



# Carers' Voice

## OCTOBER—DECEMBER 2020



### Merger Update

## Enfield Carers Centre & Carers Trust Lea Valley Crossroads Care

We recently told you about the proposed merger of Enfield Carers Centre and Lea Valley Crossroads Care. After much hard work behind the scenes, we are happy to announce that the new organisation will be up and running from Britannia House in Baker Street from 1 November 2020.

The merger will not only enable us to expand the services that we provide to carers and make the support journey much easier to navigate but will also mean that we can continue to deliver all the services that carers have come to rely on over the years.

The current COVID crisis continues to impact on all of us, and, for the time being, we are unable to welcome you into our offices. However, we hope that very soon we can open the doors again. Until then we will aim for as much normality as possible online and by phone! You can read in this newsletter about how to join in with our various activities, but for anything we can help with, we're always at the end of the phone.

It won't be long before our thoughts turn to Christmas, and it's hard to think what this one will be like with all of the uncertainties that we face. However, we want to help our carers, both young and adult, enjoy the holiday season, and to deal with the extra stresses that many of you have to cope with at this time of year. Keep an eye on our website for updates on this, and we'll let you know what we have planned.

We look to the future with optimism and hope that 2021 brings a healthier and less challenging time for all of us. You can be sure of one thing, whatever the next year throws at us, Enfield Carers Centre will be here to support you.



If you look after a relative, friend or partner who is frail; elderly; has a mental illness; a disability; long-term or life-limiting illness or if they have a substance misuse condition, then you are a Carer.

Enfield Carers Centre is here to support you in your caring role.

We offer a wide range of services including: free training and information, respite activities and counselling as well as many others. Give us a call and we will be happy to help.

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Britannia House  
137—143 Baker Street  
Enfield EN1 3JL

T: 020 8366 3677  
E: [info@enfieldcarers.org](mailto:info@enfieldcarers.org)  
[www.enfieldcarers.org](http://www.enfieldcarers.org)  
Charity No: 1140089





**CARING  
FOR YOUR  
FUTURE**

**Thursday 26th November 2020**  
**ONLINE EVENT 10:45am — 2:00 pm**

You are invited to join us online as we celebrate our AGM and Carers Rights Day. Enfield Carers Centre wants to help Carers understand what they are entitled to in terms of rights to involvement in care planning, hospital discharge, carers assessments, benefits entitlements, pension credit etc. Hear from Luke Clements who is the Cerebra Professor of Law & Social Justice at Leeds University and also a solicitor with Scott-Moncrieff & Associates Ltd.

**Social Care Contributions**

**Disability Related  
Expenditure**

**Financial  
Assistance &  
Govt. Benefits**



**Carers  
Assessments**

**Involving Carers in  
Hospital Discharge  
planning**

**Emergency/  
Contingency  
Planning**

**10.45am-11.15am ECC Annual General Meeting**



**Call 0208 366 3677 to book your place**

**If you would like help or advice on how to get online to access this event  
please call: 0208 366 3677 for more information.**

# Remembrance

**Vijey Rattan** (14.04.40 - 26.07.20)- Devoted wife, mother, mother in law and grandmother was an accomplished, courageous, hard working woman and spent many years doing charitable work. She was awarded the British Empire medal in 2017 for her work in community service. Thank you all for your best wishes & prayers in her memory.



If you'd like to add some words about your lost loved one to our page of Remembrance in a future Newsletter, send your photos & stories to [info@enfieldcarers.org](mailto:info@enfieldcarers.org) OR

post to:

Enfield Carers Centre  
Britannia House,  
137-143 Baker Street, EN1 3JL

## BEREAVEMENT GROUP

ECC hold a monthly bereavement group for carers who have lost a loved one.

The Group usually meets on first Tuesday of every month, although currently this is being held as a group phone-in. If you want to join this group or are interested in finding out more about it, call us on 020 8366 3677

## FRIENDSHIP STORY

I just wanted to thank ECC for sending me to Whittlebury Hall in March, on a lovely Spa break with 24 other lovely carers.

We had such a relaxing time and made lots of new friends. Sadly the new friends have lost loved ones during this pandemic but we have been having small gatherings, now that places have re-opened, and have been able to share our ups and downs. It has made such a big difference to my life as

I struggle to meet people and make friends, so this was a lovely way to meet like minded people. I have enclosed a picture of our last venture with myself (Lina), Debbie, Vladena, Shakeela and Mary having lunch at Middeys in Cockfosters.



# EMERGENCY PLANNING

## A PRACTICAL GUIDE

### The Importance of Making an Emergency Plan

*“Who will look after my loved one if I can no longer do so?”*

The recent crisis with the Coronavirus pandemic has highlighted just how important it can be to have a plan in place should any emergency happen in our own lives.

Having a plan in place can help prevent an emergency developing into a crisis and it can also give us some peace of mind knowing that assistance can be summoned when needed.

And if your Emergency Plan is never actually needed? Then so much the better!

