

CARERS News

CHRISTMAS 2025

The Newsletter editor: Janette Chinnick

"STRIVING TO MAKE A DIFFERENCE"

SEASONS GREETINGS TO ALL OUR CARERS AND THEIR FAMILIES

**Please see inside for all the activities leading up to Christmas
and beyond together with informative articles**

A big thank you to all our funders, volunteers and all who have supported us in 2025

Dear Carers,

As we are fully immersed into Autumn we have a Newsletter packed with information, updates on upcoming events, our training calendar and of course very important for Carers, young and old, the date of the Annual Christmas Party!

This issue is filled with festive cheer! Inside you will find updates on recent activities and a glimpse into the exciting events planned for the New Year!

Some exciting news is that we have now signed-up with Carefree, a company that offers informal Carers a one to two night hotel break for two people, the accommodation is free, you just need to pay £33 administration fee, plus any travel and food costs. Our carer support team can refer you to Carefree if you would like to book a break from a vast number of hotels across the country at a time that suits you. There will be more information inside the Newsletter.

We hope you enjoy your read and that you will join us in celebrating and creating more memories together.

With warm wishes,

Lorraine and the Carers Centre SA Team

Christmas Opening times:

Mon 22nd: normal hours

Tues 23rd: normal hours

Wed 24th: **Closed Christmas Eve**

Thurs 25th: **Closed Christmas Day**

Friday 26th: **Closed Boxing Day**

Friday 2nd January: **Closed**

Monday 29th: 9-12pm

Tuesday 30th: 9-12pm

Wednesday 31st
Closed New Year's Eve

Thursday 1st Jan
Closed New Year's Day

Emergency Contact Numbers

NHS: 111

Medical Emergency: 999

SANE: 0300 304 7000

Samaritans: 116 123

Mental Health Crisis: 0800 995 1000

LBBD out of hours service:
020 8594 8356



Christmas BAZAAR!

SATURDAY 15TH NOVEMBER 10AM - 2PM

**MEMORY LANE DAY CENTRE,
234A PORTERS AVENUE, RM8 2EQ**

Tombola | Old & New | Cakes | Burgers & Hotdogs | Toys | Refreshments



Tax, Care and the New Guy

Join us on Monday 24th November from 11am to 1pm
at Memory Lane Day Centre, 234A Porters Avenue, RM8 2EQ

Topics covered:

- ✓ LASTING POWER OF ATTORNEY
- ✓ WILLS AND TRUSTS
- ✓ MANAGING CARE FEES
- ✓ DISINHERITANCE



LUNCH WILL BE PROVIDED



PLEASE BOOK YOUR PLACE BY CALLING US
ON 0208 593 4422



CARERS PAMPER DAY

Tuesday 9th December and
Thursday 11th December

TREATMENTS:

- Massage
- Mini Facial
- Mini Mani/Pedi

TO BOOK YOUR PLACE, PLEASE CALL US ON
0208 593 4422

TREATMENTS WILL BE AT:
BARKING & DAGENHAM COLLEGE,
DAGENHAM ROAD, RM7 0XU

A £5
REFUNDABLE
DEPOSIT IS
REQUIRED TO
SECURE
YOUR
BOOKING



Come and join us on a trip to

CHRISTMAS AT BATTERSEA POWER STATION SATURDAY 13TH DECEMBER 2025

Pick up at Becontree Leisure Centre at 12.45pm
then picking up at YMCA Romford at 1pm
Leaving Battersea at 7pm
(please note if you want to attend the Glide Ice Rink and Santa
Workshop you will need to book tickets online yourself)

