

# Carers Hub

Reading, West Berkshire and Wokingham

Newsletter

May 2020



**Wash your hands**



**Use a tissue for coughs**



**Avoid touching your face**

**We cannot give medical or self-isolation advice regarding the current Coronavirus outbreak in the UK – please:**

Phone 111 or visit [111.nhs.uk](https://111.nhs.uk) if you experience symptoms of Coronavirus. Include symptoms for Coronavirus (COVID-19) are a high temperature and/or a new, continuous cough.

Visit [www.gov.uk/coronavirus](https://www.gov.uk/coronavirus)

for the latest official advice regarding self-isolation, social distancing and Shielding of vulnerable people.

You can also watch updates on the Government's daily briefing, which is broadcast every evening on BBC News.

**All Support Groups will be running virtually.  
Your support worker will be in touch to arrange**

## CARERS STORY

If you would like to share  
your  
experience with other carers  
please contact

**Carers Hub on 0118 324 7333 or [ask@berkshirecarershub.org](mailto:ask@berkshirecarershub.org)**

### URGENT: EQUIPMENT REQUIRED DUE TO COVID-19 - BEDS, MATTRESS, HOISTS AND COMMODES

If you have been loaned a bed, mattress, hoist or  
commode that you no longer need...

## Please Hand it Back.

Much of this equipment could be recycled  
and reused. It helps us get the equipment  
to the people who need it.



**We need beds, mattresses, hoists and commodes. If you have other equipment to return, please keep hold of it and contact us after the COVID-19 virus.**

If you want to Hand Back some equipment and would like to arrange a collection, please call NRS Healthcare on:  
**0344 893 6960 during opening hours 8.30am–4.30pm Monday to Friday**

Or email your details to:  
**[enquiries@berkshire.nrs-uk.net](mailto:enquiries@berkshire.nrs-uk.net)**

**Important!**  
Please make sure the item has an NRS Sticker on which includes a bar code:



**Together we can help those who need it most**

# Inspirational Video's



See the links below online Mindfulness Well-Being Program for carers

<https://vimeo.com/405079637>

<https://vimeo.com/406164883>

<https://www.youtube.com/watch?v=zRjoq7Vk3-8>

## Changes to Minor Injury Service

The Royal Berkshire Hospital is no longer running a Minor Injury Service through the Emergency Department (A&E), as the hospital is focusing on managing the coronavirus outbreak. Patients requiring a minor injury service will need to visit one of these sites:

- West Berkshire Community Hospital, Newbury (NEW Opening Hours 10:00-18:30)
- Bracknell Healthspace, Bracknell (Opening Hours 08:00-20:00)
- Townlands Community Hospital, Henley (Opening Hours 10:00-18:30)

# Coping



Berkshire West

Clinical Commissioning Group

## Family life during the lockdown

Over the past few weeks, the coronavirus (COVID-19) crisis has brought a lot of sudden changes for families with children. Parenting can be very rewarding. However, in these uncertain and challenging times you may be feeling stressed as you try to balance work, childcare and self-care while dealing with worries – both your children’s and your own. In recognition of this, we have put together some of the best reliable and free sources of information and advice to help you and your family to cope under lockdown.

### Best for advice to support family life during the COVID-19 pandemic

**NSPCC** -Tips and advice to support you and your family – whether you want to try something new today or just start thinking about changes you could make over the coming weeks. Please see the link <https://www.nspcc.org.uk/keeping-children-safe/support-for-parents/coronavirus-parents-working-from-home/>

**Family Lives** -Advice on coping during the outbreak, both practically and emotionally. please see the link <https://www.familylives.org.uk/advice/your-family/family-life/coping-practically-and-emotionally-during-the-covid-19-outbreak/>

**Relate** -Blogs, advice and tips for helping your relationships to stay healthy Please see the link <https://www.relate.org.uk/relationship-help/covid-19-advice-and-information>

### Best for parenting tips

**Family Lives – Parents Together Online** -Online parenting course in six interactive blocks filled with techniques and ideas to help you become a more confident and happier parent. Please see the link <https://www.familylives.org.uk/how-we-can-help/online-parenting-courses/parents-together/>

