

# Adult Carers Newsletter

## Thank you for your feedback!

Thank you to everyone that completed our annual survey this year. A mixture of carers responded; including those registered with our service and those that are only in receipt of our electronic newsletters. This has given us a valuable insight and excellent direction in which to plan for the months ahead.

Of all the carers that have received services from us, a whopping 94% said that they were happy with the service they had received.

You will find the results of our survey on pages 2-5. Not all registered carers completed the survey, but the results give a good overview of the experience and views of carers in the borough.

We just wanted to add how grateful we are for the comments we received and here are just a few of them:

# 94%

of carers stated they were **happy** with the service received from us

“The people I have spoken to have been extremely helpful and friendly”

“I have found them to be informative and non-judgemental”

“I have had nothing but consistent and constant support since instant referral. Barely within a week of referral to be precise. So it’s very much appreciated!!”

“I think Bromley Well does an excellent job in supporting carers, with a wide variety of sessions”

“The support is fantastic and the people lovely”

“They contact me frequently and they are always there if I need anybody”

# Our Survey Said...

Back in April, we e-mailed and posted out our annual survey to everyone on our e-mail and post mailing lists. We received 104 responses in total and here are the results!



**90% of respondents were current carers**  
**10% of respondents were former carers**

**70% live with the person they care for**  
**18% do not live with the person they care for**  
**3% are living with the person they care for temporarily**  
**9% are no longer caring**

**79% are providing care to an adult/ adults**  
**8% are providing care to a child/ children**  
**4% are providing care to adults and children**  
**9% are no longer caring**

**42% said they have never had a break from their caring role**  
**16% said they have had a break within the last year**  
**16% said they had a break 1-2 years ago**  
**9% said they had a break 2-3 years ago**  
**8% said they had a break 3-4 years ago**  
**9% said they had a break 5 or more years ago**

**90% said they had never accessed any of the day centres that closed down last year**  
**5% said they had used Mindcare Dementia Day Centre (Beckenham)**  
**4% said they had used Bertha James Day Centre**  
**1% said they had used Mindcare Dementia Day Centre (St Pauls Cray)**  
**0% had used Age UK Bromley & Greenwich Garden Rooms**

## Survey Results: Events

38% of those surveyed have attended our online events in the last year

The main reasons respondents have not attended online events are:

- 1) I am not interested in attending online events (26 votes)
- 2) I do not feel confident using Zoom (24 votes)
- 3) My caring role is too demanding (22 votes)
- 4) I do not have enough privacy to attend online events (18 votes)
- 5) There haven't been any events that have interested me (4 votes)

In the future, respondents stated that they would like:

- 1) To attend both face-to-face and online events (42 votes)
- 2) To attend face-to-face events (38 votes)
- 3) To attend online events (16 votes)
- 4) Support to access online events (10 votes)

With the remaining responses being:

- 5) I do not want to attend any events (8 votes)
- 6) I do not feel comfortable attending face-to-face events (5 votes)

Respondents stated that the following times were best for them in attending online events:

- 1) 11:00am (35 votes)
- 2) 2:00pm (32 votes)
- 3) 3:00pm (31 votes)
- 4) 4:00pm (25 votes)
- 5) 10:00am (22 votes)
- 6) 7:00pm (19 votes)
- 7) 5:00pm (12 votes)
- 8) 12:00pm (12 votes)
- 9) 6:00pm (14 votes)
- 10) 1:00pm (14 votes)
- 11) 9:00am (5 votes)

Respondents stated that the following times were best for them for attending face-to-face events:

- |                       |                       |
|-----------------------|-----------------------|
| 1) 2:00pm (42 votes)  | 7) 4:00pm (22 votes)  |
| 2) 11:00am (39 votes) | 8) 7:00pm (16 votes)  |
| 3) 3:00pm (29 votes)  | 9) 5:00pm (11 votes)  |
| 4) 10:00am (28 votes) | 10) 6:00pm (11 votes) |
| 5) 12:00pm (26 votes) | 11) 9:00am (8 votes)  |
| 6) 1:00pm (26 votes)  |                       |

The following locations were most popular:

- |  |            |
|--|------------|
| 1) Bromley Town                                  | (75 votes) |
| 2) Orpington                                     | (45 votes) |
| 3) Petts Wood & Knoll                            | (36 votes) |
| 4) Chislehurst                                   | (33 votes) |
| 5) Bromley Common & Keston                       | (31 votes) |
| 6) Farnborough & Crofton                         | (28 votes) |
| 7) West Wickham                                  | (27 votes) |
| 8) Shortlands                                    | (25 votes) |
| 9) Bickley                                       | (23 votes) |
| 10) Hayes & Coney Hall                           | (23 votes) |
| 11) Biggin Hill                                  | (22 votes) |
| 12) Chelsfield & Pratts Bottom                   | (18 votes) |
| 13) Clock House                                  | (16 votes) |
| 14) Kelsey & Eden Park                           | (16 votes) |
| 15) Penge & Cator                                | (14 votes) |
| 16) Mottingham & Chislehurst North               | (13 votes) |
| 17) Cray Valley East                             | (12 votes) |
| 18) Crystal Palace                               | (12 votes) |
| 19) Cray Valley West                             | (11 votes) |
| 20) Copers Cope                                  | (10 votes) |
| 21) I am not able to leave the person I care for | (10 votes) |
| 22) Plaistow & Sundridge                         | (9 votes)  |
| 23) Darwin                                       | (8 votes)  |

The most popular types of events respondents would like to attend are:

- |  |            |
|--|------------|
| 1) Health & Wellbeing                  | (70 votes) |
| 2) Information & Guidance              | (57 votes) |
| 3) Support Groups                      | (53 votes) |
| 4) Practical Training Courses          | (44 votes) |
| 5) Social Events                       | (40 votes) |
| 6) Arts & Crafts                       | (40 votes) |
| 7) Focus Groups & Workshops            | (34 votes) |
| 8) Digital Skills                      | (30 votes) |
| 9) Forums                              | (23 votes) |
| 10) Employment Support                 | (10 votes) |
| 11) Not interested in attending events | (8 votes)  |

More specifically, the most popular event suggestions (in order) were:

- 1) **Mindfulness, Meditation and Complementary Therapies**
- 2) **Creative events including:**  
*Arts & Crafts, Art Appreciation, Pottery, Knitting and Flower Arranging*
- 3) **Digital Skills including:**  
*learning how to use Zoom and Microsoft Teams*
- 4) **Mental Health Education Groups:**  
*both for building personal resilience and for help with caring for someone with a Mental Health Condition*
- 5) **Singing Workshops**

Organising events has been a somewhat of a challenge over the last year or so, but we hope to be able to start arranging some of the suggestions made as restrictions (hopefully) continue to ease.

Our budget for events is limited but we always do our best to arrange events for carers and where relevant, direct you to other organisations in the borough that already run those activities.

If you do not see your views represented here, please help us by completing our next survey!

# Face-to-face Events

Booking is essential. Our contact details are on the back page!

## July 2021

### [Carers Peer Support Group with Bromley Mindfulness](#)

Wednesday 28 July 2:00- 5:00pm

Community House, South Street, Bromley BR1 1RH

*Support group for first two hours followed by an hour's Mindfulness session.*

### [Carer Support by appointment in Orpington](#)

Thursday 29 July from 10:00am- 12:00pm

Orpington Health & Wellbeing Centre, 19 Homefield Rise, Orpington BR6 0FE

## August 2021

### [Carers Peer Support Group with Crystals for Beginners](#)

Wednesday 11 August 2:00- 5:00pm

Community House, South Street, Bromley BR1 1RH

*Support group for first two hours followed by an hour's introduction to crystals*

### [Carers Peer Support Group with Bromley Mindfulness](#)

Wednesday 25 August 2:00- 5:00pm

Community House, South Street, Bromley BR1 1RH

*Support group for first two hours followed by an hour's Mindfulness session.*

### [Carer Support by appointment in Orpington](#)

Thursday 12 August & Thursday 26 August from 10:00am- 12:00pm

Orpington Health & Wellbeing Centre, 19 Homefield Rise, Orpington BR6 0FE

## September 2021

### [Carer Support by appointment in Orpington](#)

Thursday 9 September & Thursday 23 September from 10:00am- 12:00pm

Orpington Health & Wellbeing Centre, 19 Homefield Rise, Orpington BR6 0FE

### [Carers Peer Support Group with Emotional Freedom Techniques \(EFT\)](#)

Wednesday 8 September 2:00- 5:00pm

Community House, South Street, Bromley BR1 1RH

*Support group for first two hours followed by an hour's EFT taster session.*

### [Carers Peer Support Group with Bromley Mindfulness](#)

Wednesday 22 September 2:00- 5:00pm

Community House, South Street, Bromley BR1 1RH

*Support group for first two hours followed by an hour's Mindfulness session.*

# Online Events

## July 2021

### [Mental Health Carers Coffee Afternoon via Zoom](#)

Every Wednesday 3:00- 4:00pm

### [Carers Peer Support Group via Zoom](#)

Friday 23 July 11:00am- 12:00pm

### Mutual Carers Cookery Class via Zoom

Friday 23 July 12:00- 1:30pm

*Carers will receive a bag of ingredients on the morning of 22 July.*

### Self-Care Society via Zoom

Tuesday 27 July 10:00am- 11:30am

*A series of workshops that focus on ways to improve the mental health & wellbeing of carers*