### Tips for Writing Your Own Emergency Plan

- ♦ Think about who you would want to be called in any event of an emergency and what they will need to do. For example, one family member may be able to take over the whole of your caring role for a period of time. Or a close friend may be able to stay with your loved one just until social services can be contacted to arrange professional replacement care. Or it may be that a trusted neighbour checking in on your loved one and getting some shopping is enough. It all depends upon your individual circumstances.
- ♦ Discuss the proposed plan with anyone concerned, including the person who requires care. Include friends of r family who may be contacted in such an event and any professional services such as a care agency who may already be involved.
- ♦ Your plan should include essential information about the person who needs care; contact details for professionals involved such as social services and GP; plus details for your emergency contacts and the tasks that they have agreed that they can help with.
- ♦ Create a plan for each person that you care for , if more than one
- ♦ Give a copy of the plan to any care agency or social services are involved in the support of your loved one,

**Don't forget – you will need to get permission from any of the people you are hoping to name as your emergency contacts in order for you to include them in your plan, and for you to then pass on their details to anyone else!**

**And also don't forget to keep your plan regularly updated!**

### Emergency Plan Template

*You can write your own version of an Emergency Plan, but if you want a template to use, please contact us at Enfield Carers Centre and we can send you one by email or post, or you can download one from our website.*

(Alternatively, the national charity **Carers UK** have created an online tool which guides you through a step by step process to create your own 'Back Up Plan'.

Go to <https://carersdigital.org/mybackup/> and they will then email you a copy).



## Carers Emergency Card

If you are caring for an adult, you can already get a free **Carers Emergency Card** from Enfield Carers Centre (this is in addition to the normal carers ID or 'Gold' card).

The Emergency Card should be carried with you at all times. It identifies that you are a carer and therefore there might be somebody waiting for you to return home to look after them.

It has an emergency number and reference number on the back, so should any emergency occur, you, or someone on your behalf, can call the number on the back, give the reference number and the team at Safe & Connected (who also operate local community alarm and telecare systems) will alert people who you have nominated to be your emergency contacts.

Those emergency contacts can then go round to check on your loved one and arrange alternative care as needed.

If none of your emergency contacts respond, then the system will arrange for emergency services to go round to check on your loved one to ensure that they are supported.

Please call : 020 8366 3677 for more information .

## ECC Christmas

### Opening and Closing Times

**Enfield Carers Centre will be**

**Closing at 5pm**

**On Wednesday 23rd  
December 2020**

We will reopen on:

**Monday 4th January 2021  
at 9:00am**



### **Transport Fund for Carers**



If you are worried about using public transport for appointments or shopping then Enfield Carers Centre may be able to help.

Thanks to some funding from the wonderful people at Global Radio we now have a transport fund that carers may apply to help them and the person they care for to get about safely in these difficult times.

For more information please call:  
0202 366 3677 or email: [info@enfieldcarers.org](mailto:info@enfieldcarers.org)

### **"Just" the flu?**

Each year the flu kills on average 11,000 people and hospitalises thousands more. There's no "just" about it.

The flu vaccine is free for those most at risk. Ask your GP or pharmacist.



### **Ask your GP about a Flu Jab This Winter**

Put getting your Flu jab at the top of your 'To Do' list.

Throughout the Coronavirus pandemic, we have all worked hard to protect our friends and families and our NHS.

Helping to protect against flu is particularly important now with COVID-19 in circulation because people vulnerable to COVID-19 are also at risk of complications from flu.

The flu virus is highly infectious and spreads from person to person. Even amongst those not showing symptoms.

The flu vaccine is safe and the best protection for you and those around you. It's available for free to those most at risk. And if you get Flu and pass it on it could be extremely serious for other people.

Let's all stay well this winter! Book your flu jab now!



# **‘Message In a Bottle’ From the International Lions Club**



The **Message in a Bottle** is a simple idea – you fill out a form which contains essential information for the person who may need assistance (name, age, diagnosis, medications, GP details and more). You then keep this form in a bottle in the fridge where it can be easily found.

You put some stickers on the outside of the fridge and the inside of the front door that emergency services will see, that tells them where to find the bottle. They will then have quick and easy access to essential information that might save valuable time and help them provide the best support and treatment to your loved one.

**Please contact Enfield Carers Centre if you would like a ‘Message in A Bottle’. It is FREE to collect from our Centre, or you can pay £3.50 to cover p&p and we will post you one.**

Enfield Carers Centre would like to say a Big **“Thank You”** to the **Enfield Branch of The International Lions Club** for generously providing bottles specially for local carers!



