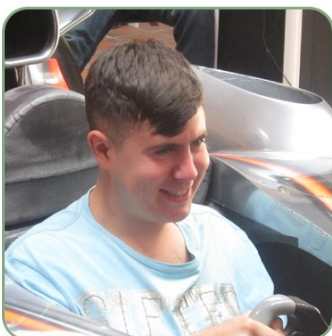


Richmond Mencap
newsletter
December 2018



Winter 2018



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December 2018

Richmond Mencap

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Affiliated to the Royal Mencap Society

An Office Update

The last few months have been busy, fun and full of new activities for us here at Richmond Mencap.

We have just found out that we have been awarded some money to deliver new children's and young people's activities (for ages 8-17). We will start planning these in January and send information out to young people and families as soon as we can. The activities will include weekend day trips, disco's and a social group to help teenagers feel more independent. We are excited to be doing children's activities again soon!

Our new Job Club is over half way through and it has been great fun. The ten people on the sixteen week course have loved it so far. They have been learning new skills and focusing on getting ready for the world of work. You can read more on page 6.

Our two campaigns, the Treat Me Well Health Campaign and our Safety Campaign have kept us all busy, especially the Working Together Group. They are delivering lots of training to staff in health services, The British Transport Police and the Met Police. Read more on page 7.

We are looking forward to our huge Christmas party which is on Friday 28th December (see page 4) and often has over 100 people attending. It is so much fun and I hope to see you all there. Please bring support if you need it, as well as your best dancing and biggest smiles.

Enjoy the festive season,

Laura Turner,
Chief Officer



You are invited to join us for the...



CHRISTMAS PARTY!

FRIDAY 28TH DECEMBER

@ CLARENDON HALL, YORK HOUSE

6PM-9PM

Live DJ!

dancing!

fun and games!!

Don't forget your dancing shoes as we will again be awarding The Katie Rayment Memorial Dancing Trophy for the most enthusiastic dancer

Eastbourne Bungalow

Set in a small modern estate and within easy reach of town, country and sea, this semi-detached bungalow sleeps six and has a driveway for easy parking. It is within walking distance of the Sovereign Harbour and shops.



If you are interested in renting the bungalow in 2019, please contact Sybil in the Richmond Mencap office on **020 8744 1923** or email office@richmondmencap.org.uk



Wii & Pizza Club

Next date: Sunday 13th January

2.30pm-5.30pm

**@ Crossway Centre, Richmond Road,
East Twickenham, TW1 2PD**

Cost: £10

Please book a place by email to office@richmondmencap.org.uk or call the office on **020 8744 1923** and speak to Richard or Paula

The Job Club



Our new Job Club has started and we are over half way through the programme. It has been going really well. We know it has been going well because people on the course say “It has helped me to be more confident”, “I have a better understanding about myself”, “I like coming because I can share what I think about the different topics we talk about.”

The next programme will start in March. It is a once a week for sixteen weeks usually on a Thursday lunchtime.

For more details call Paula in the office on 020 9744 1923



Relaxed Performance of Peter Pan at Richmond Theatre

Thursday 3rd January 2019 at 2pm

Richmond Theatre are hosting a Relaxed Performance of ‘Peter Pan starring Robert Lindsay. This performance is for people who would benefit from a more relaxed environment, including those with Autistic Spectrum Disorders, sensory or communication disorders, learning disabilities and those who may find the experience of visiting a theatre daunting.

Those attending this particular performance will benefit from the following additional support to assist them in their visit:

- Preparation materials (including a visual story for the venue and the show)
- The opportunity to visit the theatre beforehand for a familiarisation visit
- Staff and performers who have been specifically trained for Relaxed Performances
- A “chill out” area for audience members to relax in outside of the auditorium



Tickets for the show are available from just £12 with great deals for groups. Complimentary tickets for carers are also available.

If you are interested in booking please visit atgtickets.com/richmond or call 0800 9126971 for more details.

