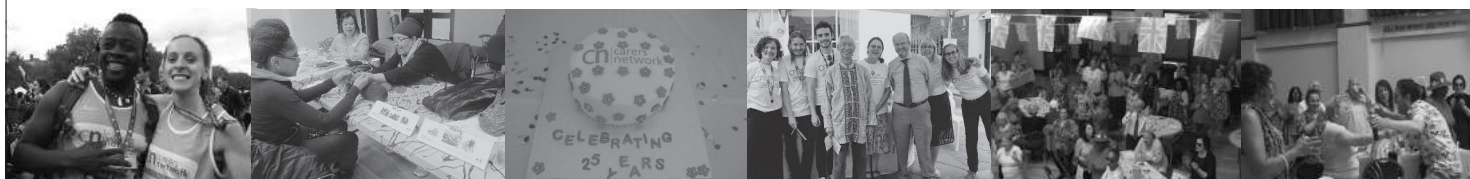


Network News Westminster

cn | carers
network



The countdown is on to Carers Week 2019! This is the UK's annual campaign to raise awareness of caring, highlighting the challenges carers face and recognising the contribution they make to society. The theme for Carers Week this year is **Getting Carers Connected**. To celebrate the week, we have a programme packed full of activities and events.

It's been a quite a year politically speaking, so we'll kick off the week with a **guided tour of the Houses of Parliament** on Monday 10 June to see where it's all been going down. It's an early start for this one as the tours are having to be done early this year to make way for other pressing business, so we'll be meeting at 9am outside Westminster Tube.

In the afternoon we'll swap the corridors of power for the more hallowed and saintly ground of **St Paul's Cathedral** for a tour – group meeting at 2pm.

On Tuesday 11th we'll have a group going for a guided tour of **Chelsea Physic Garden**, so we hope the sun is shining! Here we'll meet at 10:30am for an 11am tour. In the afternoon there's a trip to **Kew Gardens**, group meeting at 2pm.

Wednesday 12th has something for all tastes with a **tour of Chelsea FC** at 11am, a **tour of the Royal Mews** at Buckingham Palace at 1pm and a trip to **Chiswick House** for a tour of their gardens at 3pm. In the evening it's theatre time with a trip to **Bush Theatre** to see the play **Strange Fruit** at 7pm. Find out more information on the play at: <http://bit.ly/strangefruitCN>

On Thursday 13th we'll have an opportunity for a group to enjoy a **historical guided tour of Fulham Palace** at 2pm followed by another evening theatre trip to the **Royal Court**

Theatre to see the play **White Pearl** at 7pm. Find out more information on the play here: <http://bit.ly/WhitePearlCN>

Finally, on Friday 14th June we are finishing the week off with a bang at the inaugural **Carers' Festival**! This will be held at **Paddington Recreation Ground from 12:30pm-3:30pm**. Here, carers will be the centre of attention, sharing their skills and talents with fellow carers attending. We'll have crafters, painters, musicians, dancers, bakers and more. If we have your email address, you will have heard from us asking if you'd like to be involved as a stall holder, exhibitor or facilitator. If you didn't receive this, it's not too late! Just let us know your skill or talent and how you'd like to be involved. Otherwise, please come down to the event and enjoy the afternoon. There will also be a **BAKE OFF** at the festival, so if you're a whizz in kitchen please bring down a show-stopper for the gingham alter! At the event we will also have the use of the bowls green and two tennis courts if you would like to enjoy some light exercise.

To register for a Carers Week activity or event please call 020 8960 3033 or email events@carers-network.org.uk

As places are limited, you can initially register for a maximum of two of the Monday – Thursday activities and also enter a draw for tickets to the theatre. The Carers Festival is open to all and we are not limited in the number of people that can attend, so you can also register for this.

If there are more than two trips between Monday-Thursday that you'd like to go on, please select your top two and then we can add your name to the waiting list for the others. This will ensure as many carers as possible get the opportunity to be involved at some point during the week.

We hope you have a fantastic Carers Week connecting with fellow carers, and we look forward to hopefully seeing you at one of the trips, activities or events!

May - July 2019

Our offices are open:

9am - 5pm Monday to Friday

Phone:

020 8960 3033

Website: www.carers-network.org.uk

Email:

carers@carers-network.org.uk



City of Westminster

Office address: Carers Network, The Beethoven Centre, Third Avenue, London, W10 4JL

Registered charity No. 1097723 Company No. 04712756 Twitter & Facebook: @CarersNetwork | Instagram: @Carers_Network

Carers Network News



Launch of Carers Forum in Westminster

Come to the Westminster Carers Forum and help to inform, influence and make a difference.

