

CARERS NEWS

Summer Edition 2020



Improving the lives of Carers of all ages

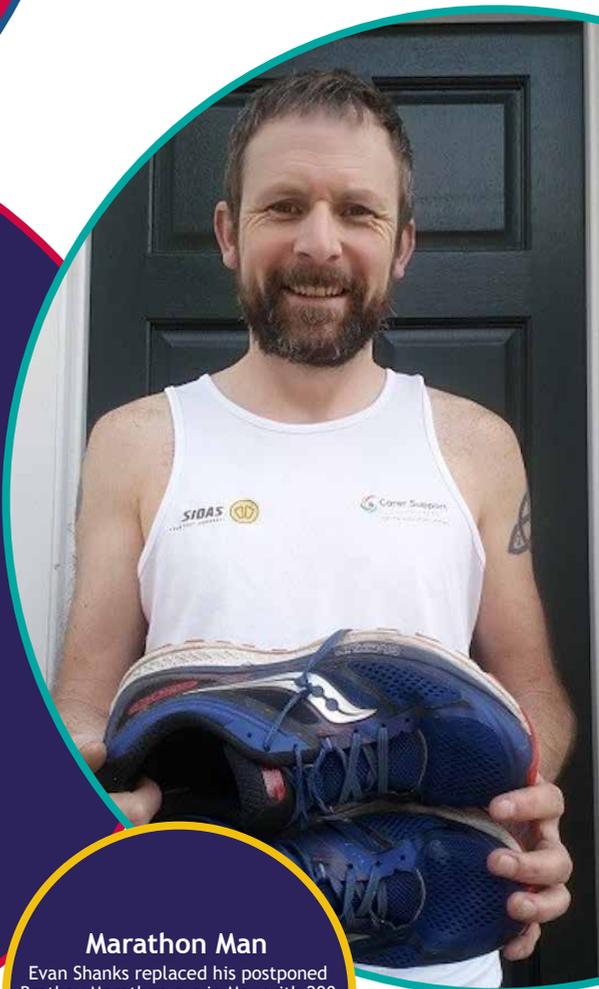
Welcome to the Summer edition of Carers News

It goes without saying that we are all experiencing a good deal of change, uncertainty and worry as Coronavirus (COVID-19) impacts on our community.

As always, we are here for you - Still Caring for Carers!

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Marathon Man

Evan Shanks replaced his postponed Brathay Marathon run in May with 290 laps of his home street in Kendal. Evan raised an amazing £1632.16 through his alternative marathon.

Improving the lives of Carers of all ages

News from the CEO

I hope you and your loved ones are safe and well during these strange and testing times.

The past seven weeks have brought a great deal of uncertainty, stress and anxiety for all. Carer Support South Lakes along with the other four Carers organisations within Cumbria have been working hard to ensure that carers are supported and looked after to the best of our abilities. I therefore want to take this opportunity to share some of the things that have we have been doing during the lockdown period, as well as mentioning some of the things that we are planning for the future months.

Since the 23rd March there has been rapid change. In the space of a week the team moved out of the premises at Stricklandgate House and adjusted to working from home. The team have had to change the way that it works in order to protect carers and staff. All of our support services have been adapted so they can be delivered via phone and internet technology.

A significant amount of time and energy has been put into the preparation of funding applications to trusts and foundations that include Cumbria Community Foundation, BBC Children in Need, the Big Lottery and the Carers Trust. Each of these funders has launched new funding programmes to help charities such as CSSL respond to the challenges presented by the Coronavirus pandemic. The additional funding we have been able to secure has been used to:

- **Improve technology** - buying laptops for staff, developing the website in order to post advice, guidance and resources;
- **Enhance support of carers and staff wellbeing** - increasing the number of hours for our Carer Support Workers and Lead Counsellor; and
- **Replace essential community fundraising** - which has been lost as key fundraising events such as the Great North Swim were cancelled.

Whilst the challenges have been great, looking back I believe that the community that is Carer Support South Lakes has taken care of each other and rediscovered the creative energies and drive that led to the charity being formed in 1992, and that have allowed it to grow in the intervening years.

I want to say an enormous thank you to all our carers that continue every day to take care of loved ones, friends and neighbours; to our volunteer counsellors and sitters, who now deliver essential support via phone; to our trustees who have been meeting each week during lockdown to support the management team and guide the charity; and to our amazing staff team that have continued working throughout to ensure that our carers do not feel alone and have access to advice, guidance and resources to help ease the stress, anxiety and loneliness.

