

Time to Celebrate

Lots to celebrate in Care Network Cambridgeshire at the moment – a good AGM, much good work going on, targets exceeded, and Christmas coming up – even the weather is good as I write.

Many thanks if you attended our AGM - and if you didn't you missed a good afternoon. Particularly enjoyable were the World War I displays and the reminiscence activities put on by our Community Development team. This team is really buzzing at the moment with dementia choirs, reminiscence work, intergenerational events and other activities all round the county.



Navigators and Help at Home are going well too with both teams exceeding their targets. Help at Home have passed the target number of referrals they set themselves and helped a record number of clients in October.

We know we do good work and one way of showing this is to achieve a Quality Mark. PQASSO is a Quality Mark designed specifically for the voluntary sector, and staff, trustees and volunteers are currently pulling together to apply for this. Watch this space – we will be sure to have another celebration when we achieve the award.

NHS changes and the voluntary sector

Phrases such as “ageing population”, “unsustainable”, “new ways of working” are so frequent that they are almost water off a duck's back. Many ordinary people don't care about change and structures – all they want is a GP if they are ill and a hospital if they have a heart attack or break a leg. I sympathise. We all want that. However, the system is creaking at the seams, and attempts to sort it out will have an impact on Care Network, and indeed on all of us. The local Health Service (now known as Cambridgeshire and Peterborough Clinical Commissioning Group) has recently commissioned Uniting Care Partnership (UCP) to take on responsibility for most of the health services delivered to older people and adults with long term conditions.

Care Network is working closely with other voluntary sector groups to try to ensure that in this change of provider our services are preserved, enhanced and coordinated as well as possible. If you hear of “Better Health Network”, this is a group of Cambridgeshire voluntary groups which is trying to achieve this and Care Network is very much involved. It is not easy, but we are in there trying to achieve the best possible outcome for the older and vulnerable adults and groups we are supporting.

Stop Suicide

Care Network Cambridgeshire is happy to be supporting the Stop Suicide campaign.

The [STOP Suicide Pledge](http://www.stopsuicidepledge.org/pledge/) is central to the campaign which seeks to encourage both organisations and individuals across Cambridgeshire and Peterborough to make a commitment to themselves and members of their community by talking more openly about suicide, seeking help if they are struggling and helping those in distress. If you or your organisation would like to register your support for this taboo-busting, life-saving campaign, please click the link below and sign the STOP Suicide Pledge. It takes less than a minute – and it could help save a life. <http://www.stopsuicidepledge.org/pledge/>


STOP suicide
 Save a life. Choose to live.

Ruth McCallum, *Chief Officer*

Community Development

News from South Cambs

Great Shelford Friendship Club meets weekly on Thursday afternoons at St Mary's Church Community Room. It provides an opportunity for a cup of tea or coffee, cake and a chance to meet old and new friends for a chat.



Cottenham Singing for Fun is a new social group in Cottenham who meet weekly to do just what it says 'Sing for Fun' at Cottenham Salvation Army Barn on Thursdays during the school term.

The new Community Car Scheme for **Histon and Impington** is now taking passengers following the formal hand over of clients on November 3rd from **Cottenham Care Cars** who previously covered part of the same area.

Jane Johannessen, *Community Development Officer - South Cambs*

News from Fenland

Just Sing! Showcase

On a dismal Sunday afternoon in November Wisbech, Just Sing! brought back the sunshine and entranced family and friends with a showcase of all their favourite songs they've sung over the last seven sessions. The event took place in the Rosebank Centre at Edina Court.

27 singers happily romped through a programme of songs from the shows, hits from yesteryear, a medley of songs from WW1 and WW2 and ending with a bit of Old Time Music Hall, much to the delight of the audience who joined in. The choir was led and inspired by Lilian Miller.

The group next meets on Thursday 4th December and again on 8th January at Edina Court from 2.30-4.00pm. Aimed particularly at people with memory challenges, breathing difficulties or other long-term conditions, the group welcomes new people to come along and join them.



Just Sing! March now meets fortnightly on Fridays from 2.30-4.15pm at Elliott Lodge in Elliott Road and is led by Francis Pepper and supported by March and District Amateur Operatic Society.

There is a small charge for both groups. The Just Sing! programme is funded by the Dosoco Foundation, a Cambridgeshire charity supporting innovative music projects for all ages, Wisbech Rotary Club and March Town Council.