TICKETS ARE £11 PER PERSON

To book your ticket please call the office on 02085934422



please join us for our

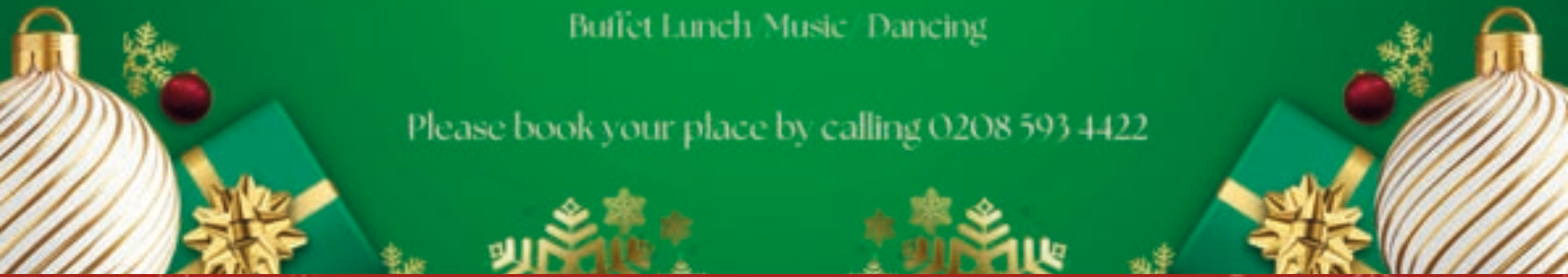
Carers Christmas Party

Thursday 18th December 12-3PM

Dagenham & Redbridge FC,
Victoria Road, RM10 7XL

Buffet Lunch / Music / Dancing

Please book your place by calling 0208 593 4422



YOUNG CARERS, PARENT CARERS & THEIR
FAMILIES ARE INVITED TO OUR

Family Christmas Party

THURSDAY 18TH DECEMBER 2025

5.30 - 8.00PM

DAGENHAM & REDBRIDGE FC,
VICTORIA ROAD, RM10 7XL

PLEASE BOOK YOUR PLACE
BY CALLING OUR OFFICE ON 0208 593 4422



PEER SUPPORT GROUPS

DR GORIPARTHI'S SURGERY

For those registered at 370 Parsloes Avenue, Dagenham Sahar will be there fortnightly on Thursday morning between 10am and 12 noon to answer your queries.

Please call Sahar on 020 8593 4422 for the next meeting date

ARABIC/BAME SUPPORT GROUP

This group will be held on the third Tuesday of the month between 12 noon and 2pm

Please call Sahar on 020 8593 4422 to confirm meeting venue

ABBAY MEDICAL CENTRE

For those registered at the Abbey Medical Centre, 1 Harpourt Road, Barking Sahar will be there fortnightly on Tuesday between 10am and 12 noon to answer your queries.

Please call Sahar on 020 8593 4422 for the next meeting date

HIGHGROVE SURGERY

For those registered at Highgrove Surgery, Barking Community Hospital, Upney Lane, Barking IG11 9LX Sahar will be there on the last Thursday of the month between 10am and 12 noon

FANCY A CUPPA AND A CHAT

Come along to our free Dementia Carers Coffee Morning on the fourth Wednesday of every month at **234a Porters Avenue, Dagenham RM8 2EQ. Time 10.00 – 12 noon**

You are welcome to bring your cared for, just let us know in advance by speaking to Maxine on 020 8593 4422 or Angela on 020 8595 6828 · **Dates:**

26th November
NO GROUP IN
DECEMBER

28th January
25th February

25th March
22nd April

27th May
24th June

PARENT ADVISORY GROUP

The Parent Advisory Group will be held with Azra on the last Wednesday of the month at Carers Centre 334 Heathway Dagenham RM10 8NJ **Time 10am – 11am. Dates:**

26th November
NO GROUP IN
DECEMBER

28th January
25th February
25th March

29th April
20th May
24th June

**Come and join our free Coffee Morning,
open to all carers, on the last Friday of every month**



Carers Coffee



Venue: Our office at
334 Heathway,
Dagenham RM10 8NJ
Time: 10.00 - 11.30am
Held by Sabriye and Jolanta

Friday 28th November 2025
Friday 30th January 2026
Friday 27th February 2026
Friday 27th March 2026
Friday 24th April 2026
Friday 29th May 2026

You can also join by **zoom**
Meeting ID: 831 3183 5204
Password: 403040



Carers Centre SA Ltd Training Calendar 2026

Venue:

Memory Lane Resource Centre-234a Porters Avenue, Dagenham, Essex, RM8 2EQ

(Limited parking available on site, restrictions apply in Ilchester Road and Porters Avenue)

Saturday 7th February	Lifting and Handling	10:00 - 3:00
Monday 9th February	Sepsis Awareness	10.00 - 1.00
Monday 2nd March	Dementia Awareness Training	10:00 - 12:30
Monday 9th March	Preparing For The Future	10:00 - 12:00
Saturday 12th September	Basic First Aid	9:00 - 4:00

Venue:

Carers Centre - 334 Heathway, Dagenham, Essex RM10 8NJ

(Limited parking at rear of office, restrictions apply on surrounding roads)

3rd, Tuesday 21st April	Conciliation & Mediation for Parent Carers	10 - 1.00
Monday 26th October	Basic Counselling Skills	10.00 - 12.30

**Please feel free to bring your own lunch for Lifting and Handling and Basic First Aid Courses
TEA, COFFEE AND BISCUITS PROVIDED FOR ALL TRAINING**

To book your place please call 020 8593 4422

FACE TO FACE TRAINING



**Barking &
Dagenham**



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Carers Centre SA Ltd are offering free training via our FACE TO FACE course which is specially geared towards Parent Carers of disabled children and those coming to terms with a diagnosis in their child.

