



# NEWHAM CARERS COMMUNITY

## NEWSLETTER

### FEBRUARY 2026

#### WELCOME

Dear Carers,

We're pleased to share with you the latest edition of our monthly newsletter.

When you have **five minutes**, we'd really appreciate it if you could complete the annual survey on the following page. By taking part, you'll have the opportunity to share your ideas for this year's **Carers Week celebrations**, and you'll also be entered into a **prize draw** with a chance to win a **cash prize**.

As always, we hope you find this edition informative, and that it serves as a reminder that you're never alone on this journey.

Thank you for all that you do — your care truly makes a world of difference.

NCC Team

#### NEW THIS MONTH

[Adult Carers Satisfaction Survey 25-26](#)  
[Page 2](#)

[Cancer Wellbeing Workshop 2026 dates](#)

[Relax and Unwind - Free Massage](#) [Page 4](#)

[Have Your Say On SEND In Newham](#)

[Scam Awareness Session with Barclays](#)  
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[Paying For Care At Home Or In The Community Information Booklet](#)

[Strength And Balance Programme](#) [Page 12](#)

[Join Newham's OPRG](#)

[Toe Nail Cutting Service](#) [Page 14](#)

[Save Money On Your Bills - Free Energy Check and Resources](#)

[AskSara - Free Online Advice About Equipment To Help Make Daily Living Easier](#)

[Free Sim Cards](#)

# Newham Carers Community

## *Carer's Satisfaction Survey*

2025-26

COMPLETE THE  
SURVEY TO BE IN A  
DRAW TO WIN A  
£50 GIFT VOUCHER  
& SURPRISE GIFT!



**PLEASE TAKE 4 MINS  
TO COMPLETE THE  
SURVEY WITH YOUR  
FEEDBACK, TO HELP  
US SHAPE THE SERVICE  
FOR NEWHAM CARERS  
IN THE FUTURE:**

[ACCESS THE  
SURVEY  
HERE](#)



If you would like us to  
send you the survey  
via post or would like  
one of our team to go  
through it with you,  
please ring:

**0203 954 3143**



## MEET THE NCC TEAM



**Linessa Ollivierre**  
Service Manager



**Noreen Chaudhry**  
Asian Carers Specialist  
Support Worker



**Claudia St. Rose**  
Adult Carer Support Officer



**Tasnim Anjum Ullah**  
Holistic Individuals and Group  
Support Worker



**Joseph Richards**  
Young Carers Manager  
Carer Hospital Project Officer



**Naheed Anwar**  
Carers Co-ordinator

# Free Monthly Massage Sessions



Enjoy complimentary massages exclusively for unpaid carers.

Take a moment for yourself!

Reserve your space this month at:

**INFO@NEWHAMCARERSCOMMUNITY.ORG.UK**

TEL: 0203 9543 143

Venue: Age UK East London Office, 655 Barking Rd, E13 9EX



**Jan 30**

10am-5pm



**Feb 27**

10am-5pm

**Mar 27**  
10am-5pm





**Protect Yourself  
Stay Safe Online  
Get Digital Help**

# **Scam Awareness & Digital Support Session**

Join us for an informative and supportive session delivered in partnership with Barclays, designed to help you recognise scams and improve your digital confidence.

## **What to Expect**

- Learn how to spot common scams
- Tips on staying safe online and protecting your money
- Digital support and practical guidance
- Opportunity to ask questions in a friendly environment

## **Who is it for?**

Carers and residents who want to improve their digital skills and stay protected from scams.

