



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](#)
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[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](#)

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[Join Newham's OPRG](#)

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[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](#)

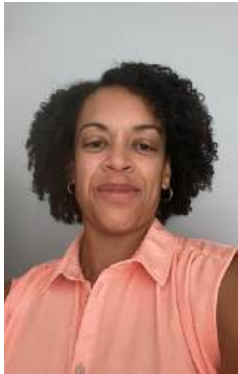


If you would like us to
send you the survey
via post or would like
one of our team to go
through it with you,
please ring:

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



Nilakshi Kanwar
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



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

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



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



Newham Carers Community

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

Telephone: 0203 9543 143





NATIONAL CARERS DISCOUNT CARD COMPARISON CHART



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

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

Telephone: 02039 543 143



BETTER BALANCE FALLS PREVENTION

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 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@gll.org**

STRENGTH AND BALANCE PROGRAMME FOR NEWHAM RESIDENTS



Refer yourself
today



in partnership with





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 on 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 |  Acti-check | Acti-check - easy and direct communication between cared for and carer if there is an emergency (e.g. fall). Benefit to carer is increased peace of mind when not with loved one and potentially less direct time spent with them. |
| Health and wellbeing monitoring |  Mii Care | Through a watch or ring the carer can receive real time updates on their loved 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 |  MyHome Helper | Carer can provide prompts remotely to their loved one via a large screen display and can also commence a video call which is answered automatically by the device. This allows carers to check in on their loved one remotely and also be reassured that they're receiving prompts for daily activities. |
| Medication |  Pivotell | Carer prefills the device with medication and sets the medication schedule. The device alerts their loved one when the medication is due and only dispenses the medication for that time point. The carer is alerted if the medication has not been taken from the device. Benefit is that the carer knows whether or not medication has been taken and may not have to do direct visits for medication plus peace of mind. |
| Monitoring visitors to house |  Ring door bell | Carer can have oversight of who is visiting the home of a cared for (including of formal carers) for added security for their loved one and increased peace of mind for carer. Being able to converse remotely with visitors can also potentially reduce additional travel/visits. |
| Hands free communication, reminders, and interaction |  Echo dot | Carer can make a call to their loved one which is answered automatically by the device and allow remote wellness check without loved one having to do anything. It also provides a hands free means for the loved one to engage with media, refusing falls risk. Increased peace of mind for carer |

New!

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/carers-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/carers-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

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. 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 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
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



KEEP LEARNING

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 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 or call **020 39543143**

Newham Recovery College

Free courses available click the link below for details.

<https://linktr.ee/newhamrecoverycollege>

VOLUNTEERING OPPORTUNITIES

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 |
|--|---|---|--|
| Senior Parent Learning Disabilities Carers Group Support group for all carers or parents of people with learning disabilities | Every last Wednesday of the month 12:00pm - 2:30 pm | Upper-Room Foursquare Chapel 525-529 Barking Rd, London E13 9EZ | Leader: Prabhudas Tanna Prabhudastanna@gmail.com |
| Disability Rep Forum Support group for disabled carers including parent carers and those with disabled children | Every 2nd Tuesday of the month 11.00am - 1.00pm | Froud Community Centre, Toronto Avenue, E12 5JF | Leader: Sarifa Patel sarifa.patel84@gmail.com Tel: 07723 739221 |
| Carers Community Mental Health Group Support group for those who are caring for loved ones and friends with mental well-being | Every 3rd Wednesday of the month 11:30 pm - 1:30 pm | Upper-Room Foursquare Chapel 525-529 Barking Rd, London E13 9EZ | Leader: Zhenreenah Muhxinga carersgroup2020@yahoo.com Tel: 07950 123 540 |
| Moments of Joy 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. £10 per person. | Every Tuesday between 12pm and 3pm | Meets at St Mark's Community Centre, 218 Tollgate Rd, London E6 5YA. | Kim Supajirawatananon 07825182846 momentsofjoy2025@gmail.com kimsupajira@gmail.com |

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 |
|--|--|---|---|
| Drop in bereavement centre | Contact Group Lead for further details | Contact via phone or email | dropinbereavement@btinternet.com Tel: 07396 016523 |
| Carers of Autistic Adults 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) Access flyer here |
| Care Heart Social Club 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 |
| Newham Carers Corner 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 k.farhan1799@outlook.com carerscorner@hotmail.com |

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 |
|---|--|---|---|
| Newham Together We Can Stroke Group | Contact Group Lead for further details | North Woolwich Library Pier Training, 5 Pier Rd E16 2LJ | Glynis Webb 07752 483446 Link to webpage |
| Parkinson's UK Support Group | Monthly Contact Group Lead for further details | Central Park Cafe | Karen or Oliver newham.parkinsons@gmail.com |
| Stroke Group 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 newham.stroke.club@gmail.com 07852 387633 |
| Age UK East London Older Peoples Reference Group Promotes issues for older people | Contact Group Lead for further details | Contact via phone or email | Grace Patient Grace.Patient@ageukeastlondon.org.uk 07384 511701 |
| Chinese Group | Contact Group Lead for further details | Contact via phone or email only | Leader: Yvonne info@newhamchineseassoc.org.uk Tel: 0207 474 7715 |
| Cerebral palsy network Newham | Contact Group Lead for further details | Contact via phone or email | Habbib Aziz cpn_newham@hotmail.com 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

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

IN CASE OF AN EMERGENCY

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

If you would us to take you off our mailing list, please email: unsubscribe@ageukeastlondon.org.uk