

# Reading and West Berkshire Carers Hub

Newsletter March 2019



Are You Providing Much  
Needed Care and Support  
for a Loved One?  
Friend or Family Member?

Come and Meet  
Other Carers  
Access Information  
&  
Support

Free Hot Drinks  
See Back Page  
For a Support Group

If you would like your newsletter  
by Email

Please let us know!

Email us at:

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

# At Home Library Services

## West Berkshire



Please contact us:

### At Home Library Service

Newbury Library, The Wharf, Newbury, Berkshire, RG14 5AU Tel **01635 519827**

Do you find it difficult to visit your local library, possibly because of age, disability or other special circumstance? Perhaps you are a carer yourself and cannot get to a library?

Maybe the Library could deliver the Library Service to you in your own home.

### What can we offer?

A member of staff from our At Home Library Service will visit you to discuss your requirements, what sort of books you enjoy, and whether you prefer large print books, or perhaps spoken word items. We will enrol you as an At Home library member, but we will keep your library membership ticket. A Library Volunteer will choose and deliver books, spoken word cds or cassettes to your home at an arranged time and day, usually every three weeks. Library volunteers are friendly and enjoy a chat. They have been CRB (police) checked. You can request particular books or spoken word items. Ask your Library Volunteer or contact the At Home Library Staff. There will be a charge for this service if we do not already have the items in our libraries

### Are you interested in volunteering for us?

If you are interested in joining our team, we are always looking for volunteers to help us deliver books and other items to our readers. We are a friendly team, providing a very worthwhile service. If you would like to find out more, please ring **01635 519827** or email **[newburylibrary@westberks.gov.uk](mailto:newburylibrary@westberks.gov.uk)**

# Mobile Library Service

## Reading Borough Council

Mobile Library Services Tilehurst Library School Road Tilehurst Reading RG31 5AS 0118 901 5118

What we can offer you If you are housebound or unable to get to your local library, we may be able to arrange for books to be delivered to your home, free of charge, at regular intervals. We offer a wide range of fiction alongside non-fiction books on cookery, biography, art and other popular subjects. An extensive collection of large print and talking books is available for people with sight problems, illness or other disabilities. You can request specific books or particular subject areas. Feel free to contact us if you have any further queries.

More about the Service Books & talking books are delivered to your home by staff or volunteers. Visits are usually every three weeks and you will be given a timetable of when you can expect us.

If you, a relative or a friend live in sheltered housing or a residential home, we have other services available that may be helpful. Please contact us for additional information.

If you are resident in the Borough you may qualify for a regular visit from us ñ We can bring you specific books or subject areas. Talking Books and Large Print are also available to make life that little bit easier. What are you waiting for?

## Mobile Library Service Wokingham

We provide a free home delivery service for books including land audio books.

A trained member of staff or volunteer will deliver items to match your reading tastes every 3 weeks at an agreed time.

This service is for any resident who can't visit their local library because of ill health, disability or because they are caring for someone.

**01189781368**

Reading and West Berkshire Carers Hub

Call us. 01183247333 Email us [ask@berkshirecarershub.org](mailto:ask@berkshirecarershub.org)

# If a scammer calls and says your internet is about to be cut off, don't press '1'

Broadband customers are being warned to be on their guard against a new scam designed to panic them by claiming there is a problem with their internet service.

Customers who take the wrong action can be tricked out of serious sums of money.

Fraudsters are using two main ploys to catch out householders.

## **TRICK 1: THE BOGUS WARNING MESSAGE**

The first ploy is to send an automated message to a household's landline.

This urgent message is seemingly from the home's internet provider or even the telecoms regulator Ofcom, telling householders their broadband connection is about to be cut off.

They are told to 'press 1' on their phone keypad to speak to customer services. But what they are not told is that customer services is, in fact, fraudsters posing as their internet service provider.

A sham employee then sneakily puts time pressure on the customer asking them to act speedily to avoid being disconnected.

The impersonator then goes on to use 'social engineering' methods to extract personal details, usually telling the householder that this is necessary to stop their internet from being cut off.

## **TRICK 2: THE PREMIUM RATE CALLBACK**

The second broadband ruse is where scammers leave a voicemail informing the recipient of snags with their phone or broadband service and urging them to call back immediately to discuss the pressing issue.

