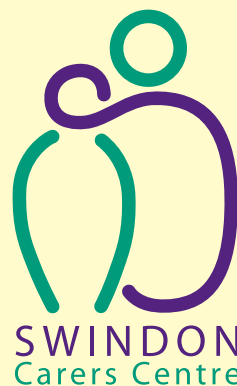


# *Caring Matters*

## **Newsletter**

*Winter 2019*



**SCC support launch of the Herbert Protocol [page 7](#)**

**Financial Safeguarding update [page 8](#)**

**Young Carer Champion Award celebration [page 12](#)**

***Supporting Family Carers of All Ages***

**As we head into winter each year Swindon Carers Centre is busy preparing for Carers Rights Day – one of the main events in our annual calendar. This year is no exception and you can read more on the following page about our plans for this year's event.**

Whether you are a new carer or have been caring for someone for a while, it's important you understand your rights and are able to access the support available to you as soon as you need it. Carers may find themselves needing to talk to health and social care providers; to negotiate with their employers on how to juggle work with caring; to deal with the intricacies of the benefits system or to consider how to fund future care costs. This Carers Rights Day we want to help carers in Swindon find their way, so we look forward to seeing you on 21st November.

Safeguarding refers to the collection of measures put in place to protect the health, well-being and human rights of individuals, and allow people – especially children, young people and vulnerable adults – to live free from abuse, harm and neglect. Safeguarding is everyone's business and we are starting a series of articles in 'Caring Matters' about different

types of safeguarding; with the first all about how to protect against Financial Abuse. You can read more on page 8.

We recently had a fabulous afternoon celebrating the achievements of support in schools for young carers via our Young Carer Champions Award. Page 12 has an update and some lovely photos!

And a key piece of work for Swindon Carers Centre over the past few months has been our collaboration with Wiltshire Police on the launch of the Herbert Protocol. All the details of this important scheme can be found on page 7.

My next editorial won't be until Spring 2020, so in the meantime I hope you all have a peaceful and restful festive season and my very best wishes for a Happy New Year.



**Susanna Jones**  
Chief Executive Officer

## Swindon Carers Centre – Social Media



### Please follow us on Twitter!

You can access our tweets by going to [@SwindonCarers](https://twitter.com/SwindonCarers). Help spread the word about the work we do with carers in Swindon



### Swindon Carers Centre Facebook page

You can keep up to date with all our latest news by visiting [www.facebook.com/swindoncarerscentre](https://www.facebook.com/swindoncarerscentre) Please don't forget to 'like' us!

Cover image: Launch of the Herbert Protocol in Swindon. (l-r, Detective Inspector Mark Kent, Wiltshire Police; Angus McPherson, Police and Crime Commissioner Wiltshire; Cat Medley, Alzheimer's Society Swindon; Stuart Ilbury and Susanna Jones, Swindon Carers Centre)

## Team updates



### Ruth Yenulevich

I am an undergraduate social work student at the University of Bath. This is my first placement and I have joined the Adult Carers Team at Swindon Carers Centre. I am excited to start my placement at SCC as this opportunity will allow me to develop relevant skills and knowledge going forward in my future social work career. Also, I am looking forward to meeting all the team and learn everyone's role in the office. Once graduated I would like to be part of an adult social care team to support adults in the community. This placement will enable me to move forward learning key legislation and policies regarding adults' overall welfare and their rights.



### Well done Hayley!

Congratulations to our brilliant and dedicated Young Carer Groups and Activities Administrator, Hayley Melville, who completed the Swindon half marathon in September to raise funds for Parent Carer activities at Swindon Carers Centre. She raised more than £500! A fabulous achievement!

## Carers Rights Day 2019

Each year we hold a Carers Rights Day event to help carers in Swindon know their rights and find out how to get the help and support they are entitled to. This year Carers Rights Day is on Thursday 21 November, at The Pilgrim Centre in Regents Circus from 11am - 2.30pm.