This is a four day training course which will be held on the 3rd, 5th, 10th and 12th February 2026, during schools times - 9.30am - 2.15pm.

Breakfast pastries and a buffet lunch will also be provided on each of the training days.

Please note that all dates MUST be attended.

FACE TO FACE training focuses on:

- Coming to terms with your child's diagnosis
- Disability issues
- Stress Management
- Sharing experiences
- Raising self esteem
- Facing the future
- Personal development
- Assertiveness
- The grieving process
- Counselling skills



To book a space on this course or to find out more information please contact the office on 020 8593 4422 and ask to speak to either Azra or Hannah.



CONCILIATION SKILLS TRAINING

Carers Centre SA Ltd are offering free Conciliation Skills training to enable parents to feel more confident when attending meetings to discuss educational, medical and social care issues with professionals, therefore achieving better outcomes for your child.

This is a half day training course which will be held on Tuesday 21st April 2026, 10am - 1pm.

This training course will develop your:

- Communication skills
- Listening skills
- Interaction with professionals
- Confidence in influencing outcomes



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To book a space on this course or to find out more information please contact the office on 020 8593 4422 and ask to speak to either Azra or Hannah.



SEPSIS AWARENESS CARERS WORKSHOP



Sepsis is a life-threatening condition where the body's immune system overreacts to an infection, causing damage to its own tissues and organs. It is a medical emergency that can lead to organ failure and death if not treated quickly, and symptoms can be difficult to recognize. Symptoms vary by age, but for adults, they can include a high or low temperature, confusion, shivering, and a feeling of being very unwell. For children, symptoms may include fast breathing, a fit or convulsion, looking mottled or bluish, and lethargy.

NELFT NHS Foundation Trust's Significant 7+ is an award-winning local training initiative. As an additional part of their training they also offer training around sepsis awareness. They will be holding a Sepsis Awareness training session at our Memory Lane Resource Centre, 234a Porters Avenue, Dagenham RM8 2EQ on Monday 9th February between 10.00am and 1.00pm. To book your place please call the office on 020 8593 4422.



CARERS RIGHTS DAY THURSDAY 20TH NOVEMBER 2025



This year, Carers Rights Day is on Thursday 20th November 2025 - and this year's theme is **know your rights, use your rights**. We will be at Dagenham Library between 10am and 12 noon and we are also holding a drop in at 334 Heathway between 1pm and 3pm. Please feel free to come and see us.

Every day, 12,000 people become unpaid carers for a partner, family member or a friend - many of whom don't see themselves as carers, often unaware of their legal rights and what they're entitled to in terms of support and benefits. This year's theme is 'recognising your rights' and the aim is to help carers recognise and understand their rights, and to access the support available to them, whenever they need it.

As a carer, knowing your rights empowers you with the information about what you're entitled to. This helps you feel confident asking for what you need, as well as challenging things when your rights are not being met - whether that be in the workplace or education, in accessing health or social care, or when interacting with other professionals or at home.

Since the Carer's Leave Act became law it gives employees juggling work with unpaid care the legal right to up to 5 days unpaid leave a year. This will help many carers manage some of the day-to-day challenges they face - and help them stay in employment.

If you are juggling work with your caring responsibilities, you have the right to request flexible working. The introduction of the new Employment Relations (Flexible Working) Act means that anyone, including unpaid carers, can ask their employer for changes to their working hours, times of work, from day one. They will also be able to change their flexible working arrangement more than once per year, which will be a huge help too.

For those that are unable to visit the library or the office we are holding a Carers Rights Lunch and Learn 1 hour 12.30 to 1.30pm on Thursday 20th November on Zoom. Joining details are as follows:

Meeting ID: 898 6317 4254
Passcode: 999827



Carefree is a multi-award-winning digital charity that transforms vacant hotel rooms into vital breaks for full-time, unpaid carers.

Carers are the invisible backbone of our healthcare system, providing 80% of home care in the UK saving the public purse £162bn a year.

The hospitality industry have partnered with Carefree to donate room nights on a rolling basis in each of their properties to provide a broad spread of availability and geographic locations.

Hotel deals are unique most breaks 1-2 nights including breakfast for two.

Carers can only use Carefree for two breaks a year.