**Parent TV channel** -The website also has a range of short videos with instant parenting tips on Family Lives’ Parentchannel.tv. [lease see the link <https://www.familylives.org.uk/how-we-can-help/parentchannel-tv/>

**Mind Ed for Families** -Written by experts and parents together, this provides materials for parents and carers of children and teens struggling with mental health issues. Please see the link <https://mindedforfamilies.org.uk/young-people/>

**For further help and support the Berkshire West Safeguarding Children Partnership website has a dedicated information page for children and their families.**

<https://www.berkshirerwestsafeguardingchildrenpartnership.org.uk/scp>

**Online safety – As a parent or carer you play a key role in helping your child stay safe online. See [www.saferinternet.org.uk](http://www.saferinternet.org.uk) and [www.thinkuknow.co.uk](http://www.thinkuknow.co.uk) for more information**

## Best for helping your child or young person with their mental health during the COVID-19 outbreak

**Public Health England – Guidance on supporting children and young people’s mental health and wellbeing** -Advice for parents and carers on how to look after the mental health and wellbeing of children and young people of all ages during the pandemic. Please see the link <https://www.gov.uk/government/publications/covid-19-guidance-on-supporting-children-and-young-peoples-mental-health-and-wellbeing>

**YoungMinds** -Tips, advice and where to get support for your child’s mental health during the COVID-19 crisis. Please see the link <https://youngminds.org.uk/find-help/for-parents/supporting-your-child-during-the-coronavirus-pandemic/>

**Anna Freud Centre** Separate videos for young people and for parents/carers provide targeted advice and guidance on dealing with the disruption caused by the coronavirus Please see the link <https://www.annafreud.org/what-we-do/anna-freud-learning-network/coronavirus/>

**Self-care resources** -Simple self-care resources also available Purser see the link <https://www.annafreud.org/on-my-mind/self-care/>

**Childline: Coronavirus advice** - Information about the coronavirus and simple tips and advice to help children cope during the lockdown. Please see the link <https://www.childline.org.uk/info-advice/your-feelings/anxiety-stress-panic/worries-about-the-world/coronavirus/>

**Calm Zone** -Help children to overcome stress and anxiety. Please see the link <https://www.childline.org.uk/toolbox/calm-zone/>

**Partnership for Children** -Online resources include resilience-building activities to help children to deal with change and uncertainty during the coronavirus pandemic. Please see the link <https://www.partnershipforchildren.org.uk/2020/03/Covid-19-Mental-Health-Support-Resources.html>

## Best for ideas and activities to keep children busy and entertained

**HomeStart** - Great practical ideas for activities to do with children of all ages if you’re self-isolating or practicing social distancing Please see the link <https://www.home-start.org.uk/activities-for-families>

**Chatterpack** - A list of free online boredom-busting resources. Please see the link [https://chatterpack.net/blogs/blog/list-of-online-resources-for-anyone-who-is-isolated-at-home?fbclid=IwAR1pAJjBLvmeRa\\_JUpSY6ubXSSbopmkRzYeZtFLcUbKHEjydIIxSAeMPpgM](https://chatterpack.net/blogs/blog/list-of-online-resources-for-anyone-who-is-isolated-at-home?fbclid=IwAR1pAJjBLvmeRa_JUpSY6ubXSSbopmkRzYeZtFLcUbKHEjydIIxSAeMPpgM)

**DfE Guidance: Online educational resources for home education** -A wide range of support and resources for children and young people of all ages. Includes a section on wellbeing Please see the link <https://www.gov.uk/government/publications/coronavirus-covid-19-online-education-resources/coronavirus-covid-19-list-of-online-education-resources-for-home-education>

## support from other parents

**Family Lives forum** - Family Lives forums are a safe space for families to share dilemmas, experiences and issues with others who understand the ups and downs of family life. please see the link <https://www.familylives.org.uk/how-we-can-help/forum-community/>

## Best for your own wellbeing

**Mind** -Lots of advice to support your wellbeing. Please see the link <https://www.mind.org.uk/information-support/coronavirus/coronavirus-and-your-wellbeing/>

**Talking Therapies Silver Cloud online** -A free NHS service for anyone aged 17+ within Berkshire who may be struggling with stress, sleep issues, low mood and anxiety. Please see the link <https://berkshire.silvercloudhealth.com/signup/>