For further information please contact me on 01945 589953 or email sue.b@care-network.org.uk

Sue Beel, *Community Development Officer - Fenland*

Community Development

News from Hunts

WW1 Exhibition

The Hidden Stories exhibition visited a number of venues across the Huntingdonshire area, including Buckden Church, Little Paxton Church, **Walnut Tree Community Café**, **Ramsey Day Centre**, **Warboys Day Centre** and **Moor Community Café**. The exhibition consisted of a collection of photos and information on British Army Games, Belgian Refugees, a military hospital in Cambridge, war pigeons, the death wire and occupied Lille. The exhibition was well received in these venues and the visitors said how nice it was to see the exhibition in their local area.



St Neots intergenerational Event.

This event was a very lively event and consisted of local people over the age of 65 years, Year 6 children from the Roundhouse school and a selection of St Neot's Football apprentices. It was a fun afternoon and we split them into 6 groups each consisting of an apprentice, two children and between 4-6 adults.



Each group was given 15 minutes on each activity and we had selection of activities going on from the WW1 exhibition and quiz, war activities on the table, local history photograph display, ping pong and indoor 10 pin bowling and we then finished the afternoon off with tea and cake that was served by the St Neots apprentices. Feedback that we got for the event was

'Lovely mix of people – great idea well done,' 'Social aspect of the event and a chance to chat to new people,' and 'A very enjoyable event, thank you very much!' We would like to thank everyone for taking part and making this event such a success.



Spotlight on a community'

I have been out and about these last few months continuing to talk to the users of the groups to find out what they think about the importance of the groups they attend. I have met some lovely people and have enjoyed lovely lunches and lots of homemade cakes, the groups that I have visited in the last few months have been **Eastrea Lunch Club** who are celebrating 10 years in November, **Alconbury Thursday Club**, **Walnut Tree Cafe**, **North Hunts Community Car Scheme**, **Needingworth cum Holywell Good Neighbours**, **Warboys Day Centre**, and **Ramsey Day Centre**. As I am travelling around I am always looking for a good picture to add to the collection and putting a spotlight on your community.

Susan Bate, *Community Development Officer - Hunts*

Community Development

News from Hunts - cont

Holywell cum Needingworth - Tea Party

I was invited to come along and see the Holywell cum Needingworth tea party and I can never say no to a cup of tea, so I went along not really knowing what to expect. When I arrived the table was laid out ready with a good selection of sandwiches, cakes, and the tea was ready to be served. It was one long table which was really nice and all you could hear was people chatting and there was a real atmosphere in the room of chat and laughter (and of course eating).



While I was there I was able to ask questions on the importance for attending this tea party and I was not surprised with the answers, here are just a few: 'I don't get out much so this is my life line in seeing people' 'Everyone is so friendly and makes me feel welcome'; 'I get picked up from my doorstep and dropped back again, I feel like royalty.' The tea party is on for one hour, on the third Tuesday of the month at 3pm.

Please let us know if you would like your community group or scheme to be featured in the next Newsletter, we would love to include photos and quotes as well. So please get in touch.

Susan Bate, *Community Development - Hunts*

Handy Bars

The Handy Bar Car support provides *support* to push down on when getting in to, or up from, a car seat.



Depending on the level of interest, we are considering making a bulk order for these. If you are interested, please contact your Community Development Officer.

North Herts and District CAB



Do you live in
South Cambs?

Do you need advice?

Free, confidential advice is available through the South Cambridgeshire Advice Network at

Royston Citizen Advice Bureau

For a benefits, debt or housing advice
appointment contact

Sharon on 01462 688008 or email
BLFworker@nhdistrictcab.cabnet.org.uk



North Hertfordshire and District
Citizen Advice Bureau

registered charity no 1086489

Registered Office: 66-68 Leys Avenue, Letchworth Garden City, Herts, SG6 3EG

www.northhertscab.org.uk

Community Navigators

Navigations are certainly needed at this time of year as the weather gets colder. We have some advice below on how to keep your house warm and reduce your fuel costs as well as ways that you can grocery shop from home if you are unable to get out especially as it gets wetter and icier.

But first, a special mention and thanks to a long-standing Community Navigator in the city. Jim was recently featured in the stunning Kettle's Yard exhibition, "I come from a place". The photo exhibition featured community portraits in North Cambridge. Social documentary photographer, Katherine Green interviewed and took portraits of some of the long term residents and community leaders from the area. Jim was celebrated for his role as Community Navigator.