**Date: 16th February 2026**

**Time: 2pm - 4pm**

**Location: Age UK East London 655 Barking Road E13 9EX**

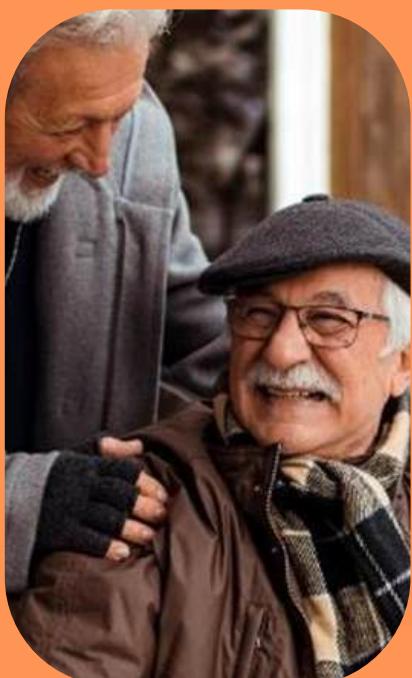
For more information and to book your place, please get in touch.

020 39543143

[info@newhamcarerscommunity.org.uk](mailto:info@newhamcarerscommunity.org.uk)



## Are you a carer in Newham?



# Carers Emergency Card

This scheme allows carers to plan ahead and arrange alternative support for the person they care for in case they are unable to provide care due to an emergency.

Whether it's an illness, accident or other urgent situation, you can have peace of mind knowing your loved one will be supported.

- **Simple application process**
- **Free to join**

Find out more and apply now:  
<https://www.newham.gov.uk/health-adult-social-care/carer-2/9>

## Be prepared for the unexpected.

## Don't wait for an emergency - plan today.

Please contact us if you need support with accessing the form or have any questions.

Tel: 0203 9543 143

[info@newhamcarerscommunity.org.uk](mailto:info@newhamcarerscommunity.org.uk)

# ARE YOU A **YOUNG CARER** AGED 5-17?

## DO YOU KNOW SOMEONE WHO IS A **YOUNG CARER?**



**A Young Carer is a child who helps to look after someone in your family because of:**

**Disability** **Mental illness**

**Long term physical illness**

**Drug or alcohol misuse**

**Young Carers  
Support Service  
can help a Young  
Carer by providing:**

- Two drop in sessions in East Ham Library between 4pm-6:30pm giving Young Carers a chance to have a break from their caring role
- Weekly youth forum, giving an opportunity to share their thoughts with other Young Carers, shaping the direction of the programme
- Information and advice, as well as accessing Young Carers Assessment
- Access to trips and activities during school holidays

Please come along to our drop in sessions held every Monday & Wednesday 4:00-6:30pm at: East Ham Library, 328 Barking Rd, London E6 2RT. Or leave your contact details and we will get in touch with you:  
Phone: 020 3954 3143 | Email: [info@newhamcarerscommunity.org.uk](mailto:info@newhamcarerscommunity.org.uk)



**Please turn over to find out more about what Young Carers do**

# WHAT DO YOUNG CARERS DO?

A Young Carer will usually carry out tasks because of someone else's illness or disability. These are tasks often carried out by an adult. A Young Carer may do one or more of the following types of care;



## PHYSICAL/PERSONAL

Helping someone out of bed, helping with their dressing, feeding, personal grooming, toileting, giving medication on time, interpreting

## DOMESTIC

Cooking, cleaning, washing clothes, washing up, ironing, shopping, paying bills, looking after siblings alone, taking them to school, collecting prescriptions



## EMOTIONAL

Talking to someone who is distressed, keeping them motivated, safe, spending time with them, keeping them company, making them feel wanted/needed