This is how it works

- Carers let us know they would like a break, Carers Centre SA refer the carer to Carefree
- The Carer then gains access to the Carefree online platform, they can choose a hotel, the location and a time and date that works for them
- Hotel partners share their forecast excess capacity 45-60 days in advance
- The Carer sends a booking request to the hotel via the Carefree app then hotel confirms or declines booking

Criteria for booking

- Carers need to be 18 years +,
- Full time carers (30+ week),
- The break must be for the carer only and a companion and one break a year
- There is a £33 administration charge to Carefree
- Carers need to fund their travel and food, breakfast is usually included in a B&B break, but need to check this when requesting their break

Top tips to improve your mental wellbeing

Just like our physical health, it is important to look after our mental health. This can help us to learn new ways to cope with life's challenges and lead happier, healthier lives. Simple changes can make a big difference – here are six areas that can help you look after your mental wellbeing:

- 1. Being aware of unhelpful thoughts.** Learn to ask yourself whether your thoughts are helpful or not? Is there a different way to see the situation? What would you say to a friend?
- 2. Focus on now.** Spend time focusing on the present instead of getting stuck on the past or worrying too much about the future. You could try relaxation techniques and mindfulness.
- 3. Connecting with others.** Make time for socialising with friends and family or online communities where you are able to talk about the way you feel.
- 4. Living a healthy lifestyle.** Eating well and getting enough exercise for your physical health can help to boost your mental wellbeing too.
- 5. Getting enough rest.** Make sure you have enough down time before bed and a good sleep routine with a regular bedtime and wake up time.
- 6. Do something for yourself.** Have some 'me time' by spending regular time on the things that make you happy, whether that's a hobby, trying something new or relaxing.

New Carer Support Pilot in North-East London

We're running a new pilot project to better support unpaid carers across hospital in North East London. This pilot is funded by the Department of Health and Social Care as part of the Accelerating Reform Fund and brings together the NHS, local councils, and carer support organisations.

What's the Pilot About?

We're testing how digital technology and innovation can help carers in their role — making caring easier, saving time, and reducing stress.

The pilot starts in hospital settings and focuses on carers who:

Meet the eligibility criteria

Are happy to take part

Eligible carers will be offered one of the below devices, based on their needs. These devices are limited, but we may also include carers already known to us who meet the criteria.

Want to also Get Involved?

To take part, you'll be asked to:

Complete two short surveys (before and after using the device)

Possibly join a 20-minute interview by phone or video

Call us on **020 8593 4422** to check your eligibility and learn more.

Concern	Technology	Purpose/benefit to carer
Falls	 Acti-check	Acti-check - easy and direct communication between cared for and carer if there is an emergency (e.g. fall). Benefit to carer is increased peace of mind when not with loved one and potentially less direct time spent with them.
Health and wellbeing monitoring	 Mii Care	Through a watch or ring the carer can receive real time updates on their loved one's activity and can set reminders (e.g. drinking, meds) to be delivered through the interactive AI. Benefit is increased peace of mind to carer whilst not with loved one and the ability to prompt behaviours remotely. Now upgraded to include wearable, 4 room sensors, 1 door sensor, 5x user licenses to the mobile app / web dashboard, reporting tool and 6 months of subscription for the service. This means that beyond health monitoring the system is excellent for falls detection as well.
Reminders and improved communication	 MyHome Helper	Carer can provide prompts remotely to their loved one via a large screen display and can also commence a video call which is answered automatically by the device. This allows carers to check in on their loved one remotely and also be reassured that they're receiving prompts for daily activities.
Medication	 Pivotell	Carer prefills the device with medication and sets the medication schedule. The device alerts their loved one when the medication is due and only dispenses the medication for that time point. The carer is alerted if the medication has not been taken from the device. Benefit is that the carer knows whether or not medication has been taken and may not have to do direct visits for medication plus peace of mind.
Monitoring visitors to house	 Ring door bell	Carer can have oversight of who is visiting the home of a cared for (including of formal carers) for added security for their loved one and increased peace of mind for carer. Being able to converse remotely with visitors can also potentially reduce additional travel/visits.
Hands free communication, reminders, and interaction	 Echo dot	Carer can make a call to their loved one which is answered automatically by the device and allow remote wellness check without loved one having to do anything. It also provides a hands-free means for the loved one to engage with media, refusing falls risk. Increased peace of mind for carer.

New App For Carers

Explore the Carnetworx Carer Portal for North-East London

The Carnetworx Carer Portal is your one-stop hub for everything carers need — from local support services and resources to guidance on caring roles and wellbeing. It's designed to make life easier for unpaid carers by bringing together trusted information in one easy-to-use place.

📱 Scan the QR code to access the portal directly.

📺 Watch the video to see how the portal works and how you can make the most of it

<https://youtu.be/tYYtcTgk0l4>



Scan Me

News from Memory Lane

As summer draws to a close I would like to share some of the things we have been up to, Our new outdoor seating area has provided us with the chance to enjoy the outdoors on sunny days



Any excuse for a party, we celebrated Louis Carroll's Alice in Wonderland day by making top hats and enjoying our own Mad Hatters Tea Party.