**Post and packing charges apply or collect free from Enfield Carers Centre**

## **Making an Emergency Plan**

### **Online Workshop via ZOOM**

With Guest Speaker: Manji Kara from The Lions Club International, speaking about the **‘Message in a Bottle’** scheme

**Tuesday 20<sup>th</sup> October starting at 2pm**

Join online by **ZOOM** using Meeting ID: **944 315 1703**

Or join by telephone (local call charges apply) **020 3051 2874** and then enter Meeting ID on your telephone keypad: **944 315 1703#**



# Online Exercise Classes

**Don't Tone Alone** are offering a range of online classes for all abilities.

**Tuesday 11am**

**CIRCUITS for beginners and those with long-term health conditions**

**Wednesday 12:30pm**

**ENERCHI relaxation and mindful movements online exercise class**

**Thursday 11am**

**CIRCUITS for Intermediates & those with long-term health conditions**

**Friday 11am**

**BOXFIT boxing movements for cardio and stress relief**

**Saturday 10am**

**CIRCUITS for advanced participants wanting a higher intensity**

**To book a block of 10 sessions for £25 (£2.50 per class) go to [www.donttonealone.co.uk/resources](http://www.donttonealone.co.uk/resources) to sign up & purchase**

**Help may be available to those unable to pay  
Please call ECC to enquire : 020 8366 3677**

## First Aid Training ONLINE

**FREE 2-Hour online workshop for carers with  
certificate of attendance**

Red Cross online workshop delivered via Zoom. You will learn about every day first aid. The aim is to build confidence so you can help someone in a first aid emergency, using the objects that you have around you



**Tuesday 1st December  
10-12pm**

**Call to register your interest: 020 8366 3677**

# MEET THE TEAM



**In this edition, we're meeting our**

**Adult Carers Support Team, Shammy Ahmed and Matt Cook**

Shammy and Matt, our Adult Carers Support Team, provide advice and support to carers over the age of 18. Together they can listen to problems, suggest ways to deal with them, or steer carers in the right direction. In some cases that will be to colleagues in the Carers Centre who have specialist expertise, or sometimes it will be to Government agencies or other charities. But often the most valuable thing they offer is a sympathetic ear to carers struggling to deal with the many problems that come with life as a carer.

Matt arrived at ECC following a career which began as a Community Nursing Assistant, then on to working in health promotion, and working for Age UK providing dementia support in the local community. Together with his own experience of family caring, this gave Matt a good mix of skills and experience to work with carers.

Shammy came to us through her community-based background. She worked with various community organisations in Enfield from 2007 until she moved to Camden and worked for a well-established charity before joining ECC last year. Again, a great grounding for her work here.

During the current pandemic, most of Matt and Shammy's work is carried out on the phone or by email. Often, they are the first port of call for carers, so need to talk through any issues to find out if they can help directly, or whether it is better to direct the carer to someone with specialist knowledge.

Another important part of the team's work is to run Support Groups, bringing together carers who share issues such as being a new carer or caring for someone with dementia or autism. In 'normal' times, this gives carers a chance to meet up, swap experiences, learn from each other and sometimes from guest speakers. At the moment, groups are being run on Zoom or by telephone. By encouraging this approach, the team are contributing to the ECC goal of empowering carers. Of course, people have different preferences, and one-to-one discussions are available for those who are not comfortable in groups.

Both Matt and Shammy are proud of making a real difference to the lives of carers, and to be supporting people who do so much to care for their loved ones. In turn, ECC is very proud of the work done by this team.



## October— December 2020 Activities

To join our Video Activities and Support Groups from your computer or tablet you'll need an internet connection and a web-camera or smartphone with data. If you don't have a computer, internet or a smartphone—don't worry you can still dial in from your home phone.

The phone call will not cost you more than a local call, for the length of the meeting. Dial the phone number, type in the meeting ID and Hey Presto!

### HELP TO GET ONLINE

Are you feeling left out as the rest of the world connects via the internet? Do you want to keep in touch with us, your family or friends but don't know how to use Zoom or other online activities? Perhaps you can't afford a computer, laptop or tablet?



Let us help you.  
Call us on: 020 8366 3677

### CARERS GP & HEALTH FORUM

**Thursday 10th December**  
**11am– 1pm**

The following topics will be covered:

- ♦ General Update Covid-19
- ♦ GP and Hospital Access Update
- ♦ Healthwatch - Latest News and Survey
- ♦ Health Arrangements over the Christmas period



**To join the Zoom Forum:**

Click: <https://us02web.zoom.us/j/9443151703>

Or call: **020 3051 2874**

**Enter the Meeting ID: 944 315 1703#**

### CARERS' LEGAL INFORMATION TELEPHONE APPOINTMENTS

**Hadley Long - Michael Anvoner Solicitors OR Craig Ward - Craybeck Law**  
**Ten & fifteen minute phone appointments covering any of the following :**

**Wills; Trusts; Lasting Power of Attorney; Community Care; Care Act 2014;**  
**Carers Rights; Court of Protection or Care Home Matters\***

**15th October, 19th November, 17th December—10am-12pm**

**27th October, 24th November, 22nd December —2pm-3pm**

**\*sessions are limited and subject to availability Call 020 8366 3677 to book**

# Carers Wellbeing Workshop ONLINE

10.30am – 12.00pm

## Managing COVID anxiety—Thursday 22nd October

This workshop focuses on techniques to help you manage your anxieties relating to COVID-19 and this unprecedented period of global uncertainty

## Stress and Relaxation— Thursday 5th November

This workshop supports you with identifying stressors and practical strategies to manage stress and ways to relax

## Sleep/Insomnia—Thursday 3rd December

This workshop supports you with managing poor sleep and providing knowledge about sleep hygiene.

