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- Care Quality
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- Do you need help to get online?
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Save The Date
Carers Rights Day
21st November 2019

Do You Receive This Newsletter Direct From Us?
If not call 0118 324 7333
We Need Your Help.

We are aiming to collect clean empty jars, to use for an up and coming project.
The jars can be collected at all group meetings or dropped at our office:
14 Albury Close
Reading
RG30 1BD.
Thank You

Strength, balance & stamina exercises.

Thursdays, 2pm
Exercise Class for Carers.
Loddon Valley Leisure Centre
0118 931 2066
For more details, please email
heidizymela@pfpleisure.org
Managed by Places Leisure working in partnership with Wokingham
Whatever place you’re into

Living Well In Caversham (In Later Life)
Beechwood Grove, Albert Road, Caversham, RG4 7AN.
We are hosting a Wellbeing Day for older people in Caversham. This event is aimed at reducing social isolation, improving health and wellbeing by connecting people to their community
Thursday 5th September 2019
10am to 2:00pm
Ready Friends Toolkit

The Ready Friends Toolkit has all you need to reduce loneliness and social isolation in your street, community, and for family and friends.

- Finding out what's on near me
- How can I start something in my neighbourhood?
- How do I start a conversation?
- Things I can do today!

http://rva.org.uk/ready-friends/toolkit/
Telephone: 0118 937 2273

Carers Support Group
Berkshire Healthcare
Crisis Resolution, Home Treatment Team.
Berkshire West (Reading, Wokingham and West Berkshire)
For further information please contact:
Prospect Park Hospital, Reading RG30 4EJ
Call 0300 365 9999

Carers support groups.

As you all know, from the list on the back of your newsletter, we run regular support groups. For those of you who have never attended one, they are a place where you can –

- Meet other carers going through the same things you are,
- Talk about your experiences and have a good old moan,
- Swap ideas on things to do that help the situation,
- Swap ideas on what doesn’t help,
- Have time away from your caring role,
- Enjoy a hot or cold drink and some cake/biscuits,
- Have a laugh and a joke about anything you want to share,
- Get advise from us on any aspect of caring,
- Occasionally listen to a guest speaker

They are a friendly, informal get together where you can get as involved as you feel you want to, or just listen to other people, it’s up to you.

Best of all - its completely free. If you need directions just give us a call.

We look forward to seeing you at your next closest meeting.
Care Quality

Checking that care providers are delivering a good service

If you are a member of the public or a professional, and worried about the care that someone is receiving, please let us know by completing our report a concern about care quality online form.


Any care concerns however trivial, should be reported using a CQ1 Form

What is a CQ1 form? A CQ1 form is a form to report any concern, issue, omission, or error, in care or support provided, in adult social care no matter how trivial they may appear.

This is different to the safeguarding procedure as it is for matters that do not reach the safeguarding threshold.

Who can fill in a CQ1 form and where do I find it? Anyone can report a concern and is encouraged to do so using the following link: www.westberks.gov.uk/care concern

What happens after I submit a CQ1 form? It will be sent to the Care Quality Team at West Berkshire Council.

They analyse the information on the CQ1 Forms They record and monitor the CQ1’s They will share CQ1’s with relevant care managers if applicable but will not look in to individual matters as the Care Quality Teamwork with the market issues

They will visit Providers to find out if they are meeting their legal and contractual obligations and if not will work with them until their service improves. L

They will identify themes and trends in the adult social care market, using calls and other information so wider issues can be addressed.

This work results in a better service for those receiving adult social care.

Any questions please contact carequality@westberks.gov.uk or telephone (01635) 551111.

Throughout this document this word is given its usual meaning and is not to be confused with the safeguarding definition of concern.

If you think someone is at risk of serious harm, criminal behaviour is taking place, or if the problem has occurred regularly or repeatedly and is likely to happen again, complete our online Safeguarding Alert form instead.

Active Reading consultation

As part of the Active Reading consultation, we are particularly keen to hear from people who don’t currently lead active lives. If that is you or your family, we want to know how we can help you to get you more active and how can we encourage you to try new activities or sports. If you already take part in sport or physical activity, we want to know what works for you and what you would like to see improved.

