope but you should still be able to relax and have some fun, which is what West Berkshire's Young Carers Project is all about.**

**We can help by...**

- reducing the amount of caring you have to do
- talking with your school or college about how to support you
- making sure you get regular breaks to spend time with friends
- supporting you and making sure you've got someone to talk to

**A young carer can contact our friendly team directly to talk about how we can help. A family friend concerned about a young carer can make initial contact on behalf of the young person.**

**Contact us**

**Email: [youngcarers@westberks.gov.uk](mailto:youngcarers@westberks.gov.uk)**

**Telephone: 01635 503400**



### **Crossroads Care Wokingham**

Wokingham Crossroads provides both practical home help and respite breaks to support unpaid carers and to assist with Contingency planning in Wokingham, Bracknell Forest and surrounding areas. For more information, please contact the office .

Tel: 0118 979 5324

Email: [karen.mustard@wokinghamcrossroads.org](mailto:karen.mustard@wokinghamcrossroads.org)

[www.wokinghamcrossroads.org](http://www.wokinghamcrossroads.org)

Email [contact@wokinghamcrossroads.org](mailto:contact@wokinghamcrossroads.org)



### **Crossroad Care Reading**

Crossroads Care Reading, provides a caring and enabling place for carers and people with care needs who like to socialise, enjoy activities and outings.

The groups are FREE to those 18 years and over and living in Reading. Operating an open referral system. Carers can refer themselves to a group if they wish.

Call 0118 945 4209

For more information.

[www.readingcrossroads.org](http://www.readingcrossroads.org)



### **Crossroads Care West Berkshire**

Crossroads Care West Berkshire is a domiciliary care agency providing care and support to people who live in the community. They offer a flexible and varied service to people who care for others by supporting the people they care for.

Broadway House, 4-8 the Broadway

Newbury

RG141BA

0163530008

[care@oxfordshirecrossroads.org.uk](mailto:care@oxfordshirecrossroads.org.uk)



**West Berkshire**

Tuesday 1/09/2020

10am-12pm

At: St Paul's Parish Rooms

Reading Road

Wokingham

RG41 1EH



You will need to book a place as due to social distancing measures places are limited. Please contact The Hub on 0118 324 7333 where we will register your confirmation of attendance.

We look forward to seeing you there.

## **Reading Dementia Support Group**

**Is running on the 22nd Sept  
Venue and time to be confirmed,**

please contact the hub for more information  
0118923 or email [ask@berkshirecarershub.org](mailto:ask@berkshirecarershub.org)

We will be contacting all carers when the other support groups are back up and running

# Easy meatballs to do with the your children



PREP TIME : 1 Hour

COOK TIME : 40 mins

## Ingredients

- 300g good-quality pork sausage (about 4 large or 8 chipolatas)
- 1 small onion
- 1 carrot
- 1 tbsp dried oregano
- 500g lean beef mince
- 50g parmesan, finely grated, plus extra to serve
- 75g dried breadcrumb
- 1 medium egg
- 1 tbsp olive oil

### For the tomato sauce

- 1 carrot (finely grated)
- 2 sticks of celery (grated)
- 1 courgette (coarsely grated)
- 3 garlic cloves (finely grated)
- 2 red peppers
- 1 tbsp olive oil
- 1 tbsp tomato purée
- pinch golden caster sugar
- splash red wine vinegar
- 3 x 400g tins chopped tomatoes

## Directions

**KIDS the writing in bold is for you. GROWN-UPS** the rest is for you. Squeeze some sausages. Get your child to squeeze all the sausage meat out of the skins into a large bowl. They can hold the sausages or do it by squashing them on a board.

**Get grating.** Get your child to coarsely grate the onion and finely grate the carrot. If the onion starts to hurt their eyes, get them to wear goggles, which is good fun. Grating can take a bit of strength, so you may need to help. Tip these vegetables in with the sausages. While you have the grater out, grate the Parmesan, other vegetables and garlic for the sauce, and set aside.

**Make a marvellous mix.** Next, get your child to add all the other meatball ingredients one by one, except the olive oil, into the bowl and season with black pepper.

**Squish everything together.** Get the child to squish everything together through their hands until completely mixed. Keep an eye on younger children to make sure that they don't taste any of the raw mix.

**Roll meatballs.** Children as young as three can now roll the meatball mix into walnut-sized balls, then place them on a board or tray. This mix should make 40 balls – counting these is great way to help teach older children basic division. Cover the meatballs with cling film and have a little tidy up.

Prepare the red peppers. Firstly, peel the peppers with a vegetable peeler, cut off the tops and bottoms and remove the seeds. Cut the peppers in half and children from the age of four can cut the peppers into strips.

Make the sauce. A grown-up will need to help here. Heat the oil in a large saucepan. Add the vegetables and garlic and cook for 5 mins. Stir in the tomato purée, sugar and vinegar, leave for 1 min then tip in the tomatoes and simmer for 5 mins. Get the child to help blitz the sauce with a hand blender. Gently simmer the sauce while you cook the meatballs.

Cook the meatballs. Brown the meatballs in the olive oil on all sides then pop them into the sauce, working in batches if necessary. Simmer the meatballs in the sauce for 15 mins, gently stirring until they are cooked through. It's ready to eat now or cool and freeze in suitable batches for up to 6 months. Serve with spaghetti, some basil and extra Parmesan, if you like.