We'd encourage as many carers to come along and feel involved.

The first general Forum will be on Friday 24 May from 2:30pm-4:30pm at Beethoven Centre, Third Avenue, W10 4JL.

At the meeting we'll be asking you to let us know what you would like from future forums.

Sylvia Nissim from Kensington & Chelsea Social Council will be attending to demonstrate the new carer online training that is free and open to all carers. Please see page 3 for more information on these courses.

If you'd like to register for the forum please call 020 8960 3033 or email events@carers-network.org.uk

We look forward to hopefully seeing you there for the first meeting!

Join Team CN at Royal Parks Half 2019 and help us raise vital funds!



Were you inspired by the recent London Marathon, but not sure you could take on the whole 26 miles? If so, we still have free places available for runners to join Team CN and run the **Royal Parks Half Marathon!**

This stunning central London Half Marathon takes in some of the capital's world-famous landmarks on closed roads, and four of London's eight Royal Parks – Hyde Park, The Green Park, St James's Park and Kensington Gardens. This will be our 4th year taking part in the event.

Race day will be **Sunday 13 October**, so there's ample time to get race fit and fundraise!

Email events@carers-network.org.uk or call 020 8960 3033 for more information and to be sent an application form.

LLOYDS BANK FOUNDATION
England & Wales



citizens advice Westminster



Westminster carers registered with Carers Network can gain **priority access** to Citizens Advice Westminster's expert advice service.

If you have a worry about finance and debt, your housing or a benefits problem – they can help you.

Please call Carers Network directly on 020 8960 3033 to get referred.



Get Social with CN!

Facebook: @CarersNetwork



Twitter: @CarersNetwork



Instagram: @Carers_Network

We are delighted to announce that the **Former Carers Project** has secured funding for a further 2 years.

The project supports people whose caring role has come to an end and is funded by the Lloyds Bank Foundation. It is set up to specifically provide advice, guidance and support to former unpaid carers as they explore the viable options available to them after their caring role has ended. This can include:

- Advice on practical issues like money, employment or housing.
- A confidential, one-to-one listening ear.
- Help to find new activities like hobbies or volunteering.
- Workshops to learn new skills.

Over the last 2 years, 50 carers have engaged with the project.

For more information on the Former Carers Project, please contact Ashley Young on 020 8960 3033 or email: ashley.young@carers-network.org.uk

Your generosity is much appreciated and every penny you donate goes to fund services, trips and activities for carers.

Your name.....

AddressPostcode

Tel Email

I would like to make a donation to Carers Network of £ | I pay tax in the UK, please claim Gift Aid on my behalf ☐

(Please tick whichever applies)

• I have enclosed a cheque made payable to Carers Network ☐

• Via BACS to Carers Network (Account No: 20140856 | Sort code: 608301) Ref: ☐

Please return to: Carers Network, Beethoven Centre, Third Avenue, London, W10 4JL

Carers Network News



Carer Training: Managing Money Under Universal Credit and Maximising Income

We have an opportunity for carers to take part in a training session on **Managing Money Under Universal Credit and Maximising Income** on Wednesday 15 May at Beethoven Centre, Third Avenue, W10 4JL from 11am-12pm.

This training is being delivered by Citizens Advice Westminster's Financial Capability Team. It is the 3rd in a series of **Money Management** workshops that they have very kindly delivered for Westminster carers.

To register for this session please call 020 8960 3033 or email events@carers-network.org.uk

If you do not receive emails from us, and did not find out about the previous sessions in March and April on **Budgeting and Understanding Credit** and **Energy Saving and Utility Bills**, we can share slides from these with you. Please call or email to request copies of these slides.

To ensure you don't miss out on such opportunities in the future please drop us an email so we can add your email address to our records.



Adam Wilson
Volunteer Development Officer

New Member of the Team

Adam Wilson has recently joined Carers Network in the new role of Volunteer Development Officer. Adam will be overseeing our volunteers at Carers Network and is responsible for organising training and coordinating volunteer placements.

Find out more about volunteering at Carers Network here <http://bit.ly/VolunteerCN>

If you are interested in volunteering at Carers Network please contact Adam on 020 8960 3033 or email: adam.wilson@carers-network.org.uk

You are receiving this newsletter because you are registered as a carer with Carers Network – or you are a professional contact of Carers Network. If you no longer wish to receive a copy please call us on 020 8960 3033 or email info@carers-network.org.uk so we can remove you from our mailing list.