**Public Health England – Guidance on the mental health and wellbeing aspects of COVID-19** -Advice and information on how to look after your mental health and wellbeing during the coronavirus (COVID-19) outbreak. Includes a full guide and an easy read version. please see the link <https://www.gov.uk/government/publications/covid-19-guidance-for-the-public-on-mental-health-and-wellbeing>

**Every Mind Matters** -Expert advice from the NHS and Public Health England to help you look after your mental health and wellbeing. Please see the link <https://www.nhs.uk/oneyou/every-mind-matters/>

## If you feel you need more help

**Family Lives helpline** 0808 800 2222 - Free and confidential national helpline service for families. Offers emotional support, information, advice and guidance on any aspect of parenting and family life. Open: Monday - Friday 9am - 9pm and Saturday and Sunday 10am - 3pm

**YoungMinds parents' helpline** 0808 802 5544 - Free and confidential national helpline. Offers advice to parents/carers worried about a child or young person under 25 years old. Advice on a child's behaviour, emotional wellbeing or mental health condition. Open: Monday - Friday 9.30am - 4pm

**Family Information Services** provide FREE impartial information and guidance about a wide range of services for children, young people and their families. Click on the link in your area for more information.

<http://servicesguide.reading.gov.uk/kb5/reading/directory/family.page?familychannel=0>

<https://directory.wokingham.gov.uk/kb5/wokingham/directory/service.page?id=g-Lc9Ugao6k>

<https://directory.westberks.gov.uk/kb5/westberkshire/directory/family.page?familychannel=0>



Carers Hub

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

# Useful information for Reading Carers

## Family support

If you work with families, they may be interested in this new downloadable NHS help sheet : [#coping](#)

## Funding news

Many funders are now seeking applications that respond to the current crisis, and new funding streams are coming online fairly regularly, so please do check your RVA News bulletins. Funding opportunities include ones like these:

<http://rva.org.uk/article/coronavirus-mental-health-response-fund-applications-open/>

<http://rva.org.uk/article/national-lottery-community-fund-awards-for-all-covid-19-response-funding-open/>

<http://rva.org.uk/article/bcf-vital-for-berkshire-coronavirus-funding-open-for-applications-open/>

<http://rva.org.uk/article/the-yapp-charitable-trust-core-funding-for-small-charities/>

Check out this page for the others: <http://rva.org.uk/funding-opportunities/>

## Volunteer safety and training

If you are thinking about setting up a temporary telephone befriending service, have a look at the free training package available on this page: <http://rva.org.uk/ready-friends/> which includes the new fast-track volunteer training programme from Befriending Networks. Whether you are setting up a new service, or continuing to deliver your usual service, here's a great guide from Herjeet RVA's Advice Worker on [Staying Safe Whilst Volunteering](#)

## One Reading Community Hub

Please encourage people to contact the One Reading Community Hub with any urgent needs, including food, prescriptions, befriending, employment and money advice.

0808 1894325 (freephone) from 9am to 5pm Monday to Friday, 9am to 1pm on Saturday and Sunday.

SMS: 07754 361592

<https://www.reading.gov.uk/coronavirussupport>

## Service and capacity updates

RVA is signposting and referring One Reading Community Hub callers to the relevant voluntary and community sector group, as well as promoting local services on the service updates page: <http://rva.org.uk/reading-service-updates-during-the-coronavirus-outbreak/>

We want to point people in the right direction for their needs without overloading groups, so please tell me about any news services you are providing at this time, as well as your current capacity: [ready.friends@rva.org.uk](mailto:ready.friends@rva.org.uk)

## Getting Online

David from RVA has put together some handy tips to encourage people to get online, so if you know anyone who has email but is not very confident in using the internet, maybe you could send them this link: <http://rva.org.uk/get-online/> or Call **0118 937 2273** for a printed copy

Registered charity number 1045782

[info@rva.org.uk](mailto:info@rva.org.uk)

# Wellbeing during lockdown

## Virtual garden tours

Mary Berry, famous for her love of gardens as well as cooking, launched virtual tours on the National Garden Scheme website. As well as gardens there are also plenty of canine stars to see, plus some tutorial videos with practical tips.