The 8th - 14th June 2020 is Carers Week and at Carer Support South Lakes we will use this as an opportunity to remember, highlight and celebrate the often unrecognised contribution of the thousands of unpaid carers within South Lakeland.

Throughout Carers week we will share a number of ways for you to get involved. These may include having a cup of tea and a cake over the fence with a neighbour; getting creative, writing a poem, doing a painting or making something which we can share a picture of on social media; sharing your story on local media and through the press; or promoting our fundraising events including the One-Mile Swim and the National Three Peaks Challenge on Kendal Castle.

Please stay safe everyone, and remember you are not alone in this, we are in this together, and Carer Support South Lakes is here for you.

With very best wishes,

Mike Seaton

Chief Executive Officer

Greetings from the Chairman

Dear Friends and Supporters, first let me send all Carers across South Lakes our thoughts, best wishes and thanks for the care and protection you have provided for your loved ones during these difficult, sometimes lonely and frightening times. Whilst we have all clapped vigorously each Thursday for NHS and social care staff, who deserve all the thanks we can give, it is important that we also express our thanks and give consideration to the needs of those who care unpaid each day for a family member or friend, confined to the house and frequently in complete physical isolation from wider family support.

Carer Support South Lakes exists to recognise, stand alongside and connect Carers with the goodwill and generous support of the South Lakes community. It has been difficult therefore for our staff, counsellors and volunteers to have to step back from direct face to face contact and support groups. However social distancing requirements have had to be respected for everyone's protection. We have endeavoured to maintain support through telephone, e-mail and social media contact and we continue to offer a carer assessment service and access to carer personal budgets with the support of Cumbria County Council. We hope that this has gone some way to support Carers and alleviate isolation and stress. We welcome any suggestions as to how we might improve our support and along with our national partners will press the government for greater recognition of the challenges faced by those with caring responsibilities.

You may be excused for not noticing that I am the new Chair, I took over from Roger Jackson at our AGM in November. See picture taken at our Pop-up Shop in Wainwrights Yard, I'm on the right! Many thanks to Roger and to Lucy Moore who have now both retired from the Board and welcome to James Alexander, Jenny Rockcliffe and Stephen Baker who have joined us, - photos and pen pictures in our next edition along with our forward plans as we hopefully emerge from lockdown and are able to "meet again".

Stay alert and safe

Paul Johnston



Debi Marsden
Chief Operating Officer

Operational Update

Hello!

Just to give you a brief update as to what is happening operationally:

We are continuing to operate as close a service to normal and continue to be open for business. We are all working from home, but tempted to sit outside in the lovely weather that we have had recently.

We have had some welcome new additions to our Team. We have Beth and Julia who are working with our Adult Team and Jane and Sophie who are supporting our Young Carers.

We sadly had to say goodbye to our support worker Diane Barker who has gone on to pastures new. We wish Diane well and are fortunate enough that she will not be a stranger, even though she will be in a different guise.

We, as a team, are hoping that you are keeping well and staying safe. If you wish to contact us, please do so, we are here to help!

Help us hit our £75,000 fundraising target!

As you can imagine our original plans to raise £75,000 this year have hit an iceberg; who would have imagined that 12 weeks into 2020 we would all be in lockdown?

What never ceases to amaze me is the willingness of some people to make it work whatever the circumstances and setbacks.

Our Fabulous Fundraisers

Evan Shanks, who was going to run a double marathon for us, ended up running the 26.2 miles on his street, and raised a whopping £1632.16

David Fitzpatrick who was signed up for the Great North Swim, has been offered a skiing lake to swim his mile on the 5th June. It's closed to be public so all social distancing is being observed. If you want to sponsor him, go to <https://uk.virginmoneygiving.com/DavidFitzpatrick15>

Clare Coxon raised £177.66 by having a family chipping competition on the putting green they created in their back garden. You can read her story here <https://uk.virginmoneygiving.com/ClareCoxon>

We raised £234 from the Bear in Barclays, which includes the match funding, if you entered the competition we will let you know who won when it is safe to go back to the Bank.