Treat Me Well Campaign Update

We have been working hard on our Treat Me Well Campaign, and our Safety Campaign in the last three months.



During Activism Week we talked to heads of departments at West Middlesex Hospital about the improvements they have made for people with learning disabilities and some plans we will work with them on.



We hosted two workshops, where National Mencap presented information about Knowing your Rights in healthcare.

We will be presenting three Learning Disability Awareness training sessions to District Nurses in December and two training sessions to the British Transport Police.

We also have a Community Council Officer coming to talk to us soon, giving us an opportunity to ask questions and tell them our opinions about their consultations too.

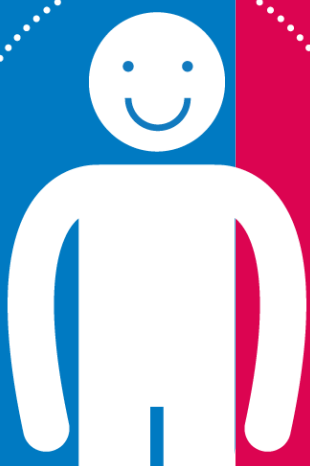
It has been a very busy year, a lot has happened and we are enjoying it. We have talked about plans for the new year and look forward to being even more busy, so come along and support us at the events you see in our newsletter.

The Working Together Group

All about Flu... and how to stop getting it!

Did you know that....?

- Anyone can get flu
- Flu is caused by a bug called a **virus**
- Flu can make you feel ill – if you are very ill you might even need to go to hospital



Here are the signs of Flu....



blocked up nose



painful ear



sore throat



aches



high temperature



dry cough

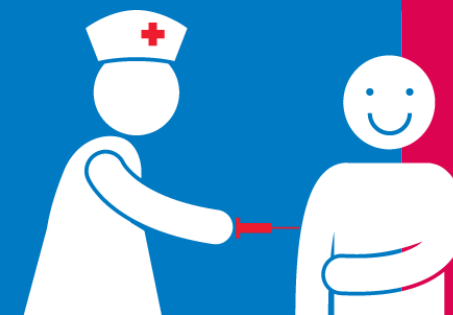
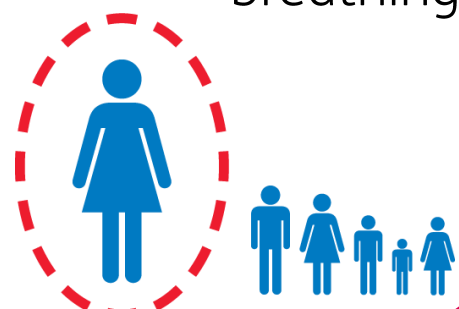


tiredness



difficulty breathing

Having a flu jab can help stop you catching flu and passing it on to other people



The flu jab is usually given to you by a nurse at your doctors – and it's free to people with learning disabilities

The best time to have a flu jab is in the autumn and you need to have one every year.

Who else should have a flu jab?



The people who care for you should have a flu jab so they don't get ill

Sometimes getting a flu jab can make you feel a little bit hot or have a sore arm or ache a bit – but don't worry as this will go away in a few days

So then – what do you need to do to get a flu jab?

Your doctors should get in touch with you to come in for one. If they don't get in touch then you should contact them to arrange to have one.



(With thanks to NHS and Public Health England for this information)



STAYING SAFE ON FACEBOOK

How to write a safe profile:



Don't:



Do:



Put information like your date of birth, address or telephone number on your profile.



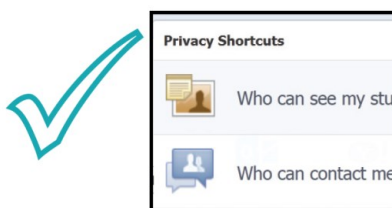
Put pictures of yourself on your profile unless you can choose who can see these.



Don't use your date of birth, pets names or where you live in your password. These are easy to guess.