It will be a marketplace drop in-event to start with (like last year) but from 1pm - 2.30pm we will be doing two engagement opportunities. One is with Great Western Hospital and will be facilitated by Healthwatch around how to better inform practice in relation to reducing admissions and readmissions to hospital and the other will be with Swindon's Clinical Commissioning Group.

We have been working closely with our colleagues at Carer Support Wiltshire



Pictured l-r Susanna Jones (SCC), Tracey Cox (CCG), Judy Walker (CSW)

(CSW), and Bath and North East Somerset (BaNES) Carers Centre and the Clinical Commissioning Groups (CCGs) across all three areas, which are due to merge into one CCG next April, to raise the carer agenda across the whole footprint. We met with the CCG CEO Tracey Cox in September to further discuss the importance of recognition and support for carers in our areas.



## Personal Independence Payment (PIP) assessments



Tim Saint  
Benefits Service  
Coordinator

Many people between 16 and 65 whom we care for, and some carers themselves, will have to attend PIP medicals to see if they can get the benefit. It has been reported to us many times that carers are not happy with these medicals. This brief guide is aimed at helping people through the process. The rules are available online at: <https://www.gov.uk/government/publications/personal-independence-payment-assessment-guide-for-assessment-providers>

Once you apply for PIP, you are likely to have a face to face medical with a Healthcare Professional (HP), who has been trained to recommend to the Benefits Office whether you get the benefit or not. This is not always the case, especially if someone has a severe and life-time disability. These cases can be decided by the HP just reading the paperwork. Home visits are possible, but these are very rare. Increasingly, people are being sent to Bristol, Gloucester or Reading for their meeting, but you can ask for a local venue. If a home visit is requested for medical reasons by the claimant, government rules say that assessors "should, at a minimum, consider whether a home consultation is necessary."

One big area of concern we have heard from carers is that their role is often minimised in the assessments. The rules say that "companions may play an active role in helping claimants answer questions where the claimant or HP wishes them to do so. HPs should allow a companion to contribute and should record any evidence they provide." Some carers have not been allowed to talk. At other times, the cared-for has over-stated their ability to self-care, and when the carer has given an accurate account, this has not been recorded.

Another problem that often occurs is where the HP makes assumptions about the claimant. Quite often, without the carer, the claimant would not have been able to get washed, dressed and get to the venue on time. Whereas it has been recorded that they have no difficulty with managing personal appearance, making appointments and going to new places. Carers should make sure they highlight the role they have played and what would have happened if they were not there to help.

It is also a concern when the person has a health issue, that the HP does not have a deep knowledge of. For example, if the HP is a physiotherapist, how good will they be about assessing someone with mental health issues? You can ask to be seen by someone with more experience and the HP should "determine whether any additional evidence needs to be gathered from health or other professionals supporting the claimant." However, rarely are either of these requests be acted upon.

The last major area that has caused people not to be awarded PIP, has been that the report given to the benefits office by the HP seems to be vastly different to what was talked about on the day of the medical. If the proper rules are followed, before the end of the meeting, the HP should "give claimants an overview of the findings they have taken from the consultation.... Claimants should be invited to clarify any points and ask any questions they have about

the assessment procedure and asked whether there is anything else they would like to include." There should be very few surprises when you get to see a copy of the report, which is normally after a decision is made by the benefits office.

You should take notes about what was said on the day, however, you can only record the assessment if you can provide a copy to the assessor at the time, such as by using an old-fashioned double tape recorder!

**If we can help with this or any other benefit issue, please call the benefits advice line on 01793 975329 on Tuesday, Wednesday or Thursday morning from 10am to 12pm (term-time only).**

## SCC News in Brief

**Supporting Military Carers** - SCC's Nat was recently made very welcome during a visit to The Hive in Lyneham. Here she is with information officer, Viv Gittins. If you are a carer with military connections, care for a veteran or serving cared-for loved one or a young carer in a military family, we are here to help. You can find more out about The Hive here

<https://lynehamhive.blogspot.com/>



**Annual flu vaccination** - Carers are entitled to a free flu jab every year. It's really important when you are looking after someone else, to also ensure you also look after your own health. You can get your vaccination booked in by talking to your GP surgery or nearest pharmacy.



