### Carers Contacts

**Registered Office**
Beaconsfield House
Winchester SO22 6AT
Tel 01962 869929 Fax 01962 841160
Email winchester@carercentre.com

<table>
<thead>
<tr>
<th>Advice</th>
<th>Registered Office</th>
<th>Hampshire County Council Information Centre</th>
<th>Hampshire County Council Adult Services</th>
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<td>Winchester Citizens Advice Bureau</td>
<td>Andover Office Andover War Memorial Hospital ANDOVER SP10 3LB Tel 01264 835246 Email <a href="mailto:andover@carercentre.com">andover@carercentre.com</a></td>
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<tr>
<td>01962 842293</td>
<td>01264 362600</td>
<td>01256 423816</td>
<td>01425 482773</td>
<td>01730 710017</td>
<td>023 9258 3636</td>
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### Other Helpful Contact Numbers

- **Benefits**: 0800 882200
- **Carer’s Allowance Unit**: 0845 6084321
- **Online Benefits advice**: [www.direct.gov.uk](http://www.direct.gov.uk)

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<th>Carer Support</th>
<th>NHS Direct</th>
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<td>Carers Direct</td>
<td>0808 802 0202</td>
<td>Winchester Community MH Team (Ages 18-64)</td>
<td>01962 825128</td>
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<tr>
<td>Andover Young Carers</td>
<td>01264 333788</td>
<td>Winchester Community MH Team (Ages 18-64)</td>
<td>01962 841941</td>
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<td>Alzheimer Cafe</td>
<td>01264 835246</td>
<td>Andover Community Mental Health Team (18—64)</td>
<td>01264 358110</td>
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<tr>
<td>Winchester Young Carers Project</td>
<td>01962 808339</td>
<td>Andover Community Mental Health Team (18—64)</td>
<td>01264 835236</td>
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<tr>
<td>The Princess Royal Trust for Carers (HQ)</td>
<td>0844 800 4361</td>
<td>East Hants Mental Health Team</td>
<td>02392 492154</td>
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<td>Eastleigh Carers Centre</td>
<td>023 8090 2414</td>
<td>Royal Hampshire County Hospital</td>
<td>01962 863535</td>
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<td>One Community (Eastleigh)</td>
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<td>Andover War Memorial Hospital</td>
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### Carers News

**The True Face of Carers**
13th—19th June 2011

To celebrate Carers Week The Princess Royal Trust for Carers in Hampshire is holding various events across the county.

- **Pamper Days**
- **Cream Tea**
- **Canal Trip**
- **Information Events**

*See page 3 for details of what's happening in your area.*
Dear all

What wonderful weather we have been having, long may it continue.

Carers Week is upon us (13th – 18th June 2011) and we have lots of events planned for you, please see all of the details in the newsletter for times and places.

The theme this year is “The True Face of Carers” and we will be encouraging you all to tell us about the true reality of caring so that this information can be passed onto health and social care bodies to influence local policy making.

It is also a time to celebrate the tremendous hard work that you all do and with that in mind we have organised some pamper days, cream teas and outings.

I very much look forward to meeting up with lots of you and hope you enjoy the week.

On a separate note, we have had to leave our office in The Winchester Centre. We have relocated to Beaconsfield House and have been made very welcome by all concerned. Our new address and telephone number can be found on the back page of this newsletter.

Best wishes
Kerry Wincott
Chief Executive

The Princess Royal Trust for Carers in Hampshire exists to support the needs of unpaid carers. Amongst the services it provides are:
- Information, advice and guidance
- Support and counselling
- Advocacy and representation
- Assistance with applying for benefits and for help from statutory bodies
- Opportunities for short- and long-term respite
- Access to training and education
- Carers Support Groups
- Counselling
- Emergency Planning for Carers
- Alzheimer’s Café

The Centre was set up in 1994 by Winchester City Councillor Susan Glasspool when she was Mayor of Winchester. An independent charity and a limited company, it is managed by twenty paid staff with help from volunteers and is governed by a voluntary Board of Directors, some of whom are or were carers. The Centre is one of 144 centres in the UK which are run under the auspices of The Princess Royal Trust for Carers, founded by Princess Anne in 1991 to provide representation and support for unpaid carers.

The Alzheimer’s Cafe in Andover

Alzheimer Café UK

All in the same boat

www.alzheimercafe.co.uk

SUMMER SOCIAL EVENT
SING-A-LONG TO OLD TIME MUSICAL SONGS
(MEAL PROVIDED)

Wednesday 27th July 2011
Between 7.00pm-10.00pm
At The Wolversdene Club, Dene Road, Andover
SP10 2AA

Please note no Café being held at the Rendezvous in August
Please contact the Andover Carer Centre to reserve your place on
01264 835426

PLEASE NOTE PREVIOUS ATTENDEES WILL RECEIVE INVITES IN THE POST

Facilitated By The Princess Royal Trust for Carers in Hampshire

Funded by Hampshire County Council
**Free courses supporting carers**

These courses are being held in the Basingstoke area. The course is designed for parents/carers of children who may have additional needs that may result in socially inappropriate behaviours this may include diagnosis or statement of Autism, Aspergers syndrome, E.B.D Special Educational Needs or displays of challenging behaviour. It is an interactive course which offers practical tips and guidance to support their child and their challenging behaviour and to openly discuss individual problems and meet new people in similar situations.