When Singer Joe Crotty came to visit, he raised the roof with his rendition of well-known classics. We wasted no time getting up, dancing and singing along. Thank you Joe an amazing afternoon.



We decided to have our own beach party we made decorations, our own totem pole and enjoyed a few mocktails.



A big thank you to the Kingsley Hall team for all their support; yet again another great quiz afternoon. Angela West



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our website



Scan me to
make a referral

NEWSLETTER WINTER 2025

Barking & Dagenham's Special Educational Needs and Disability
Information Advice and Support Service Newsletter

Introducing the SENDIASS Team



Introducing the team behind Barking & Dagenham SENDIASS...from left to right - Azra, Mags, Hannah, Sharon, Carron and Susan. Please follow our below Facebook page to find out more about why we do what we do and how we can support children and young people with SEND, aged 0-25 and their families to navigate the education system.

Are You Phase Transfer Aware?

Did you know that when a child or young person is transitioning to another phase of their education, their EHC Plan must be reviewed and amended well in advance of the transition? Some key dates to be aware of are:

- transferring from secondary school to a post-16 institution, the EHC plan must be reviewed and amended by 31 March in the year of transfer
- For all other phases of transfer, for example from primary to secondary school, the deadline is 15 February in the year of transfer

For more useful information around phase transfers check out the IPSEA website link below:
<https://www.ipsea.org.uk/phase-transfer-reviews>.

SENDIASS Facebook

Barking & Dagenham SENDIASS is now on Facebook and you can follow us at 'Barking & Dagenham SENDIASS'. This page will give you access to current local information, events and training, along with much more. So why not give us a follow and help us reach our first 100 followers!



Upcoming Events

- Parent Carer Face to Face training, 3rd, 5th, 10th & 12th February 2026
- SENDIASS & Ab Phab Young People's Voice Partnership visit, 11th February 2026
- Conciliation Skills training, 21st April 2026



Parent Talk offers free advice for parents and carers of children aged 0 to 19 in the UK. They can support families with disabled and neurodivergent young people up to the age of 25.

Whatever your background or experiences they are there for you. They know that everyone's challenges are unique and they provide a welcoming and inclusive space for all.

Every year, almost half a million parents and carers read their parenting advice. Thousands of those people go on to get support from their parenting coaches through their webchat and WhatsApp service.

Their service is accredited by Helplines Standard and has won The Family Support Award in the Children's and Young People Now Awards.

Their parenting coaches write their advice articles and are available to support you on webchat and WhatsApp. They'll listen, take time to understand your situation, and offer practical solutions. Between them, they've seen and heard every kind of parenting question or worry.

Their coaches come from a variety of family support backgrounds and are all level 3 qualified in health and social care subjects. They've worked in children's centres, family hubs, early help services, schools and childcare settings.

Some of their coaches are parents themselves. They draw on their own diverse life experiences from parenting:

- in different cultures
- in low-income families
- in single parent families
- disabled and neurodivergent children
- as disabled or neurodivergent parents
- as LGBTQ+ parents
- managing school transitions and anxiety and emotional regulation at home

to name a few

You can join and sign up for weekly webinars, events and conferences and it's **free!**

For more information please visit their website at <https://parents.actionforchildren.org.uk/>

Talk PANTS and help keep children safe

Since 2013, Pantosaurus has helped over six million parents to Talk PANTS and help keep children safe from sexual abuse.

Developed with children, parents, carers and teachers, Talk PANTS is here to help children understand that their body belongs to them, and they should tell a safe adult they trust if anything makes them feel upset or worried. Talk PANTS is here to help children understand that they have a right to say no and if they need to speak out about something, someone will listen.

A simple conversation can make a BIG difference, and that's what Talk PANTS is all about. To help you get the conversation started, NSPCC will send you helpful tips, advice and materials by email.

Visit <https://www.nspcc.org.uk/keeping-children-safe/support-for-parents/pants-underwear-rule/>

for more information



NHS BETTER HEALTH OFFER



Kickstart your health

Healthy changes start with little changes. Whether you want to lose weight, drink less alcohol, get active or quit smoking, you have access to lots of free tools and support through Better Health. You can also find simple ways to lift your mood with Every Mind Matters.

Smoking

Thinking about quitting smoking? It is the best choice you can make for your health. From feeling healthier to saving money, there are so many reasons to quit. It is not always easy, but with the right motivation and plan, you can do it! The earlier you quit smoking, the more you're likely to benefit. But it's never too late – because quitting will improve your health whatever your age and no matter how long you have smoked.

