

CARING MATTERS

Spring/Summer 2021

A FREE magazine for carers in Dorset

Making Carers Visible and Heard is theme of their special week

Carers Week - June 7 – 13

CARERS Week is an annual national event and is about recognising and valuing unpaid carers.

A carer can be someone of any age, who may be in paid work or not, who supports a friend or family member due to their illness, disability, frailty, mental health or substance misuse. You may not identify yourself as a 'carer' because it's something you just do.

'Making Carers Visible and Heard' is the theme this year and we are encouraging carers, and everyone in the community, to celebrate and recognise the contribution of carers, particularly over what has been an incredibly challenging time recently.

Due to the COVID-19 pandemic, a survey by Carers UK revealed that unpaid carers were under increased pressure.

Many carers have been providing more care than they were before and some have been unable to take any breaks as the needs of the person they care for have increased.

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Introducing Abi . . .



My name is Abi Squires and I am the Young Carer Coordinator at Carer Support Dorset.

We will be supporting young carers in the Dorset Council area, raising awareness in local schools and the community.

We will also be providing virtual workshops and newsletters for young carers in the near future.

By registering with Carer Support Dorset, young carers can access support, guidance and signposting through our helpline, get a carer discount card and have access to

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Carer Support Dorset's team expands

IT'S BEEN a busy few months for Carer Support Dorset (CSD). Since the last edition of Caring Matters, we have expanded our team to include a Young Carer Coordinator, three new Carer Advisers and an additional Communications Officer.



Carer Support Dorset staff (above) on an online meeting

CSD supports unpaid carers of all ages across the Dorset Council area with information, advice and guidance on all things carer-related.

As well as being able to register, receive the Carers Card and regular newsletters, we run virtual cuppa sessions and workshops, giving carers a chance to speak to others in similar circumstances and listen to an exciting array of guest speakers.

Our 'Here to Talk' befriending service helps reduce social isolation by pairing carers with one of our volunteers for regular phone calls.

For information on how we support young carers, please see p12.

To find out more about our services and how we can support, contact us on 0800 368 8349 or visit www.carersupportdorset.co.uk

To find out more, please contact:

Carers' Resource Information and Support (CRISP) for Bournemouth, Poole and Christchurch

Telephone 01202 128787 or visit www.crispweb.org

Carer Support Dorset for the rest of the county

Telephone 0800 368 834916 or visit www.carersupportdorset.co.uk/

Online classes let carers know they are not alone during the pandemic

DURING the Covid 19 pandemic CRISP Carers Support Service has been running social events for unpaid carers online.

Instead of coach trips and outings, we now hold a wide variety of video-conferenced events to help carers feel supported and reduce their feelings of isolation.

Our aim is to let them know that we are here for them and that they are not alone at this very difficult time.

Over the last year we have run sessions in pilates, self-massage, relaxation, and self-care as well as art, craft and bingo.

The ones that have proved to be most popular include those from museums and of general interest such as astronomy and local history. Which just goes to show what a thirst for knowledge carers have!

The biggest challenge has been to get carers confident enough to 'have a go' at trying new technology.

A carer's thanks ...

Carers that I have spoken to are generally feeling the pressure of no breaks at all and the one-hour sessions are something to look forward to, to take you out of the



GETTING CRAFTY: Carers show their new creative skills

To help with this we produced a 'Guide to Social Media' and offer one-to-one help to get them up and running.

This has helped increase the number of carers we are engaging with enormously over the months.

It is understandably quite daunting for many, especially if they have previously only used the internet very little, or not at all.

In addition to the social and supportive benefits of the virtual events, there is a real sense of achievement in learning new IT skills - something they fully appreciate if they had never even heard of Zoom a year ago!

caring routine and have a little fun, to give you time to focus on different things and to do something for yourself.

Thank you, we really appreciate it.

Kimberley Fields

Introducing . . .

Dorset's Carers Caseworkers Team

DORSET'S Carers' Caseworkers Team is based across the Dorset Council area either in hospitals or local social services offices.

Our extensive role is primarily to support unpaid carers in the community and we are passionate about providing the best possible service to Dorset carers. For example, we:

- signpost to other services and provide Information and advice
- take referrals from, and work closely with, Carer Support Dorset (see page 2)
- help carers to receive the services

A day in the life

MOST members of the team are working from home and my day starts at 8am.

Firstly, I check emails and messages and calls to return. One email is from a carer who has completed an application form to The Leonardo Trust for a grant towards a weekend away. I check it, endorse it and send to the charity for her.