Places are limited. To register your interest

Please Call 020 8366 3677



## FREE TRAINING FOR CARERS

Learn valuable nursing skills  
to help prevent hospital admissions



Are you looking after a partner or relative who's ill or disabled? Are they being treated by their GP or District Nurses? Have they had surgery or an infection? If any of these situations apply to the person you care for, this free course will teach you basic nursing skills which will help you keep them healthy and avoid hospital stays or re-admissions.

**Medication  
Safety**

**Avoid Hospital re-admissions**

**Skin care and prevention  
of pressure sores/ulcers**

**Preventing  
Infections**

**Signs of infection and  
what action to take**

**Unwell out of  
hours? Where  
to go/who to**

**How to avoid  
swallowing  
problems**

**Want to avoid an unnecessary trip  
back to A & E or to your GP?  
Join other carers on this crucial  
course and learn basic, but vital,  
clinical skills that once learned, you'll  
be able to use for life.**

## ONLINE WORKSHOP VIA ZOOM

Wednesday 21st October  
Monday 16th November  
Monday 14th December

Time: 10am - 1.45pm Call to book your place 020 8366 3677

This training is produced in partnership with CEPN with funding from Health Education England

# Carer Support Groups

*We are now holding our support groups by Zoom video so that we can see as well as talk to carers. If you have internet access via a computer with a webcam or a tablet or smartphone—you can join the meeting by clicking on the link.*

*Don't worry if you don't have a computer or smartphone—you can still join the meeting by phone. Just dial the number and enter the meeting ID or ask us about borrowing a device.*

*We can also help you to get online and join in the groups. Call: 0208 366 3677 for more advice.*

## Daytime Carers Chats

**Are you new to caring, or new to the Carers Centre?**

**To join our zoom chat click link below:**

<https://us02web.zoom.us/j/9443151703>

**Or call:** 0203 051 2874

Enter the Meeting ID: 944 315 1703#

**11.00am—12.00pm**

**Monday 5th October**

**Friday 16th October**

**Monday 2nd November**

**Friday 20th November**

**Monday 7th December**

**Friday 18th December**

## Multiple Sclerosis Carers

**Held in partnership with The SHANE Project**

**To join our zoom support group click :**

<https://us02web.zoom.us/j/9443151703>

**Or call:** 0203 051 2874

Enter the Meeting ID: 944 315 1703#

**Friday 20th November**

**3pm - 4pm**

## Dementia Carers

**To join our zoom support group click**  
<https://us02web.zoom.us/j/9443151703>

**Or call:** 0203 051 2874

Enter the Meeting ID: 944 315 1703#

**Thursday 15th Oct 2pm-3:30pm**

Guest Speaker: Kate Reader from Age UK

**Thursday 19th Nov 2pm-3:30pm**

Topic: TBC

**Thursday 17th Dec 2pm-3:30pm**

Topic: Coping at Christmas'

## Mental Health Carers

**To join our zoom support group click**  
<https://us02web.zoom.us/j/9443151703>

**Or call:** 0203 051 2874

Enter the Meeting ID: 944 315 1703#

**11am - 12:00pm**

**Monday 26th October**

Topic: Support & Services during  
Coronavirus + Q&A with Mark Tickner (PHE)

**This session is open to all carers**

**Monday 30th November**

Topic: TBC

**Monday 21st December**

Topic: Coping at Christmas'

## Evening Carers Chat

**Thursday 10th December**

**6.00pm—7.30pm**

**To join our zoom chat click:**

<https://us02web.zoom.us/j/9443151703>

**Or call:**

0203 051 2874

Enter the Meeting ID: 944 315 1703#

# Carer Support Groups (ctd.)

## EVENING GROUP FOR MENTAL HEALTH CARERS

### Supporting your loved one through a mental health crisis

Speak to members of Enfield's Mental Health Trust Crisis & Home Treatment Team. Learn how the team operates and how they support people in crisis or who have been admitted to the Mental Health Unit.

Share tips and strategies for coping and supporting your loved one.

**6:30pm - 7:45pm**

Tuesday 27th October

Tuesday 24th November

Tuesday 22nd December

To join our zoom group **by computer** click:  
<https://us02web.zoom.us/j/9443151703>



To join **By phone** call: 0203 051 2874  
Enter the Meeting ID: 944 315 1703#

To join our Video Activities and Support Groups from your computer or tablet you'll need an internet connection and a web-camera or smartphone with data. If you don't have a computer, internet or a smartphone, don't worry you can still dial in from your home phone.

The phone call will not cost you more than a local call, for the length of the meeting. Dial the phone number, type the meeting ID and Hey Presto!