Interested? For more information visit:

<https://www.nhs.uk/better-health/quit-smoking/why-quit-smoking/benefits-of-quitting-smoking/>

Lose weight

If you're overweight, losing weight has many health benefits. It might help reduce the risk of developing health conditions such as high blood pressure, heart disease and type 2 diabetes. Making small, simple changes to what and how much you are eating and drinking can really help you lose the pounds.

For the free NHS Weight Loss Plan, advice and tools to get you started and other information visit:

<https://www.nhs.uk/better-health/lose-weight/>

Get active

It's the perfect time to get active. No matter how much you do, physical activity is good for your body and mind. Adults should aim to be active every day. Some is good – more is better still. A daily brisk walk can give your body a boost, lift your mood and make everyday activities easier.

For information on how to get active, home workout videos and get running with couch to 5k visit:

<https://www.nhs.uk/better-health/get-active/>

Drink less alcohol

Stopping or drinking less alcohol can make a big difference to your health. It can boost your energy, help you lose weight, and save you money.

If you are drinking more than you would like, you are not alone. Lots of people find it hard to cut back.

But every small step you take brings you closer to your goals, and the right support can make it easier.

For tips to help you cut down on alcohol and the benefits please visit:

<https://www.nhs.uk/better-health/drink-less/>

The UK Cinema Association (UKCA) and its members want to make visiting the cinema an inclusive and enjoyable experience for all.

They fully appreciate that some disabled people face barriers at the cinema as a result of the effect of their disability. They are working hard to identify and remove these barriers.

Some disabled people need to be accompanied by someone else to enjoy the cinema experience. To make being accompanied as easy as possible the UKCA operates the CEA Card scheme.

The scheme allows a Cardholder to be accompanied by someone, free of charge, when they purchase a ticket to visit a participating cinema with that person.

The CEA Card scheme is intended to benefit everyone who might face barriers that require someone's assistance when visiting the cinema, such as barriers that result from sight or hearing loss, having limited mobility or being neurodivergent. These are just examples – disability and its effects are very wide-ranging. The focus of the CEA Card Scheme is on removing, or at least minimising, some of the adverse effect of disabilities by providing for someone to accompany a disabled person.

The CEA Card is available to applicants aged 5 years and above.

To apply you will need: Proof of eligibility, a photo and a payment of £6.50

For more information visit: <https://www.ceacard.co.uk/>



Disability Employment Support Service

Independent Living Agency is proud to provide a trusted and professional employment support service. This service is available to all residents of Barking and Dagenham that are aged 16 years or above and have a physical or learning disability

At the ILA they strive to make a difference and the DESS does this by:

- Supporting and empowering individuals
- Building your confidence and self-esteem
- Updating and editing your CV
- Holding 1-2-1 mock interview sessions
- Helping to identify suitable job/learning opportunities and applying for them
- Finding voluntary roles as well as paid work
- Attending appointments with you (jobs shops etc.)



If you feel this service could be useful to you or someone you know then please contact them for more information using the details below.

Mya McCready

Mya@independentlivingagency.org • 02085936677



OFFICIAL CARERS ID CARD – CARERS CARD UK

The Carers ID Card is a physical card that proves you're a carer.

Showing your card can unlock a range of benefits, resources, and understanding when you need support. It's a practical tool that helps you wherever you go. The card includes the following information: your name, photo ID and in case of emergency number. As well as other benefits, in emergencies it will quickly demonstrate your caregiving role, ensuring both you and your loved one receive appropriate and timely support. The card costs £8 and is valid for a period of two years. For more information please visit: <https://www.carerscarduk.co.uk/>



CARE NEEDS ASSESSMENTS IN ADULT SOCIAL CARE

If you or someone you know needs help with day-to-day tasks and is finding it hard to manage without support, you can ask Barking and Dagenham Council for a free care needs assessment. You may have already been in contact with the council's social care team and be waiting for your care needs assessment to take place.

WHAT IS A CARE NEEDS ASSESSMENT?

An assessment is a conversation about your needs, how these affect your wellbeing and what you want to be able to do in your daily life. The assessment is to decide whether you need support from social care, and what other support might be helpful. If you need support to take part in your assessment, you should be offered an independent advocate. This is someone who can help you express your needs and wishes.

WHEN CAN I GET A CARE NEEDS ASSESSMENT?

The Council aim to carry out assessments as quickly as possible. Some people will need to be assessed straight away if things are urgent.

CONFIDENTIALITY

The Council will treat the information you give them during your assessment as confidential. They will share information with other services if you give your consent, and if this can help in providing support for you. In exceptional circumstances they may be required to share information, for example if they believe someone's safety is at risk or the law requires it.

