



# Maidstone & Malling Carers Project

## Newsletter Mental Health September 2010



**Maureen Belcher**

**Maidstone Carers Project**

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Hi and welcome to my Autumn newsletter.

Hope you all managed to grab a piece of sunshine over the summer months. August was a bit grim weather wise but as always as soon as school returns the weather bucks up, and the roads become manic again!

In my last newsletter I mentioned that there was a backlog in Carers Assessments due to Terry Last, Assistant Care Manager for Carers, having been on sick leave. Terry did return for a brief period but has been absent from work, due to ill health, for some months now. At the present time there is no return date. I know we will all join together in wishing Terry a good recovery. In the interim period you may request a Carers Assessment via the cared for person's Care Manager. Alternatively contact the Team Leaders direct at the Mental Health Centres – Robert Ditchburn at The Pagoda (01622 724200) or Chris Beach at Kingswood (01622 766900).

Sadly our "resident Wonder Woman" namely Rachel (Smith) left the project in June for pastures new. The new Carer Support Worker is Jane Thomas (see p2 for more details). A big welcome to Jane, who will be helping Carers with, (amongst another one hundred and one things), the emergency card and benefit claims.

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Some of you will recall Rachel facilitating the Caring with Confidence Course and the feedback received from those who attended was very positive. Unfortunately the funding for the Caring with Confidence Programme which should have continued until end March 2011, has been withdrawn by the Government from the end of this month. However there are efforts taking place by the Kent Carers Consortium to try and secure support locally for further sessions for carers to take place, so do watch this space.

On a lighter note (and please don't groan at the mention of Christmas) please be sure to see pages 7 & 8 for details of the date for our meal together, and the menu. Let me know as soon as possible if you would like to attend as I need to put a deposit down within the next two to three weeks. Many thanks. Those who have already said they would like to come obviously you do not need to contact me again.

Last but not least if your details or circumstances have changed, or you would prefer to come off the database please let me know. Many thanks.

*, Maureen*

Hello Everyone

I am Jane and I joined the team at Maidstone and Malling Carers Project on 26 July 2010. I have already met some of you at the project's groups and spoken to more of you on the telephone. Thank you for your very kind welcome.

I worked for over 11 years at the Department of Work and Pensions, I then worked for the charity NCH and most recently for Kent Libraries. Outside of work I have 3 teenaged girls who certainly keep me busy and a border terrier dog who is just a little unruly! I enjoy walking, reading, dancing and socialising.



I will be taking over the walking group and this will continue to be on the last Monday of the month. Please contact me if you would like to join us. One of my other roles is to administer and promote the Kent Carers Emergency Card. You can also find me at the Gateway every Thursday from 1pm until 5pm.

I have really enjoyed the job so far and I am looking forward to meeting more of you and helping to extend the support that the project already provides. Please remember to apply for your Kent Carers Emergency Card, if you would like any further information about it please contact me on 01622 685276 or by email [jane.thomas@vam-online.org.uk](mailto:jane.thomas@vam-online.org.uk).

Jane Thomas

## The planned redesign of mental health services

There has been no consultation between the Kent and Medway Partnership Trust and the Carers since the last newsletter, so there is no news to report on.

### SUPPORT GROUP DATES

**Held at Kingswood Mental Health Centre, in the lounge area**

**180 – 186 Union Street Maidstone Kent**

**Between 11.00am – 12.30pm**

Where has the year nearly gone!

Only three meetings left – they are

September 28<sup>th</sup>

October 26<sup>th</sup>

November 30<sup>th</sup>

No Meeting in December due to Christmas Break

There may be a Benefits officer attending the meeting on the 26<sup>th</sup> October, but at the time of writing I am still awaiting confirmation. I should be able to confirm their attendance at the next support group on the 28<sup>th</sup> September.

The most recent meeting on the 31<sup>st</sup> August was well attended (14 carers). It was good to see so many of you. Needless to say it was a lively meeting, and 4 carers enjoyed the benefit of an Indian head massage by our kind volunteer Marie who provides the therapy.