Annie Woods, the daughter of our own Nicky Woods, is making earrings and donating £2 from each sale to Carer Support South Lakes. As of going to press, she has already donated £150. You will find her on Instagram <https://www.instagram.com> then search for @_earringsbyannie

Heather Dearlove, who we supported when she found herself in the worst situation, is testing herself by aiming to do the Fred Whitton Lake District Cycle Challenge twice on an exercise bike in her front room! You can find out more about Heather and donate here <https://uk.virginmoneygiving.com/HeatherDearlove1>

Nicky and Marian have been doing their own Virtual Tin Shakes and have so far raised £143.75. You will find their pages at: <https://uk.virginmoneygiving.com/MarianGraveson1> and <https://uk.virginmoneygiving.com/NickyWoods1>

Win a 5* Luxury Trip

This BIG raffle prize will run throughout the year with the winner announced in January 2021. You have the opportunity to win a week's holiday in a 5-star luxury motorhome for up to 6 people thanks to the generosity of ES Hartley who have donated this fabulous chance to travel in style, the ultimate in social distancing holidays. Tickets are £5 and you can enter as many times as you like. All ticket sales will be donated to the charity (there is a 15p booking charge). Make sure you get your tickets here: <https://www.trybooking.co.uk/QWR>

Win Dinner, Bed & Breakfast plus a Spa Treatment for Two

This raffle will be drawn on June 30th is also fabulous and so generously donated by The Daffodil Hotel in Grasmere. The top prize is Dinner, Bed & Breakfast + Spa Treatment for two. There are also two Afternoon Tea for Two prizes as well as a Meat Hamper from the award winning Kitriding Farm at Lupton. This raffle is in honour of all the Key Workers who have carried on throughout these past months. So if you, or a key worker would like to be put in the draw, you can nominate that special person, or yourselves, via Facebook or our website. You will also be able to see which local shops are selling tickets on our behalf. Tickets are £2 each.

If you would like to raise money yourself for us or would like to donate to any of our fundraisers, I would be extremely grateful.

Marian Graveson

News from our Young Carers



Young Carers have been out and about a lot over the last few months and we have done a wide range of activities. Our biggest achievement in raising awareness of our great service was the coverage we got from our very own young carer, Joshua completing the Rickshaw Challenge. Joshua cycled from Holyhead to the BBC Studios in London over 9 days with a group of other amazing young people. This was to raise awareness of Children in Need funding which helps to fund us going in and out of schools offering support as well as trips and residential. We went to surprise Joshua in Matlock Bath as he had his own finish line part way through and we took a group of Young Carers to offer some support and encouragement along the route. Joshua did an amazing job in showcasing what we do and we could not be more proud of him.



Over the Christmas period Young Carers continued to celebrate with a meal out in the local community as well as painting decorations in Pandemonium Pots for the older ones and a trip to The Chocolate Factory in Hawkshead for the younger ones. The Chocolate Factory was so much fun with young carers having some time out and having fun. They got to make chocolate treats and cover their faces in liquid chocolate, it got very messy but they had a great time.

In the new year we thought it only be right to get involved in Panto season with a visit to Windermere to see our very own Nicky Woods in Snow White by The Lakes Players.



There was a mix of ages there and everyone got involved and had a great time. We are already planning another trip for next year as we enjoyed it so much.... Oh no we didn't... oh yes we did!!

We make every effort to support our Young Carers in South Lakeland and we work towards ensuring they have strategies to manage their caring role. We had a guest speaker come to our social group to discuss mindfulness and what this meant, giving the Carer some ideas of how to help themselves when things become a bit much. Jacqui was great to listen to, giving insight on the brain and how we all respond to things and she shared ideas on how we can all be a little bit more mindful in our everyday lives.



Young Carers Activity Packs

In the last couple of weeks, the Young Carers Support Workers have been able to post out and deliver some fun activity and pamper 'care packages' to our YCs. Thank you to both Danielle Barker at Red Beau Party & Activity Packs and South Lakes Aromatherapy for your thoughtfulness and generosity in contributing towards these wonderful gifts.



Life after the Rickshaw Challenge

Hi everyone, I just want to drop you a line to let you know what I've been up to.



In February the Rickshaw Challenge riders were lucky enough to be invited to Sir Tom Hunter's charity dinner in Edinburgh. The guest speaker was Sir David Attenborough. It was an absolutely amazing experience and it was so great to catch up with Matt again. He didn't recognize us looking so smart after only seeing us in lycra. It was so lovely to be with the team again who are now my great friends for life.