Ask someone who you trust to help you write your profile, if you're not sure what to write.

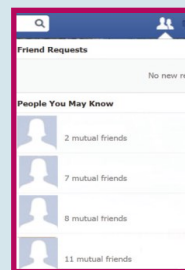


Find out how to make your profile private so everyone cannot see it.



Keep your password safe and don't tell other people what it is.

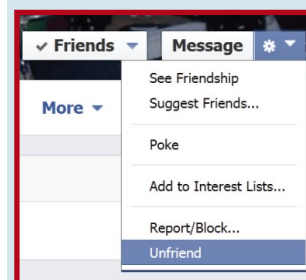
Who to have as friends:



Facebook sometimes suggests 'FRIENDS' for you. They call them 'People you may know'.

If you do not know them, do not say yes to these people.

If you are not sure who to trust on Facebook, ask a friend to help you look at people's profiles before you say 'yes' to being 'FRIENDS' with them.



If someone is treating you badly on Facebook then you can stop them getting in touch with you. This is called 'unfriending'.

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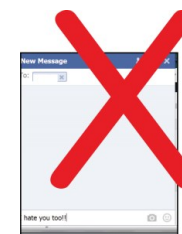
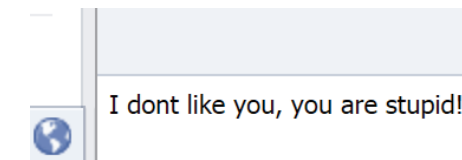


What to do if you have a problem on Facebook:



- You can tell the police if someone is upsetting you or threatening you because of your learning disability (this is called 'Hate Crime').

- If people do write things that make you feel bad on Facebook, keep these messages so you can show them to someone who can support you to make it stop.



- If someone is upsetting you, do not write back with things that can hurt them as this can be used against you.

Facebook Checklist:



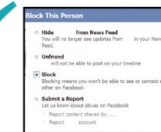
I have not put too much information about me on my profile page (such as my address, email address, telephone number).



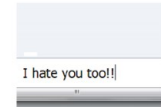
My password is safe and not easy for someone to guess.



I have made my profile and the things I post private so they can only be seen by my Facebook 'FRIENDS'.



I know how to 'unfriend' or block/report someone who is upsetting me.



I know not to write unkind or upsetting things about other people on Facebook.

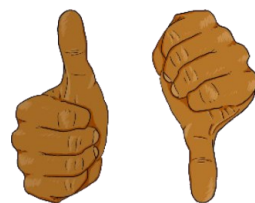


I have someone I can talk to when I am not sure or worried about things on Facebook.

How to complain or tell the council what you think about social care

Saying what you think about a service

- It is important to tell a service what you think about them.
- This includes both good and bad things.
- It helps them to know what they are doing well.
- It also helps them do things better for you and others.
- A complaint can be about any worries you have about a service or someone working for them.



What is adult social care?

Adult social care is paid care and help for people 18 and over.
It is for things like:

- support in your own home
- equipment
- care in a care home
- day care
- information and advice
- advocacy
- support for carers
- care planning and assessments.

It is not the same as healthcare in hospital or from doctors and nurses.

Making a complaint

If you are not happy with your care

- tell the organisation that pays or gives you the service
- do this as soon as possible
- give them a chance to put it right.



If the problem is not fixed

ask the organisation for their complaints leaflet and make a complaint.

If you are still not happy?

ask the Ombudsman to look at your complaint.

What to expect when you complain or say something good about a service

After you have complained or said something good about a service you should be able to say Yes to everything below:



It was fair

- I was treated fairly even when I complained
- my care was not affected because I made a complaint.



I came first

- I was listened to and treated well
- I was told what was happening and why
- the problem was sorted out as quickly as possible
- I got the support I needed to make a complaint or say what I thought.