**Hope to see you at the September meeting**



## Proposed Review of DLA claimants in 2013/14/15 and the possible impact on Carers Allowance

Many of you doing the caring work in the community have expressed your anxieties in relation to the above. Enclosed with this newsletter is a Policy Briefing written by Carers UK which is very informative.

At the end of the Briefing there are websites and an email address to keep you up to date with their Campaigns and research. If you do not have access to a computer Carers UK can be contacted on 0808 808 7777.

### Call for Evidence – Refreshing the national Carers Strategy

The Minister of State for Care Services Paul Burstow MP has asked for your views on the key priorities, supported by evidence of good practice, on what will have the greatest impact on improving carers' lives in the next four years as part of their current 'refresh' of the National Carers Strategy. Unfortunately there is a deadline of 20<sup>th</sup> September, 2010, and due to circumstances beyond my control, you may have little time to respond. If you wish to respond a copy of his letter and the template for responses can also be found on the Department of Health website:

[http://www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/Dearcolleagueletters/DH\\_117249](http://www.dh.gov.uk/en/Publicationsandstatistics/Lettersandcirculars/Dearcolleagueletters/DH_117249)

More locally quite a few of the carers who support somebody with a mental health problem took time out of their day to go to Oakwood House to attend a Carers Reference group with other carers. This group supports and informs the Kent Carers Advisory Group who oversee the strategic development of the support offered to carers in Kent. This meeting focused on the above refreshing of the National Carers Strategy. The input of those carers who attended is invaluable, and their views have been collated by Kent Adult Social Services who facilitate the Carers Advisory Group, and accordingly sent to Mr. Burstow. A full copy of that report is available. If you would like a copy sent in the post, or emailed to you please let me know and I will be happy to oblige. 01622 685276

Another chance for 'your voice' to be heard is at the Maidstone and Malling Carers Forum on Wednesday the 13<sup>th</sup> October at The Grange Moor Hotel, St Michaels Road (just off the Tonbridge Road). The Forum is open to all carers and will be looking at 'The Future of Carer Support Services – what's important to you?' as part of a review currently being undertaken by KCC. Please see page 14 for full details.

### The Carers Local Planning & Monitoring Groups

For all of you that would like to become involved in the planning of future mental health services, this is the meeting for you.

It is held in the Salvation Army building, 74 Union Street, Maidstone, ME14 1ED.

There is one date left this year — Friday 19<sup>th</sup> November 2010 — Time 10.30 – 12.30

If you would like more details let me know on 01622 685276 or email [maureen.belcher@vam-online.org.uk](mailto:maureen.belcher@vam-online.org.uk)

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### Patient Consultative Committee (PCC) – Would you like to be a member?

The Health & Social Care trust are looking for carers and service users to become involved in the above Committee. The PCC's members and trust management will work in partnership in order to identify opportunities to improve the trust's services in West Kent for the benefit of existing and future service users and carers.

The meetings are held every two months, and at present are held in Kingswood Mental Health Centre in Union Street, Maidstone, but it is possible the venue will change in the future.

I attended two recent meetings – the Inaugural meeting on the 13<sup>th</sup> July, 2010 and the second meeting on the 14<sup>th</sup> September, 2010. The next meeting is on Tuesday 9<sup>th</sup> November, 2010, at 11.30am at Kingswood Mental Health Centre.

The aim is for a carer(s) to become involved in representing the views and aspirations of other carers in the planning and evaluation of the mental health services in West Kent; to put it another way is to describe it as being the 'voice' of carers. Ideally it would be nice if that person(s) could give a commitment to attend the meetings on a regular basis, but in reality that is not always possible. Therefore if you were unable to attend you can delegate to another person.

If this appeals to you please contact me (01622 685276) and I can provide more information.

## Art Uniting People

You may recall my feature on P5 in the previous letter on the above event.

Sadly, Steve Fynamore, the gentleman organising this event passed away suddenly on the 30<sup>th</sup> July, 2010. This was a huge shock to many people and Steve will be sadly missed by all those who knew him. Our condolences go out to his family and friends. His funeral on the 24<sup>th</sup> August was well attended, and it was a celebration of his life, and very uplifting.

The plan is to continue with the event in Steve's memory, so if anyone has any queries please contact me and I will forward to the appropriate person.