### Learning Difficulties and Autism Spectrum Disorder (ASD) Carers

10am - 11:30am

**Friday 6th November**

**Guest Speaker:** Harriet Piercy from Zebras

**Friday 8th January 2021**

**Topic:** TBC

**To join our zoom support group click**

<https://us02web.zoom.us/j/9443151703>

Or call: 020 3051 2874  
Enter the Meeting ID: 944 315 1703#

### Bereaved Carers Group

**Tuesdays 11am—1pm**

**13th October**

**10th November**

**8th December**

Our staff are also available to talk to bereaved carers individually and/or in a group phone call. If you'd like a call, please add your name to our list by calling **020 8366 3677**





**Do you have a family member in residential or nursing care?  
Are you caring for somebody who may need residential or nursing  
care in the future? You are invited to join our group.**



## **Carers Care Home Network**

**Thursday 12th November  
6pm - 7:30pm**

**To join our zoom support group click**  
<https://us02web.zoom.us/j/9443151703>



**Or**

**Call: 020 3051 2874, enter the Meeting ID: 944 315 1703#**

The network has been created to provide support and advice to carers who have a loved one in nursing or residential care or who may be about to go through the process of choosing a care home.

## **ONLINE Benefits Advice Workshops**



### **Disability Benefits**

**6th October 2020 10am - 12pm**

A questions and answer session to help understand the criteria for Disability Benefits  
Covering: Disability Living Allowance (DLA), Personal Independence Payment (PIP) and  
Attendance Allowance (AA)

### **Means Tested Benefit**

**10th November 2020 10am - 12pm**

A Questions and Answers Session on Means Tested Benefits  
Covering: Universal Credit (UC), Pension Credit (PC), Employment Support Allowance (ESA)  
Housing Benefit (HB) and Council Tax Benefit (CTB)

### **Carers Allowance**

**8th December 2020 10am - 12pm**

Explaining the criteria of Carers Allowance and the impact it can have on other benefits.

**To Book a Place Call 020 8366 3677**

# Carers Public Health COVID-19 Q & A Session ONLINE

**Monday 26th October 2020 11am —12.30pm**

The Event will be hosted by Mark Tickner from Public Health Enfield who will provide an update on ongoing Support & Services during the pandemic as well as what we must continue to do to keep ourselves and others safe. Carers will be given the opportunity to ask questions.

**Places are limited**

**Please Call 020 8366 3677**

**to register your interest**



Public Health  
England

**THE ARMED FORCES  
COVENANT FUND TRUST**



**Have you served in the Armed Forces including  
National Service? Age UK Enfield would like to hear from you!**

Age UK Enfield have launched a Veteran Support Project, a new service which supports anyone who has served in the Armed Forces or National Service and their families.

Funded by the Armed Forces Covenant Fund, the six month project will support Veterans living in Enfield to ensure that they are receiving all the benefits they are entitled to, provide other information that might be useful to them, and put them in touch with other veterans or military organisations that can offer support.

Kate Reader, the Veteran Support Project Advisor, said:

‘This is a really exciting project to be involved with; so many issues are specific to veterans, from benefits specifically aimed at people who have served in the Armed Forces to help with applying for reissues of lost medals. And because we can help anyone who has completed at least one day of military service including National Service, we are hoping to offer our support to many people over 50 in Enfield’.

**To be eligible for this service, the person needs to be a Veteran (anyone who has completed at least 1 day of military service) and be 50+ or be a close family member of a Veteran.**

If you or someone you know is interested in this service and would like more information they can contact Kate Reader at [kate.reader@ageukenfield.org.uk](mailto:kate.reader@ageukenfield.org.uk) or 020 8375 4120.

For more information on Age UK Enfield services, please visit [www.ageukenfield.org.uk](http://www.ageukenfield.org.uk) or call us on 020 8375 4120

**If you'd like to help  
us save the trees  
and receive this  
newsletter by email  
instead or  
if you'd prefer to be  
removed from our  
mailing list, please  
let us know: Call  
020 8366 3677 or  
Email  
[info@enfieldcarers.org](mailto:info@enfieldcarers.org)**

**Speak another  
language? Let us  
know and we can  
provide a  
translation**



**ONLINE Healthy Living Day**  
**Tuesday 3rd November 2020**  
**Time: 10am—2pm**

It's important for all carers to keep themselves healthy and well so that they can continue looking after their cared for person. Often carers put their own health needs last because they're busy and concerned about the needs of their loved one. ECC recognises that carers are important too and recommends that GPs provide an annual health check for every carer. If you haven't had your health check, please ask your GP for one.

**FREE HEALTH  
ADVICE :Blood  
pressure,  
weight, diet,  
blood sugar con-  
trol and fitness**

**Useful apps and  
websites to help  
you improve your  
health &  
wellbeing**

**Join in with some light  
&relaxing group exercises  
lead by a fitness instructor.**

**Chat with a qualified Nurse**

**Places are limited.**

**Requires ZOOM app**

**To register your interest**



**020 8366 3677**

### **Online Courses for Unpaid Carers**

#### **Putting Carers First**

These courses aren't a test – there is no grading or time limit. They are a self-help tool designed to keep you well in your role as an unpaid carer. The course bundle includes interactive quizzes, videos, downloads and worksheets, for you to take at your own pace, whether it's for 5 minutes daily, or for an hour once a week. We give you plenty of hints and tips on how to acknowledge, rethink and balance the ways in which caring affects your life.