The course is delivered by The Loddon Training & Consultancy, the external training division of The Loddon School, a registered charity and residential school for children and young people with complex learning difficulties and autism, located in Sherfield-on-Loddon, Basingstoke, Hampshire.

Course dates for 2011 are as follows;
- Thursday 14th July
- Thursday 22nd September
- Thursday 27th October
- Thursday 10th November

All courses run from 9.30am – 2.45pm.

For additional information contact Michelle Collard on 01256 461273 or email m.collard@proact-scipr-uk.com

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The Chairperson, Mrs Jenny Kay would also love some help to get the group going, she can be contacted on 01264 353446 or email bjkay@tiscali.co.uk

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West Hants Service User Involvement Project

The West Hants Service User Involvement Project covers Andover, Winchester, Eastleigh, New Forest and Romsey.

The Project works with service users who experience mental illness. They work in various ways

- They are involved with shaping and evaluating services
- They carry out consultations on behalf of local and national agencies
- They tackle stigma
- They run self-help groups

They are staffed entirely by service users and work closely with other service users, in both primary and secondary care.

One important area in which they work with service users is by providing a wide range of specialised self-help groups, which also include an LGBT group, and one for those who have experienced childhood sexual abuse. One of the service users who attend one of the self-help groups said, “It helps to talk to people who share and understand what I am going through. Learning new techniques to help me cope is very beneficial. It also forces me out of my comfort zone by talking to people.” The Service User Group cascade information to service users and obtain their feedback.

The project prides itself on being a stepping stone to help service users to get back/gain mainstream employment. They offer a number of either paid or voluntary posts. One of the project staff said, “Working for the project has given me confidence and pride. It has made me feel as if I am giving something back to service users who are more unwell than I am. I can now hold my head up high with my family and society as I am now a productive member of the community.”

If you would like to talk to them about any of the above you can contact them on:

Barbara Allen Project Co-ordinator
Telephone: 01264 333833 email: Barbara.allen@suip.org.uk

Frances Boyd Project Worker (Andover)
Telephone: 01264 333833 email: Andover@suip.org.uk

Mary Marchment Administrator
Telephone: 01264 333833 email: mary.marchment@suip.org.uk

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Telephone: 01962 863015 email: suip@hotmail.co.uk

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Telephone: 07739917731 email: newforestsuip@hotmail.co.uk

The Princess Royal Trust for Carers in Hampshire Support Groups

SUPPORT GROUPS OFFER OPPORTUNITIES for carers to get together, to share experiences, raise concerns and hear informative talks by guest speakers. We run General Carers Groups for all carers and Mental Health Carers Groups specifically for those who look after someone suffering from a mental health problem. No invitation is needed to attend a group meeting, you can just turn up.

The groups meet as follows:

**Andover General Carers Group:** Second Monday of each month, between 2pm and 3.30pm at The Bridge in Bridge Street, Andover. (No meeting January or August)

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New 24 – hour veteran support helpline

Veterans with mental health problems are to get targeted support with the launch of the new Combat Stress Support Helpline. The government is giving £200,000 to fund the running of the one year pilot of the 24 – hour free phone helpline – 0800 138 1619. The helpline will be delivered by Rethink Mental Illness using a combination of permanent and volunteer staff, and will have significant support from the charity Combat Stress. [http://tinyurl.com/68jc8z](http://tinyurl.com/68jc8z)

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- Support and counselling
- Advocacy and representation
- Assistance with applying for benefits and for help from statutory bodies
- Opportunities for short- and long-term respite
- Access to training and education
- Carers Support Groups
- Counselling
- Emergency Planning for Carers
- Alzheimer's Café

The Centre was set up in 1994 by Winchester City Councillor Susan Glasspool when she was Mayor of Winchester. An independent charity and a limited company, it is managed by twenty paid staff with help from volunteers and is governed by a voluntary Board of Directors, some of whom are or were carers.

The Centre is one of 144 centres in the UK which are run under the auspices of The Princess Royal Trust for Carers, founded by Princess Anne in 1991 to provide representation and support for unpaid carers.