**art uniting people**



## Maidstone Gateway Volunteers (MGV)

The MGV project went 'live' as from the 1st September. This Project is aimed at people who need to build their confidence and skills in the workplace perhaps after a long break due to mental health problems, unemployment, being an ex offender or ex drug user. You will be very well supported by Antony at the Maidstone Gateway during the placement. So if you know of anyone who this new Project may benefit please ask them to contact Antony Wallis directly by email [gatewayvolunteers@vam-online.org.uk](mailto:gatewayvolunteers@vam-online.org.uk) or call 01622 677337 and leave him a message—he will get back to you straight away.

**Gateway**  
VOLUNTEERING AT  
THE HEART OF  
THE COMMUNITY

LOTTERY FUNDED

Voluntary  
**Action**  
Maidstone

- BUILD CONFIDENCE
- LEARN NEW SKILLS
- HELP OTHERS

For more information contact:  
Antony Wallis  
Voluntary Action Maidstone  
26 - 48 Marsham Street  
Maidstone Kent ME14 1TH  
01622 677337  
[gatewayvolunteers@vam-online.org.uk](mailto:gatewayvolunteers@vam-online.org.uk)

**MAIDSTONE**  
ENTRANCE CENTRE

**Your help is needed by Hull University and you could win  
£250 in the prize draw!**

## Hull University

Research Volunteers

Would you like to help to improve our understanding of mental health?

Have you a few minutes to spare?

An NHS mental health professional is seeking volunteers to complete some online questionnaires. It doesn't matter whether or not you have experienced problems with your mental health – everybody can make an important contribution and anyone aged 18 or over can take part.

Payment is not offered but you will be entered into a free **£250** prize draw.

**To request more information, please email**  
[volunteer4research@googlemail.com](mailto:volunteer4research@googlemail.com)

**Workshop – Carers Support – Tonbridge  
21<sup>st</sup> September 2010 10.00am to 3.00pm**

**(Please see letter below from Cate Boland LINK Development Worker (Mid Kent))**

Dear Participant

The Kent and Medway LINKs are preparing a series of workshops to explore key issues in mental health services and develop the network for LINK participants. The purpose of these events is to provide an opportunity for service users and community members who are interested in mental health issues to discuss how services are planned, commissioned and reviewed. The outcome of these discussions, which follows on from our recent Equality and Diversity consultation, will be reported to the service commissioners via the LINK's.

Working with Kent and Medway NHS and Social Care Partnership Trust (KMPT), we will be hosting four events in the County to share information and discuss ideas for improvement, also to ask your views of how services meet your individual needs.

**Places are limited at each event, we therefore would like to offer the places to service users, community members and carers who are not involved with existing consultative forums.**

I confirm that the LINKs will meet reasonable expenses for attending this meeting in accordance with LINK's expenses policy, copies of which are available on request.

The workshops are themed around some current topical subjects - they are planned to start at 10.00am and finish at 3.00pm , with lunch provided on the following dates—**SEE OVER PAGE FOR DATES.....**

Continued from page 5....

- 21 September in Tonbridge - Carers Support
- 29 September in Ashford - Child and Adolescent Mental Health Services

if you would like to reserve a place at any of the above events, please contact Becky by emailing [becky@kmn-ltd.co.uk](mailto:becky@kmn-ltd.co.uk) and please specify any particular access or dietary requirements prior to the workshop so that we may cater for your needs as best as possible. Venue details will be advised on booking your place.

Kind regards

*Cate Boland*

LINK Development Worker (Mid Kent)

**Your LINK for improving health and social care**

Kent & Medway Networks Ltd - **Supporting Local Involvement Networks (LINKs)**

Unit 23, Folkestone Enterprise Centre, Shearway Road, Folkestone, Kent CT19 4RH

Tel: 01303 297050

Fax: 01303 297069

General enquiries: [info@kmn-ltd.co.uk](mailto:info@kmn-ltd.co.uk)

I am seeking a carer or carers, who would like to be part of the presentation and talk about their experiences in relation to the services provided to Carers (both NHS & voluntary sector). Ideally it would be nice to have two or three of you together so the presentation could be shared.