Next I phone to check on some carers I am working with. One is really struggling to care for her husband who has Alzheimer disease.

She feels alone and frustrated and

identified in a support plan, for example, regular breaks from caring or emotional and social support

- complete Carers Assessments and support plans
- attend carer events and support groups (in person or virtually)
- work with social work colleagues, occupational therapists and other professionals such as community mental health teams, GP surgeries and district nurses
- meet other professionals and volunteers who provide a service or support to carers.

hasn't spoken to anyone since I last called. She agrees to me referring her for some telephone befriending with Carer Support Dorset so that she can have a regular weekly call.

I could also refer her to Dorset's carers counselling service 'Time to Talk' for six free sessions. She will consider this.

Next is a gentleman who has been referred by Carer Support Dorset for a Carers Assessment. We chat for around 45 minutes. He cares for his wife who has Parkinson's disease and is finding it difficult to do his shopping. He would also like to go for a walk with his friend each week. I refer him to the short-break service so someone can sit with his wife, enabling him to get out more.

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I call a lady whose mother has been taken into hospital following a fall. She wants to see her mum but is really worried about the Covid situation and is unsure who to speak to. I call the hospital to find out about the current rules of visiting then let her know. We will speak again in a few days to keep up to date with the plans to discharge her mum back home.

‘Kay was the key to help being arranged. She was so approachable and her online support groups during the pandemic were a brilliant forum to share experiences’

A grateful carer

After a quick tea break I join a video call with a carers support group. It's really helpful to hear from carers about their experiences and answer their questions. I update members about new PPE for unpaid carers and give contact details.

A new carer would like some support so I signpost him to Carer Support Dorset so he can register as a carer.

I have three carers who are receiving council services to review this afternoon.

One carer whose wife has MS, has been using the short-break service to attend hospital appointments. But now he is finding it really difficult to shower and dress her each day.

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Are you someone who juggles work and the demands of caring?

DO YOU support someone who could not manage without your support?

Many workers have caring responsibilities but might not consider themselves as a 'carer' because they work, or because it's just something they do. Please take a moment to consider if you are a carer.

Often people are very private in the workplace about their caring situations and try to absorb these challenges without telling anybody for many reasons.

One working carer sums it up:

'I don't know if I see myself as a carer he's my son. In work I can become someone else. I have different pressures and worries. I feel valued at what I do.

'That does not stop me thinking - more so with the pandemic. What is my son doing, how is he coping today, will I get a phone call and need to rush off?

'Do I want my colleagues knowing my son has mental health substance misuse problems? Will they judge me or worse my son? I have to be careful who knows as he uses our services and I don't want them to find out.

'My life is a roller coaster of emotions and I try to manage that well and remind myself I'M IMPORTANT TOO and it's not selfish if I do something for me - it's being kind to myself.'

All employees have a legal right to request flexible working after they have worked for the same employer for 26

weeks (six months), as long as they haven't already made a flexible working request within the last 12 months.

Flexible working is to help staff with caring responsibilities to continue working.

Special leave is intended to help staff at times of unforeseen emergencies. Employers must have a sound business reason for rejecting any request.

Mental health support any time, any day

CONNECTION is a round-the-clock helpline for people of all ages, anywhere in Dorset, who are experiencing mental health problems and need support.

The number – **0800 652 0190** – offers free 24/7 telephone access to mental health advice and support.

You do not need to be known by our services and can also phone for support and advice about a friend or family member.

Connection can also be accessed via NHS 111.

Staff can support anyone who calls, regardless of the level of mental health crisis, and can signpost you to the best service to meet your needs.

This may include directing you to our drop-in services provided at the Retreat (based in Bournemouth and Dorchester) or the Community Front Rooms (based in Bridport, Shaftesbury and Wareham).

A day in the life

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We agree that she should be assessed to see if she is eligible for some home care and I refer her to start the process. I make another referral for a carer's husband to receive extra support by attending a day centre.

Sadly the last carer I call informs me that her father is now moving into residential care as she is no longer able to care for him at home. This has been a very hard decision for the family and I advise her to keep in touch with the carers group she attends for ongoing support.

Finally I attend the virtual Carers Provider Forum meeting, whose members are professionals working with carers. Since lockdown we have been meeting online to share information and keep up to date with the ever-changing pandemic situation. Among the topics today is an update on carers Covid vaccinations and how carers can get booked in.