*Course one: What kind of carer are you? **FREE***

*Course two: How does caring affect your life? **FREE***

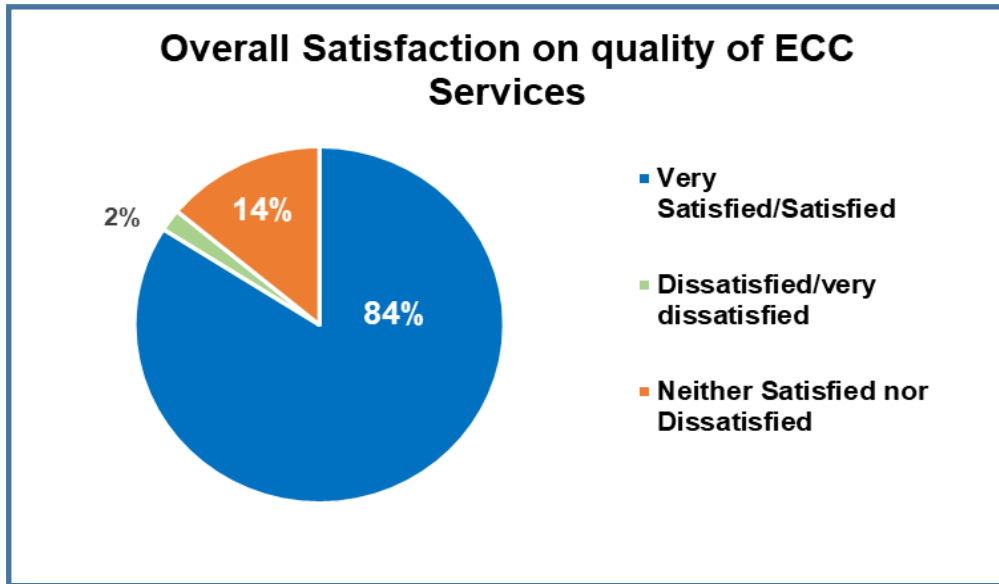
*Course three: Understanding and coping with challenges **FREE***

**Courses 1, 2 & 3 are FREE to all carers. Other courses are available. Please visit website to sign up [www.promas.co.uk](http://www.promas.co.uk)**

Enfield Carers have been given a limited number of licenses to access all courses. Please call Enfield Carers on **020 8366 3677** to register your interest.

## Carers Feedback Survey 2019/20

As always we value your input and suggestions. Here is a snapshot of some of the results and feedback from this year's (2019/20) Satisfaction Survey. Due to Covid-19 only a digitalised version of the questionnaire was offered, which meant no questionnaires were sent by post this year. For all carers that did complete a questionnaire however, their names were entered into a free prize draw to win a £50 Argos voucher. Congratulations to this year's winner Mrs. Angela Jones



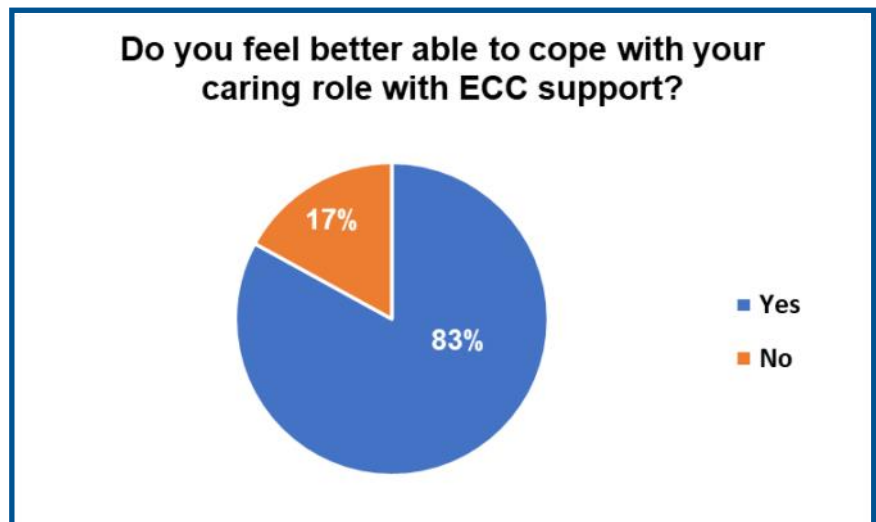
### Here are some of your comments

*'I think that the services provided are excellent. I appreciate the up-dates on local health services and council services and on the current corona virus situation'*

*'I think it is an amazing service and is certainly a real boost of support for carers who would otherwise struggle on anonymously without help or encouragement'*