**FREE**



## **FREE ONLINE TRAINING COURSES FOR NEWHAM CARERS**

**OVER 130 SOCIAL CARE COURSES VIA  
CLICK LEARNING**

**For more information, please contact**

**Newham Carers Community**

**Email: [info@newhamcarerscommunity.org.uk](mailto:info@newhamcarerscommunity.org.uk)**

**Telephone: 0203 9543 143**



**Click  
LEARNING**



# NATIONAL CARERS DISCOUNT CARD COMPARISON CHART

NAME OF CARD	CARD/APP	REQUIREMENTS	BENEFITS	COST
<b>Forward Carers</b> <a href="http://forwardcarers.org.uk">forwardcarers.org.uk</a>	Card & App	Online registration Supporting evidence required and ID photograph, i.e., passport style	<ul style="list-style-type: none"> <li>• Carer ID</li> <li>• Stored In Case of Emergency contact details</li> <li>• Access to Carer friendly community and online support</li> <li>• Some national discounts</li> </ul>	£15
<b>Carers Card UK</b> <a href="http://carerscarduk.co.uk">carerscarduk.co.uk</a>	Card & App	Online registration and ID photograph, i.e., passport style	<ul style="list-style-type: none"> <li>• Carer ID</li> <li>• Stored In Case of Emergency contact details.</li> <li>• <b>My Support:</b> A catalogue of useful information, from guides to best practices.</li> <li>• <b>Your Carer Circle:</b> Allows you to create a circle of care for the person you look after; add notes, tasks, appointments, medication lists as well as monitoring the wellbeing of the person you care for.</li> <li>• Wellbeing Hub – A source of useful advice, videos and audiobooks to help with your wellbeing.</li> </ul> <p>Online discounts including:</p> <ul style="list-style-type: none"> <li>• Days Out</li> <li>• Home and Garden</li> <li>• Women's Fashion</li> <li>• Gifts and Occasions</li> </ul>	£8.00 (valid for 2 years)

NAME OF CARD	CARD/APP	REQUIREMENTS	BENEFITS	COST
<b>Discount for Carers</b> <a href="http://discountsforcarers.com">discountsforcarers.com</a>	App Only	Online registration	<ul style="list-style-type: none"> <li>• Money-saving deals and vouchers including:</li> <li>• Savings on homeware and electricals</li> <li>• Deals on mobile phones</li> <li>• Utilities and gym memberships</li> <li>• Cashback card available with over 16% cashback on purchases at 80% of retailers once registered.</li> <li>• Free membership for the first year then £2.99 per year after</li> </ul>	FREE

**If you would like more information on Carer Discount Cards or would like some help to apply for one, please contact Newham Carers Community on:**

**Email:** [info@newhamcarerscommunity.org.uk](mailto:info@newhamcarerscommunity.org.uk)

**Telephone:** 02039 543 143



# BETTER BALANCE FALLS PREVENTION

## STRENGTH AND BALANCE PROGRAMME FOR NEWHAM RESIDENTS

Do you want to:

- Feel steadier on your feet?
- Reduce your fear of falling?
- Stay active and independent for longer?

Better Balance is a free weekly group exercise session, focusing on improving your strength, balance, and confidence through gentle, tailored exercises.

Weekly exercise sessions are delivered at:

**African Caribbean Resource Centre  
Subco Trust**

Refer yourself on the Well Newham website [wellnewham.org.uk](http://wellnewham.org.uk) or scan the QR code.  
(external website where you can make the referral)

If you'd like more information or want to speak to the team, phone 0207 392 0267 or email: [Livewell.Newham@gl.org](mailto:Livewell.Newham@gl.org)



Refer yourself  
today



BETTER



in partnership with  
Newham London



# TECH SUPPORT FOR CARERS

## New Carer Support Pilot in North-East London

A new pilot is being run to better support unpaid carers across hospitals in North East London. This pilot is funded by the Department of Health and Social Care as part 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 can help carers in their role – making caring easier, saving time and reducing stress.

The pilot 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.

### Want to 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

Call us on **020 3954 3143** to check your eligibility and learn more.

Concern	Technology	Purpose/benefit to carer
Falls	 <b>Acti-check</b>	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	 <b>Mii Care</b>	Through a watch or ring the carer can receive real time updates on their loved ones 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.
Reminders and improved communication	 <b>MyHome Helper</b>	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	 <b>Pivotell</b>	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	 <b>Ring door bell</b>	Carer can have oversight of who is visiting the home of a cared for (including 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	 <b>Echo dot</b>	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