### Older Carers Workshop & Lunch via Zoom

Friday 30 July 11:45am- 1:30pm

*Guest speaker: Sushma Raval from Naani Maa's Kitchen who will carry out a cookery demonstration and talk on the health benefits of using different spices and ingredients*

## August 2021

### [Carers Peer Support Group via Zoom](#)

Friday 6 August 11:00am- 12:00pm

### [Carers Peer Support Group via Zoom](#)

Friday 20 August 11:00am- 12:00pm

### Self-Care Society via Zoom

Tuesday 31 August 10:00am- 11:30am

## September 2021

### [Carers Peer Support Group via Zoom](#)

Friday 3 September 11:00am- 12:00pm

### [Carers Peer Support Group via Zoom](#)

Friday 17 September 11:00am- 12:00pm

### [Carers Forum via Zoom](#)

Thursday 23 September 7:00- 8:30pm

### Self-Care Society via Zoom

Tuesday 28 September 10:00am- 11:30am

# Digital Skills & Computer Courses

Are you looking to improve your digital skills? Bromley Adult Education College have a range of free courses at their Kentwood and Poverest Centres, as well as free weekly drop-in sessions.



For more information and to book, please contact Bromley Adult Education College:

**Telephone:** 0208 659 7976

**E-mail:** [enquiries@baec.ac.uk](mailto:enquiries@baec.ac.uk)

**Website:** [www.baec.ac.uk](http://www.baec.ac.uk)

## Walking for Health



[Walking for Health](#) is England's largest network of health walks with over 375 active schemes, helping people across the country lead a more active lifestyle. Bromley Ramblers offer **free** weekly walks across the borough and are led by trained volunteer leaders. You do not need to book in advance, just head to the meeting point and arrive 10 minutes early if it is your first visit to fill in your Walker Registration form beforehand. Contact Scheme Coordinator; Sam Walsham for more information on: 07800 578 095.

Walk Name	Meeting Point	Day	Time	Duration
Bromley Church Gardens	Bromley Central Library/ Churchill Theatre	Saturdays	10:30am	00:45
Darrick & Newstead Woods & Tugmutton Common	Outside the cricket pavillion, Tugmutton Common off Starts Hill Road	Wednesdays	02:00pm	01:00
High Elms Country Park	Beeche car park & café area	Tuesdays	10:00am	01:00
Jubilee Park	Tent Peg Lane, Crest View Drive, Petts Wood	Fridays	02:00pm	01:00
Kesley Park & Harvington Woods	Outside Kelsey Park café by the notice board	Thursdays	10:00am	01:00
St Pauls Cray- Scadbury Park	Car park at the top of Cotmandene Crescent	Mondays	09:45am	01:00
Sundridge Park (1)	Outside the Prince Frederic Pub, Nichol Lane (BR1 4DE)	Mondays	10:00am	01:00
Sundridge Park (2)	Minster Road entrance to Kings Meadow Park	Mondays	10:40am	00:15



# WhatsApp Groups for Carers



We set up our first Carers WhatsApp Group **Carers Together** in June 2020 and we have enjoyed watching the group grow and develop over the last year. We have received a few requests to set up some more groups and welcome any further suggestions if the group you were hoping for is not listed below. You can join as many of the groups as you like.

## All Carers (Carers Together)

If you would like to join the group for **all** carers, which was the first group we set up in 2020, please select: [CARERS TOGETHER](#)

## Autism Carers

If you would like to join a group for those caring for someone with Autism, please select: [AUTISM CARERS](#)

## Dementia Carers

If you would like to join a group for those caring for someone with Dementia, please select: [DEMENTIA CARERS](#)

## Stroke Carers

If you would like to join a group for those caring for someone who has had a stroke, please select: [STROKE CARERS](#)

## Parent Carers of Children

If you would like to join a group for parents caring for a child/ children with additional needs, please select: [PARENT CARERS](#)

## Former Carers

If you are no longer caring and would like to connect with other former carers, please select: [FORMER CARERS](#)

You can also call us on 020 8315 1925 to be added

# Carer Support Staff



## Adult Carers

The Adult Carers team are all usually based at Age UK Bromley & Greenwich in Community House, South Street, Bromley BR1 1RH. We are predominantly working from home with one or two days a week in the office.

Jennifer (or Jenny) started with Bromley Well in November 2017 as a Carer Support Advisor and has been the Carer Support Coordinator for the Adult Carers team since April 2021.