*'I like receiving the emails about what is on offer for Carers'*

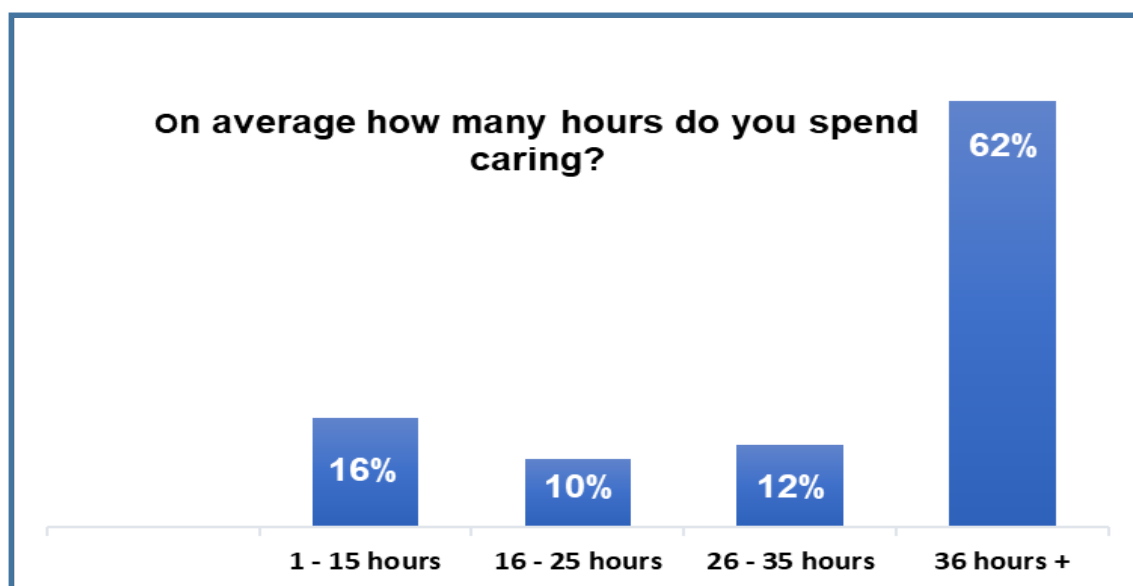
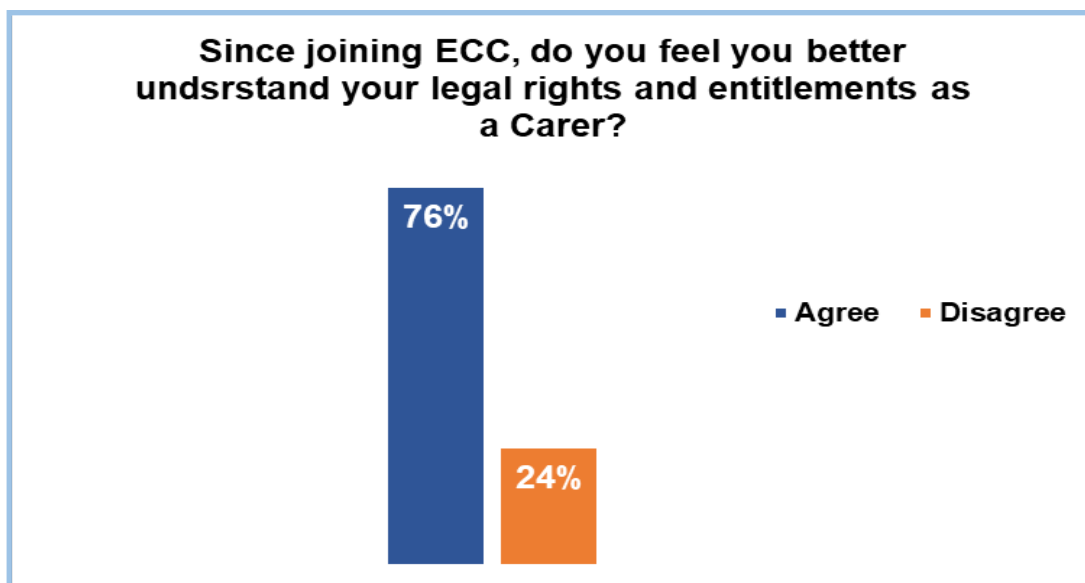
*'ECC are a vital support for carers and families, I will continue using their support and would not hesitate to highly recommend them'*



*'All of you at ECC are the unsung heroes for everything you do and have done. I have written to Boris Johnson to express my praise and support for the work done in the community by ECC'*



## Carers Feedback Survey Contd .....



We are always keen to hear your feedback and suggestions on how we can improve our services to you.

Please call : 0208 366 3677 or email: [info@enfieldcarers.org](mailto:info@enfieldcarers.org) to have your say .

Thank You!

We're still offering support to Young Carers over the phone and online.

Call us 9am-5pm Monday—Friday on 020 8366 3677 or  
WhatsApp or text us on 07809 332106.

Email us : [youngcarers@enfieldcarers.org](mailto:youngcarers@enfieldcarers.org)  
Contact us to book a place on any of the events on these pages.

**WEEKLY ACTIVITIES VIA ZOOM**

**Mondays 4.30–5.15pm**  
Making Fitness Fun (all ages)

**Tuesdays 4–5pm**  
EyPIC Chat (all ages)

**Wednesdays 5–6pm**  
EyPIC Quiz (all ages) /  
EyPIC Chat (teenagers only)

**Thursdays 4–5.30pm**  
EyPIC Homework Club (all ages)

**Fridays 4.30–5.15pm**  
Yoga (11+ years only)

**Christmas Appeal**

**Gifts for Young Carers**

We are asking for donations of NEW, **un-wrapped** gifts or toys for young carers aged 5 -18 who may not otherwise receive a gift. Many Young Carers will be facing a cold, hungry Christmas with little or no gifts coming their way.