ELIGIBILITY FOR SOCIAL CARE FROM THE COUNCIL

The Council use the 2014 Care Act to decide if you are eligible for social care from the council. The criteria says that a person is eligible for social care if they meet all three of the below three conditions:

1. If they have needs related to a physical or mental health impairment or illness.
2. If they are unable to achieve two or more outcomes related to their health and wellbeing as a result of their needs. Please ask a member of staff for a full list of the outcomes listed in the Care Act, or search online.
3. If there is likely to be significant impact on their wellbeing as a result.

WHAT HAPPENS NEXT?

You will be given a copy of the assessment. The Council can also give a copy to your carer if you want them to. If you are eligible for support from the Council, the next stage is normally to agree a Support Plan. The Support Plan describes the amount and type of support that is right for you and when it will start or change. It is regularly reviewed. You may need to pay for part or all of your care and support services. If you are not eligible for help from the Council, they will still give you information and advice about who you can go to for support and how to stay as well as possible.

IF YOU DISAGREE WITH A CARE NEEDS ASSESSMENT DECISION

If you do not agree with the outcome of the assessment, you can ask the Council to reconsider their decision. You can ask the member of staff who visited to carry out the assessment, or you can make a complaint by emailing adultsocialcarecomplaints@lbdd.gov.uk or phoning 020 8227 2323. Your complaint will be acknowledged within 2 working days and they aim to provide a response within 20 working days.

SUPPORT FOR CARERS AND FAMILY MEMBERS

If a family member or a friend care for you on a regular basis, they will be offered a separate carer assessment. This is a chance to talk about how caring responsibilities are affecting them, what support may be needed and whether the person qualifies for support from the Council as a carer.

ADULTS AT RISK OF ABUSE OR NEGLECT

An adult may be at risk of abuse or neglect if they are not able to protect themselves because of their care and support needs. If you are worried that you or someone you know is being abused or neglected, please contact the Adult Intake Team at the council on 020 8227 2915 or intaketeam@lbdd.gov.uk and call 999 if it is an emergency.

CONTACT

If you or someone you know needs a care needs assessment or review, or has a question about their care and support, you can contact the Adult Intake Team at the council on 020 8227 2915 or intaketeam@lbdd.gov.uk



THE WITHERSLACK GROUP

The Witherslack Group are the UK's leading education provider for children and young people with special educational needs as evidenced by sector leading Ofsted judgements and their unmatched placement stability, school attendance and outcomes for young people.

Their unique integrated team around the child model and inspirational environments are key to their seamless delivery of education, care and therapeutic support. This enables children and young people to thrive in and outside of the classroom and coupled with their sector leading Futures programme, optimises outcomes and future contribution to society.

They don't give up, and by this they are seen as the destination of choice by parents, carers and professionals alike.

THEIR OFFER

Their offer of education, therapy and Futures programme enables young people and their families to realise their true potential in their inspirational environment to create moments of magic and endless stories of success.

THEIR APPROACH

Their unique Team Around The Child model and inspirational environments are key to their seamless education and therapeutic support delivery. This enables children and young people to thrive in and outside of the classroom and coupled with their sector leading Futures programme, optimises outcomes and future contributions to society.

THEIR IMPACT

They transform the lives of children, young people and their families, leading to life changing outcomes across their schools.

They also believe that they have a duty to share their SEN expertise with as many people as possible, free of charge, and that is why they offer events, webinars and endless support to help you in your journey.

EVENTS

Visit their website:

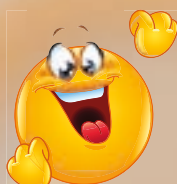
<https://www.witherslackgroup.co.uk>

to find out more about to find out more about their Webinars, SEN advice and support, Podcasts on ADHD, Mental Health, Autism and EHCP

Also you will be able to catch up on their Podcasts around subjects such as Stories about Autism: A Dad's Perspective, Managing School Transitions and Anxiety, Supporting Emotional Regulation At Home to name just a few

Barking & Dagenham Young Carers Newsletter

Young Carers are young people who live in a family where someone is affected by a long term illness, disability, mental health condition, alcohol or substance misuse or HIV. The Young Carers Service supports Young Carers aged 8–18



Residentials

Every year there is always a residential planned for the Young Carers. In the past we have taken the young people to the Young Carers Festival in Southampton, an overnight camping trip at Lambourne End and Kingswood in Kent.

This year we were able to arrange two residentials.