It's 5pm and it's been another busy day. Each day is different and brings its own challenges but we all feel incredibly grateful to be able to meet and work with such a range of carers across the county who give so much to their loved ones.

If you want to self refer for support, please contact Carer Support Dorset on 0800 368 8349.

If you are a professional who is interested in joining a Carers Provider Forum, contact Rebecca Meaning on 01202 868280 (for East Dorset) and Sheila Biddlecombe on 01305 251414 (for West Dorset).

#ReachingOut

Struggling because of COVID-19?

If you are worried about money, work or are finding things tough right now, you're not alone - help and support is available



Talk to someone now by calling Dorset Citizens Advice on Freephone

0800 144 8848

Or go to dorsetcouncil.gov.uk/reaching-out



Advice is free, confidential and impartial.

LIFE has been very difficult for many people over the past year, especially for carers who have found it impossible to take a break from their caring role.

But there is a wealth of support available to provide information and practical help. For example:

Citizens Advice Bureau (CAB) Dorset

Call the CAB Dorset Adviceline on Freephone **0800 144 8848**

Textphone **0800 144 8884** for information on welfare benefits, housing, employment food security, health conditions, debt and money, energy and fuel poverty, family. Or log on to citizensadvisedorset.org.uk

The organisation **Help and Kindness** brings together people who need help and individuals and organisations in both

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Making such a difference

WHEN a cared-for person is admitted to hospital, a little extra support for their carer can make all the difference.

To help meet that need The University Hospitals Dorset NHS Foundation Trust provides a **Carer Support Service**.

At Poole Hospital the service's Carer Support Adviser is Karen Uphill who said, 'We offer support during the cared-for person's inpatient stay and can signpost to community support on discharge.'

Carers can contact her directly or ask a staff member for a carer referral. If carers have been admitted, they too can use the service. 'They may benefit from unrestricted visiting, parking concessions, meal discounts and carer beds for overnight stays,' said Karen.

The confidential service offers one-to-one support to listen and understand carer concerns, liaises with wards/staff and supports carers at hospital meetings.

If you think the service could help you, call Karen on 0300 019 8714, email carersupport@uhd.nhs.uk.

The Leonardo Trust, is a local independent charity helping people in Dorset who are voluntary carers for sick or disabled relatives or friends.

It does this in many ways, including cash help as shown in the families featured here. They also offer a carers' counselling service. Contact the Trust:

5 Dunyeats Road, Broadstone BH18 8AA
Email info@leonardotrust.org
Tel: 01202 698325
Log on www.leonardotrust.org

Hospital and charity join forces to support carers

'Fantastic' grant gives David's spirits such a lift

WHEN David received a £1,000 grant to buy a stairlift for his partner Linda 'I felt as if I had won the Lottery,' he said. 'It was absolutely fantastic!'

David (59) has been a full-time carer for Linda (70) for nine years, giving up his job to devote himself full time to her health needs, which are complex.

After a spell in Poole Hospital, it became clear that Linda's mobility problems meant that a stairlift was becoming essential.

David had a quotation for a second-hand

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Wheelchair taxi makes hospital trips much safer for mum and her son

AS a mother of four children aged between 12 and one, life was always going to be busy for mum Lyazzat.

But as well as meeting the demands of a growing family, Lyazzat is also a full-time carer for one of her children, 11-year-old Abdulatif, who is totally dependent on her and her husband Tivadar.

Abdulatif has cerebral palsy. He cannot speak or move and is fed twice daily through a tube in his nose.

Taking him on one of his regular trips to

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one, costing £995. 'I borrowed £500 and was going to put the rest on my credit card,' said David.

After receiving a referral from a physio-therapist, Karen Uphill contacted The Leonardo Trust charity and helped David to fill in an application form for a grant.

When he heard that he was to receive £1,000, David was over the moon.

Linda had had several falls, including tumbling from top to bottom down an escalator in a large clothing store, and several more at home. The stairlift has been a huge benefit,' he said. 'I am really grateful. I can't thank Leonardo Trust enough.'

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Poole Hospital was a problem.

The family does not have a suitable car seat and sometimes he has had to sit on his mum's lap.

After receiving a referral from a Children's Occupational Therapist, Karen Uphill contacted The Leonardo Trust, who gave the family a £600 grant towards the cost of a wheelchair taxi.

It has made a huge difference to them.

'We were very grateful to The Leonardo Trust and really pleased,' said Lyazzat. 'It is so much more convenient.'