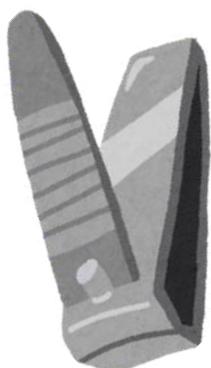
**New!**

# TOE NAIL CUTTING SERVICE AT OUR VENUE IN NEWHAM

**655 Barking Rd, London E13 9EX**

**MONTHLY CLINICS**

***DELIVERED BY LOCAL QUALIFIED HEALTH  
PROFESSIONALS***



**£25.00 PER SESSION  
PER PERSON**

**Booking Essential!**

**Please BOOK via: 07351597192**

**PLEASE NOTE:**

Spaces are limited. Once all slots are filled, additional bookings will be placed on a waiting list for the next available clinic



## USEFUL INFORMATION

### Carers Assessment

A carer's assessment is a free evaluation offered by local authorities to anyone who provides unpaid care for a friend or family member. It looks at how caring affects the carer's life and wellbeing and what support they might need-such as help with respite, finances or emotional support. The aim is to ensure carers get the assistance they need to continue their role without harming their own health or quality of life.

Use the link for more information and how to request an assessment.

<https://www.newham.gov.uk/health-adult-social-care/carer-2/4>

### Carers Emergency Card

This scheme allows carers to prepare alternative support arrangements for the person that they care for. To be used when they are not able to carry out their caring responsibilities due to an emergency.

Use the link for more information and to make an application.

<https://www.newham.gov.uk/health-adult-social-care/carer-2/9>

### **Housing – please visit Housing, homes and homelessness – Newham Council for more information**

Council Tenants - Housing Liaison Officers based in each Neighbourhood ([click here for contacts](#)) Housing Liaison Team Housing Liaison Officers provide tenancy and leasehold management, undertaking block and estate inspections and responding and dealing with housing and tenancy related enquiries raised by tenants and leaseholders. Provide regular housing surgeries for residents, resolve general housing queries, supporting in bidding and housing applications etc.

Private tenants - Private Housing Technical Support Tel: 020 3373 1950 or Email: [privatehousing@newham.gov.uk](mailto:privatehousing@newham.gov.uk)

Homelessness prevention and advice – offers advice for people under threat of homelessness, someone who is rough sleeping or Homeless from Temporary Accommodation. The fastest way to get assistance is by completing an online application or emailing: [hpas@newham.gov.uk](mailto:hpas@newham.gov.uk). Find out more by following this link Homelessness prevention and advice – Newham Council



# USEFUL INFORMATION

## Advocacy and Benefit advice

### [Speak Out Newham](#)

A voice for people with learning disabilities and autistic people in Newham.

Voiceability acts as a voice for people with a learning disability and autistic people and supports people to have their say. Please visit their webpage [here](#) or email [speakoutnewham@voiceability.org](mailto:speakoutnewham@voiceability.org) for further details.

### [Mary Ward Legal Centre](#)

Free legal independent advice to access legal rights and entitlements  
275-285 High Street, Stratford, E15 2TF  
020 78317079

### [UEL Legal Advice Centre University of East London](#)

1 Salway Pl, London E15 1NF  
07871 734 380  
[legaladvicecentre@uel.ac.uk](mailto:legaladvicecentre@uel.ac.uk)  
Open for appointments  
Booked appointments take place Monday to Friday 9:30am - 2:30 pm with additional walk-ins on Wednesdays between 12:00 -2:00pm

### [Age UK East London](#)

655 Barking Rd, E13 9EX  
0208 9817124  
Appointment only

## Benefit advice & form filling

### [Our Newham Money](#)

112-118 The Grove, Stratford E15 1NS  
020 8430 2041

### [Family Support](#) (includes housing options & welfare benefits)

Stratford Advice Arcade  
107-109 The Grove, London E15 1HP

### [Newham Community Project](#)

Mondays & Wednesdays 1pm to 4pm  
Ascot Community Centre, Star Lane, Canning Town, E16 4PR  
07 425215599  
[support@newhamcommunityproject.org](mailto:support@newhamcommunityproject.org)



## KEEP LEARNING

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### Want to learn something new?