May 2025 saw 40 young people from both Barking & Dagenham and Thurrock travel to Derbyshire for a weekend of fun. By the time we arrived at the hostel it was time for dinner before sorting out rooms and having a relaxing evening getting to know each other and saving energy for the following day. Saturday was sunny and bright, a perfect day. After breakfast it was all aboard the coach for a short journey to Alton Towers. The day was spent enjoying the rides, The Smiler, Oblivion and Wicker Man was enjoyed by the braver of the group, those who wanted something a bit tamer went for the Battle Galleons, perfect in the hot weather or the Congo River Rapids! The whole day was spent at the park allowing the young carers time to get on as many rides as possible. It was then back to the hostel for dinner and a relaxed evening watching a film.

The second trip was for the younger group who spent 5 days on a Go Beyond break at their Derbyshire Centre where they were able to enjoy some of the simpler things in life! The centre doesn't have a TV and the Wifi is very patchy so there is lots of time to play board games, have a jump around on the trampolines or relax with a book in the quiet room.

The team at Go Beyond are very good at keeping the young people busy with the help of an amazing team of volunteers. This year there was a trip to the Heights of Abraham which included a cable car ride and a tour through the Great Masson Cavern. Closer to home they enjoyed a camp fire, toasting marshmallows and eating smores. These breaks give the Young Carers time to have fun and to make memories that will last a lifetime.



Young Carers Catch Up

Here are some of the things that the Young Carers have been up to since the last newsletter!

BOOST YOUR BRAIN!



SHREK'S ADVENTURE

IMPERIAL WAR MUSEUM

Chill Nights

WELLBEING WORKSHOPS

Girls Fitness

gardening

battle cars

Prom Party

splash park

MENTAL HEALTH WORKSHOP

SCHOOL ASSEMBLIES

PROM PARTY

To celebrate the end of the school year and the start of the summer break we always hold the Young Carers Prom Party. This year was no exception. The DJ made things fun by having a dancing competition, lots of fun songs encouraged all - including staff to pull out their moves! Several Jack Petchey Achievement Awards were given out to those who have made efforts to improve themselves, overcome difficulties or supported others when needed. We are always proud to be able to recognise these achievements. As usual the staff collaborate to choose a Prom King & Queen. This year's Queen was very happy to be chosen and a few weeks later she was even happier to share with me that she had used her prize voucher to treat herself to a waffle maker and press on nails, something that she really wanted!

These are the moments that we love to share with everyone.

Well done to those who received an award and to everyone who made the party a real celebration!

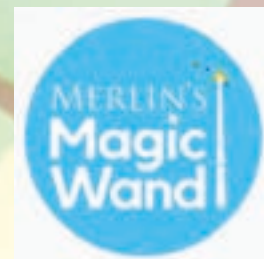


A big Thank You from the Young Carers!



The Jack Petchey Foundation not only makes it possible for us to recognise Young Carers through the Achievement Awards, we are also able to provide the more exciting and costly activities that we are unable to do on a regular basis. The awards are young people led so, remember that you can nominate each other for an award. If someone has made you feel welcome or gone out of their way to make sure that you are doing well please let a member of staff know, all staff have nomination forms at each activity and you can also find them in the meeting room when you are there for an activity!

Merlin's Magic Wand charity have been supporting the project for a couple of years. With their support we have been able to visit some of the big London attractions. Sea Life Centre, London Dungeons and Shrek's Adventure. We have also been able to have exciting trips to Alton Towers and Thorpe Park for the thrill seekers among you. On the wish list is the London Eye, a lot of you like the idea of it - those who have a head for heights might well get a chance to put this to the test.



"Hey, I am Sayma, an A level student studying Biology Chemistry and Maths, and I am very passionate about the aviation industry. I am very glad I was given the chance to take my next steps within Young Carers and contribute to the team where we aim to help and aspire young people. I have been volunteering at the Boost Your Brain sessions for the past 9 months and have really enjoyed my time here, so I am looking forward to this new opportunity."

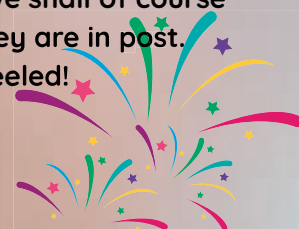
NEW YOUNG CARERS CONTRACT AWARDED

We are super pleased to be able to tell you that we have been awarded the new Young Carers contract by LBBD for another 2 years.

This will mean you get to keep choosing the activities you would like to do with other young carers and our fabulous fun staff - but in addition if you are having any problems at school we shall be able to help you more with that. We hope to set up some drop in sessions in secondary schools and ensure your teachers give you the help and support you need and deserve.

We are advertising for a new staff member to join our team to deliver this and we shall of course introduce him/her once they are in post.

Keep your eyes peeled!



Connect with us


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020 8593 4422


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Email: carers@carerscentre.org.uk


@bdandthurrock
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