Jenny

Jennifer Bysouth, Carer Support Coordinator  
**Working pattern:** Monday- Friday 9:00am- 5:30pm  
**Contact:** 07985 440 043 or [jennifer.bysouth@bromleywell.org.uk](mailto:jennifer.bysouth@bromleywell.org.uk)

Alison (or Allie) started with Bromley Well in February 2019. Allie is the only full-time Carer Support Advisor in the team.



Allie

Alison Perriss, Carer Support Advisor  
**Working pattern:** Monday- Friday 9:00am- 5:30pm  
**Contact:** 07985 430 317 or [alison.perriss@bromleywell.org.uk](mailto:alison.perriss@bromleywell.org.uk)

Justine started with Bromley Well in October 2020 and works 18.75 hours per week.



Justine

Justine McGregor, Carer Support Advisor  
**Working pattern:** Mondays (9:00am-5:30pm),  
 Wednesdays (9:00am- 5:30pm) and Fridays (9:00am- 12:45pm)  
**Contact:** 07947 547 215 or [justine.mcgregor@bromleywell.org.uk](mailto:justine.mcgregor@bromleywell.org.uk)

Joy started with Bromley Well at the end of May 2021 and is the newest member of the team. Joy works 25 hours per week.



Joy

Joy Hannon, Carer Support Advisor  
**Working pattern:** Mondays (9:00am-12:00pm),  
 Tuesdays (9:00am- 5:00pm) Wednesdays (9:00am- 5:30pm)  
 and Thursdays (9:00am- 5:30pm)  
**Contact:** 07946 852 002 or [joy.hannon@bromleywell.org.uk](mailto:joy.hannon@bromleywell.org.uk)

## Mental Health Carers



A Mental Health Carer is an unpaid carer looking after someone with a mental health condition.

Mental Health Carer Support is based at Bromley, Lewisham and Greenwich Mind. Although normally based in their Orpington office, the Mental Health & Wellbeing team are currently working from home full-time.



Clare

Clare joined Bromley Well the first time around in 2019 as maternity cover for the Mental Health Carers Support Advisor and then came back to join Bromley Well on a permanent basis in January 2021.

Clare Dundrow, Mental Health Carers Support Advisor  
**Working pattern:** Monday- Thursday 9:00am- 4:30pm  
**Contact:** : 07756 205 295 or [clare.dundrow@bromleywell.org.uk](mailto:clare.dundrow@bromleywell.org.uk)

## Mutual Carers



Mutual Carers support people in mutually caring relationships when there is one person over the age of 55. There may be a disabled, adult son, daughter, sibling or other relative living at home, who in return, is caring for the older person. Usually based in Bromley Mencap office on Masons Hill in Bromley, Tina is currently working from home.



Tina

Tina joined Bromley Well in August 2019 and supports carers who are in a mutually caring relationship.

Tina Penn, Mutual Carers Support Worker  
**Working pattern:** Mondays (9:00am-5:00pm), Tuesdays (9:00am- 1:00pm), Thursdays (9:00am- 5:00pm) and Fridays (9:00am- 5:00pm)  
**Contact:** : 07719 426 680 or [tina.penn@bromleywell.org.uk](mailto:tina.penn@bromleywell.org.uk)

# Useful Contacts

We've compiled a list of useful contacts based on some of the contents of this newsletter. Please get in touch with us if you need details of an organisation not listed below.



[www.bromley.gov.uk](http://www.bromley.gov.uk)

**020 8461 7777**

Contact Adult Early Intervention to request a Carer's Assessment, set up or review a Care Needs Assessment, request respite, an Occupational Therapy Assessment and more.



[www.bromleyhealthcare.org.uk](http://www.bromleyhealthcare.org.uk)

**0300 330 5777**

Contact Bromley Healthcare for a range of services including bladder and bowel, district nursing, the wheelchair service and more. Lines are open 24 hours a day 7 days a week and charged at local rate.



[blgmind.org.uk/bromley-dementia/bromley-dementia-support-hub/](http://blgmind.org.uk/bromley-dementia/bromley-dementia-support-hub/)

**020 3328 0366**

Contact Bromley Dementia Support Hub for dementia specific information and guidance for the person you care for with dementia



[carers.org/the-working-for-carers-project/working-for-carers](http://carers.org/the-working-for-carers-project/working-for-carers)

**020 8699 8686**

Working for Carers supports unpaid carers and former carers to move closer to employment. Participants can access free support, tailored to meet their individual needs. To be eligible for their service; carers must:

- Be an unpaid carer or former carer
- Be 25 or over
- Live in London
- Not be in any form of employment for the last 12 months



## Contact us



020 8315 1925 (*direct line*)



carers@bromleywell.org.uk



www.bromleywell.org.uk

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