<https://ngs.org.uk/virtual-garden-visits/>

## Healthy Eating for Less:

Healthy Eating Course-  
Wednesday 22nd April  
11am-12pm.

How do I eat healthily at a time like this? What can I eat that is inexpensive, nutritious and tasty? Join Compass Recovery College for discussion, ideas, tips and maybe even a recipe or two.

This **FREE** session will be delivered through the online platform <https://zoom.us/>.

[compass.opportunities@reading.gov.uk](mailto:compass.opportunities@reading.gov.uk)  
or phone/text 07739 823 140.



## Get summer ready!

We don't know what kind of a summer we're going to have while the pandemic continues, but we can still look forward to some warmer weather and use the opportunity to get in shape.

Here are some tips and resources to get you feeling good whatever the situation.

### Getting Active:

You may not be able to go your favourite classes at the moment, but the RSL team have shared lots of videos on-line, including classes with their own coaches. There's something for everyone including people with long term conditions and its all **FREE** to access!

<http://www.readingleisure.co.uk/exercise-classes/>



## Quitting Smoking:

Quitting will help protect you and your loved ones, save you money and give you a feel good boost! It can also help to reduce impact on the NHS services at this critical time.

[www.todayistheday.co.uk](http://www.todayistheday.co.uk)



## Alcohol

Isolation is disrupting everyone's routine and you might be thinking about how to watch your alcohol intake.

Drinkaware has easy guides on how much alcohol is safe and tips on how to cut down while you're in isolation. <https://www.drinkaware.co.uk/>



## Activities for SEND children

The Family Information Service have created a SEND Local Offer COVID-19 newsletter. It covers all services providing support for children and young people with additional needs and their families.

SEND Local Offer - Newsletter | Reading Services Guide  
[http://servicesguide.reading.gov.uk/kb5/reading/directory/service.page?id=lcc\\_7CWKv\\_8](http://servicesguide.reading.gov.uk/kb5/reading/directory/service.page?id=lcc_7CWKv_8)



Steph Johnson from Reading Rockets has created 'FUNdamental Workout' - a workout designed for young people to help develop their fundamental movements. The workout is designed for all the amazing SEND children and helps children to practice their fundamental movements and multi skills.

<https://youtu.be/qBpoR53v1Gc>

## Keep Active at Home

Here are some fun videos to help children to stay active at home and burn off some of their energy!

There are lots of ways to keep children and young people active – start off by choosing the activities your child is interested in - it's ok to adapt them if you need to.

<https://www.nhs.uk/change4life/activities/accessible-activities>



## Reading Mencap

Reading Mencap are helping children & adults with a learning disability and their families by:

- Keeping in touch on the phone
- Making sure you've got essential supplies of food & medicine
- Help & advice from our Family Support Service
- Activity packs and ideas for things to do
- Links to other services

If you, or someone you know, needs support, please call: 0118 966 2518

Email: [office@readingmencap.org.uk](mailto:office@readingmencap.org.uk)  
or visit [www.readingmencap.org.uk](http://www.readingmencap.org.uk)



## Affected by someone's drinking?

Al-Anon have virtual resources on their website, including podcasts. You can also find out if there is a virtual support group you can join.



<http://www.al-anonuk.org.uk> or call: 0800 0086 811

# Reading Services Guide

Social groups ★ lunch clubs ★ activities ★ support ★ services.  
Visit [www.reading.gov.uk/servicesguide](http://www.reading.gov.uk/servicesguide) or call 0118 937 3747



## Local Help

Many groups are still contactable through their website or phone number.

Please check <http://servicesguide.reading.gov.uk> updates on what is happening locally and put 'COVID' into the search

**Reading Community Welfare Rights** - Working remotely and supporting existing clients. New clients looking for benefits advice can still get in touch: email [advisor@readingspecialist.co.uk](mailto:advisor@readingspecialist.co.uk) or call **0118 955 1070**



**Solace** - If you have been the victim of rape or sexual abuse you can contact Solace. Supporting men, women and children. 24/7 helpline **0800 970 9952**



## Struggling with the rent?

The government has brought forward a package of measures to protect renters affected by coronavirus (COVID-19). This is to ensure that no-one in either social or private accommodation will be forced out of their home.