© Katherine Green and Kettle's Yard

Jim has been volunteering for Community Navigators since it started almost two years ago. He is a permanent fixture at both The Meadows and Arbury Community Centres, where he usually has a table set up and is happy to have a chat with anyone who would like information. He particularly enjoys being of service to his community and is involved in various charitable activities in his local area.

Cambridgeshire Energy Switch

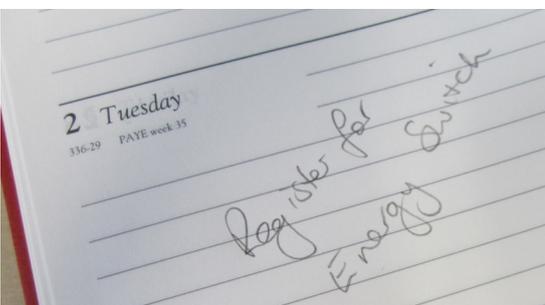
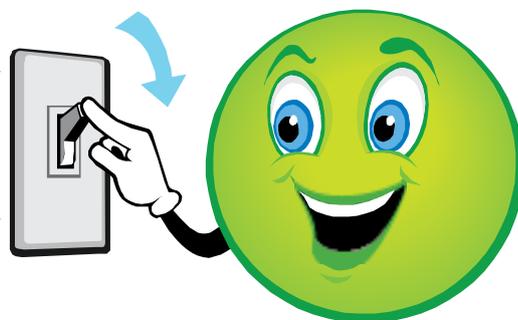
Residents in Cambridgeshire are given the chance to cut their energy bills with the fourth Cambridgeshire Energy Switch scheme to be launched this year. Over 480 Cambridgeshire households have switched their energy supplier this year by bidding as a collective and saving on average £207 each year per household. For more information visit

www.cambridgeshire.gov.uk/switch or

email energy.switch@cambridgeshire.gov.uk. If you do not

have access to the internet please call 01223 507164.

The current switch will be launched on 2nd December when you can sign up and the auction will happen in February. They will send out personal offers from 13th February and you have until 16th March to decide whether or not to accept. There is no obligation to change your energy provider if you change your mind after signing up.



CAB "Energy Best Deal" training sessions for CN staff and volunteers

The session will help us to understand energy bills, reduce energy bills, shop around for a better deal or better deal from your current supplier and how to get help if falling behind in bills. If you are interested let us know and we can organise the free training.



Community Navigators

Warm Homes/Surviving Winter Grants

Cambridgeshire Community Foundation are offering grants of up to £300 for vulnerable individuals/families living in Cambridgeshire (exc Peterborough) facing fuel poverty to contribute towards future heating costs. Individuals must be referred by a local authority or voluntary sector organisation. Care Network can make the referral for you. For more information visit http://www.cambscf.org.uk/Surviving_Winter.html or call 01223 714433.



Cambridgeshire
Community
Foundation
FOR CAMBRIDGESHIRE FOR GOOD



Cambs Home Improvement Agency repair, improve and adapt homes in the City, South Cambridgeshire and Hunts districts to enable people to continue to live independently. They can help with keeping warm in the winter with repairs to heating systems, dealing with condensation and mould, referring for help with heating bills and offering advice about keeping warm and well. A small fee is charged for their services, but they also offer means tested grants. They work with people of all ages, including disabled children, adults, older people, those who have terminal conditions and people who are living in poor housing conditions.



Visit <http://www.cambshia.org/> or call 01954 713330 for more information.



Care &
Repair

West Norfolk Home Improvement Agency (HIA) provide a similar service across Fenland through Kings Lynn & West Norfolk Care & Repair. They offer grants and help for Warmer Homes. Help can include reducing drafts, especially round doors and windows and other improvements to stop your home being cold.

For more information call 01553 616 677 or visit <http://www.careandrepair-wn.org.uk/>

For residents of East Cambridgeshire the equivalent service is provided by [East Cambridgeshire Care & Repair Services](#). They specialise in organising adaptations to keep you warm, for example installation and repair of central heating systems, insulation and other items to maintain a warm home.

For more information call 01353 616950 or visit <http://www.eastcambs.gov.uk/care-and-repair>

Those who are receiving benefits may automatically qualify for a grant.