If this doesn't appeal to you but you would still like to come along for the day you would be more than welcome - please let me know asap, and I can forward your name to the appropriate person. I am planning to attend and can pick up three people from the Maidstone area if you do not have transport.

Your attendance at this Workshop would be very welcomed by Maidstone & Malling Carers Project, and I really don't want to go on my own!!!

Hopefully look forward to seeing you on the 21<sup>st</sup>.

I am aware that this date coincides with the Caring with Confidence Reunion in Gravesend and this prevents quite a few of you attending, so I will forgive you this time and wish you a lovely day on the 21<sup>st</sup> September.

If you would like anymore information on the above event just give me a call on 01622 685276 or email [maureen.belcher@vam-online.org.uk](mailto:maureen.belcher@vam-online.org.uk) – thanks.

## Carers Break Fund

Applications to the above have been plentiful since the beginning of the new financial year on the 1st April 2010.

The use of the Fund helped carers to have a break in a variety of ways, the following are a few examples:

Caravan Fees for a holiday park in France

A weeks holiday in Blackpool

A trip to France to see a family member

A course of ten driving lessons

A weeks holiday in Bournemouth

4 night stay in Hotel Burstin, Folkestone

A trip to Eltham Palace in Carers Week (June 2010)

One Carer visited the Forest Lodge in Edwinstowe, Nottinghamshire, and their comments on the break included 'it was without doubt the best hotel I have stayed in, and would thoroughly recommend it for a very relaxing break.' Praise indeed, so if you was wondering where to go ..... wonder no more!!



Another carer went to The Eden Project and The Lost Gardens of Haligan in Cornwall -

'I had a lovely time, thank you. The Eden Project was everything I imagined it would be and more, The Lost Gardens of Haligan are amazing and the Cornish Countryside beautiful ..... The highlight of the trip for me though was

something quite unexpected, one evening whilst walking along Torquay Harbour I saw something moving in the water, it was a shoal of dolphins, about 20 of them swimming in circles around the bay .....Once again thank you for giving me the break'.



A carer visited Paris who spoke of the trip as 'very enjoyable indeed – the best bit being able to see the fantastic paintings at the Musee D'Orsay – a long held ambition .....I also enjoyed staying in Monmartre near all the artists and Sacre Coeur, not to mention sampling some of the delicious food and wine ... thanks so much once again'.

Thanks to all those carers who took the time to put their experiences down on paper – it is appreciated.

Currently the Fund is very low, but hopefully another payment should be paid toward the middle/end of September, 2010. In the current economic climate nothing is certain, but it is apparent from all your comments that this is a service that is appreciated greatly by those carers who access it and - that it would be sorely missed if funding was not forthcoming.

Please contact me if you would like to apply to the Fund to help you to have a break from your caring role. Look forward to hearing from you

## Christmas Lunch

Venue – Grange Moor Hotel St. Michaels Road (just off the Tonbridge Road) Maidstone Kent ME16 8BS (there is parking available at The Grange Moor)

Date – Friday 3<sup>rd</sup> December 12.30pm

If you are eligible to apply to the Carers Break Fund (and assuming we have some money!) you can have your meal paid for. Some will have to self fund, and the cost for a three course meal (with coffee and mints – not forgetting the Christmas cracker) will be £17.20 per head (excluding any drinks which will have to be purchased separately).

The menu is on the next page.....



## *Grange Moor Hotel*

### Christmas Luncheon Menu 2010

Prawns, Cucumber & Pine Kernel Salad \*contains nuts  
Prawns & diced cucumber set on a bed of shredded lettuce & draped with a marie rose dressing  
Topped with kernals & served with brown bread & butter

Or

Chilled Medley of Melon

Fanned honeydew melon with pearls of galia melon served on a passion fruit coulis, with  
blackcurrant compote

Or

Home Made Winter Vegetable Soup

Served with a roll & butter

\*\*\*

Fresh Roast Breast of Turkey

Bacon & chipolata & home made sage & onion stuffing (contains nuts)

Or

Prime Matured Entrecote Steak (all cooked medium)