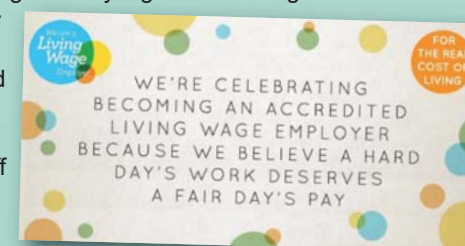
**Wow!** A huge thank you to The Big Sing who raised £1,200 for both Swindon Carers Centre and The Alzheimer's Society through ticket sales. We really do appreciate your support!



**Big thanks** to Rachael Cheriton at Arval Swindon for raising £780 for Swindon Carers Centre. This will help to give more carers a break and time for themselves. We are lucky to have such amazing support from businesses in Swindon.



Swindon Carers Centre has been accredited as a Living Wage Employer. Our Living Wage commitment will see everyone working at SCC receive a minimum hourly wage of at least £9.00. This is significantly higher than the government minimum for over 25s, which currently stands at £8.21 per hour. The real Living Wage is the only rate calculated according to the costs of living. It provides a voluntary benchmark for employers wishing to ensure their staff earn a wage they can live on, not just the government minimum.



## Carer Story – the final article in our series about caring for someone with dementia

*Names have been changed in this article to protect anonymity.*

### **Caring for my husband of 48 years who has a diagnosis of Mixed Dementia**

It is such a cruel illness. It's heart breaking seeing it progressively taking away Reg's skills, his knowledge, his understanding of almost everything. Sadly, he has also lost his artistic talents, his recognition of our lovely family and good friends, as well as his memories of so many personal things, our holidays and our home. We have also lost our 'heart to heart' chats, sharing what's in the news, exchanging comments about music, and we can no longer watch and share TV programmes together. He now believes that the people on the TV are talking to him, asking him to pay for things; and actions even on simple programmes frighten him.

Caring 24/7 is a huge physical, organisational and emotional responsibility and it can be very lonely and isolating. I can no longer leave Reg alone so now there are very few opportunities for telephone or ordinary conversations and 'chit chat' even with family or friends. Mostly they're brief with Reg at my side listening, so it's often not easy to 'off load' to friends and family.

I do feel so grateful to the local Alzheimer's Society, Swindon Carers Centre and Twigs Community Gardens for giving us both opportunities in a supportive and understanding environment. We are able to do things together, I can meet and talk with others in similar circumstances and also exchange helpful information. They are lifelines, especially if things aren't going so well at home, it's so good to be out with others.

I've been for some counselling sessions organised through Swindon Carers Centre. I think I cried through most of them. It's so hard to talk about my own feelings. I suppose I feel I ought to be able to manage and come up with strategies to cope. I've read and re-read lots of books and information, but it really isn't always easy to follow the suggestions when I'm exhausted from little sleep, from being up several times at night or 'silly o'clock' in the mornings.

It is hard to always say and do things that avoid triggering negative reactions, especially after constant repetitive phrases and questions. Reg's behaviour can be very challenging at times. He can get very anxious, angry, frustrated and aggressive, even physically at times. It's very frightening. He is always sorry afterwards and promises not to do it again, but he doesn't remember what he's done to upset me.

I am really trying to do the best I can for Reg and to give us some quality of life and some enjoyable times. However, I'm often near to tears and feel that I'm failing. Reg easily picks up on my emotions, so I do try to keep positive with a smile on my face. It is very hard, when people ask how I am, I have to just say 'okay' or 'much the same' so I don't well up in tears.

An added difficulty is that I have some health problems myself which



hopefully can be resolved with some treatment soon. It's caused problems for Reg's care when I need to go for appointments etc. I have managed to employ a Care Agency for a couple of hours a week to help. I'm also so very grateful to staff at Swindon Carers Centre who recently helped me apply for some funding for a few more hours a week, which has now been approved although I'm still waiting for the funds to come through.