Please help us by taking part in the consultation at www.Reading.gov.uk/ActiveReading which runs for one month until 14th August. The results of the consultation will be published in the autumn.

The Council is fully committed to providing modern and much-improved facilities for swimmers, keep fit and sports enthusiasts in Reading. That includes a £30 million investment in two modern new swimming pools for Reading. Plans to deliver the modern facilities are already underway and we hope to be in a position to appoint the new leisure operator in autumn 2019 to take work forward as quickly as possible.

We will use your responses to create what is called a ‘Strategic Delivery Model’ for Reading. This will be a future vision for our sports and leisure offer in Reading. Having this strategy in place will help the Council access to additional funding from Sport England towards the cost of the modern new and improved sports facilities we have planned for Reading.

Kind Regards
Leisure and Recreation
Directorate of Economic Growth and Neighbourhood Services
Reading Borough Council

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Do you need help to get online?

Whatever you need help with—internet, email, a new smartphone, or tablet...our volunteers can help you get going.

Tuesdays and Thursdays 2-4pm
Saturdays 10am–12pm
Reading central Library (1st Floor)
Also at Pavilion, 143-145 Oxford Road, Reading, RG1 7UY, Fridays 10:15am–12pm
(during Battle library refurbishment work until September 2019)
Details on 0118 937 2273
Part of the GET ONLINE READING project www.go-reading.org
**Thames Valley alert - Drivers targeted with fake fines**

Action Fraud have received an increase in reports and intelligence where elderly victims are being targeted by individuals purporting to be police officers or traffic wardens. The victims are being approached whilst parked in a car park and are told by the suspect that they have parked illegally or broken a speed limit and a photo has been taken of their car for ‘evidence’.

Victims are advised that they will face a substantial penalty fine unless they pay a smaller upfront fee immediately. Victims, who opt for paying the smaller penalty, will be directed to a parking meter and asked to enter their card and PIN. These parking meters have been tampered with by the suspect in order to retain the card.

Once the victim inserts their card and are asked for their PIN, the victims are shoulder surfed for their PIN by the suspect. Once victims input their PIN, the card is retained by the machine and victims are told by the suspect to seek help from the company who operates the parking meter or their bank.

**What you can do**

If you are suspicious about the authenticity of the fine, do not pay it until you have verified it with your local council.

Always shield your PIN from view when using an ATM machine, and never share your PIN with anyone.

If your bank card is retained by an ATM machine, contact your bank immediately to inform them.

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**Our Scheduled Shopping Bus Service is £8.00. 8.00.**
(Wokingham bus pass holder free) Bracknell the 2nd October.
Woodley the 2nd, August and November.
Camberley the 2nd Tuesday of September and December.
Farnborough the 4th Tuesday every month.

ReadiBus helps create mobility for everyone.
But that doesn’t mean anyone can use ReadiBus.
ReadiBus is specifically for people who cannot make use of mainstream public transport services.

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Carers Hub
Call us: 01183247333 Email us ask@berkshirecarershub.org
There are 14 volunteer-run Community Transport groups in West Berkshire, providing travel assistance to people who are unable to access other forms of transport for different reasons. If you have transport difficulties, or if you're able to volunteer some of your time driving a car, minibus or even answering calls, we would like to hear from you. Contact details for Community Transport groups are overleaf, or we can help find a group best suited to your situation.

Community Transport Needs You! Please call 01635 503 248 or visit www.westberks.gov.uk/transport