But this results in victims being connected to a high-cost premium number where they will be kept hanging on the line – the charge for which will later appear on their phone bill.

Such premium numbers can cost up to £3.60 a minute – so £36 for a ten-minute call. This is in addition to a landline provider's usual 'access charge' of perhaps 15p a minute.

Further details see:

<https://www.thisismoney.co.uk/money/bills/article-6712011/Want-foil-scammers-say-internet-cut-Dont-press-1.html>



BE A PINEAPPLE:  
STAND TALL,  
WEAR A CROWN  
AND BE SWEET  
ON THE INSIDE

Good  
Housekeeping

The **pineapple** traditionally symbolizes "welcome" and hospitality, as well as friendship, generosity, and other forms of social warmth.

Coming soon to a page near you

**We will be adding a readers comments section.**

**This will give you all the chance to share information**

**What would you like to share?**

**Email us**

# Time to think about you

Do you feel you do not have enough time for yourself?

Has caring stopped you from doing what you enjoy?

Is your own health affected as a result?

Being a carer can be hard work and you might need to take a break sometimes.

If you struggle to take a break from caring this can have an impact on your relationship with your partner, and with other family and friends.

**FREE**  
**COUNTRY WEEKENDS**  
offered for  
**REFUGE, RESPITE & RECOVERY**

Stay in Honeysuckle Barn  
at the  
Renewal Centre   
in  
Swallowfield, Berkshire  
RG7 1TJ

 - a peaceful place -

Midday Friday - Midday Monday  
~  
**B & B provided**  
  
**Self-Catering**  
~  
**Through referral**  
~  
Contact: Sally Miller  
Tel: 01189 883242  
E-mail: [renewalcentre@hotmail.com](mailto:renewalcentre@hotmail.com)  
[www.renewalcentre.co.uk](http://www.renewalcentre.co.uk)

## Respite

Respite is a short break, anything from a couple of hours to several weeks, away from caring to give you time to recharge your batteries. You may find that it helps you stay well and feel better able to cope with caring.

## Different types of breaks for carers

Support workers (care workers) or personal assistants helping with care at home. You might want to get more help with other tasks around the home, such as cleaning. .

The person you care for having a short stay in a care home .

Getting someone to keep the person you care for company whilst you go out.

Doing something you enjoy.

Taking a holiday with or without the person you care for.

## How is your YOU time?

# Carers Week is coming Up

Monday 10 June - Sunday 16 June 2019

What would you like to see or do?

In order for us to provide a week of your liking. Please spare a couple of minutes to give us your opinions and views.

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

Question	Reply / Comment
Which area do you live Reading, West Berkshire or Wokingham?	
Have you attended a Carers Week Event Before?	
What you like to see or do during carers week ?	

If you don't have email just remove this page and fold and tape together with the post paid section showing and post it back to us.

Thank you for your time.

Business Reply Plus  
Licence Number  
RTTX-CAEX-AUHR



Reading & West Berkshire Carers Hub  
Unit 14  
Albury Close  
READING  
RG30 1BD



# Disability Related Expenses Explained

When starting out on a Direct Payment, your Local Authority will give you a financial assessment to see how much they will ask you to pay towards your care. This is called the Client Contribution.

In order to reduce the amount you have to pay for your care, your Local Authority should take into account any Disability Related Expenses (DRE) you have, which they should disregard as available income, reducing the amount of your client contribution.

Disability Related Expenses **are any extra costs linked to any disability you have.**

You should make sure that when you have your financial assessment, you have a detailed list of all the DRE you have, so your contribution is as cost saving as possible.

It can be tough to think about Disability Related Expenditure. Your life is simply what you experience every day, and you are probably not used to considering what costs you incur each month that arise from your disability and which do not.

If you can't think which costs relate to your disability, try and think about your day-to-day life and what items and services you use.

Ask yourself, what is different between what you have to spend compared to a relative, friend or neighbour who does not have your disability or health condition.

But don't just think about the short term; think about a week, month or year in your life. You may use some items and services more at different times than others.

It may help to look through records you have about your disability and any invoices/bills/receipts to see what you spend in a week/month/year and which costs arise from your disability.