Landlords will also be protected by a 3 month mortgage payment holiday where they have buy to let mortgages.

<https://www.citizensadvice.org.uk/debt-and-money/if-you-cant-pay-your-bills-because-of-coronavirus/>

or call: **03444 111 306** or **03444 111 444**

## Money worries due to Coronavirus?

If you are already receiving benefit payments these will be paid automatically.

**In line with Government advice on social distancing, to help protect our customers, communities, and colleagues, our doors will be temporarily closed and we do not need anyone to come into a Job Centre face to face. We are asking everyone to access our services either on line, or by telephone.**

- To apply for any benefits please go online: <https://www.gov.uk/benefits>
- If you make a claim online, your local job centre will contact you.

**The local Job Centre Number line is closed until further. Appointments in the Job Centre are temporarily suspended.**

**General advice line for all benefits** - call Citizens Advice on 0344 4111 444

**Universal Credit helpline for claims** - call Citizens Advice on 0800 144 8444

**Universal Credit customers** - use your online journal to contact and log queries.

**Text Phone for vulnerable adults** 0800 328 1344. NGT text relay – if you cannot hear or speak on the phone: 18001 then 0800 328 5644

To get more information generally please visit:

<https://www.understandinguniversalcredit.gov.uk/coronavirus>



**The Berkshire Dementia  
Support Service  
Is here for anyone affected by  
dementia.**

**Tel No: 0118 959 6482.**

**Email: [Berkshire@alzheimers.org.uk](mailto:Berkshire@alzheimers.org.uk)**



A partnership between Reading Borough Council and  
Reading voluntary and community groups

- the phone number is 0808189 4325
- the line is open from 9.00 - 5.00, Monday to Friday
- It also opened on Saturday, from 9.00 - 1.00 and the plan is to open it for those hours every Saturday and Sunday.

People are asked to contact the Hub if they have urgent welfare needs that a family member or trusted friend cannot help them with.



Helen Dean works for a charity Connecting Communities in Berkshire (CCB), advising families on a 1:1 basis on all aspects of saving money on gas and electricity costs at home, for their personal circumstances.

Helen is running a **telephone advice line for families** who would like information about ways to reduce their costs, or are worried about their gas and electricity bills.

**She can be contacted on 0773 8887612 on a Tuesday and Thursday 9am - 3pm, from Thursday 23<sup>rd</sup> April to Thursday 7<sup>th</sup> May.** She can ring you back straight away. If you would prefer to email, please do so at [helen.dean@ccberks.org.uk](mailto:helen.dean@ccberks.org.uk).

For more information see Helen's webpage on the CCB website - <https://ccb2017.wordpress.com/our-projects/energy-advice-and-fuel-poverty/>



**Berkshire Healthcare**  
NHS Foundation Trust

## Dental Procedure Update:

If you have a dentist you should contact them initially for a telephone consultation and Advice, Analgesia and Antimicrobials. Your dentist will contact one of the three emergency hubs or will ask you to contact 111 if they think you need to be seen face to face.

If you do not have a dentist, you should contact 111 and you will be triaged and either given advice or referred to one of the urgent care hubs.

# Covid-19 Mental Health Reminder

## Get Dressed

Even if it's just into comfort clothes, this will help you feel more productive and less in a rut.

## Do Your Hair/Makeup

Even if you're not going anywhere this can help make you feel "normal" in a very chaotic time. People also often feel relaxed when doing hair or makeup and you deserve that.

## Eat New Healthy Recipes

If you can, eat a variety of food and try different recipes. This will give your day variety and keep your body feeling healthy

## Get Some Fresh Air

Fresh air will help you not feel so cooped up or "stuck" in your home. Getting outside would be best but even standing at a window will be beneficial.

## Be Creative

Try doing new activities or bring back old ones. Getting creative is a great way to keep your spirits up and your mind relaxed.

## Unplug

Everyone everywhere is talking about the virus. Turn off your devices and get some well deserved time away.

## Stay Connected

Even though we can't go visiting, make sure you stay connected. A good way is Video chatting or even just a phone call. This will help you and the people you are talking to feel less isolated.

## Reach Out

Mental health is always important but it is especially important during times like this. Reach out if you need to and remember to check in with your friends and family. We are all in this together!