This horrid illness means I've taken over all the roles that we each previously did or shared, like the driving, finances, shopping, and domestic chores etc. But I also have the really significant responsibility of the health and wellbeing of Reg. Sadly he is no longer able to manage dressing, taking his medication or his personal care without help. Privacy is now pretty well non-existent for me too as Reg follows me wherever I am, including the toilet.

Our life is very different to what we had planned for our retirement. But our love is still strong, and we will continue to do live our lives the best we can.

Tomorrow might be a good day with hopefully lots of smiles!

Your understanding and kindness will be much appreciated.

## Launch of the Herbert Protocol in Swindon

We are delighted to have worked in partnership with Wiltshire Police for the launch of the Herbert Protocol in Swindon on September 19th. It's a national scheme which encourages carers to compile and store useful information to be used in the event of a vulnerable person going missing. Carers of family members or friends with dementia can complete a booklet in advance recording details like medication, mobile numbers, a recent photo and places recently visited. The booklet can then be handed to police in the event someone goes missing, reducing the time taken to gather information during the initial, critical stages of a search.

Detective Inspector Mark Kent, Wiltshire Police Missing Persons lead said: "I really welcome the opportunity to work with partner agencies across Wiltshire and Swindon in launching the Herbert Protocol. It will help us and help carers keep vulnerable people safe. "The information may need to be located quickly, at any time day or night, by a police officer to begin the initial searches. We will only ever ask for the Herbert Protocol booklet if the person is reported missing".

Stuart Ilbury, Service Delivery Manager at Swindon Carers Centre, said

"The Herbert Protocol will not only enable the individual with memory problems the freedom we all deserve, but also give their equally deserving carers relief and knowledge that plans are in place should their dependents get confused and lost. Swindon Carers Centre are delighted to have played a part in this new protocol and its launch."



**For more information:**

<https://www.wiltshire.police.uk/article/4768/The-Herbert-Protocol>

## Financial Safeguarding



*Whilst the vast majority of carers registered at Swindon Carers Centre have mental capacity to make financial decisions, a small number may have a limited capacity due to a learning disability, mental health issue or through memory loss.*

We recognise that there may be times when a person alternates between having capacity and not having capacity and that the complexity of the financial decision to be made will affect the ability of the person to make decisions in their best interest.

Many organisations, including the Benefits team at SCC, invite both carers and the cared for to give personal information about their income, savings and housing costs, in order to accurately assess their entitlement to benefits. By parting with this information, people may be vulnerable to financial exploitation unless their confidentiality is protected. A carer disclosing significant savings would be at risk of being mis-sold financial products if the information got into the wrong hands, for example. Our systems for confidentiality include keeping information on a secure database, paperwork locked away and appropriate Disclosure and Barring Service checks for staff and volunteers. The Disclosure and Barring Service (DBS) is a non-departmental public body of the Home Office. DBS enables organisations in the public, private and voluntary sectors to make safer recruitment decisions by identifying candidates who may be unsuitable for certain work, especially those involving children or vulnerable adults.

All staff and volunteers at Swindon Carers Centre receive adult safeguarding training. We would raise concerns through the appropriate disclosure systems if we felt either the carer or cared for were being financially abused. This could be direct abuse, such as theft, or indirect, such as a carer not being able to claim Carer's Allowance due to someone else already making a claim and not doing any care.