<table>
<thead>
<tr>
<th>Scheme</th>
<th>Contact</th>
<th>Contact times</th>
<th>Area covered</th>
</tr>
</thead>
<tbody>
<tr>
<td>Burgfield and Mortimer Handybus</td>
<td>0118 983 6611</td>
<td>Mon-Fri 09:30–11:30</td>
<td>Burgfield, Mortimer, Stratfield Mortmer, Sulhamstead and Upton Nervet</td>
</tr>
<tr>
<td>Burgfield and Mortimer Volunteer</td>
<td>0118 983 1814</td>
<td>Mon– Fri 09:30–11:30</td>
<td>Burgfield, Mortimer West End, Stratfield Mortmer, Silchester, Sulhamstead and Upton Nervet</td>
</tr>
<tr>
<td>Bureau</td>
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<tr>
<td>Carebus volunteer group</td>
<td>Graham Reeves: 0118 930 4837</td>
<td>24/7 messaging service</td>
<td>Aldworth, Ashamstead, Basildon, Beenham, Bradfield, Bucklebury, Englefield, Holybrook, Pangbourne, Purley, Stanford Dingley, Streatley, Sulham, Tidmarsh, Tilehurst, Thele and Yattendon</td>
</tr>
<tr>
<td></td>
<td>– for car trips, bus routes and group bus trips</td>
<td>Calls requiring answering returned same day/next day</td>
<td></td>
</tr>
<tr>
<td>Chapel Row Community Service Group</td>
<td>Georgina Cardy: 0118 971 3334</td>
<td>Mon, Wed and Fri 09:30–11:30</td>
<td>Bucklebury, Woolampton, Midgham, Lower Padworth, Beenham and Brimpton.</td>
</tr>
<tr>
<td>Downland Volunteer Group</td>
<td>Handbus: 01635 202519</td>
<td>Mon– Fri 09:30–11:30</td>
<td>Within the area generally bounded by Winterbourne, Fawley, Aldworth, Ashampstead, Frilsham and Chieveley.</td>
</tr>
<tr>
<td></td>
<td>Community Car: 01635 578394</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hungerford Chain</td>
<td>Community Car: 01488 463727</td>
<td>Mon– Fri 09:00–11:00</td>
<td>Eddington, Leverton, Foxfield, Hungerford and Hungerford Newtown.</td>
</tr>
<tr>
<td></td>
<td>Single wheelchair car: 01488 683727</td>
<td></td>
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<tr>
<td></td>
<td>Community handybus: 01488 682610</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Lambourn Volunteer Group</td>
<td>Jane McCarthy: 01488 71356</td>
<td>Mon– Thurs 10:00–12:00</td>
<td>Aldbourne, Lambourn, Upper Lambourn, Welford, Great Shefford Woodlands, Wickham, Eastbury and East Garston.</td>
</tr>
<tr>
<td>Newbury &amp; District Cancer Care Trust</td>
<td>Transport Co-ordinator: 07717 783811</td>
<td>Mon– Fri 10:00–15:00</td>
<td>West Berkshire</td>
</tr>
<tr>
<td>Pangbourne and District Volunteer</td>
<td>0118 948 4586</td>
<td>Mon– Fri 09:30–11:30</td>
<td>Pangbourne, Purley, Tilehurst, Whitchurch, Whitchurch Hill, Tidmarsh, Upper Basildon, Lower Basildon and Ashampstead.</td>
</tr>
<tr>
<td>Centre</td>
<td></td>
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<tr>
<td>Standby Volunteer Group</td>
<td>Peter Moulder: 0118 930 6419</td>
<td>Mon– Wed 10:00–12:00</td>
<td>Bradfield, Theale, Englefield, Standford Dingley, and Westwards journeys from Calcot.</td>
</tr>
<tr>
<td>Thatcham Volunteer Bureau</td>
<td>Community Car: 01635 862306</td>
<td>Mon-Fri 10:00–12:00</td>
<td>Thatcham, Cold Ash, Crookham, Ashmore Green and Woolampton.</td>
</tr>
<tr>
<td>Volunteer Centre West Berkshire</td>
<td>Handybus: 01635 37111</td>
<td>Handybus: 09:00–13:00</td>
<td>Newbury, Bangor, Curridge, Donnington, Greenham, Shaw, Speen, Stockcross, Thatcham, Cold Ash, Crookham, Ashmore Green and Woolampton</td>
</tr>
<tr>
<td></td>
<td>Community Car: 01635 49004</td>
<td>Community Car: Mon-Fri 10:00–13:00</td>
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</tbody>
</table>
Donations Always Welcome

Reading, Wokingham and West Berkshire carers Hubs are a charity.
We are always grateful for any donations big or small.
Any donations help us put on more of the nice things for carers like activities, pampering etc.
If you wish to make a donation please use the form below.
If you are a taxpayer, we can reclaim tax on every donation you make at no extra cost to you using gift aid.
Help keep it local by writing the area would like the donation to be used on the back of the cheque Reading, Wokingham or West Berkshire.