The Alzheimer's Café in Andover

SUMMER SOCIAL EVENT
SING-A-LONG TO OLD TIME MUSICAL SONGS (MEAL PROVIDED)

Wednesday 27th July 2011
Between 7.00pm-10.00pm
At The Wolversdene Club, Dene Road, Andover SP10 2AA

Please note no Café being held at the Rendezvous in August

Please contact the Andover Carer Centre to reserve your place on 01264 835426

PLEASE NOTE PREVIOUS ATTENDEES WILL RECEIVE INVITES IN THE POST

Facilitated By The Princess Royal Trust for Carers in Hampshire
Funded by Hampshire County Council
### Carers Contacts

#### Winchester Area Community Action
- **Winchester Area Community Action**
  - Phone: 01962 842293

#### Test Valley Community Services
- **Test Valley Community Services**
  - Phone: 01264 362600

#### Basingstoke Voluntary Services
- **Basingstoke Voluntary Services**
  - Phone: 01256 423816

#### Community First, New Forest
- **Community First, New Forest**
  - Phone: 01425 482773

#### Community First, East Hampshire
- **Community First, East Hampshire**
  - Phone: 01730 710017

#### Gosport Voluntary Action
- **Gosport Voluntary Action**
  - Phone: 023 9258 3836

#### Hart Voluntary Action
- **Hart Voluntary Action**
  - Phone: 01252 815652

#### Rushmoor Voluntary Services
- **Rushmoor Voluntary Services**
  - Phone: 01252 540162

#### Andover Citizens Advice Bureau
- **Andover Citizens Advice Bureau**
  - Phone: 01264 365534

#### East Hampshire CAB
- **East Hampshire CAB**
  - Phone: 01240 84399

#### Basingstoke & Deane CAB
- **Basingstoke & Deane CAB**
  - Phone: 01264 358124

#### Fareham CAB
- **Fareham CAB**
  - Phone: 023 9271 7699

#### Hart CAB
- **Hart CAB**
  - Phone: 01252 540162

#### Havant CAB
- **Havant CAB**
  - Phone: 023 9258 3836

#### New Forest CAB
- **New Forest CAB**
  - Phone: 023 9271 7699

#### Rushmoor CAB
- **Rushmoor CAB**
  - Phone: 0845 120 3765

#### Winchester CAB
- **Winchester CAB**
  - Phone: 01252 617022

#### Eastleigh CAB
- **Eastleigh CAB**
  - Phone: 023 8061 6046

#### Gosport CAB
- **Gosport CAB**
  - Phone: 023 9258 3836

#### Hampshire & Isle of Wight CAB
- **Hampshire & Isle of Wight CAB**
  - Phone: 01252 540162

#### Fareham CAB
- **Fareham CAB**
  - Phone: 0844 477 22 32

#### Gosport CAB
- **Gosport CAB**
  - Phone: 0844 477 22 32

#### Eastleigh CAB
- **Eastleigh CAB**
  - Phone: 023 8061 6046

#### Hampshire CAB
- **Hampshire CAB**
  - Phone: 0844 477 22 32

#### Rushmoor CAB
- **Rushmoor CAB**
  - Phone: 0844 477 22 32

### Other Helpful Contact Numbers

#### NHS Direct
- **NHS Direct**
  - Phone: 0845 46 47

#### Patient Advice & Liaison Service (PALS)
- **Patient Advice & Liaison Service (PALS)**
  - Phone: 023 8047 5265

#### Winchester Community MH Team (Ages 16—64)
- **Winchester Community MH Team (Ages 16—64)**
  - Phone: 01962 825128

#### Winchester MH Team over 65
- **Winchester MH Team over 65**
  - Phone: 01962 841941

#### Andover Community MH Team (Ages 16—64)
- **Andover Community MH Team (Ages 16—64)**
  - Phone: 01264 358180

#### Andover MH Team over 65
- **Andover MH Team over 65**
  - Phone: 01264 358263

#### East Hants Mental Health Team
- **East Hants Mental Health Team**
  - Phone: 01239 481941

#### MIND
- **MIND**
  - Phone: 020 8519 2122

#### Andover District Mencap Society
- **Andover District Mencap Society**
  - Phone: 01264 321840

#### Winchester & District Mencap Society
- **Winchester & District Mencap Society**
  - Phone: 01962 848034

#### Alzheimer’s Society Helpline (all dementias)
- **Alzheimer’s Society Helpline (all dementias)**
  - Phone: 0845 300 0336

#### Rethink National Advice Line
- **Rethink National Advice Line**
  - Phone: 0845 456 0445

#### Winchester Rethink Fellowship
- **Winchester Rethink Fellowship**
  - Phone: 01962 861939

#### Mencap Learning Disability Helpline
- **Mencap Learning Disability Helpline**
  - Phone: 0808 800 0303

#### Parkinson’s Disease Society
- **Parkinson’s Disease Society**
  - Phone: 0800 169 8565

#### Hampshire & Isle of Wight CAB
- **Hampshire & Isle of Wight CAB**
  - Phone: 01252 540162

#### Age UK
- **Age UK**
  - Phone: 0800 169 8565

### The True Face of Carers Week

13th—19th June 2011

To celebrate Carers Week The Princess Royal Trust for Carers in Hampshire is holding various events across the county.

See page 3 for details of what's happening in your area.