Fast forward a couple of months and I can't believe how different life is now in Lockdown due to this terrible virus. I feel incredibly fortunate to be still be working as an apprentice at Levens Hall Gardens. I was really looking forward to the coming season, the gardens were taking shape, all the spring bedding plants were looking amazing and the team were getting ready for the gates to open.....unfortunately that wasn't to be. All the bedding plants were given away or composted and work to get the gardens ready for opening stopped. It's the most beautiful time of year in the gardening calendar with everything springing to life and of course the weather has been just amazing so I couldn't ask to be anywhere more beautiful and peaceful than in the gardens.



My brother Jacob is obviously at home 24/7. It's really not easy for him or my mum and dad. He's coping better than expected but it's really hard keeping him occupied and happy. When I'm at

home he can be very full on, demanding and noisy. It's so hard as Jacob can't go to school or access respite care which would normally give us all, including Jacob, a much needed break.

He's been off 11 weeks now due to him being vulnerable and Mum is counting the weeks off but can't see any end to it. We just need to all stay well.

As well as being at Levens Hall, I've been very busy in my own garden planting lots of vegetables. I've grown 9 different varieties of squash and pumpkin.....I've always been obsessed with pumpkins hoping to grow them bigger each year. I've also had lots of fun hatching out some chicks in my incubator. I love chickens and always enjoy rearing them. I've had 2 batches of 12 hatch. I'm hoping I don't end up with lots of cockerels!



I had lots of Children in Need events planned this year - 10-year anniversary of the Rickshaw Challenge then the 40-year anniversary of Children in Need - two massive parties with lots of celebs but they'll not be going ahead. I'm hoping they'll be postponed and I can go next year. I'm really missing seeing my friends at Young Carers and can't wait to get together with them when all this is over. Until then ... take care all of you. Love and best wishes Josh. Xx

Josh Marshall
Young Carer

Please Take Care of Yourself

We have added a Carer Wellbeing advice & support page to our website so please go online (if you can) to keep yourselves up-to-date with the help that may be available within your community <https://carersupportsouthlakes.org.uk/carers-wellbeing-during-covid-19>

The GOV.UK website is a great place to start for advice on keeping physically and mentally well during the COVID-19 outbreak, which is having such a massive impact on all of our lives. We've picked out some of the key points that will help you to take care of your mind as well as your body. They'll help you to cope with some of the feelings and worry that you might be experiencing.

Carers Week 2020

8-14 June

As I'm sure many of you are aware, Carers Week is an annual campaign to raise awareness of caring, highlight the challenges unpaid carers like yourselves face and recognise the contribution you make to your families and communities throughout South Lakeland.

It also helps people who don't think of themselves as having caring responsibilities to identify as carers and access much-needed support.

This year, carers across the county are continuing to face new challenges and increased caring responsibilities as a direct result of the coronavirus outbreak. You need to be recognised for the difficulties you are experiencing, respected for all you are doing, and provided with information, support and understanding.

This year Carers Week is all about **Making Caring Visible** yet we find ourselves in lockdown and self-isolating, resulting in us all being less visible than ever! You can see from our fundraising page that folks are being forced to come up with alternatives for now cancelled events in order to raise awareness and necessary funds.

Our own CEO, Mike Seaton, is no exception. He had pledged to do the National Three Peaks Challenge this year to mark turning 50. Yes, we were surprised about that too ... we thought that birthday had already come and gone! Instead, he will be staying much closer to home and completing his own version of the formidable challenge. During the weekend of 13/14 June, as part of Carers Week, he will be basing himself at the foot of Kendal Castle, then running to the summit and back down a total of 111 times in a 24hr period!

The team from CSSL along with his family and friends will be out in force, though socially distanced, to offer support and sustenance. Through Mike's efforts we will be aiming to **make caring visible** and by doing so, raise both awareness and necessary funds for CSSL.

If you would like to donate then please go to: <https://carersupportsouthlakes.org.uk/donate/>



Carer Support South Lakes have been working with Cumbria County Council to create a list of businesses offering food/other services in the South Lakes during COVID-19. This can also be found on the Wellbeing page on our website.