I would like to make a donation of £______ to reading and west Berkshire carers Hub.
Cheques made payable to Carers Trust East Midlands
I am a UK taxpayer ______ Please tick
Name ______________________________________________________
Address ______________________________________________________
Post Code __________
Please send Cheques to ;
Unit 14 Albury Close
Reading
Berkshire
RG301BD
Charity Registration Number: 1051649

CARERS STORY

As yet no one has come forward to tell us their story month..
What would you like to say?
What do you know that could help other carers?

Carers Hub
Call us: 01183247333 Email us ask@berkshirecarershub.org
Chicken and Leek one pot Stew

**Ingredients**

- 2 tbsp. olive oil
- 500g leeks, finely sliced
- 2 plump garlic cloves, finely sliced
- 2 thyme sprigs, leaves picked
- 8 chicken thighs, skinless and boneless
- 500g new potatoes, cut into chunks
- 350ml chicken stock
- 200g green beans
- 350g frozen petit poise
- lemon wedges, to serve

**Method**

Heat the oil in a large casserole dish over a medium heat. Add the leeks, garlic and thyme, cover and cook gently for 10 mins, stirring occasionally. Season the chicken and tip into the dish with the potatoes.

Turn up the heat, pour in the stock and bring to a simmer. Reduce the heat and allow to gently bubble with the lid on for 35 mins.

Add the green beans and peas for the final 10 mins of cooking. Season to taste, then ladle into bowls or lipped plates with a squeeze of lemon.
venue change

From the 14th August 2019
The General Carers Group
Will Now be Held at :

The Bradbury Centre Rose Street, Wokingham Berkshire
RG40 1XS

If you require any further information please contact me using the contact details below:

Contact us: 0118 324 7333
Email: ask@berkshirecarershub.org

Due to lack of attendance the Drop in sessions will cease to continue after the 23rd of July 2019

Carers Drop in sessions 10am—12pm

New Parent Carer Group
We are launching a new Group which will commence in September it will run term time only.

For more information on the groups dates and times please contact Janine or Christiana on the number: 0118 324 7333
### General Carers Group - Group held every 2nd Wednesday of the month 10-12pm

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>14th August</td>
<td></td>
</tr>
<tr>
<td>11th September</td>
<td>Stroke Carers group - Group held every 2nd Thursday of the month 10-12pm</td>
</tr>
<tr>
<td>8th August</td>
<td></td>
</tr>
<tr>
<td>12th September</td>
<td>Alzheimers Café Carers group - group meets every 2 weeks on Tuesdays 1.30-3pm. Support for your cared for is available at this group. Please call us to arrange your first visit to the group.</td>
</tr>
<tr>
<td>17th September</td>
<td>23rd July- 10th September NO MEETINGS</td>
</tr>
<tr>
<td>19th September</td>
<td>29th October – NO MEETING</td>
</tr>
</tbody>
</table>

### Mental Health Group Held 1st Thursday of every month 2 TIL 4PM

<table>
<thead>
<tr>
<th>Date</th>
<th>Event Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st August</td>
<td></td>
</tr>
<tr>
<td>5th September</td>
<td>Carers Forum 10am - 12pm held at St. Pauls Parish Rooms, Reading Road Wokingham, Berkshire, RG41 1EH.</td>
</tr>
<tr>
<td>3rd September</td>
<td>Long Term Conditions Carers Group</td>
</tr>
<tr>
<td>23rd July</td>
<td></td>
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<tr>
<td>10th September</td>
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</tbody>
</table>
West Berkshire Upcoming Support Groups
For further details call 0118 324 7333