LIVE WELL WESTMINSTER



Has your caring role affected your physical or mental health?

If so, Carers Network have another opportunity for carers to take part in **Live Well Westminster**, the free interactive six-week Health & Wellbeing course. This will equip you with a range of tools to help improve your physical and mental fitness, so you can take better care of yourself while dealing with the stressful demands of being a carer.

The workshops, facilitated by **N.ableD** and **Return to Wellness**, will cover:

- Treating and preventing ill health;
- How to get the best out of your daily routine while caring for someone;
- Nutrients required from food and drink to help boost your energy levels;
- Simple ways to avoid energy crashes to prevent tiredness and fatigue;
- Strategies you can adopt immediately to help take back control of your own health and mental wellbeing while still caring for someone.

Each information session ends with a **short session of simple, fun and effective exercises** that can be done to music.

Next Dates for South Westminster Carers:

This weekly course will now **start on Saturday 25 May and run for 6 consecutive Saturdays up to and including Saturday 29 June** from 11am-12:30pm at St Saviour's Pimlico, St George's Square, SW1V 3QW.

Next Dates for North Westminster Carers:

This weekly course will **start on Saturday 28 September and run for 6 consecutive Saturdays up to and including Saturday 02 November** from 11am-12:30pm at Beethoven Centre, Third Avenue, W10 4JL

You must be able to commit to attend all 6 of the sessions. If you would require respite care or cover from Adult Social Care to attend the course, Carers Network can support you in applying for this.

To register for either course please call 020 8960 3033 or email events@carers-network.org.uk

Carers Network News



On Monday 25 March we celebrated the valuable work of carers and their families across the borough at **The Westminster Care Awards**. It was an inspiring evening celebrating the incredible dedication and selfless sacrifices made by local unpaid carers, hosted in the Lord Mayor's Parlour at the newly renovated Westminster City Hall.

Congratulations to the winners, nominees – and to all unpaid carers in Westminster for the truly outstanding support you provide!



Raj Khanna



Hend Abdel Rahman



Sue Ridgley



Jawaid Sheikh



Study on Older Spouses

Providing Later Years of Life Care

Are you over 75 and looking after your spouse or partner with cancer, chronic chest disease, heart disease, dementia or a similar condition? Research is being carried out to explore the experience and perspectives of such carers as part of a PhD study by a student at The University of Cambridge. Sharing your experiences will help to improve understanding of the needs of older carers. There are a significant number of carers aged over 75 who are providing a lot of care to their spouses without much support, all while managing their own health needs and vulnerability. *"In my role, supporting carers of people in the later years of life, I have always thought that there is still a lot that needs to be done to improve how services respond to the needs of older carers."* Francis Ngale, Carers Network's End of Life Carers Project Manager.

If you are willing to anonymously share your experiences through this study, or perhaps you would like to find out more information, please contact Francis on 020 8960 3033. Find out more here: <http://bit.ly/EOLMay19>



Free Online Courses for Carers

Kensington and Chelsea Social Council has partnered with Imperial College, the West London Clinical Commissioning Group, local carers (including carers registered with Carers Network) and older people's organisations to support the creation of ten online training modules designed to help carers in their day-to-day activities.

Carers need training to be able to properly support those facing different stages of dementia, as well as those suffering multiple medical conditions.

Ten modules, including ones on **Care for Carers**; **Technology and Ageing**; and **Caring at End of Life** are available and freely accessible to anyone interested in care.

Access the modules and find out more here:

<http://bit.ly/KCSCOnline>



Fraud and Cyber Crime

Fraud and Cyber Crime such as telephone, text, online shopping and email scams are on the increase. These are common scams where there is no face-to-face contact.

How can we protect ourselves?

- Don't assume a text or email is genuine.
- Never click on links or attachments in unsolicited texts or emails.
- Don't respond to requests for personal information or bank details.
- Your bank, the police or tax office will never call you to verify your personal details or PIN by phone. Even by tapping the PIN into your keypad.
- They would never ask you to withdraw or transfer money, purchase goods or offer to pick up your card by courier. Hang up if you get a call like this.
- Never hand over your PIN, money, bank cards or purchases following an unexpected call.
- Genuine investment or pension companies will not cold call you.
- Increase the strength of your passwords by adding a symbol to them.