***An adult at risk of financial abuse is likely to display one or more of the following:***

- The person is unable to manage their own finances due to lack of capacity or sufficient numeracy skills
- The person is dependent on another person or people to manage their money
- The person is dependent on others for all aspects of daily living, such as those who live in residential care

- The person is known to be isolated or is regarded as at risk within the community
- A person who is isolated or lives on their own may be more at risk of being exposed to financial pressure e.g. from salespersons, loan firms, rogue traders or bogus callers
- The person is of a trusting or gullible nature
- The person is susceptible to emotional grooming
- For older people in particular, potentially increased assets coupled with low-cost lifestyles and a lack of awareness of the modern world may make them more susceptible

Note: Whilst a person who lacks capacity may be considered to be more at risk of financial abuse, it should be remembered that someone with capacity can be equally susceptible. For example, it should not be assumed that if a person who has capacity makes a gift, then it cannot be regarded as theft. Coercion and undue influence, emotional grooming and predatory behaviours as well as the reasonableness of the transaction all need to be considered.

- If the adult is in immediate danger, in need of medical attention or if a crime has been committed, contact the Emergency Services (Police and/or Ambulance Service).

***Contact one of the following agencies depending on the circumstances:***

### **Adult safeguarding team, Swindon Borough Council**

**Tel: 01793 463555**

**E-mail: [adultsafeguarding@swindon.gov.uk](mailto:adultsafeguarding@swindon.gov.uk)**

(During office hours - Monday to Friday inclusive, 8.30am to 5.00pm)

### **Safeguarding adults investigation team, Wiltshire police**

**Tel: 01380 826350**

(During office hours: Monday to Friday inclusive, 9.00am-5.00pm)

### **Out-of-hours emergency duty service**

The emergency duty service is only for reporting safeguarding concerns that require urgent action out of normal working hours. Any other concerns should be forwarded to the

**Adult Safeguarding Team at [adultsafeguarding@swindon.gov.uk](mailto:adultsafeguarding@swindon.gov.uk),**  
which will be processed the next working day.

**Tel: 01793 436699**

### **Police out-of-hours contact**

**Tel: 101**



## Partnership working



### Supporting working carers

SCC's Judy had a great visit to Sainsbury's Brunel Swindon recently to talk to manager Craig Hussey and the team about carer awareness and our Swindon Employers Care award.

The Swindon Employers Care Award was created in response to working carers telling us they were not getting

the recognition or support they needed at work. From 2017-18 our Deputy CEO, Fiona Prinzi, worked with Chris Woodward at Swindon Borough Council (SBC) and their carers group on the design of the award standards. The result was an award designed by carers and employers in Swindon for carers and employers in Swindon. Swindon NHS Clinical Commissioning Group (CCG) took up the pilot of the award with Nationwide and Intel and we are delighted that the CCG and SBC have already achieved the award.



Di Walsh from the CCG recently achieved a successful positive review for excellent practice in supporting working carers. (Here she is with Partnerships Manager Judy Evans).

Based on the excellent impact of this work, we are now rolling this out to businesses across Swindon, big and small. Lots of Swindon employers have shown an interest and we are hoping to celebrate more successes soon.

**For more information about the Employer Care Award, please contact:**  
**[Judy.evans@swindoncarers.org.uk](mailto:Judy.evans@swindoncarers.org.uk)**

**If you're in need of help and support in your caring role, our Carer Support Line is open between 9.30am and 4.30pm Monday - Thursday and 9.30am-4pm on a Friday. Call 01793 531133.**



Would you like to support our carers and have the chance to win a monthly cash prize? Do something different and sign up to join the SCC Lottery Club for us £5 a month! **You can find more info here:**  
**<https://www.swindoncarers.org.uk/get-involved/lottery-club/>**

## News from other organisations

# Taking Care



**Taking Care is a new 'living library' website for all carers, by carers**

**[www.takingcare.org.uk](http://www.takingcare.org.uk)**

Often, it's other carers who understand best what it's really like to be a carer. So we've developed an online resource where carers share their experiences, thoughts and insights on what has helped them. Everyone's journey is different, but many experiences are common to all and many carers say the most valuable advice they receive is from other carers.

The Taking Care video library is a resource where you can watch carers and professionals talking about the impact of caring, how to navigate the caring journey and how to keep a sense of who you are.

