Carers Information Pack

Red House Surgery

February 2020

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Useful contacts

* *Red House Surgery*

Email - [reception.group@nhs.net](mailto:reception.group@nhs.net)

Phone - **01223 365555**

Website - <https://www.redhousesurgery.nhs.uk/>

Transport:

* *Camcab:* local taxi service

Email - [info@camcab.co.uk](mailto:info@camcab.co.uk)

Phone - **01223 704704**

Website - [www.camcab.co.uk](http://www.camcab.co.uk)

* *Dial-a-ride:* local transport service (9am – 3pm weekdays)

Email - [memberssupport@cambridgedialaride.org.uk](mailto:memberssupport@cambridgedialaride.org.uk)

Phone - **01223 506335**

Website - [www.cambridgedialaride.org.uk](http://www.cambridgedialaride.org.uk)

* *Panther:* local taxi service

Phone - **01223 715715 / 01223 424424 / 01223 523523**

Website - [www.panthertaxis.co.uk](http://www.panthertaxis.co.uk)

* *Stagecoach bus (Cambridgeshire head office)*: information about local bus timetables, bus passes and more

Email - [cambridge.enquiries@stagecoachbus.com](mailto:cambridge.enquiries@stagecoachbus.com)

Phone - **01223 433250**

Website - [www.stagecoachbus.com](http://www.stagecoachbus.com)

* *Traveline:* for public transport timetable information includingbuses and trains(7am – 10pm weekdays, 8am – 10pm weekends)

Phone - **0871 200 2233**

Website - [www.traveline.info](http://www.traveline.info)

Mobility

* *AJM Healthcare:* Cambridgeshire and Peterborough wheelchair service (8am – 6pm weekdays)

Email - [cambridgeandpeterborough@ajmhealthcare.org](mailto:cambridgeandpeterborough@ajmhealthcare.org)

Phone - **0808 169 9633**

Website - <http://www.ajmhealthcare.com/cambridgeshire-and-peterborough-wheelchair-service/>

* *Red Cross:* short-term wheelchair hire

Phone - **0300 456 1914** (for queries regarding bookings)/ **01223 868696** (Cambridge service on Coldhams Lane, 10am – 2pm Tuesdays, Wednesdays and Fridays)

Website - <https://www.redcross.org.uk/get-help/borrow-a-wheelchair>

* *Shopmobility:* mobility scooter hire for access to the city centre (10am – 5pm weekdays, Grafton office 11am – 4pm Sundays also)

Email - [shopmobility@cambridge.gov.uk](mailto:shopmobility@cambridge.gov.uk)

Phone - **01223 457452** (Grand Arcade) / **01223 461858** (Grafton East)

Website - <https://www.cambridge.gov.uk/borrow-a-scooter-from-shopmobility>

Online pharmacy delivery services

* *Boots Pharmacy*

Website - <https://www.boots.com/online/pharmacy/>

* *Chemist4U*

Phone - **01695 474433** (9am – 5pm weekdays)

Website - <https://www.chemist-4-u.com/prescriptions/nhs-prescriptions>

* *Echo*

Website - <https://www.echo.co.uk/>

* *Pharmacy2U*

Email - [support@pharmacy2u.co.uk](mailto:support@pharmacy2u.co.uk)

Phone - **0113 265 0222** (9am – 5pm weekdays, 9am – 1pm Saturdays)

Website - <https://www.pharmacy2u.co.uk/>

Support for you

* *Carers UK:* information and advice for carers

Email - [info@carersuk.org](mailto:info@carersuk.org)

Phone - **020 7378 4999**

Website - [www.carersuk.org](http://www.carersuk.org)

* *Caring Together:* previously called *Carers Trust Cambridgeshire, Peterborough and Norfolk*, support and information for carers (9am – 5pm Monday – Thursday, 9am – 4.30pm Fridays)

Email - [hello@caringtogether.org](mailto:hello@caringtogether.org)

Phone - **01480 499090** / **0345 241 0954**

Website - [www.caringtogether.org](http://www.caringtogether.org)

* *Centre33:* support for people up to age 25

Email - [help@centre33.org.uk](mailto:help@centre33.org.uk)

Phone - **0333 414 1809**

Website - <http://centre33.org.uk/help/cambridge-south-cambridgeshire/>

* *Citizens Advice Bureau:* information and advice regarding finances and housing

Phone - **0344 848 7979** (9am – 4pm weekdays, for Cambridge City and Cambridge South)

Website - <https://www.citizensadvice.org.uk/>

* *Power of Attorney:* information regarding registering a power of attorney

Email - [customerservices@publicguardian.gov.uk](mailto:customerservices@publicguardian.gov.uk)

Phone - **0300 456 0300** (Monday, Tuesday, Thursday, Friday 9am – 5pm, Wednesday 10am – 5pm)