<table>
<thead>
<tr>
<th>Area</th>
<th>When /Where</th>
<th>August</th>
<th>Sept</th>
<th>Oct</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Lambourn</strong></td>
<td>Lambourn Memorial Hall, Oxford Street, Lambourn, RG17 8XP. 10-12 pm</td>
<td>15th</td>
<td>19th</td>
<td>17th</td>
<td>Every 3rd Thurs of the month</td>
</tr>
<tr>
<td><strong>Pangbourne</strong></td>
<td>Pangbourne Small Village Hall, Station Road, Pangbourne, RG8 7DY. 12 noon -2 pm</td>
<td>7th</td>
<td>4th</td>
<td>2nd</td>
<td>Every 1st Wed of the month</td>
</tr>
<tr>
<td><strong>Newbury</strong></td>
<td>Winchcombe Place, Maple Crescent, Newbury, RG14 1LN. 10am-12pm</td>
<td>22nd</td>
<td>26th</td>
<td>24th</td>
<td>Every 4th Thurs of the month</td>
</tr>
<tr>
<td><strong>Hungerford</strong></td>
<td>Hungerford Community Fire Station, Church Street, Hungerford, RG170JG 10:30 am -12:00 pm</td>
<td>20th</td>
<td>17th</td>
<td>15th</td>
<td>Every 3rd Tues of the month</td>
</tr>
</tbody>
</table>

**Groups for carers of people with any disability or illness**

<table>
<thead>
<tr>
<th>Area</th>
<th>When /Where</th>
<th>August</th>
<th>Sept</th>
<th>Oct</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Thatcham</strong></td>
<td>Taste of England Pub, Lower Henwick Farm, Thatcham, RG193AP 10am -12PM</td>
<td>21st</td>
<td>18th</td>
<td>16th</td>
<td>Every 3rd Wed of the month</td>
</tr>
<tr>
<td><strong>Thatcham</strong></td>
<td>Hillcroft House, Rooke's Way, Thatcham, RG18 3HR. 6:30 pm - 8:30 pm</td>
<td>14th</td>
<td>11th</td>
<td>9th</td>
<td>Every 2nd Wed of the month</td>
</tr>
</tbody>
</table>

**Carers Support Group for carers of people with all Types Of Mental Health Conditions**

<table>
<thead>
<tr>
<th>Area</th>
<th>When /Where</th>
<th>August</th>
<th>Sept</th>
<th>Oct</th>
<th>Remarks</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Whitley</strong></td>
<td>Stroke— South Reading Youth &amp; Community Centre, 252 Northumberland Av. RG2 7QA (10-12pm)</td>
<td>1st</td>
<td>5th</td>
<td>3rd</td>
<td>Every 1st Thurs</td>
</tr>
<tr>
<td><strong>Caversham</strong></td>
<td>General- Caversham Heights Methodist Church, 74 Highmoor Road, Caversham, Reading, RG4 7BG (11:00- 12:30pm)</td>
<td>5th</td>
<td>2nd</td>
<td>7th</td>
<td>Every 1st Mon</td>
</tr>
<tr>
<td><strong>Tilehurst</strong></td>
<td>Dementia- Emmanuel's Methodist Church, 448 Oxford Roads, Reading, Berkshire, RG30 1EE (10:30- 12:00pm)</td>
<td>20th</td>
<td>17th</td>
<td>15th</td>
<td>Every 3rd Tues</td>
</tr>
<tr>
<td><strong>Whitley Wood</strong></td>
<td>General— Whitley Wood Community Centre, Swallowfield Drive, Reading, RG2 8UH (10:00- 12pm)</td>
<td>27th</td>
<td>24th</td>
<td>29th</td>
<td>Every Last Tues</td>
</tr>
<tr>
<td><strong>Cemetery Junction</strong></td>
<td>General -Palmer Park Library, St Bartholomews Rd, Reading, RG1 3QB (10:30- 12pm)</td>
<td>28th</td>
<td>25th</td>
<td>23rd</td>
<td>Every 4th Wed</td>
</tr>
</tbody>
</table>

Carers Hub
Call us: 01183247333 Email us ask@berkshirecarershub.org