Served in a rich mushroom & port wine sauce

Served with seasonal vegetables & roast potatoes

Or

Poached Fresh Salmon

Served in a cream & white wine sauce with new potatoes & vegetables

Or

Tagliatelle Medley

Diced courgettes, onions & mushrooms, sautéed in garlic butter, with rustic tomato sauce  
black olives & green & white tagliatelle

Served on a tomato sauce with new potatoes & vegetables

\*\*\*

Christmas Pudding

Served with brandy sauce & cream

Or

Delicious Home Made Creamy Lemon Cheesecake

Served with whipped fresh cream & fruit coulis

Or

Chocolate Ice Brandy Basket

Brandy basket filled with luxury farmhouse chocolate ice cream  
with baileys liqueur, fresh cream, topped with chocolate curl

\*\*\*

Tea or coffee & mints

Christmas crackers



## Other News

Please note Turning Point and KCA (Substance Misuse) services moved on the 6<sup>th</sup> August from their current location at Cornerstone, 49-50 Marsham Street, Maidstone to new premises at Mill House, Mill Street, Maidstone. Telephone 01622 690944

### Carers Credits (changes from April 2010)

#### Important changes from 6th April 2010

The State Pension age for women will start to rise from 60 to 65 between 2010 and 2020 (to be equal with men). There are also two significant changes that will really benefit carers:

#### Change to qualifying years

Only 30 years of NI contributions and/or credits will be needed to get a full basic State Pension for men and women instead of 39 and 44 qualifying years for women and men currently. This means that carers can have gaps in their NI record for some years and not get a reduced basic State Pension as a result (as long as they do not have less than 30 qualifying years in total).

#### New Carers Credit

Home Responsibilities Protection (HRP) will be replaced by weekly credits for parents and carers. Carers caring for a total of 20 hours per week or more will be able to apply for Carer's Credit to protect their State Pension – both the basic and State Second Pension. This will help in situations where carers currently struggle to get their State Pensions protected,

You could benefit if you are in one of these situations:

- You care for 20 hours or more a week but miss out on Carer's Allowance because you don't care for 35 hours or more
- You care for someone who can't or refuses to claim disability benefits
- Where there is more than one of you caring for a disabled or ill person and someone else is getting the Carer's Allowance for that person
- You look after several people but cannot claim Carer's Allowance because you do not care for any one of them for 35 hours.
- You are still providing a lot of care for someone who has gone into hospital or a care home, but cannot get Carer's Allowance because they don't get disability benefits because they have been in hospital or a care home.

The Government has introduced a new Carer's Credit to help carers in these situations. To claim it you need to be caring for one or more disabled person for a total of 20 hours or more a week where they get Attendance Allowance, Constant Attendance Allowance or the middle or highest rate of Disability Living Allowance care component; or you will need a medical or care professional to confirm that you are providing appropriate care for them.

If you think this might be you, you can contact the Carer's Allowance Unit on 0845 608 4321 or Textphone on 0845 604 5312

### Voluntary Action Maidstone's Annual General Meeting

Want to hear how the voluntary and community sector in Maidstone can develop relationships with local businesses? Then come along to our AGM which will take place on Monday 27 September, 6.30pm at Trinity Foyer. For further details please contact [sue.townso@vam-online.org.uk](mailto:sue.townso@vam-online.org.uk) or telephone 01622 677337.



## A new independent dementia Advocacy Service in West Kent

### **A NEW INDEPENDENT DEMENTIA ADVOCACY SERVICE IN WEST KENT**

Invicta Advocacy Network is pleased to announce a new independent advocacy service for people with dementia across West Kent.

Some people with dementia have difficulty representing their own interests. They can feel powerless, unable to put forward their own views or to speak out. They may have difficulty communicating their needs and wishes. They can face disadvantage and discrimination.

An Advocate will:

- Represent the person's views as if they were their own.
- Protect their rights and entitlements to services; will not give advice but will help them make their own decisions and choices
- Ensure that the person has the opportunity to participate in decisions made about them.
- Ensure that if the person lacks capacity, then everything that is done for them is in their best interests, that their human rights are not being breached and that they remain central to any and all decisions.