Disability Related Expenditure costs usually fall into one of these three categories:

Disability Related Expenditure costs usually fall into one of these three categories:

**Specialised items and services:** you may use things that are made especially to help with your disability, such as wheelchairs and care support. These items may have additional costs, like repair and insurance.

**Increased use of non-specialised items and services:** you may have to use things more because of your disability, such as transport or heating.

**Higher cost non-specialised items and services:** you may have to use things that cost more than the average, such as home delivery.

### **How do I calculate the costs of my DRE?**

How to calculate the cost of each item/service depends on what it is. The financial assessment form asks for a cost and frequency. This means how much you spend and how often. You can estimate when unsure.

**Equipment/aids:** take the item's cost and divide by its predicted lifespan.

This will give its cost over time. For example; if you bought a special mattress due to medical needs that cost £480 and you expect it to last two years:  $\text{£}480/24 = \text{£}20$  per month

Regular payments for services such as care, gardening and housework can be given however often you pay them. Remember to include things that only happen annually, such as wheelchair insurance.

**Extra utility costs:** use the cost minus the average for your size of household. Average costs can be found online. Try to use a year's cost to account for different amounts of use over the year.

### **What Happens Next?**

The council may require more evidence for things you have listed as Disability Related Expenditure, or disagree in some cases. Not all costs will be considered as eligible. For instance, if you choose to buy items/services when there is a cheaper alternative that meets the need, or if it is something provided by the NHS for free. The cost must be paid by you, not covered by a grant or donation.

**<https://www.independentlives.org/disability-related-expenses-explained>**

**Independent Lives Care Service** 01903 227813 (this number is manned 24 hours a day)

# Welcome to Get Online Reading!

Did you know that nearly 20% of the UK's population still has no access to the internet?

Here in Reading we have plenty of IT specialists, with the European headquarters of several large hi-tech companies such as Microsoft and Symantec in the area, but in some areas of the town the proportion of the population without internet access is still much worse than the UK average.

**Get Online Reading** aims to use Reading's highly literate population to help those who don't have the skills or opportunity to make use of the internet.

We run drop-in sessions in several of Reading's central libraries and other community venues all over the town.

Our regular drop-in sessions are on the first floor of Reading's **Central Library**, Abbey Square (corner of King's Road), Reading RG1 3BQ. Sessions are on **Tuesdays 2.00-4.00pm, Thursdays 2.00-4.00pm and Saturdays 10.00am-12.00pm.**

Just turn up and ask for us at the first floor reception desk, or look for a volunteer on the first floor with a purple 'I can help with IT' badge.

We now hold weekly drop-in sessions at **Battle Library**, 420 Oxford Road (next to Tesco), Reading RG30 1EE. Sessions are on **Fridays 10.00am-12.00pm** – just turn up and ask for us at the reception desk. We are also supporting sessions at **Tilehurst Library on the fourth Monday of the month 2.00-4.00pm** (please call 0118 937 5112 for details) and at **Whitley Library on the third Thursday of the month 2.00-4.00pm** (please call in advance to register on 0118 937 5115)

We also hold sessions in Whitley and Whitley Wood – we now have regular sessions on the first Monday of the month at the **Whitley Community Cafe**, and a monthly Wednesday morning session at the **Whitley Wood Community Centre**. We have also started monthly sessions in **Dee Park** and the **Weller Centre** in Lower Caversham.

# Smoky chicken quesadillas



**PREP:** Less than 30 MINS

**COOK:** 10-30 MINS

## Ingredients

400g/14oz cooked chicken, shredded

1 tsp coriander powder

1 tsp cumin powder

200g/7oz drained, tinned red kidney beans, rinsed

4 spring onions, chopped

200g/7oz tin sweetcorn, drained

3 tbsp. chipotle paste

8 medium flour tortillas

olive oil

125g/4½oz mozzarella, grated

125g/4½oz Cheddar, grated

sea salt and freshly ground black pepper

Preheat the oven to 220C/200C Fan/Gas 7 and line two baking trays with baking parchment. Put the shredded chicken into a bowl. Sprinkle Coriander and Cumin over the shredded chicken and toss to coat the pieces.