- ✓ **Being a carer - Carers and professionals sharing experiences of how caring impacts a carer's life**
- ✓ **Looking after yourself - The importance of looking after yourself and how to do it**
- ✓ **You can do it - Empowering carers to make the most of support**
- ✓ **Help and support - Information about financial and practical support**
- ✓ **Your feelings - Exploring the emotional impact of caring**
- ✓ **Time for me - The importance of keeping life in balance and ways to keep a sense of who you are**

Playlists cover a broad range of subjects from information about Carers Needs Assessments to advice on how to manage your relationships. You can watch a cooking demonstration, hear carers share their poetry, it even tells you what you can expect from a reflexology session.

Thanks to initial funding from the Big Lottery Fund we have developed this library, to give all carers, not just carers of people with a terminal illness, an opportunity to hear the experiences of others at a time and place that suits them.

If you are looking after someone, are you taking care of yourself?

**[Julie.skelton@mariecurie.org.uk](mailto:Julie.skelton@mariecurie.org.uk)**



## Young Carer Champions Award



*Thanks to our National Lottery funding we enjoyed a wonderful afternoon at our Young Carer Champions Award celebration in October.*



This is our way of saying thank you to the Young Carer Leads for the brilliant work going on in Swindon schools and colleges to support young carers. It was also fantastic to be entertained by our creative, talented young carers, through singing and dance performances too! You can find out more about our

Young Carer Champions Award on our website:  
<https://www.swindoncarers.org.uk/register/young-carer-award/>



### Brilliant job Jacob!

We are very proud of Jacob, one of our young carers, aged 7, who completed the 2.5km Malvern Colour run and raised £100 for Young Carers. Jacob wanted to give something back to Young Carers, to say thank you for the support he has received.



SCC's Andrea and Georgia visited the RAF Cadets 878 (Highworth) Squadron and completed an information session to raise awareness of Young and Young Adult Carers. We explored the difficulty of being a young carer with the group and they also took part in a quiz.

## PARENTS/GUARDIANS PLEASE READ!

### \*\*\*\*No-shows this summer\*\*\*\*

This summer there were sadly several no-shows at many of our young carer activities.

The Friends Of Young Carers Swindon (FOYCS) charity fund-raise all year in order to provide the entire funding for our Young Carers to go on activities.

Due to the no-shows this summer, there was a loss of over **£1000**. This is a large sum of money for a small charity that was discarded. As we pre-plan all of our activities, we are unable to request refunds when spaces are not filled, and opportunities are missed by other Young Carers.

**PLEASE CHECK** with the Young Carer before registering their interest, to ensure that they want to go on the activity.

After having a place confirmed, if your child is **unable** to attend the activity, please let us know **ASAP** so that we are able to invite another Young Carer.



## Join Friends of Swindon Carers Centre (FOSCC)

*Back in the beginning of 2018 Swindon Carers Centre decided to set up a group of volunteer ambassadors who would help to promote the work of Swindon Carers Centre by being a link between our Centre, carers, and the community.*



A group of six ladies came together for the initial meeting to find out more about what the group would entail, how they could be involved and what they could offer to develop the group from the initial idea stage to fruition.

We held a workshop with some activities to get ideas from the ladies and it was soon all systems go and the new group was developed. Friends of Swindon Carers Centre or FOSCC for short was launched. The group worked hard in the initial stages to create their own mission and values for the group and soon got to work generating lots of ideas for fundraising and helping to raise the profile of Swindon Carers Centre.

We have had a few changes in the personnel of the group over the last year or so and we are now looking for some new members to join the team, which is made up of a mixture of current and bereaved carers. We currently have five regular members in Chris, Linda, Nicky, Phyllis and Suzie as well as Becky from Swindon Carers Centre, so we are on the look-out for a couple more people to join our team!

FOSCC meets regularly, once a month, when we work on organising Fundraising Events for the charity including Quiz Nights, Race Nights, Carol Concerts and Supermarket Collections. The team is often out networking across the town, building relationships with local businesses and contacts whilst going about their everyday routine, so they always have their fundraising/profile raising hats on too.