Emergency cash saves family's Christmas

CHRISTMAS has always been a special day for Andre's family - but as last Christmas drew near, he felt he was caught in a financial nightmare.

His wife Sarah (54) had been in hospital for months - her benefits had been withdrawn and the Carers Allowance stopped.

One of his two adult sons, who has learning disabilities, had moved out into supported living. His benefits had been withdrawn from the family finances.

'I was left with Universal Credit, which just about covers the basic bills,' said Andre. Reluctantly, he had to turn to a food bank. 'You have to put your pride to one side and reach out for help,' he said.

Andre, a chef who gave up his job to look after his wife, was worried sick about providing a good Christmas, particularly for his disabled son.

How could he explain to him that he may not be able to have some of his normal Christmas treats?

With help from Karen Uphill, who had received a referral from a Dorset Carers Caseworker, Andre applied for an emergency cash grant from The Leonardo Trust.

As a result, he was able to buy presents for his son and have the best Christmas possible. 'I can't thank Karen and The Leonardo Trust enough,' he said.

Helping you to stay safe and independent at home

DORSET Council occupational therapists provide advice on what is available to ensure you or your loved one can remain as safe and independent as possible, living in their own homes and communities. They advise on a range of solutions including aids or equipment, assistive technology, and adaptations.

Aids and equipment

Aids can help with physical tasks, to overcome a sensory impairment, or as prompts for those with memory problems.

The equipment can range from small items such as a long-handled reach to prevent them from having to bend down to pick something up, to larger items, such as a bath lift for getting in/out of a bath.

Adaptations

Adaptations can be small or large. Minor adaptations could be something like fitting a grab rail by the front door or by the toilet, simple things to make everyday living easier and safer. Major home adaptations may be necessary if

the person you care for has a permanent and substantial disability. This could include removing a bath and having a walk-in shower area or having a stairlift installed.

If you would like to learn more about equipment, aids and adaptations please take a look at this area on Dorset Council's adult social care website at the bottom of this article.

Assistive technology (AT)

The range of assistive technologies vary greatly and they can support someone to live a more independent life. There are also devices that can alert a carer if there is a problem.

Some of the technology can enable a person in need of care and support to feel more confident being by themselves. This may help the carer to have a break.

Click on the link below to find a wealth of information and tips to help you or the person you care for to live safely at home. Other ways of contacting Dorset Council are shown on Page 14.

Similar equipment is available for people living in BCP Council area. The council's contact details are also on page 14.

adultsocialcare.dorsetcouncil.gov.uk/help-living-at-home

In case of emergency . . .

Many people have emergency contacts on their phone identified as ICE (In Case of Emergency) in the contact list. As phones can be password protected, there are other ways of storing this information.

An app for iPhones called 'Apple Health' lets you monitor aspects of your physical health. It includes a Medical ID for

information such as medical conditions, allergies and emergency contact details.

If you have an accident or become ill, the emergency services can be alerted to your location and your contacts will get a text telling them where you are.

Android and Windows phones do not have the same inbuilt app. But you can

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Find information straight from your phone

DORSET Carers Hub has launched an app in conjunction with CuppaCare - an online training and information app - that enables carers to access information straight from their phone. It has five sections. These are:

Breathing Space This is focused on mindfulness and gives relaxation and breathing exercises

CPR This provides information on how to perform CPR and why it is important

Carers Assessment Information on what a carers assessment is and what it entails for adult carers, parent carers and child carers

Carers' Rights What carers rights are

Stress How stress can affect you and what you can do to help reduce your stress levels.

To access the app, please email admin@dorsetcarershub.org giving your name, preferred email for the app and state if you are an unpaid carer or a professional.

It is just one aspect of the wide-ranging support the Dorchester-based hub is offering carers. 'We have been helping as



many carers as possible with form filling, and offering a listening ear, advocacy, online social events, newsletter, raffle, Christmas boxes, free re-usable masks, and hygiene packs,' said Sue Watson, co-founder of the hub with husband Mark.

'We have new members helping us, taking our team to five. Elaine Slade, Libby Cowling and Kelly Ward who all work helping carers across Dorset have joined me and Mark,' said Sue, who is pictured with Kelly above.

Carers can call into the hub at 3 Trinity Street, Dorchester (Mon-Fri, 10-4:30pm).

You can also contact the hub as follows:

Website: www.dorsetcarershub.com

Email: admin@dorsetcarershub.org

Facebook: DorsetCarersHub

Twitter: @HubDorset

Tel:: 01305 751524

purchase ICE apps from official suppliers such as Apple App Store or Google Play. Always read the privacy small print.