Click Learning provide up to up 130 free social care and functional skills online courses. To register your interest and receive login details please contact us:

[info@newhamcarerscommunity.org.uk](mailto:info@newhamcarerscommunity.org.uk) or call **020 39543143**

### Techy Tea Social with kulvinder 655 Barking Rd, E13 9EX

A chance to socialise over a cuppa and brush up on your digital skills,

Get in touch to find out when our next session is happening!

[info@newhamcarerscommunity.org.uk](mailto:info@newhamcarerscommunity.org.uk) or call **020 39543143**

### Newham Recovery College

Free courses available click the link below for details.

<https://linktr.ee/newhamrecoverycollege>

## VOLUNTEERING OPPORTUNITIES

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**We are here to help with volunteer interests and applications. Please use the links below for volunteer opportunities available**

Newham University Hospital volunteer opportunities

<https://www.bartshealth.nhs.uk/volunteers>

Renewal volunteer opportunities

<https://www.renewalprogramme.org.uk/get-involved/volunteer-with-us/>

Age UK East London volunteer opportunities

<https://www.ageuk.org.uk/eastlondon/get-involved/volunteer/>



# RESIDENT CARER SUPPORT GROUPS

Group	Meeting Time	Venue	Contact Info
<b>Senior Parent Learning Disabilities Carers Group</b>  Support group for all carers or parents of people with learning disabilities	Every last Wednesday of the month <b>12:00pm - 2:30 pm</b>	Upper-Room Foursquare Chapel 525-529 Barking Rd, London E13 9EZ	Leader: Prabhudas Tanna Prabhudastanna@gmail.com
<b>Disability Rep Forum</b>  Support group for disabled carers including parent carers and those with disabled children	Every 2nd Tuesday of the month <b>11.00am - 1.00pm</b>	Froud Community Centre, Toronto Avenue, E12 5JF	Leader: Sarifa Patel sarifa.patel84@gmail.com Tel: 07723 739221
<b>Carers Community Mental Health Group</b>  Support group for those who are caring for loved ones and friends with mental well-being	Every 3rd Wednesday of the month <b>11:30 pm - 1:30 pm</b>	Upper-Room Foursquare Chapel 525-529 Barking Rd, London E13 9EZ	Leader: Zhenreenah Muhxinga carersgroup2020@yahoo.com Tel: 07950 123 540
<b>Moments of Joy</b>  Support Hub for those living with dementia, their families and carers. This involves a variety of activities, yoga, group singing, cognitive stimulation activities and games. In addition, carers can receive support, advocacy and advice. A cooked meal is provided.  <b>£10 per person.</b>	Every Tuesday between <b>12pm and 3pm</b>	Meets at St Mark's Community Centre, 218 Tollgate Rd, London E6 5YA.	Kim Supajirawatananon 07825182846 <a href="mailto:momentsofjoy2025@gmail.com">momentsofjoy2025@gmail.com</a> <a href="mailto:kimsupajira@gmail.com">kimsupajira@gmail.com</a>

Please get in touch with details of your resident carer group and we will add it to the list.



# RESIDENT CARER SUPPORT GROUPS

Group	Meeting Time	Venue	Contact Info
<b>Drop in bereavement centre</b>	Contact Group Lead for further details	Contact via phone or email	dropinbereavement@btinternet.com Tel: 07396 016523
<b>Carers of Autistic Adults</b> Support group for all carers or parents of adults with autism	First Monday of the month 11:00 am - 12:30 pm	Central Park Café, inside the Park, near Bartle Avenue E6	Sue Sinton Smith carersautisticresidentsnewham@gmail.com 07968424738 (Text only) <a href="#">Access flyer here</a>
<b>Care Heart Social Club</b> Autistic Adult Carers Group	Contact Group Lead for further details	Contact via phone or email	Ying purisimasd12@gmail.com 07466 719164 or Loraine 07828841546 lorainefermin@outlook.com
<b>Newham Carers Corner</b>  Facilitates physical activities, in particular tennis sessions, and social activities for people who are Young Carers/ Young Adult Carers	Weekly or fortnightly on Saturdays and weekdays during summer holidays	Activities take place in West Ham and Stratford parks	Khadija Farhan 07869145550 <a href="mailto:k.farhan1799@outlook.com">k.farhan1799@outlook.com</a> <a href="mailto:carerscorner@hotmail.com">carerscorner@hotmail.com</a>

Please get in touch with details of your resident carer group and we will add it to the list.