GOV.UK also has guidance for those who provide unpaid care to friends or family. The site provides advice specifically for unwaged carers. It covers guidance on mitigating infection, how to find alternative care and advice on interactions with paid carers.

Stay safe!

Introducing Our New Team Members

Bethan Faill

Hi everyone I'm Bethan Faill. I originally came to Carer Support South Lakes as a student in 2017 and returned to

work here in February 2020 after qualifying as a Social Worker at the end of 2019.

I have worked for various different care/support organisations previously in areas such as mental health, learning disabilities and family support. I come from the Eden area myself but love working around Kendal and the South Lakes.

Outside of work I enjoy fell walking with friends, art & craft work and reading.



Julia Neely

I just wanted to say hi to everyone and to introduce myself to you all! My name is Julia Neely and I started working with Carer Support South Lakes in April. So I am pretty new - though when you meet me face to face you will realise that I am not that new! I am looking forward to working with you all and supporting you.

So here's a little bit about me that I hope you will enjoy. There's nothing I like better than meeting a friend for a coffee and having a chat but it has to include CAKE. I love being outside walking, spending time with family and friends or as I may have already mentioned sharing delicious food together. I enjoy the changes in the seasons and just being out in the fresh air listening to the birds

singing and maybe strolling by a little stream somewhere. I even love walking in the rain. I love pottering in my garden and keep my fingers crossed on the allotment that the slugs and frost won't get my little seedlings. My favourite part of the day is the early mornings, just as the day is beginning and I like to start with taking our dog, who's called Alfie, out for a walk even if it's just round the block for 10 minutes. I am then ready for anything!

I am looking forward to meeting all of you carers and everyone face to face as things ease a bit. I have also put November 6th in my calendar (some big event happening that I believe is mentioned in this newsletter!)

Volunteers

Our volunteers are absolutely the backbone of the Sitting Service, the Support Groups and the Counselling Service and those that assist the Adult and Young Carers Support Workers are, quite simply, worth their weight in gold!

Since we all went into 'lockdown' the Sitting Service and Support Groups have had to be suspended but we didn't want it to seem as though we were simply 'abandoning' those Carers who benefit so much from these services.

What could we offer instead that would demonstrate that we were still here to support our Carers? What was our next best response to a home visit or group meeting? Some form of regular telephone support?

All involved were contacted to check who wished to 'join up' and so commenced our Wellbeing Phone Check-In Service. At least once every two weeks our volunteers ring in to a Carer's home to check on how they are keeping and coping, have they got easy access to shopping and medications,

is there anything they feel they need help or extra support with? Any issues are quickly picked up and responded to where possible. It has, so far, been a tremendous success and such a wonderful way to support our carers and encourage them that they have not been forgotten.

Our volunteers who regularly support the Adult Team have continued to offer support from home via the telephone, ensuring that annual reviews and wellbeing check-ins have continued.

There are so many wonderful people going 'above and beyond' at the moment and we are particularly humbled that our volunteers are lending additional support and strength to us at this crucial time. Their time and

investment is indispensable and we are just so appreciative of everything that they continue to do to support the work of Carer Support South Lakes.



Nicky Woods

Sitting Service Coordinator

Young Carers Champion Coordinator



My name is Jane Eccles and I recently joined the Young Carer's Team. My role within the team is to establish a Young Carers Champion in schools and educational settings within the South Lakeland area.

The Champion will be the 'go to' person for any current Young Carers and would also be the person who would be able to identify any young people who may not 'realise' that their caring duties make them a Young Carer and so are then eligible to have support from the Young Carers team.

This Champion will also inform school staff (on a need to know basis) of the Young Carers within their school and therefore be able to help them to achieve their full potential at school. My hope is that this person will be a link between the Young Carers team and school staff to fully ensure that Young Carers receive all the help we can provide. I will be working closely with the Champions to set up a support network and also raise awareness of the essential work which is undertaken by all Young Carers.

Counselling Service

The Counselling Service is continuing to support as many Carers as we can during lockdown. The volunteer counsellors are working from home and are counselling by phone. The team are dedicated to providing support, getting additional training to work remotely and are working well together to help with the challenges that our Carers are facing at the moment. There is increased demand on the service and we are offering counselling to as many Carers as we can.