On an Android phone you can share your location through Google's Trusted Contacts app. Don't store information as a phone 'note' as anyone can access it.

Not sure what type of phone you have?

Talk to the people who sold it to you, or a family member, preferably one who comes with phones closely attached to their bodies!

They may be able to help you set it up, if you don't know how.

How Alice, aged 12, has coped during lockdown

ALICE* is a young carer, aged 12, living at home with her parents.

Alice helps out a lot at home to look after her dad, Mike, who has a physical disability, diabetes and arthritis.

Most days, Mike needs a lot of support to do simple things like getting in and out of bed and making food. Alice also supports her mum, Julie, who has depression.

In any normal day, Alice helps with housework like washing clothes, cleaning, making food for her family and getting her dad drinks.

When the first lockdown happened Alice had recently lost a family member, a beloved pet, dealt with her dad being in hospital twice and was experiencing frequent bullying at her school.

This was only made harder by lockdown as Alice has been helping out more and has not been able to return to school like other young people.

Instead, she is confined to her house in protection of her dad. Alice described how isolating this can be away

Celebrating young carers' skills

FOR Young Carers Action Day in March, Carer Support Dorset celebrated their skills by sharing the stories of two young carers through the pandemic and their aspirations for the future. One of them

from her friends and family.

Before the Covid-19 lockdown, she found comfort in her school choir and anti-bullying peer support group, but these were put on hold.

Although things are difficult, Alice has adopted some new ways to look after her wellbeing in lockdown, like writing a journal, keeping in touch with her cousins virtually and writing her own story!

If you are a young carer, we can help you. Please contact Carer Support Dorset on 0800 368 8349 to register for support, information, advice and guidance.

* Name has been changed.



Bournemouth, Christchurch and Poole young carers' music and animation project

DURING the past year we have been working with Bath Philharmonia Orchestra and locally-based Sound Storm.

Four groups of 10 young people aged between eight to 16 years old, met for two hours each week over six weeks on ZOOM.

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is Alice, whose story is above.

Take a look at their updated Young Carers' website, which is full of information to support young carers with education and employment while considering their caring role.

Music and animation

Cont' from facing page

With the support and guidance from some members of the orchestra, the young people worked together composing a piece of music / sound with instruments, household objects and their own voices.

They also individually made themed artwork for the animation.

The artwork and the music / sound were then edited together and published on youtube. To see the amazing animated short films and music created, please visit www.youtube.com



Zooming in to take a break and have some fun

With the lockdowns and restrictions over the past year, we have moved our Young Carer groups onto Zoom.

We now offer two groups each week, on Tuesday for our 12-year-olds and older young people and on Thursday for our eight-12-year-olds.

The sessions are hosted by two of our young carer officers who have planned games and activities providing fun and laughter.

These groups have provided essential respite in times that have been difficult and challenging for the young carers, often having a higher intensity of caring obligations to fulfil.

These sessions are like the face-to-face

Introducing Abi . . .

Cont' from page 1

discount card and have access to young carer-specific events and additional support that we offer.

If you would like to know more about our support for young carers, you can get in touch with us via our helpline 0800 368 8349 or email admin@carersupportdorset.co.uk

groups we have always offered, not only giving them time out from their caring roles, but especially a chance to meet other young people who also know what it is like to be a young carer. This is what our young carers have had to say:

I liked meeting the other young carers so I do not feel on my own



I thought it was exhilarating and fun



I liked the good energy of the Zoom group.



I liked being with everyone.

If you are feeling stressed, anxious or sad and would like to talk to someone in confidence, why not try Kooth online? This is a safe and anonymous place for young people aged 11 to 18 to find support, counselling and much more.

Log on to Kooth.com at any time.

HELP AND WHERE YOU CAN FIND IT - Social services for carers are provided by the council where the cared-for person lives

Bournemouth, Christchurch and Poole (BCP) Council

Services for Adults

Adult Social Care Contact Centre

Opening times Monday to Thursday 9am to 5pm, Fridays 9am to 4.30pm.

Tel: 01202 123654

Email:

asc.contactcentre@bcpcouncil.gov.uk

Face to face contact is changing. It is best to telephone or e-mail first to find out if it is possible to meet, and where this may take place.

BCP Carers Centre (CRISP),
St Ambrose Cottage, Alumhurst Road,

Westbourne BH4 8ER,

Tel: 01202 128787.