Some of the ladies involved are bereaved Carers who have been in contact with Swindon Carers Centre for many years, having accessed our services:

"It's great to be able to be a part of FOSCC and to give something back to the Carers Centre after the years of support they have offered to me. They really helped me when my husband was ill, and it was a comfort knowing they were at the end of the phone should I need them".

If you could spare a few hours a week and think you have the relevant skills, experience or interest to be a volunteer ambassador for Swindon Carers Centre and FOSCC then please contact Becky Gammon for more information, email:

**[becky.gammon@swindoncarers.org.uk](mailto:becky.gammon@swindoncarers.org.uk) or call 07912 594238**

## Adult and Parent Carer Groups and Activities



*It may be cold outside, but we have planned a variety of activities that hopefully you will be interested in attending and we will give you a warm welcome!*

Please see the January-March 2020 'What's On' form enclosed with this newsletter and return your requests to us. If we can offer you a place you will receive full details approximately 2-3 weeks before the event date. We hope to see you soon! Some of our recent activities have included:



Male Carers group visit to Crofton Beam Engines



Women's Shed fun!



Parent Carer night out at The Goddard Arms

## Carers Cuppas



*Carers are welcome to drop-in at the following sessions. For more information about the Carers Cuppas, contact Heather or Becky on 01793 401095.*

**Wroughton Health Centre** Barrett Way, Swindon SN4 9LW  
1st Thursday of the month 10am - 12pm

**Highworth Westrop Surgery** Newburgh Place, Swindon SN6 7DN  
2nd Thursday of the month 10.30am - 12pm

**Ashington House Surgery** Ashington Way, West Swindon SN5 7XY.  
4th Wednesday of the month 2.30pm - 4pm

**Grange Drive Leisure Centre** Grange Drive, Swindon, SN3 4JY.  
Last Thursday of the month 10am - 12pm

**GWH Carer's Café** Refresh Restaurant, on the ground floor of GWH, near the Main Atrium Reception, Wednesdays 2pm - 3.30pm

*If you would like to find out more about any of the above, please contact:*



**Heather Goldsmith, Senior Groups & Activities Coordinator on 07841 503849 or email [heather.goldsmith@swindoncarers.org.uk](mailto:heather.goldsmith@swindoncarers.org.uk)**

**OR Becky Gammon, Groups & Activities Coordinator on 07912 594238 or email [becky.gammon@swindoncarers.org.uk](mailto:becky.gammon@swindoncarers.org.uk)**



*If you are a registered carer with Swindon Carers Centre, would like to register with us, or would like to speak to one of our team, here are the telephone numbers you'll need:*



- For Adult Carer Support Services please call 01793 401090
- For Parent Carer Support Services please call 01793 401094
- For Young Carer Support Services please call 01793 401091
- For Adult Carer Groups and Activities please call 01793 401095
- For Young Carer Groups and Activities please call 01793 401092
- For Benefits Advice please call 01793 401093
- For all other queries please call 01793 401098
- Our main switchboard telephone number is 01793 531133

*We look forward to hearing from you.*

## Swindon Carers Centre

Address and office opening hours

*Sanford House, Sanford Street,  
Swindon SN1 1HE  
Tel: Swindon (01793) 531133*



*Office opening hours: 9.30am - 4.30pm Monday to  
Thursday and 9.30am - 4pm Friday*

*Please contact the Editor with any articles to include  
via [carers@swindoncarers.org.uk](mailto:carers@swindoncarers.org.uk).*

**Registered charity number: 1061116 Registered company number: 3305621**

© Swindon Carers Centre 2019



Visit our website  
**[www.swindoncarers.org.uk](http://www.swindoncarers.org.uk)**

While every care has been taken in compiling this newsletter, Swindon Carers Centre accepts no responsibility for information given. Mention of goods or services does not represent endorsement.

Design & Artwork by Keith Blackmore.  
Tel: 01793 876555. Email: [keith.b4@ntlworld.com](mailto:keith.b4@ntlworld.com)

