

Summer 2021 - Issue 3

Family and Carer Newsletter

Welcome to the Summer 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 456 8365
Enfield - 0300 330 1167
Haringey - 0300 330 1187

AGE UK Handy Man Service

Barnet - 020 8150 0963
Enfield - 020 8375 4120

Adult Social Care

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

Samaritans

116 123

Silver Line

0800 4 70 80 90

Carers Centre

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

Further Support As a Carer

As a carer we recognise support can come from different agencies and although the Patient and Family Support Team at North London Hospice are able to offer emotional and practical support to both the patient and the carer, we know sometimes we need to signpost you to a different organisation because they are better equipped to deal with your issue or maybe because they can help at a time when we are unable to. In our 'Useful Telephone Numbers' section (see left column) we have listed some organisations that may be helpful to know about and we have briefly outlined some of these below.

Samaritans

The Samaritans is a safe, confidential, 24hr free helpline. You can contact them by phone and via email jo@samaritans.org. There is often a myth associated with the Samaritans that they will only handle your call if you are suicidal. This is not the case and many of their calls are from those who are having a tough time and need someone to talk to.

Silver Line

This is a similar helpline, but it is the only free confidential helpline, providing information, friendship and advice to older people. To access Silver Line people need to be aged 55 years and older, but to access the Telephone Friendship Service (which is now delivered in partnership with Age UK), people need to be aged 60 years and older. To learn about this organisation and what they can offer you can call them (see left) or visit their website www.thesilverline.org.uk

Kooth

Kooth offers emotional and mental support for children and young people aged between 11 -24. At North London Hospice we do not directly support children under the age of 18 but we can work with you to support them or alternately we can sign post you to other charities. Kooth is one organisation available to offer this support. If you would like further information please visit www.kooth.com

Macmillan

Macmillan Cancer Support and Citizens Advice have formed a partnership in which local Citizens Advice centres are funded by Macmillan to provide advice to people affected by cancer. Cancer can often radically alter the financial circumstances of those affected by it and caseworkers can advise clients about benefits they are entitled to and provide help claiming them. We can make the referral to the Macmillan Citizens Advice however for more information please visit www.macmillan.org.uk

Frequently Asked Questions

“What is General Power of Attorney?”

An ordinary power attorney (OPA) is a legal document in which someone (the donor) gives another person (the attorney) the right to help them make decisions on their behalf. An ordinary power of attorney can only be used if the donor has mental capacity.

An OPA is useful when it becomes temporarily difficult for the donor to manage their affairs – for example they become unwell, recovering from an injury or travelling abroad. It is important to note the donor can still make decision for themselves if they want to.

“What is the Court of Protection?”

If an individual loses capacity, they are no longer able to complete an application for an LPA. If no LPA is in place, the person does not have anyone appointed to make either financial or health decisions on their behalf.

For someone to be legally allowed to make decision on this person’s behalf they would have to apply to the Court of Protection to become this person’s deputy.

“What is Lasting Power of Attorney?”

A lasting power of attorney is a legal document allowing you to appoint a family member or friend to make decisions on your behalf should, at any time in the future, you become unable to make your own informed decisions about finance or health and welfare, because you lose capacity.

There are **two types** of LPA, **Health and Welfare**. Your LPA can make decisions about issues such as:

Medical treatment - Whether you wish to refuse different types of health care

- Where you would want to live
- End of life treatment

Finance – Decisions can be made on your behalf by LPA

- Household bills
- To claim and receive pension and state benefits
- Opening and closing bank accounts
- Transferring money from different bank accounts

Greek Honey Cheesecake & Apricot Compote

Ingredients

- 8 Digestive biscuits
- 225g Curd or Ricotta cheese
- 55g Caster sugar
- 2 Eggs (Yolks & whites separated)
- 55g Butter
- 2 tbsp runny Honey
- 2 tbsp set Honey



Method

- Preheat the oven to 180°C/160°fan/gas mark 4
- Put the digestive biscuits in a clean plastic bag or freezer bag and crush into fine crumbs using a rolling pin
- Melt half the butter in a pan, then mix in the biscuit crumbs.
- Use the mixture to cover the bottoms of individual ramekins or one round, ovenproof dish (about 20cm/8 inches wide and 5cm/2 inches deep).
- Warm the runny honey in a small pan or in the microwave. Pour it into a bowl and stir in the cheese.
- Add the sugar and egg yolks, and beat well.
- In a separate bowl, whisk the egg whites until they form soft peaks. Then fold this into the mixture.
- Pour the mixture over the top of the biscuit base. Bake in the oven for 25 to 30 minutes until the top of the mixture has set. Leave to cool.
- Melt the rest of the butter in a pan. Add the apricots and set honey. Cook for a few minutes, then leave to cool for 10 minutes. Then spoon on top of cheesecake.

***Tip:** Separate the eggs using two bowls. Crack each egg over one bowl, keeping the yolk in one half of the shell. Move the yolk from one half of the shell to the other, letting the egg white fall into the bowl. When there is no white left, drop the yolk into the other bowl.