For more tips and advice visit the following websites:

Action Fraud: www.actionfraud.police.uk/a-z-of-fraud

Investment and Pensions: www.fca.org.uk

Get Safe Online: www.getsafeonline.org

Police: www.met.police.uk/fraud

Tips and Videos: www.takefive-stopfraud.org.uk

Carers Network's Westminster Support Group and Drop-in Calendar

Monthly Drop-ins

Carer Advice Drop-in at Advice Shop <i>Arabic speaking interpreter available</i>	Every Monday* (except 6 & 27 May) 2pm-4pm	Beethoven Centre, Third Avenue, W10 4JL
Carer Advice Drop-in at Advice Shop <i>Arabic speaking interpreter available</i>	Every Wednesday* 10am-12:30pm (*except 1st Weds of month)	Church Street Library, 67 Church Street, NW8 8EU
Carer Advice Drop-in at Advice Shop <i>Arabic speaking interpreter available</i>	Every Thursday 10am-12pm	Churchill Hall, Churchill Gardens, Pimlico, SW1V 3AL

May Support Groups

Support Group for Carers of People with Mental Illness. In partnership with Brent, Wandsworth and Westminster Mind	Tuesday 14 May 5:30pm-7:30pm	Brent, Wandsworth and Westminster Mind, Hopkinson House, 6 Osbert Street, SW1P 2QU
Support Group for Carers of People with Dementia. In partnership with Resonate Arts	Thursday 16 May 2pm-4pm	Westbourne Park Day Centre, 42 Westbourne Park Road, W2 5PH
Disability Carers Support Group. In partnership with The Westminster Society for People with Learning Disabilities	Tuesday 28 May 10:30am-12:30pm	Beethoven Centre, Third Avenue, W10 4JL
Carer Support Group	Wednesday 29 May 2:30pm-4:30pm	Costa, 83 Salusbury Road, NW6 6NH

June Support Groups

Support Group for Carers of People with Mental Illness. In partnership with Brent, Wandsworth and Westminster Mind	Tuesday 11 June 5:30pm-7:30pm	Brent, Wandsworth and Westminster Mind, Hopkinson House, 6 Osbert Street, SW1P 2QU
Support Group for Carers of People with Dementia. In partnership with Resonate Arts	Thursday 20 June 2pm-4pm	Westbourne Park Day Centre, 42 Westbourne Park Road, W2 5PH
Disability Carers Support Group. In partnership with The Westminster Society for People with Learning Disabilities	Tuesday 25 June 10:30am-12:30pm	The Westminster Society for People with Learning Disabilities, 16a Croxley Road, W9 3HL
Carer Support Group	Wednesday 26 June 2:30pm-4:30pm	Costa, 83 Salusbury Road, NW6 6NH

July Support Groups

Support Group for Carers of People with Mental Illness. In partnership with Brent, Wandsworth and Westminster Mind	Tuesday 9 July 5:30pm-7:30pm	Brent, Wandsworth and Westminster Mind, Hopkinson House, 6 Osbert Street, SW1P 2QU
Support Group for Carers of People with Dementia. In partnership with Resonate Arts	Thursday 18 July 2pm-4pm	Beethoven Centre, Third Avenue, W10 4JL
Disability Carers Support Group. In partnership with The Westminster Society for People with Learning Disabilities	Tuesday 30 July 10:30am-12:30pm	Beethoven Centre, Third Avenue, W10 4JL
Carer Support Group	Wednesday 31 July 2:30pm-4:30pm	Costa, 83 Salusbury Road, NW6 6NH

Local News for Westminster Carers

Stopping over medication of people with a learning disability, autism or both (STOMP).

STOMP is a programme which is aiming to:

- **STop**
- **Over**
- **Medicating**
- **People (with Learning Disabilities and/or Autism)**



We should be regularly reviewing the use (and potential over use) of a range of medicines including:

- Antidepressants
- Antiepileptic's
- Anxiolytics (Benzodiazepines)
- Mood Stabilisers
- Stimulants

Find out more on **STOMP** and download an easy to read leaflet here: <http://bit.ly/STOMPCN>



The Working For Carers Project

Working for Carers is a London-wide project that supports unpaid carers, aged 25 or over, to move closer to employment. The project is led by Carers Trust and delivered by its network of 24 partners across London. **Working for Carers** is funded by the European Social Fund and The National Lottery Community Fund.

What they do:

- Support carers to pursue their employment goals through confidence building and skills development.
- Offer a flexible service that considers individual needs and ambitions.
- Engage with local businesses and organisations to create employment, training and volunteering opportunities for carers.
- Highlight the benefits of employing carers, adopting carer friendly policies and understanding the needs of carers in the workplace.