Sophia Mahroo
Community Navigators - Project Development Officer

Community Navigators

Sainsbury's Home Telephone Shopping Service

Sainsbury's offer an option to buy your shopping over the phone and have it delivered. It is not a well-advertised service as there is no information on their website or leaflets, but here is how it works:

- * Call **0800 328 1700**, then select option 1.
- * You need to set up an account: this will need a debit or credit card number for payment. It can be done over the phone, or you can set up an account online.
- * They will issue an account number which you quote when you call to order your shopping
- * When you call they will ask for the last 4 digits of the card number for security purposes and to confirm payment to be made from that account.
- * There is a phone call charge of £2.95 although it is a freephone number.
- * Delivery charges also apply and vary according to value of the shop & delivery times/day of week. This charge can be waived for large shops.
- * They will go through everything you want to order, e.g. if you choose bread they will give you all options & tell you about special offers.
- * You can add or remove things from your order up to the day of delivery.
- * The previous order is saved so when you ring with another order they will know what you want and they can suggest things you may have forgotten.

It may not suit everyone but might be an option for those who do not have access to internet or transport, especially if you choose a delivery time when costs are low. Contact Sainsbury's if you want any more information.

Sophia Mahroo

Community Navigators - Project Development Officer



Drop-in Sessions

These sessions may change over time, so if you are making a special journey please call the District Coordinators to check, (see right).

Cambridge

Central Library monthly, various dates from 11.45am-2.15pm (contact Jigna)

Mandela House 2nd and 3rd Friday of the month

Livingstones Cafe 1st Tuesday of the month at St Andrews Street Baptist Church

Ely

Ely Library every Thursday 9:30-11:30

Linton

Linton Health Centre 2nd Wednesday of every month 10 a.m. – 12 p.m.

Bar Hill

Bar Hill Library 1st and 3rd Monday of every month 12 – 2p.m.

Great Shelford

Free Church Coffee morning 2nd Tuesday of every month 10 – 11:30 a.m.

District Contacts

Contact your local co-ordinator for more information. Or call Nikki on 01954 212100

Cambridge City

Jigna & Jen - Tel: 01223 300460
city.navigators@care-network.org.uk

South Cambridgeshire

Enid - Tel: 01954 212100
southcamb.navigators@care-network.org.uk

Huntingdonshire

Bea - Tel: 01480 423065
hunts.navigators@care-network.org.uk

East Cambridgeshire

Sheila - Tel: 01353 659639
eastcamb.navigators@care-network.org.uk

Fenland

Kathy - Tel: 01945 589953
fens.navigators@care-network.org.uk

Direct Services

Help at Home

An award for Help at Home – Hunts and Fens team.

The Help at Home service in Hunts and Fens was nominated for by a Community Matron in recognition of the practical help and emotional support they provide. 5 staff and the volunteer involved in the case for which the team were nominated attended the ceremony. The award was given by Cambridgeshire Community Services NHS Trust for staff excellence and the category was 'Charity of the Year'.

Jackie Walker the Community Matron who nominated the team said, 'I am so delighted for this magnificent achievement. The service really does deserve this wonderful award in recognition of all their great work each and every day. It was a pleasure to nominate them and be able to share in the success'.

The referral in question was to help a man who had a fall to get to hospital. His GP had arranged a non emergency ambulance but the client missed the ambulance when it called as he was hard of hearing. The GP asked the Community Matron to help and she contacted the Help at Home team and asked if they could help. The office asked Graham Austin, a Fenland Volunteer, to visit and was able to take the client to hospital, who was then diagnosed with a fractured arm. Afterwards the volunteer provided our usual service enabling the client to have hot meals and to call in and check he was ok until he recovered.

Hilary Johnys said 'We were thrilled to receive this award on behalf of all our staff and volunteers. It's a recognition of the work they do to help people remain out of hospital, keep well and maintain their independence'.



With the Cambridgeshire Community Services Certificate, from left to right: Nicola Christy, Sarah Goretzki, Hilary Johnys, Graham Austin (volunteer), Jackie Walker (Community Matron), and Heidi Constable.