Services wanted to hear what I thought

- the way to complain was clear and easy to find
- the service thought my complaint was a good way to learn how to get better
- the service told me what was happening and any changes they had made.



Agreeing something went wrong

- what I said was taken seriously
- the service said sorry
- they said what they will do to sort things out
- the service listens and learns from what people say about them.



One complaint, one answer

- there was more than one service giving me help but they all worked together
- they gave me just one answer.



Coordinate My Care

Coordinate My Care (CMC) is a clinical service creating digitally stored urgent care plans that embed consent, connectivity and clinical context into a service that aims to coordinate better care at times of most need. Accessible 24 hours a day, 365 days a year, a single plan ensures that a patient's wishes are respected and taken into account by everyone who will be responsible for their care.



It potentially includes important information about the patient's illness and medication, how and where the patient would like to be cared for, and people to contact in an emergency. It aims to share this information with all the health and social care professionals who might be involved in treatment: your GP, out of hours GP, paramedics and emergency services, hospital doctors and specialist nurses.

There are two ways of proceeding with CMC. You and the person you care for can book an appointment with your cared-for's GP (mentioning that you would like to discuss CMC) and the GP will complete the CMC care plan online at the surgery. Alternatively, you can complete 'myCMC' at www.coordinatemycare.co.uk and submit it online to your cared-for's GP. The GP will approve the care plan before it goes live to check all the medical and clinical details are correct.

There are a number of videos on www.coordinatemycare.co.uk, in which clinicians explain how CMC came about, and there are first-hand accounts from patients demonstrating what CMC means to them. A further video is of Channel 4 News's report about CMC, broadcast in April 2018.

CMC can be used for anyone, with a learning disability or without.

For enquiries about CMC, ring **020 7811 8513**, email coordinatemycare@nhs.net or visit www.coordinatemycare.co.uk.

What's it like being a carer?

A report recently published from Healthwatch brings together the views and experiences of 5,447 carers from over 27 communities across England. Conversations that the Healthwatch Network has had with over 5,000 carers, as well as research and data gathered, shows that people don't always get the support they need.

Key findings

The research suggests that:

- Carers are not always aware of their rights to an assessment and information and advice.
- Carers only start looking for help when they reach a 'crisis' point. Any delay in accessing support at this point has an adverse effect on their health and wellbeing.
- Carers have to wait an average of 57 days for services once they request support. This, in and of itself, is not an overly long wait, the problem is that people are only requesting support when they have already reached crisis.
- Many councils (48%) do not know how many carers are in their area, very few councils (30 or 23%) were able to say how long carers were waiting for services.

To view the whole report visit:

www.healthwatch.co.uk/report/2018-10-01/whats-it-being-carer-0

Young Carers Awareness Day, 31st January 2019

2019's national Young Carers Awareness Day takes place on 31st January, and Richmond Carers Centre – Young Carers Service is holding a special event to acknowledge young carers' caring role, celebrate their personal achievements and raise awareness of them in the community. The event will take place at York House, Twickenham.

To nominate a young carer and/or to confirm your attendance visit:

www.richmondcarers.org/2018/10/31/young-carers-awareness-day-31-january-2019

Do you have any ideas, comments, suggestions or complaints about Richmond Mencap?

We are happy to hear from you and love to have a chat so let us know what you think of us.

Call: **020 8744 1923** or Email: office@richmondmencap.org.uk

Or write here:

And either pop it through our letter box or send it to Richmond Mencap, 342 Richmond Road, East Twickenham, TW1 2DU

Information about our Newsletter mailing list

Did you know that the European Government has introduced new rules about collecting, keeping and looking after people's personal information?

We don't share your information with other people, we only use it to send you information that we think you will be interested in. Charity Log don't share your information with anyone either.

If you decide you don't want to receive any more information from us, you can let us know and we will take your name off our list.

You can call us, email us or write to us if you want us to take your name off our list. The information you need to do this is in the inside front cover of this Newsletter.