Tip the kidney beans into a bowl and mash lightly with a fork. Add the spring onions, sweetcorn, chipotle paste and a little salt and pepper. Mix well.

Place two tortillas on each of the lined baking trays. Spray or brush them with a little oil and flip each tortilla over.

Spread the kidney bean mixture evenly over the four tortillas, top with the chicken and sprinkle with the grated cheeses.

Top each one with another tortilla, press down well and spray the surface with a few sprays of oil (or brush with oil if you prefer).

Cook in the oven for 10–12 minutes or until the cheese is melted and the tortillas are golden-brown.

Remove the quesadillas from the oven, cut into wedges and pile onto a plate. Finish with a dollop of soured cream, coriander leaves and sliced jalapeños if you like it spicy.

Serve with salad .



Kendrick School

Ms Helen Stacey

0118 9015859

Reading Girls' School

Miss Kimika Gardner

01189861336

## Support for Parents/Carers of Secondary Students in Reading

The Reading Young Peoples' Emotional Wellbeing Partnership is delighted to offer a series of opportunities for parents/carers to find out more about a range of difficulties that young people may be facing, and how they can best support their child. The team of Educational Psychologists and Primary Mental Health Workers who work closely with school staff to improve outcomes for young people across Reading, will deliver these sessions. We will be delighted to welcome parents/carers from students attending **any secondary school in Reading.**

The sessions will be delivered twice on the same day:

**Reading Girls' School (RG2 7PY) at 9.30am**

**Kendrick School (RG1 5BN) at 6.00pm**

Please use this link if you would like to reserve a place for the session on **Depression/ Low Mood:**

Date	Topic
Wednesday 27th March 2019	Eating Disorders
Wednesday 24th April 2019	Exam Anxiety
Wednesday 3rd May 2019	Resilience

**Please contact the host schools if you have any queries about these events.**

# Advice for Older People.

We thought we would share these sites with you and hope you find the information useful. -

## [Medicare.gov Find a Plan -- Using the Medicare Plan Finder](https://www.medicareadvantage.com/resources/medicare-plan-finder)

<https://www.medicareadvantage.com/resources/medicare-plan-finder>

## [What's the Difference Between Medicare and Medicaid?](https://www.investopedia.com/articles/pf/07/medicare-vs-medicaid.asp)

<https://www.investopedia.com/articles/pf/07/medicare-vs-medicaid.asp>

## [15 Best Work From Home Jobs for Retirees](https://www.gobankingrates.com/making-money/jobs/best-work-at-home-jobs-for-retirees/)

<https://www.gobankingrates.com/making-money/jobs/best-work-at-home-jobs-for-retirees/>

## [The Senior's Guide to Paying for At-Home Long-Term Care: How Your Home Can Be a Great Asset](https://www.mortgagecalculator.org/helpful-advice/long-term-care.php)

<https://www.mortgagecalculator.org/helpful-advice/long-term-care.php>

## [Your Complete Guide to Burial Insurance](https://www.aginginplace.org/your-complete-guide-to-burial-insurance/)

<https://www.aginginplace.org/your-complete-guide-to-burial-insurance/>

## [Disability Remodeling -- What is the Average Cost to Renovate?](https://www.improvenet.com/r/costs-and-prices/disability-remodeling-cost)

<https://www.improvenet.com/r/costs-and-prices/disability-remodeling-cost>

## [Top 7 Mistakes To Avoid For Life Insurance For Seniors](https://lifeinsurancepost.com/senior-life-insurance/)

<https://lifeinsurancepost.com/senior-life-insurance/>

## [How to Help Protect Older Adults from Telephone and Internet Scams](https://www.leadingage.org/sites/default/files/How%20to%20Help%20Protect%20Older%20Adults%20from%20Telephone%20and%20Internet%20Scams_FINAL%20(002).pdf)

[https://www.leadingage.org/sites/default/files/How%20to%20Help%20Protect%20Older%20Adults%20from%20Telephone%20and%20Internet%20Scams\\_FINAL%20\(002\).pdf](https://www.leadingage.org/sites/default/files/How%20to%20Help%20Protect%20Older%20Adults%20from%20Telephone%20and%20Internet%20Scams_FINAL%20(002).pdf)