Referrals to this free service – by telephone - can be made by anyone who is concerned for someone, with Dementia, who is not being listened to or not receiving the services to which they are entitled, and needs someone to speak up on their behalf.

To make a referral, please telephone

**01322 285234**

**THIS SERVICE WILL BE PARTLY-OPERATIONAL IN JUNE AND FULLY  
OPERATIONAL IN JULY 2010.**

[www.invicta-advocacy-network.org.uk](http://www.invicta-advocacy-network.org.uk)

Registered Charity 1049419

## NHS Stressline

If you are struggling at the hands of the recession, you can get support and advice from NHS Stressline which is staffed by trained health advisors.

They will give you practical support and, if you are suffering from anxiety, stress or depression, point you to wider financial and mental health support.

Research shows that mental health issues can be both a cause and a result of getting into debt.

### Facts show:

- Debt can be a cause and a consequence of mental health problems, such as stress, anxiety and depression, but often people do not know where to seek help
- Nearly half the UK population worried about money and debt in 2009
- A quarter of people with mental health problems experience debt, but a third of these people do not seek help for financial difficulties
- Average household debt in the UK is £9,120 excluding mortgages

**You can call NHS Stressline on 0300 123 2000. The service is open daily between 8am and 10pm.**

### Brighter Futures for Older People are hosting a 'pamper day'

to celebrate the International Day of the Older Person, to be held on 6 October, 10-4, at Maidstone Community Support Centre.

Among the 'treats' offered are hair styling, facial make up, aromatherapy, reflexology and neck and shoulder massage.

Drinks and lunch will be available in the Check In Café. Further details: 01622 762403. This event is supported by Maidstone Borough Council.



## The Kent LINK in communities across Kent

Dear LINK Participant

### The Kent LINK in communities across Kent

We are pleased to announce that the Kent LINK will now have a presence in three community locations across Kent. The sessions will be run by LINK Development Workers for participants and local communities to:

- find out more about the LINK
- find out what projects are being run
- discover how they can get more involved
- raise an issue or concern about a health and / or social care service or facility.

You are welcome to drop in, make an appointment via the Kent LINK office (telephone 01303 297050 or email [info@kmn-ltd.co.uk](mailto:info@kmn-ltd.co.uk)) or we can arrange for you to meet with other LINK participants with similar interests or concerns.

Location	Session	Development Worker
Maidstone Gateway King Street Maidstone ME15 6JQ	Starting on: Wednesday, 14 July 2010 1.00pm – 5.30pm and then fortnightly	Cate Boland (Mid Kent) 07976 596709
Dover Gateway Castle Street Dover CT16 1PD	Starting on: Wednesday, 21 July 2010 9.00am – 12.00noon and then fortnightly	Louise Murrell (East Kent) 07976 596797 Richard Beckwith (East Kent) 07969 468507
St Edmunds Church Temple Hill Dartford DA1 5ND	Starting on: Wednesday, 7 July 2010 9.30am – 1.00pm and then weekly	Chris Bostock (West Kent) 07978 596410

We are also looking for volunteers to help promote the LINK during these sessions. We would provide training, support and cover your expenses. If you would like more information about volunteering for LINK in the Gateways, please contact us.

Yours sincerely

### The Kent LINK Development Workers

Kent & Medway Networks Ltd  
Supporting the Kent Local Involvement Network (LINK)

*Your LINK for improving health and social care*



**HUGS GROUP  
QUIZ NIGHT**

In aid of The Heart of Kent Hospice

Saturday 25th September 2010 at 7.30pm  
Capel Morris Club in The RBLI Village off Hall Road

Tickets are £8 per person and we would welcome teams of  
6 or 8 — the ticket price includes a delicious  
Ploughmans Supper

There will be a bar and raffle on the night, and ample  
parking for everyone

To book tickets please call Beryl Maybank on 01622 727632



**Calling all Santas**

We are looking for volunteer Santas to help in  
our Santa's Grotto in the Royal Star Arcade from  
the end of November to the end of December

**Perks of the job include:**

- Happy festive atmosphere
- Free uniform
- Good working conditions (mostly sitting down)

If you can spare between 2 and 4 hours a week  
to help with our fundraising activities, please  
contact Karen Dockwray on 01622 792200 or  
e-mail [volunteering@hokh.co.uk](mailto:volunteering@hokh.co.uk)

[www.hokh.org](http://www.hokh.org)

RCN: 298164

### **HEARING VOICES NETWORK**

**1.00pm – 4.00pm on Tuesdays only**

**[Telephone Helpline 0845 122 8642](tel:08451228642)**

If you require information about hearing voices, training, membership or hearing voices groups please contact us on the number below leaving your name, postal address or email.