Website - <https://www.gov.uk/power-of-attorney>

* *Rethink:* support group, run by carers for carers

Email - [CambridgeRethinkGroup@rethink.org](mailto:CambridgeRethinkGroup@rethink.org)

Phone - **07783 267013** (telephone support line)

Website - <https://www.rethink.org/help-in-your-area/support-groups/rethink-carer-support-cambridgeshire-and-peterborough/>

Support for the person you care for

* *Red2Green:* charity providing leisure and education opportunities for people with disabilities

Email - [info@red2green.org](mailto:info@red2green.org)

Phone - **01223 811662** (10am – 4pm weekdays)

Website - <https://www.red2green.org/>

* *SilverLine:* free and confidential 24 hour support line for older people

Email - [info@thesilverline.org.uk](mailto:info@thesilverline.org.uk)

Phone - **0800 4 70 80 90**

Website - <https://www.thesilverline.org.uk/>

* *The Mix:* information and support for under 25s

Crisis text number - text **THEMIX** to **85258**

Phone - **0808 808 4994**

Website - <https://www.themix.org.uk/>

Sepsis

**If you suspect someone has sepsis, ring 999 *immediately.***

NHS explanation of sepsis:

*“Sepsis is a life-threatening reaction to an infection.*

*It happens when your immune system overreacts to an infection and starts to damage your body's own tissues and organs.*

*You cannot catch sepsis from another person.*

*Sepsis is sometimes called septicaemia or blood poisoning.”*

Symptoms of sepsis:

* Difficulty breathing/breathlessness/fast breathing
* Blue, pale or blotchy skin, lips or tongue
* Confusion
* Slurred speech/not making sense
* Rash that **does not** fade when a glass is rolled over it (the same as meningitis)
* Very high or very low temperature
* Not needing to pee all day
* Vomiting/unable to keep any food or liquid in
* Swelling, redness and pain round a wound or cut

*A person with sepsis might not show signs of every symptom.*

People more likely to develop sepsis:

* Babies under 1
* People over 75
* People with diabetes
* People with weakened immune systems e.g. people having chemotherapy
* People who have recently had surgery
* Women who have just given birth, had a miscarriage or a termination

Information taken from [www.nhs.co.uk/conditions/sepsis](http://www.nhs.co.uk/conditions/sepsis)

For more information:

* *Sepsis Trust:* information and guidance regarding sepsis

Phone - **0800 389 6255** (general enquiries) / **0808 800 0029** (support team, 9am – 4pm weekdays)

Website - <https://sepsistrust.org/>

* *NHS UK:* information about the symptoms of sepsis

*Website -* [www.nhs.co.uk/conditions/sepsis](http://www.nhs.co.uk/conditions/sepsis)

Family Carers Prescription

Caring for a loved one?

Would you benefit from a bit of extra support, a listening ear or a break?

Please ask your doctor about the ***Family Carers Prescription***!

You can discuss with your doctor what you feel you would most benefit from; this information can then be passed on to *Caring Together*. They will contact you directly within 1-2 working days to discuss how they can best support you, based on the information you provided to your doctor.

This service is ***free*** so please don’t hesitate to access the support that you deserve.

For more information please visit:

<https://www.caringtogether.org/fcp>

What If? Plan

Want to make sure your loved one is being cared for if you’re involved in an emergency?

If they live in Cambridge, Fenland, Huntingdonshire, East or South Cambridgeshire and are over 18, make sure you register a ***What If? Plan***.

This service is ***24/7*** and ***free*** and will ensure that *Caring Together* can contact a nominated family member or carer to look after your loved one if something should happen to you.

For more information please visit:

<https://www.caringtogether.org/support-for-carers/adult-carers/whatifplan>

Family Carers Hubs

These groups are run monthly in various locations around the Cambridgeshire area.

They are a great opportunity for you and the person you care for to meet other people who understand your situation.

Benefits of attending the hub:

* Peer support from other family carers
* Able to access information about having an emergency plan in place
* The chance to be referred for a ***Family Carer’s Prescription*** if you need a break
* Able to discuss what rights and benefits you are entitled to as an adult carer
* Practical advice and guidance available regarding caring for your loved one
* More information about other services that are available to you and the person you care for

For more information, please visit:

<https://www.caringtogether.org/support-for-carers/adult-carers/family-carers-hubs>

|  |  |  |  |
| --- | --- | --- | --- |
| **Area** | **Venue** | **When** | **Time** |
| Cambridge | Arlington Manor  Wellbrook Way  Girton  Cambridge CB3 0FW | 3rd Tuesday of the month | 10.00-12.00 |
| Ely | Larkfields Community Centre  High Barns  Ely CB7 4SB | Last Friday of the month | 10.00-13.00 |
| Great Shelford | David Rayner Centre  Scotsdales  120 Cambridge Road  Great Shelford  CB22 5JT | 2nd and 4th Thursday of the month | 10.00-12.00 |
| Peterborough | Dementia Resource Centre  441 Lincoln Road  Millfield  Peterborough PE1 2PE | Last Tuesday of the month | 10.00-12.00  Advance booking needed – call 0345 241 0954 |
| Peterborough | Lapwing Apartments  Orton Brimbles  Peterborough PE2 5YR  (meet in the restaurant area) | 1st Thursday of the month | 14.30-16.30 |

Family Carers Hub Locations

For more information and links to maps to find each location, please visit:

<https://www.caringtogether.org/support-for-carers/adult-carers/family-carers-hubs>

Looking after your health

Regular Health Screening

It is important to attend regular health screens when you receive an invitation.

Invitations to keep an eye out for:

* *Abdominal Aortic Aneurysm (AAA) screening:* offered to men aged 65. If you are over 65 you can self-refer.

<https://www.nhs.uk/conditions/abdominal-aortic-aneurysm-screening/>

* *Bowel screening:* for men and women. One-off bowel scope test at 55, and a home testing kit for people aged 60 – 74 every 2 years.

<https://www.nhs.uk/conditions/bowel-cancer-screening/>

* *Breast screening:* offered to women aged 50 – 70 every 3 years. If you are over 70 you can self-refer.

<https://www.nhs.uk/conditions/breast-cancer-screening/>

* *Cervical screening:* offered to women aged 25 – 49 every 3 years and women aged 50 – 64 every 5 years.

<https://www.nhs.uk/conditions/cervical-screening/>

* *Diabetic eye screening:* for men and women. Offered annually to people aged 12 and above with a diagnosis of diabetes.

<https://www.nhs.uk/conditions/diabetic-eye-screening/>

* *Flu vaccination:* for men and women. Carers are entitled to an annual flu vaccine free of charge at the practice. You should receive an invitation by text, email or post.

<https://www.nhs.uk/conditions/vaccinations/who-should-have-flu-vaccine/>

Stop smoking information

* *CAMQUIT:* local stop smoking service
  + *Chesterton Medical Centre, Union Lane, CB4 1PX –* every other Tuesday, 5pm – 8pm
  + *St Philips Community Church, 185 Mill Road, CB1 3AN –* every other Monday, 4pm – 8pm
  + *Woodlands Surgery, Eden House, 48-49 Bateman Street, CB2 1LR –* every other Friday, 9am – 12.30pm

You must book an appointment to attend these groups, or you can be referred by your doctor

Email - [eh.camquit@nhs.net](mailto:eh.camquit@nhs.net)

Phone - **0800 018 4304**

Website - <http://www.camquit.nhs.uk/>

* *NHS:* general facts, information and support to help you stop smoking

Website - [https://www.nhs.uk/live-well/quit-smoking](https://www.nhs.uk/live-well/quit-smoking/?tabname=advice-and-support)

* *Red House Surgery:* smoking cessation appointments are available with some of our nurses, these can be booked over the phone or at reception

Phone - **01223 365555**

Influenza (flu) season

According to information provided by the government, flu season runs from October – May. As a family carer, it is important that you are vaccinated against the flu to maintain your personal health in order to prevent you from being able to care for your loved one.

The flu vaccine is free of charge on the NHS, and is available at the surgery or at some local pharmacies:

* *Asda pharmacy:* available at their store on Coldhams Lane.

Phone - **01223 531600**

Website - <https://storelocator.asda.com/east-of-england/cambridge/beehive-centre-coldhams-lane/pharmacy>

* *Boots pharmacy:* available at various stores in Cambridge including Chesterton Road, Petty Cury, Grafton Centre and Newmarket Road.

Phone - **01223 355055** (Chesterton Road), **01223 350213** (Petty Cury), **01223 302576** (Grafton Centre), **01223 357487** (Newmarket Road)

Website - <https://www.boots.com/vaccinations/flujab>

* *Lloyds Pharmacy:* available at various stores in Cambridge including Arbury Road, Nuffield Road Medical Centre and inside Sainsburys on Coldhams Lane

Phone - **01223 351349** (Arbury Court), **01223 425090** (Nuffield Road Medical Centre), **01223 246838** (inside Sainsburys on Coldhams Lane)

Website - <http://www.lloydspharmacy.com/en/info/flu-vaccination>

* *Superdrug pharmacy:* available at their store on Sidney Street.

Phone - **01223 362499**

Website - <https://healthclinics.superdrug.com/services/flu-vaccine>

Information taken from: <https://www.gov.uk/government/statistics/weekly-national-flu-reports-2019-to-2020-season> and <https://www.nhs.uk/conditions/vaccinations/who-should-have-flu-vaccine/>