## LOCAL SUPPORT

Group	Meeting Time	Venue	Contact Info
<b>Newham Together We Can Stroke Group</b>	Contact Group Lead for further details	North Woolwich Library Pier Training, 5 Pier Rd E16 2LJ	Glynis Webb 07752 483446 <a href="#">Link to webpage</a>
<b>Parkinson's UK Support Group</b>	Monthly Contact Group Lead for further details	Central Park Cafe	Karen or Oliver <a href="mailto:newham.parkinsons@gmail.com">newham.parkinsons@gmail.com</a>
<b>Stroke Group</b> Promotes the welfare of Stroke Survivors their families and carers	Every Wednesday 1:00 pm - 2:00 pm	Katherine Road Community Centre. 254 Katherine Road, E7 8PN	Abdul Shakoor <a href="mailto:newham.stroke.club@gmail.com">newham.stroke.club@gmail.com</a> 07852 387633
<b>Age UK East London Older Peoples Reference Group</b> Promotes issues for older people	Contact Group Lead for further details	Contact via phone or email	Grace Patient <a href="mailto:Grace.Patient@ageukeastlondon.org.uk">Grace.Patient@ageukeastlondon.org.uk</a> 07384 511701
<b>Chinese Group</b>	Contact Group Lead for further details	Contact via phone or email only	Leader: Yvonne <a href="mailto:info@newhamchineseassoc.org.uk">info@newhamchineseassoc.org.uk</a> Tel: 0207 474 7715
<b>Cerebral palsy network Newham</b>	Contact Group Lead for further details	Contact via phone or email	Habbib Aziz <a href="mailto:cpn_newham@hotmail.com">cpn_newham@hotmail.com</a> 07903955353



## BENEFITS INFORMATION

**Carers Allowance** - [Click here for factsheet](#)

**Attendance Allowance** - [Click here for factsheet](#)

**Disability Living Allowance (DLA)** - [Click here for factsheet](#)

**Grants and support schemes** - [Click here for information](#)

**Employment and Support Allowance (ESA)** - [Click here for information](#)

**Personal Independence Payment (PIP)** - [Click here for factsheet](#)

## WORKING CARERS RIGHTS

**Your Rights In Work** - [Click here for factsheet](#)

**Requesting Flexible Working** - [Click here details](#)

**Taking Time Off When Needed** - [Click here for details](#)

**Support In Work** - [Click here for details](#)

**Thinking of Leaving Work** - [Click here for details](#)

**Thinking of Returning To Work** - [Click here for details](#)

**Boosting Your Skills** - [Click here for details](#)

**The Carers Leave Act 2023** - [Click here for details](#)

**The Flexible Leave Act 2023** - [Click here for details](#)



## GET IN CONTACT

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If you or a group would like to feature or contribute to future editions please feel free to email:

**Newham Carers Community Team** - [info@newhamcarerscommunity.org.uk](mailto:info@newhamcarerscommunity.org.uk)

## IN CASE OF AN EMERGENCY

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### **Newham Adult Social Services**

- Telephone: 020 8430 2000 Option 2
- Textphone: 18001 020 8430 2000

### **Samaritans**

- 116 123

### **Cruse Bereavement Helpline**

- 0808 808 1677

### **Victim Support**

- 0808 689 111
- Website:  
<https://www.victimsupport.org.uk/help-and-support/get-help/supportline>

### **National Domestic Violence Helpline**

- 0808 2000 247
- Website: <https://www.nationaldahelpline.org.uk>

## UNSUBSCRIBE

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If you would like us to take you off our mailing list, please email: [unsubscribe@ageukeastlondon.org.uk](mailto:unsubscribe@ageukeastlondon.org.uk)