How they do it:

- One-to-one support and advice with a dedicated Employment Personal Advisor.
- Group activities and training workshops.
- Support with writing CVs and interview techniques.
- Help with job searching.
- Access to employment, volunteering and training opportunities.

For more information, call: 020 7428 8950
email: wfc@camdencarers.org.uk



CHARIOT: Cognitive Health in Aging Register Investigational Observational and Trial Studies

Dementia affects over 850,000 people in the UK, and the numbers are rising. The CHARIOT register is a register made up of **cognitively healthy volunteers aged 50-85** who are interested in taking part in research to better understand and prevent Alzheimer's Disease and other late onset neurodegenerative conditions. The CHARIOT register is vital to facilitate the research conducted by Imperial College London. Their research aims to better understand dementia, the risks of developing the disease, and what factors might protect against it. This will allow them to develop methods for early prediction or prevention. The register holds data of over 33,000 volunteers. Being on the CHARIOT register does not automatically enrol/recruit one onto research. It only means that the individual's name and contact details are on their research register and may be contacted in the future to take part in research.

More volunteers are still needed to help make the register even more diverse and reflective of the UK population.

To request a sign-up pack or for more information please call: 020 7594 8886

email: dementia.prevention@imperial.ac.uk

or visit their website: www.chariotregister.org



Brand Memories is a new wellbeing programme launched by the **Museum of Brands** created to enhance the lives of people affected by dementia.

The Museum is offering a range of activities, education and volunteering opportunities for people living with dementia, their families and carers, including an **Evening for Carers**.

- **When:** Monday 20 May, 5:30pm-7:30pm
- **Where:** Museum of Brands, 111-117 Lancaster Road, Notting Hill, W11 1QT

The tickets are free and include exclusive entrance to the museum in the evening, as well as a drink or two at the bar.

A direct link for ticket booking is here:

<http://bit.ly/MoBDementia>

They have also launched **at-home online activity sheets**.

These sheets are for carers and families to try creative activities together with a person with dementia.

The activity sheets can be downloaded here:

<http://bit.ly/MoBDementia2>

If you would like any further information on the Museum of Brands' Brand Memories project please contact alina@museumofbrands.com

Local News for Westminster Carers

The Advocacy Project



Come and Sing Along!

The Advocacy Project has a new **community choir** which **rehearses on Thursday evenings, 6pm-8pm**, at the Venture Community Centre, Wornington Road, W10 5YB. The choir is free to attend and open to anyone who wants to come along and have a sing. **They particularly welcome people who have never sung before!**

They believe singing is an amazing way to increase your confidence, have fun and meet people. By providing a space for anyone to come along and enjoy singing, The Advocacy Project hopes people will make new friends and feel connected in their community. They will be taking the choir into care homes, homeless shelters and community spaces for performances and singing sessions throughout the year.

The Advocacy Project welcomes disabled people, people with a learning disability and non-disabled people in the community to join them – **their rehearsals are accessible to everyone. So come along!** Drop an email to choir@advocacyproject.org.uk or call 07984 353961.

Time for Me Westminster
Activities for Unpaid Carers Over 50

The new Time For Me Westminster programme has a number of exciting trips to look forward to, such as a ride in the **Emirates Cable Car** over East London ending with lunch in Greenwich. In June they will be going to see the **Van Gogh & Britain Exhibition** at the Tate Britain and enjoying a trip to the seaside on a **day trip down to Eastbourne** with North Kensington and South Kensington and Chelsea carers. There's also a fortnightly Creative Writing Class at Barbara Bronson Court and a five-week Digital Life Class taking place at St Charles Centre for Health and Wellbeing.

Download the programme here: <http://bit.ly/TFMWest19>

For further details please contact Zannah on Wednesdays and Fridays on 020 8962 4536 / 07437 913 154, or email: zcooper@openage.org.uk

Join in the fun at #MyWestminster Day 2019
on Sunday 30 June!

Enjoy free food and activities, find out about local services and feel part of your community at the council's annual **MyWestminster Day**.

This year's event will take place on **Sunday 30 June** from 11am to 3pm at Paddington Recreation Ground in Maida Vale. Last year, they were joined by 3,000 people from across Westminster who enjoyed free food, live music from the Pad Rec bandstand, sports and activities.

Confirmed for 2019:

- Food tent with free food tasters from across the world
- Head massage
- Health checks
- Live jazz
- The world-famous Chinese Lion Dancers.