Enjoy

Sleep

Caring for someone can be challenging and exhausting and getting a good night's sleep is vital. Sleep can be described as non responsiveness to sensory stimuli in the environment. A lack of good quality sleep, typical for some carers can lead to the following:

- Daytime Fatigue
- Unproductivity/dis-satisfaction with work and studying
- Urge to dip into high sugar snacks to keep energy levels up which can cause weight gain
- Decreased pain tolerance
- High blood pressure/heart rate
- Increased irritability and low mood

Therefore, sleep constitutes an important function for a person to be able to have good mental and physical health which is so important when caring for a family member or friend.

Often at night when we are not active and have time to think our thoughts keep us awake and we enter into the vicious circle of worry. For example, I can't sleep... how will I work... I may lose my job... I won't be able to pay the bills.

Below is an example of a grow model – a grow model is a simple method of goal setting and problem solving. This can be used to improve sleep patterns for a carer.

Model	Explanation	Example
G - Grow	What do you want to achieve?	Good quality sleep – at least 6 hours undisturbed sleep a night
R - Reality	What are the obstacles/barriers?	<ul style="list-style-type: none"> •Worry about loved one – what if they call me at night? •Light coming from the hallway •Coffee at night after dinner •Doing paperwork/emails at night in bed
O - Opportunity	How will you remove/limit the barriers?	<ul style="list-style-type: none"> •Use a big red button device or a baby alarm to alert me, there is no benefit lying awake trying to hear sounds •Eye mask •Reduce strength of coffee/switch to decaf •Emails/paperwork downstairs – finish by 10pm and then unwind with a bath and to bed by 11pm
W - When	When will you do this by?	<ul style="list-style-type: none"> •Eye masks – today •Baby alarm – Within a week •Coffee – Will shop for decaf coffee tomorrow •Emails/paperwork and wind down routine – start today

As well as using the grow model below are further tips to improve sleeping habits and the quality of sleep.

Stop - daytime naps

Leave - digital devices at least for an hour before bedtime

Unable to Sleep – get up, do an unstimulating activity and then return to bed

Make environment comfortable – mattress, pillows, temperature, fragrance

Ban - alcohol/nicotine/caffeine before bedtime

Exercise - regularly and get daylight exposure to regulate circadian rhythm

Routine - practise, e.g., hot bath, warm milk, massage, fixed bedtime

If you have any further questions, do not hesitate to contact our **Social Worker Team** on **0208 343 8841**.

Benefits

Personal Independence Payment (PIP): A benefit for people aged between 16 and State Retirement Age, and due to an illness or disability have additional care needs. This benefit is made up of a daily living and mobility component.

Attendance Allowance: For people who have reached State Pension and due to an illness or disability have additional personal care needs, require supervision or support to ensure they are safe. You can claim whether you live on your own or with others and eligibility is not dependent on whether the assistance is being given. You may also be eligible for other means-tested benefits.

Carers Allowance: Is paid to those who provide informal care of more than 35 hours a week to a person who is in receipt of one of the following benefits: PIP, AA or DLA. You also need to be over 16, caring for over 35 hours a week, net income below £128. Before claiming Carer's Allowance please check as it can impact on the benefits of the person you are caring for.

Disability Reduction Scheme for Council Tax (Disabled Band Reduction Scheme): If you or someone in your home are 'substantially and permanently disabled'. The reduction can be backdated usually up to six years. Apply via your local council.



Severe Mental Impairment disregard for Council Tax: People who are severely mentally impaired can receive a 25% discount. If everyone in the house has a severe mental impairment, then an exemption for the whole property is applied and there will be nothing to pay. If you live with two or more adults who are not severely mentally impaired unfortunately discount doesn't apply.

Blue Badge/Disable Parking Permit: Apply via your local council. You will need to be in receipt of a relevant benefit or severely impacted by your disability/health condition. Please check government website for details about criteria.

Other benefits available: Universal Credit, Jobseekers Allowance, Employment and Support Allowance, Pension Credit, Housing Benefit, Incapacity Benefit and Income Support. To find out what benefits you are entitled to you can contact your local Citizen Advice bureau, Carers Centre and/or check on websites such as Turn2Us and Money Saving Expert whether you could potentially claim certain benefits.



Carer's Consultation

As we continue to develop our 'Carers Service' we want to make sure we listen and work together with carers.

If you have any thoughts or feedback about how we can improve our service, please do not hesitate to share your suggestions with us by contacting any member of the **social workers team** on **020 8343 8841** or alternatively you can email **nlh.socialworkers@nhs.net**

Included with this newsletter is our carers consultation. As restrictions start to ease, we hope to be able to introduce some events and group sessions for families and informal carers and would value your opinion in this process.

Please consider the suggestions for events on the document attached and tick the ones you would find most useful. Events and sessions will initially be held at our Finchley or Winchmore Hill sites, but we will also seek to find other appropriate community venues in the future.

Please complete and hand back to either a member of the nursing or social workers team when we visit.