Helping even more

As Ruth has mentioned earlier Help at Home has seen a steep rise in referrals to its service. This is largely due to the additional promotional work that has been done by our marketing team. A huge 'thank you' to them and to the volunteers. Both staff and volunteers have worked so tirelessly to ensure that people do not go without food or practical help when they are unwell at home or returning from a hospital stay. It's interesting to see that referrals for Admission Avoidance are now two thirds more than those who need help on discharge from hospital. I think this means that we are really helping people stay out of hospital when they have a crisis or are unwell at home. Sometimes it's giving someone the confidence to remain independent at home. As shown by this example of feedback from a recent call:

'Well she came and supported her (my daughter) when I was in hospital. My daughter is disabled. I don't think she did anything physically for her as she really is quite able, but she was there as a morale booster; she gave her the backing that she needed. It gave her the feeling that she had someone to talk to. It was reassurance really but, not only that, as she gave her numbers she could ring if she needed anything else. And she came when she said she would, which not everyone does. I think it made her feel more confident as it made her realise she could do it; that she was dealing with it (being on her own). She (CNC volunteer) was a very caring person.'

Hilary Johnys, *Direct Services Manager*

Help at Home

Incorporating Welcome Home from Hospital

Free short term practical and emotional help
After a crisis, illness or hospital stay

Looking for older people to join a focus group on domestic abuse materials

Cambridgeshire County Council's Adult Safeguarding team are looking to produce some awareness raising materials - most likely a poster - aimed at older people who may be experiencing domestic abuse. The aim is to raise awareness amongst the older age group of what domestic abuse is, encourage people to seek help, and support victims/survivors to stay safe. Also, it may be an opportunity to dispel some of the myths around domestic abuse and to highlight the differences between it and other Adult Safeguarding issues.

The team has taken advice from internal communications experts at the County Council on other awareness raising work and have been advised that the best place to start would be a small focus group and to start with a blank canvas and invite ideas on images and wording to use.

Care Network Cambridgeshire would like to support them in this and hence we are spreading the word to see if you would like to be involved. They are looking initially for a couple of people to join a focus group. Once ideas have been generated, these volunteers would then take the ideas back to the wider group they represent for feedback.

The focus group should be meeting towards the end of January 2015. Dependent upon how many people want to be involved, there may just be one meeting in a central location or there may be 3 held across the county (Hunts, Fens, City).

The Adult Safeguarding team are, of course, aware that this subject is extremely sensitive so wouldn't want anyone attending the focus groups to feel targeted or to be distressed at all. They are happy to work with volunteers preparing you before the workshop to reduce any potential problems.

Should you wish to be involved but are not happy to be in a group setting the County Council will be happy to communicate by email.

For further information please contact Amanda Warburton directly.

Amanda Warburton

Partnership Support Officer

Cambridgeshire Domestic Abuse and Sexual Violence Partnership Box CC1207,

Castle Court, Castle Hill,

Cambridge, CB3 0AP

Tel: 01223 699295

Should this article have upset you and stirred up memories please do contact the Domestic Violence Helpline - 0808 2000 247.



Cambridgeshire
County Council

Christmas Opening

Our Head Office will be closed over Christmas from 12 noon Wednesday 24th December until 9 am Monday 5th January.

Help at Home will still be available during the festive season excluding Bank Holidays.



Dates for Your Diary

Wednesday 11th December	12noon - 2:00pm	Intergenerational Event Village Cottenham College for invited guests only
Wednesday 11th December	3:00pm - 5:00pm	Intergenerational Event Cambourne Village College for invited guests only
Wednesday 17th December	10am - 2:30pm	Visitor Training for volunteers from Help at Home and Community Groups that make home visits.
Friday 9th January	2pm - 4pm	Volunteer 'Thank you' for Hunts Community Navigator volunteers the Dolphin Hotel , St Ives.
Friday 12 th February	1pm - 2.30pm	Volunteer 'Thank you' for City and South Help at Home and Community Navigator volunteers at Trumpington Village Hall
Thursday 12th March	10am - 2:30pm	Visitor Training for volunteers from Help at Home and Community Groups that make home visits.

The closing date for articles for our External News Sheet is **Wednesday 3 Mar 2015**

To contact us about our events or any issues in this Care Network News, please ring our main office on 01954 211919 or e-mail admin@care-network.org.uk. You can also write to us at the address below.

If you would like to volunteer with us, or suggest an idea for a new community group, please ring the same number and we'll link you up with our office nearest to you. If you can help us by making a donation, we'd be very grateful! Cheques to Care Network Cambridgeshire, or use this link



alternatively log onto www.localgiving.com and type us into their search box. This is an easy way to give on-line.

We look forward to hearing from you, and thank you for your support!



Supporting Volunteers
Encouraging Independence
Developing Good Neighbour Projects

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