

Winter 2020 - Issue 1

Family and Carer Newsletter

Welcome to the first edition of our newsletter for families and carers!
The aim of this newsletter is to provide quarterly information for the family, friends and carers of people receiving services from North London Hospice.

Useful Telephone Numbers

AGE UK:

Barnet - 0800 678 1602
Enfield - 020 8203 5040
Haringey - 020 8375 4120

Citizen Advice Bureau:

Barnet - 0300 4568365
Enfield - 0300 330 1167
Haringey - 0300 330 1187

Adult Social Care

Barnet - 020 8359 5000
Enfield - 020 8379 1001
Haringey - 020 8489 1400

Jewish Care

020 8922 2000

Young Carers Barnet

020 8343 9698

Carers Centre

Barnet - 0203 995 1909
Enfield - 0208 366 3677
Haringey - 0300 303 1555

Muslim Community Helpline

020 8904 8193

WHO IS A CARER?

son - mother - daughter - father - husband - wife - partner - neighbour - friend

YOU CAN ALSO BE A CARER

A carer is anyone who is looking after another individual who due to their illness, frailty or disability needs help and support with activities of daily living. This can include helping someone with personal care, medication, shopping or taking them to appointments.

Caring can be satisfying and rewarding but tiring and frustrating too. Staying as well and informed as you can helps the person you care for and that might mean doing something you have not done very often - saying "YES" to help.

You are important to the person you care for which makes you important to us. We want to work in partnership with you both to provide any additional support you may require.

We are developing our services to families and carers including:

- Weekly opportunities to meet others in a similar situation online
- A directory of podcast recordings and resources
- An appointment with a social worker or family support worker

Please see back page for dates and times of future zoom carers sessions

DAILY LIVING EQUIPMENT



An increasing number of people, living with a long term disability or with a palliative care need, choose to stay at home and live independently.

If you or the person you care for are experiencing difficulty around the home there is equipment available to enable you or them to continue living as independently as possible.

Key Safe

A police approved key safe is a secure box outside the home where door keys can be left. The access code for the box can be given to friends, health professionals or relatives, so they can gain entry to the property if you are unable to get to the door.

Falls alarm

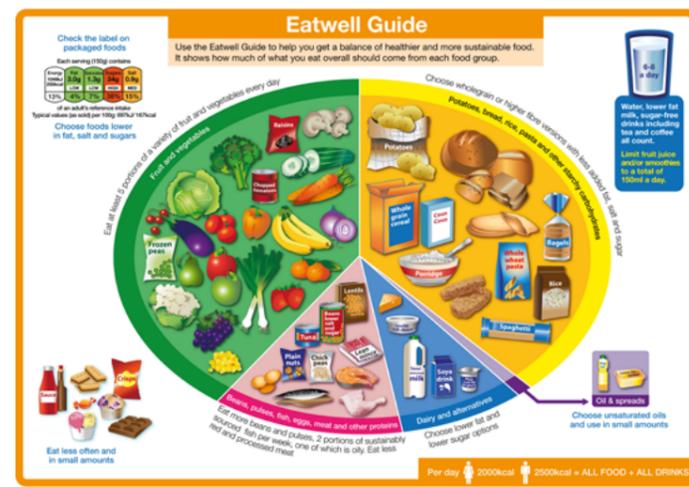
This alarm automatically detects a serious fall and raises an alert. It can also be used as a personal trigger. The alarm can be worn around the wrist or as a neck pendant.

Property Exit Sensor

This provides an early warning alert that someone has left their home and not returned within a pre set time parameter. This is ideal for people with dementia and their carers.

EATING WELL FOR CARERS

Eating a balanced diet is essential to provide your body with all the nutrients it needs. A balanced diet will keep your body strong and give you enough energy to provide the best care for the person you are caring for and yourself. Eating well does not have to be difficult. By understanding how to achieve a balanced diet and how to fit it into your lifestyle you can manage your weight and stay in good health.



Based on the eat well plate you should try to eat:

- Plenty of starchy food e.g. bread, breakfast cereals, potatoes and pasta
- Plenty of fruit and vegetables
- Variety of different proteins, e.g. meat, fish, eggs and beans
- Some dairy foods, e.g. cheese, yogurt and milk

Ready Prepared Meals:

This is a balanced meal available in different portion sizes and can cater to all of your dietary needs. These can be purchased online or you can phone and request a brochure to be sent out to you.

Wiltshire Farm Foods - 0800 077 3100
or wiltshirefarmfoods.com

Oakhouse - 0333 370 6700
or oakhousefoods.co.uk

Cook - 01732 759 000
or cook.net



CARING FROM A DISTANCE

Caring for someone from a distance can be a huge responsibility but there are some steps you can take to make it a little easier.

North London Hospice Patient and Family Support Team

We can support you, the carer. Even if you do not live close by we can offer support over the telephone. We can provide emotional, practical and financial support and if we feel we are not best placed to properly deal with your individual needs we will sign post you to the relevant agency.

Making Connections and Receive Support

Contact your local carers centre and speak to other carers who might be able to share advice and support.

Build A Local Support Network For The Person You Care For

There are many local services who can support the person you care for to stay as well, fit and active as possible. For more information visit the website for the relevant local council and type directory into the search bar and more info will be provided.

Reach Out For Help

The person you care for may have friends or neighbours where they live who will be happy to pop in and check on them. Community networks such as local religious groups or good neighbours schemes can often offer practical help and support opportunities.

Here at North London Hospice we have our **Compassionate Neighbours Initiative** Please contact our main telephone number **020 8343 8841** if you would like more information.

Keep In Touch By Technology

If possible try to teach the person you care for how to use some basic technology. Video calling can sometimes be a more interactive method of communication compared to a telephone conversation and can ease loneliness. Various possibilities are FaceTime, WhatsApp Video calling or Skype.

The voice of people with lived experience is very important to us

If you are interested in working with us in developing our carers sessions or you would like to write an article for our newsletter please get in contact with either **Nicola Miller** on nicolam@northlondonhospice.co.uk or **Rachel Oti** on roti@northlondonhospice.co.uk

Weekly Carer's Session on Zoom

Please join us on Zoom to meet other carers of NLH patients - share knowledge, experiences and stories over a cup of coffee

Sessions to commence at 2pm:

December 2020

Wednesday 2nd December

Wednesday 16th December

January 2021

Wednesday 6th January

Wednesday 13th January

Wednesday 20th January

Wednesday 27th January

Sessions to commence at 7pm:

February 2021

Thursday 11th February

Thursday 18th February

Thursday 25th February

March 2021

Thursday 4th March

Thursday 11th March

Thursday 18th March

If you have any questions or you would like the Zoom link for the sessions please contact **Sarah Pitcher** by phone **020 8343 6819** or email spitcher@northlondonhospice.co.uk