**Tel No For Information & Enquiries—0845 122 8641**

**If you require immediate emotional support please contact;  
The Samaritans on 08457 909090 or Saneline on 08457 678000**

**[Intervoice](http://www.intervoiceonline.org)**

**[International Community For Voice Hearers & Supporters](http://www.intervoiceonline.org)**

If you hear voices (aka auditory hallucinations);  
if you know someone who does;  
if you work with people who hear voices;  
if you want to know about more about this experience - then this site is for you. Because hearing voices  
is a much stigmatised experience  
we wanted to create a safe place where you can find out more about hearing voices and to create an  
interactive online community where you can let us know about your point of view or experience

**[www.intervoiceonline.org](http://www.intervoiceonline.org)**



Maidstone  
& Malling  
Carers Project

Looking after a relative or friend who needs support because of age, disability or illness?

## MAIDSTONE and MALLING CARERS FORUM

at The Grange Moor Hotel, St Michael's Road, Maidstone

[Disabled access at the rear, through the garden]

**On Wednesday 13 October 2010**  
from 10am – 12.30pm

**01622 685276**

### MAIDSTONE and MALLING CARERS FORUM

provides a regular opportunity to:

- ❖ Meet other carers
- ❖ Exchange helpful information
- ❖ Have your views heard and questions answered

#### MAIDSTONE AND MALLING CARERS FORUM

**Wednesday 13 October 2010**

**Topic - 'The Future of Carer Support Services -**

**what's important for you?'**



Maidstone  
& Malling  
Carers Project

#### PROGRAMME

**10.00** - Arrival                      **10.15** - News, information and discussion

**11.00** - *Refreshment break*

**11.15** - **Panel:**

**Helen Gillivan**

**Carers Lead West Kent Area Management Team (KASS)**

**Navdeep Mandair**

**Project Manager Voluntary Sector West Kent - KASS**

**Jackie Dabbin**

**Co-ordination Team Mgr Maidstone and Malling - KASS**

**Representative for Mental Health - to be confirmed**

**12.30** - Close

**Tel: 01622 685276    email: [carers@vam-online.org.uk](mailto:carers@vam-online.org.uk)**

If anyone has difficulty in attending and would like help with alternative care arrangements or transport, please let us know **two weeks** before the FORUM

## MENTAL HEALTH MATTERS—0800 107 0160

The Mental Health Matters Helpline is now funded (by Kent County Council Adult Services Directorate & Medway Council) from 5PM to 9AM on weekdays and 24HRS weekends and bank holidays. The service is available to carers and referrals can be made to the Crisis Resolution and Home Treatment Teams. Please note if you find it difficult to talk over the phone there is an online chat service which you can access which is similar to MSN. Go to their web site to access this [www.mentalhealthmatters.com](http://www.mentalhealthmatters.com) then click on the live support icon



### USEFUL NUMBERS

**Pagoda Mental Health Team – 01622 724200**

**Kingswood Mental Health Team – 01622 766900**

**The above teams are available during office hours on a Monday to Friday basis.**

**In the case of an emergency contact**

**Priority House - 01622 725000**

**Or Kent & Medway Social Services Out of Hours Service —0845 762 6777**

**Or Emergency Services (999)**

**Or The Police if the situation is threatening/or deteriorating rapidly (999)**

**Other useful numbers if you would like somebody to talk to - SAMARITANS—08457 90 91 02 (24 hours a day 365 days a year)**

**SANELINE—0845 767 8000 (1pm—11pm daily)**

**MENTAL HEALTH MATTERS—0800 107 0160**

**Maureen Belcher—Carer Support Worker—01622 685276**