During a pandemic where there is isolation, a global and local threat to us and our loved ones and disruption to daily activity, our mental health is stretched and our internal survival responses of fight, flight or freeze are active. This is normal. It is normal and natural at the moment for people to feel stressed, anxious, depressed, to have difficulty concentrating, experience emotional exhaustion and depletion and to be cycling through these states. As counsellors we are very aware of this and know that as Carers you are already giving a lot of yourselves and now have to cope with this on top of your caring responsibilities. We hope to provide a regular and sensitive point of contact, to help you to find alternative ways of coping with crisis and to talk through anything you need to.

SAVE THE DATE!

Carer Support South Lakes

Autumn Ball

November 6, 2020

The Castle Green Hotel, Kendal

Our own major fundraiser is always the Carers Autumn Ball. This year we are still hoping to hold this on Friday 6th November at the Castle Green Hotel. It will be our 'Back to Business' Ball as we emerge from this pandemic. More information to follow but for now please save the date in your diary!

And last, but by no means least, a big thanks to the Lakeland Businesswomen's Network who have made us their Charity of the Year. They have not only raised money but also donated and supplied/supported us with products and services.



**Lakeland
Businesswomen's
Network**

Inspiring, developing and
supporting women in business

Do You Remember Granny's Hidden Biscuit Tin?

You only have to take one step back to find a generation where important financial documents were to be found in the "biscuit tin" or a shoe box at the back of the wardrobe. Or, perhaps they were in the infamous "bottom drawer", along with the old love letters and photos.

This was often referred to as "*putting your affairs in order*".

The truth is we have never been very good at talking or even thinking about the difficult things in life - the impact of accidents or serious illness, the relentless creep of old-age, incapacity and dementia - all of which will have a significant impact on the welfare of those who we love, who may depend on our financial support and on whom we will depend to look after our hopes and wishes and our hard earned wealth in the event that our capacity to manage our own financial affairs is lost as a result of major illness or death.

Often we only refer to these issues by "euphemism", if you are not familiar the dictionary gets it so right - "*a polite or indirect expression that replaces words or phrases considered harsh or uncomfortable*".

Surprisingly the system worked well, they were usually all there - bank statements, pension book, life insurance, house insurance, savings pass book, a will and possibly the unnerving "grave deeds"... As relatives grew older there would be the occasional references to where the documents might be found in the event of death or the even more unnerving concept of "having to be put away".

However, enough nostalgia, nowadays our financial affairs are too complex to be captured in a "biscuit tin", with the possible exception of a will.

What matters today is the core information in respect of what property, pensions, bank accounts, loans or policies you hold and the all-important reference numbers which with appropriate legal authority such as a "Legal Power of Attorney" your partner, relative or chosen friend will be able to administer your affairs, maintain an income flow to your dependents, manage your saving & maintain your investments.



Who knows where your "Biscuit Tin" is hidden?

Find out EXACTLY what you should put inside your biscuit tin!



DOWNLOAD YOUR CHECKLIST HERE:
www.carersupportsouthlakes.org.uk/biscuits

Lasting Power of Attorney

As Spring bursts in to bud we continue to work from our home office in the South Lakes. The Lasting Powers of Attorney team continues to complete the forms and register them with the Office of the Public Guardian.

When we ask carers what they worry about most, they often reply “What will happen in the future?” Despite this, not enough carers and those they care for take the relatively simple step of making a Lasting Power of Attorney (LPA). An LPA can be vital as it gives the carer the capacity to act in the best interests of the person they care for if they lose capacity to make decisions for themselves.

In a recent YouGov survey, commissioned by Carers Trust, 82% of respondents had not made an LPA. Of those who had made provisions, few realised the importance of having both a ‘Property and Financial Affairs’ LPA, which gives someone the power to act on your behalf to make decisions about your property and financial affairs; and a ‘Health and Welfare’ LPA, which means that someone else has the power to make decisions about your personal welfare and healthcare when you are unable to do so.

Carers have spoken of their concerns that completing an LPA can be complicated, time consuming and expensive. While it is true that it takes a little time and there is a cost involved, carers have told us that the benefits outweigh the cost in time, money and stress later on.

A carer speaking about their experience;

“This [LPA] should be a priority right at the start. Without a lasting power of attorney you cannot do anything. Everyone should be informed about both types of LPA, financial and health, from their 40th birthday. It was too late to get power of attorney by the time diagnosis was given to Dad, which caused problems and financial hardship. We were unable to access his savings account when he needed a ramp to get outside, and had to use a credit card for expenses which, obviously, cost more.”