**If you need help with your shopping or collecting your medication please see below the support in your area**

## **Reading**

- One Reading Community Hub Support and Volunteer Line - 0808 1894325
- Reading Crossroads - Contact the hub on 0118 324 7333
  - Citizen Advice Reading -03444 111 306.

## **Wokingham**

- Wokingham Crossroads - 0118 979 5324
- Citizen Advice Wokingham - 0300 330 1189



**We are still open**  
**contact us any time between 9-5pm**  
**Monday - Friday**  
**Tel : 0118 324 7333**  
**Email : [ask@berkshirecarershub.org](mailto:ask@berkshirecarershub.org)**

***Do You Receive This Newsletter Directly From Us?***

***To arrange a Regular Direct Copy***

***Contact us on : 0118 324 7333***

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



During the Coronavirus Pandemic our Service has been amended to ensure your safety and that of our volunteers.



Our Meals on Wheels Team are trained and ready to support you. If you are a meals on wheels customer, your welfare will be checked by regular welfare phone call. For your safety and the volunteer's. Your meals will be delivered to your door or safe designated place, but not inside your house.

2 COURSES DELIVERED HOT FOR £5.50  
ALL DAY SANDWICH PACKS COMING SOON INCLUDING TO MANY LOCATIONS OUTSIDE HOT FOOD DELIVERY AREAS

All of our volunteer drivers are trained and DBS checked (or suitably vetted) Safety is our highest priority.

Contact

01635 40488 / hello@fairclosecentre.org  
www.fairclosecentre.org Charity No 231480



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**healthwatch**  
West Berkshire

**tell us...**

**We are still here to listen, to guide you and answer your questions about Health & Social Care in West Berkshire**

**We want to hear about your experiences, your frustrations & what makes you anxious, what makes you smile about Health & Social care during the Covid 19 pandemic, tell us, so we can tell the people running the services**



call us on **01635 886210**  
Visit us online at **www.HealthwatchWestBerks.org.uk**  
Email us on **contact@HealthwatchWestBerks.org.uk**

STAY HOME PROTECT THE NHS SAVE LIVES

Carers Hub

Call us: 01183247333 Email us ask@berkshirecarershub.org

# Easy classic lasagne



PREP TIME : 15 mins

COOK TIME : 1 hour

## Ingredients

1 tbsp olive oil  
2 rashers smoked streaky bacon  
1 onion, finely chopped  
1 celery stick, finely chopped  
1 medium carrot, grated  
2 garlic cloves, finely chopped  
500g beef mince  
1 tbsp tomato purée  
2 x 400g cans chopped tomatoes  
1 tbsp clear honey  
500g pack fresh egg lasagne sheets  
400ml crème fraîche  
125g ball mozzarella, roughly torn  
50g freshly grated parmesan  
large handful basil leaves, torn (optional)

## METHOD

- Heat the oil in a large saucepan. Use kitchen scissors to snip the bacon into small pieces, or use a sharp knife to chop it on a chopping board. Add the bacon to the pan and cook for just a few mins until starting to turn golden. Add the onion, celery and carrot, and cook over a medium heat for 5 mins, stirring occasionally, until softened.
- Add the garlic and cook for 1 min, then tip in the mince and cook, stirring and breaking it up with a wooden spoon, for about 6 mins until browned all over.
- Stir in the tomato purée and cook for 1 min, mixing in well with the beef and vegetables. Tip in the chopped tomatoes. Fill each can half full with water to rinse out any tomatoes left in the can, and add to the pan. Add the honey and season to taste. Simmer for 20 mins.
- Heat oven to 200C/180C fan/gas 6. To assemble the lasagne, ladle a little of the ragu sauce into the bottom of the roasting tin or casserole dish, spreading the sauce all over the base. Place 2 sheets of lasagne on top of the sauce overlapping to make it fit, then repeat with more sauce and another layer of pasta. Repeat with a further 2 layers of sauce and pasta, finishing with a layer of pasta.
- Put the crème fraîche in a bowl and mix with 2 tbsp water to loosen it and make a smooth pourable sauce. Pour this over the top of the pasta, then top with the mozzarella. Sprinkle Parmesan over the top and bake for 25–30 mins until golden and bubbling. Serve scattered with basil, if you like.