# Wokingham Outreach

## Carer Supports groups 2019

For further details call 0118 324 7333



Area	When / Where	March	April	May	Of Every Month
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Wokingham	General -The Berkshire, 126 Barkham Rd, Wokingham, RG41 2RP, <b>10-12pm</b>	13th	10th	8th	Every 2nd Wed
Wokingham	Stroke Carers - The Bradbury Centre, Rose Street, Wokingham, Berkshire, RG40 1XS, <b>10-12pm</b>	14th	11th	9th	Every 2nd Thurs
Wokingham	Alzheimer Cafe -The Bradbury Centre, Rose Street, Wokingham, RG40 1XS. <b>1.30-3pm</b>	5th and 19th	2nd and 16th	14th and 28th	Every 2 weeks on Tue
Wokingham	** Mental Health - St Pauls Parish Room, Wokingham, Berkshire, RG41 1EH <b>2.00-4pm</b>	7th	4th	2nd	Every 1st Thurs

Wokingham	** Carers Forum- St Pauls Parish Room, Reading Road, Wokingham, RG41 1EH <b>10.00- 12pm</b>	5th	N/R	7th	Every 1st Tues of every other month
Wokingham	Long-term condition carers group- Wokingham hospital 41 Barkham Road, Wokingham, Berkshire, RG41 2RE <b>6.00 -7.30pm</b>	5th	N/R		Weds Every 8 weeks
Wokingham	Carers Drop - in session. The Bradbury Centre, Rose Street, RG40 1XS <b>10.00 -12pm</b>	5th & 19th	2nd & 16th		Tues

## West Berkshire Upcoming Support Groups



For further details call 0118 324 7333

Area	Location / Time	March 2019	April 2019	May 2019	Of Every Month
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### Carers Support Group for carers of people with any disability or illness

Lambourn	Lambourn Memorial Hall, Oxford Street, Lambourn, RG17 8XP. <b>10-12 pm</b>	20st	17th	21st	Every 3rd Thurs
Pangbourne	Pangbourne Small Village Hall, Station Road, Pangbourne, RG8 7DY. <b>12 noon -2 pm</b>	6th	3rd	1st	Every 1st Wed
Newbury	Winchcombe Place, Maple Crescent, Newbury RG14 1LN <b>10am -12pm</b>	28th	24th	28th	Every 4th Thurs
Hungerford	Hungerford Community Fire Station, Church Street, Hungerford. RG170JG <b>10:30 am - 12:00 pm</b>	19th	16th	21st	Every 3rd Tues

### Carers Support Group for carers of people with all Types Of Mental Health Conditions

Thatcham	Taste of England Pub, Lower Henwick Farm, Thatcham, RG193AP <b>10am - 12PM</b>	20th	16th	20th	Every 3rd Wed
Thatcham	Hillcroft House, Rooke's Way, Thatcham, RG18 3HR. <b>6:30 pm - 8:30 pm</b>	13th	9th	13th	Every 2nd Wed

## Reading Upcoming Support Groups

Area	Location / Time	March 2019	April 2019	May 2019	Of Every Month
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Whitley	Stroke-Whitley Community CAFÉ, 252 Northumberland Av RG2 7QA <b>10-12pm</b>	7th	1st	6th	Every 1st Thurs
Caversham	<b>General</b> - Caversham Heights Methodist Church, 74 Highmoor Road, Caversham, Reading, RG4 7BG <b>11:00- 12:30pm</b>	4th	1st	6th	Every 1st Mon
Tilehurst	<b>Dementia</b> - Emmanuel's Methodist Church, 448 Oxford Roads, Reading, Berkshire, RG30 1EE <b>10:30-12:00pm</b>	26th	23rd	28th	Every 4th Tues
Whitley Wood	<b>General</b> -Whitley Wood Community Centre, Swallowfield Drive, Reading, RG2 8UH <b>10:00- 12pm</b>	26th	30th	28th	Every Last Tue
Cemetery Junction	<b>General</b> -Palmer Park Library, St Bartholomews 20 Rd, Reading, RG1 3QB <b>10:30- 12pm</b>	27th	24th	22nd	Every 4th Wed