Find out more and register your interest in attending at <http://bit.ly/MWD2019>

DAWS Family and Carers
Service Community

- Do you know someone who misuses drugs or alcohol?
- Could you do with some support?
- Has anyone asked how you are?

The DAWS Families and Carers Service offers free and confidential support to anyone who has been affected by someone else's substance misuse.

They provide:

- One-to-one and telephone support;
- Two family support groups;
- Advice and information on drugs and alcohol;
- Referrals to other outside agencies;
- Links into other support groups in the community.

If you would like to find out more about this service, please phone John Taylor on 07792 662268 or e-mail: 3boroughsfamiliesteam@turning-point.co.uk.

They understand at DAWS how substance misuse not only affects the person drinking or using drugs but also the people around them.

Local News for Westminster Carers



Healthwatch Central West London has positions available on its Westminster Local Committee.

The Healthwatch Local Committee is a group of local people that hears from NHS professionals and makes recommendations for Healthwatch on areas of concern for local people. Their insights and actions transform the work that this independent patient-led research organisation does

in Central West London.

Healthwatch particularly values the ideas and experiences of carers, so if you're interested in joining the Committee, please get in touch with them.

You can email them at info@healthwatchcentralwestlondon.org or call their office on 020 8968 7049. Committee members should live, work or study in Westminster. The Committee meets once every two months for two hours. You can read more about Local Committees here: <http://bit.ly/healthwatchCN>



**Eat Well. Move More. Drink Less.
Be Smoke Free. Lose Weight.**

ONE YOU WESTMINSTER is the new free integrated healthy lifestyle service **formerly known as Healthy Hearts and Kick It**. They have improved accessibility and increased access to face-to-face support to help individuals **lose weight, move more, drink less, become smoke free and eat well**.

They have over 42 hours of group sessions each week. They aim to reduce cardiovascular prevalence for residents, improve well-being, help residents quit smoking and much more.

If you want support in any of these areas, give them a call today to see if you're eligible to join their free community programmes on 020 3434 2500 or email: hello@oneyou-westminster.org.uk



If something goes wrong with NHS care or treatment, you have the right to free and independent support from an Advocate to make a complaint.

POhWER's Independent Health Complaints Advocates are available to give **practical one-to-one support** if you need it. Advocacy support to make a complaint helped Paula* to bring about improvements in a GP practice.

Paula was worried about her friend because he was not responding to her calls, so she got in touch with his GP surgery to ask for a visit but she couldn't get him any help. Sadly, her friend died. He was found by the Police. Paula raised a complaint with the GP and her advocate accompanied her to a resolution meeting. As a result:

- The surgery will now have a doctor on call each day if any issues need to be escalated to a clinical level and if reception staff are unsure what to do.
- All calls are now entered on records by admin staff in order to gain a clear picture of contact.

- There is a receptionists' competency handbook which all staff need to complete.
- There is a task notification for doctors to call patients.

Paula said that she believes that she would not have achieved the same outcome without the support of POhWER and that people will be safer as a result of her complaint.

**Name changed to maintain confidentiality.*

POhWER's Independent Health Complaints Advocacy Service is here to give you the support you need to speak up and make your complaint. This may be by giving you the information and tools you need to pursue the complaint yourself. Alternatively, an Advocate can provide one-to-one support to help you to write a letter or attend a meeting. They also have interpreters and provide information in different languages for people who do not speak English as their first language.

If you want to speak confidentially to an Advocate about making a complaint about any NHS service, call their Helpline on 020 3553 5960, or email LondonIHCAS@pohwer.net Visit their website at www.pohwer.net for more information and a range of self-help tools.

Useful Contacts: Adult Social Care: Carers can contact the City of Westminster's Care Management Team for any emergencies with the person they care for: **tel: 020 7641 2500 (24 hours a day 365 days a year).**

Single Point of Access: North West London Adult Community Mental Health Services (SPA) provides a first point of contact for people wishing to access adult community mental health services in Westminster: tel: **0800 0234 650** email: cnw-tr.spa@nhs.net

Out of Hours GP Appointments: Evening and weekend GP appointments are now available in Westminster.

You will be able to access GP and practice nurse appointments from 6:30pm–8pm, Monday to Friday, and from 8am–8pm, Saturday and Sunday.

You can make an appointment by calling your GP practice, or by calling NHS 111 when your GP practice is closed.

Carers UK National Advice Line: Open Monday to Friday, 10am–4pm. Call 0808 808 7777.