Children's Services for young carers and parent carers of children

Children's First Response Hub

Tel: 01202 123334

E-mail: childrensfirstresponse@bcpcouncil.gov.uk

To make a comment, complaint or compliment about Adult Social Care

Tel: 01202 123070

E-mail: comments.adultsocialcare@bcpcouncil.gov.uk

BCP Emergency Duty Service number is 0300 1239895



To contact **Dorset Council** call 01305 221000, Mon - Fri 8.30am to 5.00pm.

Email: adultaccess@dorsetcouncil.gov.uk

Write to: Dorset Direct, County Hall,
Colliton Park, Dorchester, DT1 1XJ

Children's Services

Tel: 01305 221000

Children's Advice and Duty Service (ChAD)

A single point of contact for safeguarding concerns

Tel: 01305 228866

The Adult Social Care Out of Hours Service

provides emergency cover and access to essential services when our daytime services are closed. The service also gives information and advice and, where necessary, makes visits to further assess needs and provides services

Out of hours call 01305 858250 5pm - 8am Mon - Thurs; 4pm Fri - 8am Mon.

Carer Support Dorset (CSD)

Provides support for adult and young carers of people living in the Dorset Council area,

Tel: 0800 368 8349

E-mail: admin@carersupportdorset.co.uk or visit www.carersupportdorset.co.uk

For more information on CSD, see page 2

The benefits of registering with your GP practice

DID you know that you can register as an unpaid carer with your general practice?

The practice can add you to a 'carers register' which makes it easier for your GP and primary care team to provide you with support, advice and information.

Your GP could help you with:

- sources of support and advice, including social services and local voluntary agencies
- offering you advice and information on other NHS services that may support you with your caring role, such as the continence team
- providing you with information on any medical conditions or treatment for the

cared-for person to help you feel more knowledgeable and confident in your caring role

- arranging home visits to you or the person you care for if your caring responsibilities make it difficult to attend appointments at the surgery
- arranging double appointments for both you and the person you care for at the same time to avoid having to visit the surgery twice
- providing supporting letters and information to enable you and the person you care for to access benefits such as Attendance Allowance or a Blue Badge scheme
- offering you a free NHS flu vaccination, as all unpaid carers are eligible for this
- offering you (if eligible) the covid-19 vaccination.

Learning Disability Annual Health Check

SOMEONE with a learning disability can ask for an annual health check at their GP surgery.

The checks involve taking a closer look at how they are doing and gives them an opportunity to ask any questions or raise any worries they may have. They do not have to be ill. The checks are for people aged 14 and older on the GP's Learning Disability Register. Surgery

<https://www.mencap.org.uk/advice-and-support/health/dont-miss-out/dont-miss-out-annual-health-checks>

www.youtube.com/watch?v=7gANZupyBHM&feature=youtu.be

www.nhs.uk/conditions/learning-disabilities/annual-health-checks/

staff can check that the person is on the register and add them if they are not already there.

The doctor will be able to offer support for the person to access the check in a helpful and accessible way.

The visit will include a physical check-up. The GP will talk to about any current medication and make sure all vaccinations and screening are up to date.

You can find more information on the links below.

Help and Kindness

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the voluntary and public sector who can provide that support.

They work together to tackle the social and economic impact of the pandemic at a very local level. The Help and Kindness website lists hundreds of sources of help in towns and villages across the county, including local food banks.

Help and Kindness, Agriculture House, Acland Road, Dorchester, DT1 1EF

Tel: 01305 265893
Email hello@helpandkindness.co.uk
Web www.helpandkindness.co.uk

BCP Council's community response helpline is open from 9am to 5pm, Monday to Friday, for people in vital need of food and essential household items.

Tel: 0300 1237052

Or go online at www.bcpCouncil.gov.uk and complete the email form on the Get Advice page.

* For mental health support, see p 6.

We would really like your views on our magazine *Caring Matters*, a twice-yearly magazine aimed at supporting carers across the wider Dorset area. It is produced by Dorset Council and BCP Council in partnership with the NHS.

Do you value the *Caring Matters* magazine, would you like it to continue? Yes / No

Do you retain the magazine as a reference? Yes / No

What is missing from the magazine that you would like included?

What is most helpful?

What is least useful?



Your postcode:

Please either complete the electronic survey www.dorsetcouncil.gov.uk/caring-matters-survey or return this form to: Amanda Dunning (W5) Dorset Council, Colliton Park, County Hall, Dorchester, DT1 1XJ by 1 July 2021.