Having an LPA in place to appoint a carer as an attorney for the person they care for has vital practical, as well as emotional, implications. It allows the carer to carry out the wishes of the person they care for when it comes to their

treatment and care, gives access to the person’s finances to pay for equipment, adaptations and formal support; as well as helping to safeguard against fraud. Having an LPA in place helps to include the carer and enables them to feel more confident in what may at first feel like an overwhelming situation, such as making decisions about residential care and end of life care.

A health and welfare LPA can’t be used until it’s proven that the person has lost mental capacity. A property and finance LPA can either be used when a person has lost mental capacity, or while a person still has capacity, with their permission, e.g. if they would like somebody to collect their benefits/pension or pay their bills on their behalf.

“My husband and I discussed everything when he first had a diagnosis, we recorded his wishes and put an LPA in place before he lost the capacity to make decisions. It gives me such peace of mind; I know what he would want and it means the family and professionals are also aware, therefore, there are no problems”

A lasting power of attorney makes it easier for the people you trust to support you and, if needed, act for you when you may need it most. It could be temporary help to cover a short hospital stay, or longer-term support to manage decisions around your health and care. An LPA not only gives you a voice - it protects your choices.

Over the Last three years we have successfully completed over three hundred LPAs from clients aged 18 to upwards of 100. Making you aware of what we do and why we do it.

For more information or the opportunity to chat about an LPA email: lpateam@carersupportsouthlakes.org.uk



Ada H.S.Carey-Newell

Lasting Power of Attorney Coordinator

Electricity North West

Priority Customer Service - Extra help during Power Cuts

Electricity North West (ENW) offer a priority service for residents who may need some extra help during power cuts.

To sign up you can either call 0800 195 4141 or fill in the form online at www.enwl.co.uk/priority

If you need to report a power cut the number to call is 105. ENW also have a live power cut list on their website where you can check the estimated time for reconnection.

If you sign up to the Priority Services Register you can access:

- **Password Scheme** - You can register a unique password so if ENW visit you at home you can check it's a genuine call/visit.
- **Communication** - ENW welfare team will make every effort to contact you regarding a power cut. Power cuts can be planned or unplanned and as a priority customer ENW will prioritise your call and keep you up to date with text messages and phone calls to let you know when to expect your power to come back on. If it is planned maintenance works ENW will make contact with you 6 days before and send you a reminder 1 day before to help you prepare. Nominated Contact - you can also nominate up to 6 friends, carers or family members to receive updates on your behalf or in addition to you.
- **Welfare** - if power cuts last all day ENW may provide additional welfare support such as hot food and drinks, blankets, flasks, analogue telephones, glow in the dark torches, small generators or alternative accommodation.
- **Dedicated Welfare Team** - ENW have a team of customer service experts who have been trained to deal with sensitive situations and support customers who need that extra bit of support whether this is over the phone or face to face.

Support Groups

In the absence of our Support Groups being able to meet up at this time, our four Support Group Leaders, Stuart, Rowena, Joanna and Nancy, have been keeping in regular telephone contact with those carers who would normally attend their groups. We recognise that being able to meet up in person is a source of great support and companionship for many carers and the absence of the groups has been particularly hard for some. However, we know from feedback comments how much the phone calls are being appreciated and the difference it makes to have a familiar friendly voice at the end of a phone checking in on Carer/Cared For health & wellbeing, ensuring that basic needs like shopping and prescriptions collections are being met and providing an opportunity for conversation and 'offloading'.

Our hope is that we can continue to support in this way until we are at a point where the Support Groups can recommence in person.

When they do, here is where you will find them:

Windermere & Ambleside Carer Support Group

First Tuesday of every month 10.30 - 12.00

Nine Oaks, 12 Phoenix Way, Windermere, LA23 1BB

Grange Carer Support Group

Fourth Tuesday of every month 14.00 - 16.00

Thornleigh Hotel, The Esplanade, Grange-over-Sands, LA11 7HH

Male Carer Support Group

First Thursday of every month 14.00 - 16.00

Please phone 01539 815970 for venue details

Dementia Carer Support Group

Last Wednesday of every month 10.30 - 12.00

Stricklandgate House, Kendal, LA9 4PU

Kendal Carer Support Group

Day and venue to be confirmed