**You can help to change that!**

If you would like to help, the next time you are in a shop please pick up something small and drop it to the centre. Although we are still closed to the public there are staff in the centre Monday – Friday 9.00am – 5.00pm.

**Please only drop off between Mon 16th November—Mon 6th December.**

Just press the buzzer and we will come to the door. If you have gifts that need collecting please call: 020 8366 3677

**You can help to bring a smile to a**

**Young Carer's**  
**Face this**  
**Christmas**

**Thank you!**



**CHRISTMAS**

**CHRISTMAS ACTIVITIES ON ZOOM**



**Wednesday 9th**  
**December 5–7pm**  
Christmas Crafts

**Wednesday**  
**16th December 5–7pm**  
Christmas Party



[www.twitter.com/eypic\\_youth](https://www.twitter.com/eypic_youth)  
[www.facebook.com/EnfieldCarersCentre](https://www.facebook.com/EnfieldCarersCentre)  
Young Carers

[www.instagram.com/eypic\\_youth](https://www.instagram.com/eypic_youth)



## Time For A Break

Have a break - meet new people  
who understand what it's like to  
be a carer

CHRISTMAS SOCIAL EVENTS WILL BE VIA ZOOM THIS YEAR



**ONLINE**

**THURSDAY 17TH December**

**6:00—7:30PM**

**CALL 0208 366 3677**

to add your name to the waiting list

**Spaces are limited**

**Carers & Cared for**

**Persons Welcome 18+**



**ONLINE**

**Friday 11th December**

**6.00pm—7.30pm**

**CALL 0208 366 3677**

to add your name to the waiting list

**Spaces are limited**

**Win Prizes Galore**

**Special prize for best  
Christmas Hat**

**Carers & Cared for**

**Persons Welcome 18+**



If you're having trouble  
sleeping because of caring  
responsibilities, talk to ECC  
about our free emergency overnight  
replacement care\*. We'll cover the cost -  
you can get a good night's sleep and  
recharge your batteries. Ask ECC staff for  
more details.

\*subject to funding & availability



**Incontinence Pads — supplies on  
offer\***

**We have a small stock of Incontinence  
Pads for free distribution**

**Call ECC on 0208 366 3677**

**If you're interested and to arrange  
collection**

♦ **Stock is limited, so when it's gone, it's gone**

# AT A GLANCE OCT – DEC 2020    Call 020 8366 3677 to book

DATE	VENUE	EVENT
15th, 27th October, 19th, 24th November, 17th, 22nd December 10am- 2pm or 2-3pm	TELEPHONE APPOINTMENTS See page 9 for details	<b>LEGAL INFORMATION PHONE APPTS</b> with Hadley Long or Craig Ward. Ten or fifteen minutes sessions re: wills, community care law, lasting power of attorney and deputyship. Call ECC to book an appointment.
27th Oct, 24th Nov, 22nd Dec	VIDEO/TELE-CONF See page 12 for details	<b>EVENING MENTAL HEALTH CARERS GROUP</b> Speak to staff from the local Crisis & Home Treatment Team, learn more about how they operate.
12th November 2020 6pm - 7:30pm	VIDEO/TELE-CONF See page 13 for details Thursday bi-monthly	<b>CARE HOMES NETWORK</b> Do you have a family member in residential or nursing care? Are you caring for someone who may need this type of care in the future? Join our network.
5th, 16th October, 2nd, 20th November, 7th, 18th December 11am - 12pm	VIDEO/TELE-CONF See page 11 for details 1st Monday & 3rd Friday each month	<b>DAYTIME CARERS CHAT</b> Meet other carers and speak to one of our Carer Support & Advice Officers.
10th December 6pm - 7:30pm	VIDEO/TELE-CONF See page 11 for details Quarterly on a Thursday	<b>EVENING/WORKING CARERS CHAT</b> Chat to staff and other carers.
13th October, 10th November, 8th December 11am - 1pm	Call for details See page 12 for details 2nd Tuesday each	<b>BEREAVED CARERS SUPPORT GROUP</b> Meet other ex-carers, build a life after caring, share your tips, experiences, concerns and discuss coping strategies.
26th October, 30th November, 21st December 11am - 12:30pm	VIDEO/TELE-CONF See page 11 for details Last Monday of every month	<b>MENTAL HEALTH CARERS SUPPORT GROUP</b> Meet other carers in similar situations.
6th November, 8th January 10am - 11:30am	VIDEO/TELE-CONF See page 12 for details 1st Friday bi monthly	<b>LEARNING DIFFICULTIES &amp; AUTISM SPECTRUM DISORDER (ASD) CARERS GROUP</b>
15th October, 19th November, 17th December	VIDEO/TELE-CONF See page 11 for details 3rd Friday of each	<b>DEMENTIA CARERS SUPPORT GROUP</b> If you're caring for someone with dementia, we're here to support you.
20th November 3pm - 4pm	VIDEO/TELE-CONF See page 12 for details 3rd Friday bi Monthly	<b>MULTIPLE SCLEROSIS CARERS SUPPORT GROUP</b> Held in partnership with The Shane Project. All MS carers welcome.