



Carers & Communities: Navigating Life's Journeys

Welcome to our NEW look & feel Caring News!

We have some very exciting news to share with you.

Our charity has rebranded to "Carers & Communities". This new name captures the essence of our mission: to support the invaluable work of carers while emphasising the role of the wider community in their journey.

We have come a long way since we started almost 30 years ago in 1997. This has caused us to think about our identity as an organisation and how we offer our services.

The rebranding journey has been a collaborative effort, rooted in the insights of those who know us best—our staff and 6,000 of the incredible carers we serve. We have been thinking about this for a long time and over the past year, have taken an in-depth approach to gathering feedback and refining our vision to ensure that it resonates with those we support. We know that caring is not a solo effort; it thrives within a network of compassion, connections and shared experiences. **It takes a community.**

At the heart of our new identity is our logo, thoughtfully designed to embody our mission. The signpost represents guidance and direction, while the pathway symbolises the unique yet universal journeys of care. The three birds reflect the spirit of connection, freedom, and community support. Each element has been chosen to remind us that, together, we can navigate life's challenges more effectively.

As we celebrate this milestone, please visit our shop in Droitwich where you can see our new branding to full effect. There are lots of wonderful Christmas ideas to explore and of course, if you are having a pre-Christmas clear-out, we welcome good quality donations. Beyond this, we want to assure you that whilst our look is evolving, our commitment to delivering high quality services remains the same.

For further information about our new brand, check out pages 2 and 3, where we explore how our past informs our future and the continued commitment to you, **the carers we serve.**

Thank you,
**Carers
& Communities**

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Welcome to... Carers & Communities

Navigating Life's Journeys

When we decided to rebrand, we were determined to get this right, with you the carers we support, in mind.

There is a lot to consider to do this well so a special 'Task & Finish Group' was developed with key leads and trustee support, to focus solely on the rebrand. We have been extremely fortunate to have had support from Gina Fusco at Cranfield Trust, whose expertise in this area has enabled us to not only follow due process but also successfully navigate the complexities of such a change.

From the outset, it was important for

us to make sure all our carers would still know who we are and how to find us. We also wanted to make sure we could reach and support more carers but maintain the same quality of services, building upon our nearly 30 years of experience in doing so.

As we started working through all the options, we also began updating our resources with a fresh look and feel. You may have noticed this in the welcome packs, the resources we share, and our brand-new website. Keeping our branding colours with a modernised feel has helped us to keep our identity and remain recognisable to those who use our services.

Making the changes we have builds upon this, but this isn't just about a new name and logo. We recognise carers do so much, often unseen. Our message is that we are here to support you. To help ensure that our community is strong, informed and that together we can navigate life's challenges more effectively.

If you would like to find out more about our journey as a charity, you can do so on our **About Us** webpage.

Let's get into this in more detail.

Do you know about QR Codes yet?

Here is an example of a QR Code.



Step 1. Open up your camera and scan the code.

Step 2. Tap onto the website that shows on your screen.

Have a practice! It can open up a whole new world, wherever you are.

Step 3. Wait for webpage to load and open.

Step 4. Discover information about services and support we offer.

Why signposts, pathway, birds? Why Navigating Life's Journeys?



Signposts

Signposts represent communicating direction, guidance and the different journeys of those we support to access carer, health and well-being services.

Signposts also represent the access to information and the resources that you need to support you in your caring role whilst navigating the complexities of being a carer.

Pathways

Pathways represent the journey carers undertake within their caring role, the value of developing skills, knowledge, emotional support and highlights that the support we offer to carers is personal and unique.

Pathways can also represent the connections formed within the community, emphasising collaboration and support amongst our volunteers, partners and stakeholders.



Birds

Birds represent hope and new beginnings, serving as a reminder of the potential for change and positive outcomes.

Birds often symbolise community support, reflecting the connections carers can make with each other and other networks, which is especially important in reducing isolation.

Just as birds soar freely, we support carers to pursue the best outcomes for them and advocate for carers to be recognised, valued and as far as possible live a life of their own.

Navigating Life's Journeys

Navigating Life's Journeys represents the concept of guiding individuals through various experiences, challenges and transitions. It can represent guidance and direction, empowering individuals to have the confidence to travel on their own journey and face challenges and change confidently.

In all aspects of life, we need support to navigate our way through. We know from working with carers, this is particularly true of caring roles, which can be ever-changing and complex. We are here to help support you in your unique journey.

Welcome to our events page for New Year 2026!

We have taken on board your feedback and developed a new programme of events for 2026 which covers a wider number of locations across the county. On this page you will find some of the events we have available to book over the coming months. We will be adding to these throughout the year so watch out for updates on our website, Caring News and What's On.

Regular readers of Caring News may notice that this time we haven't included the usual links to events and web pages. This is because at time of printing, some of these still aren't ready while we make updates to our website. However, by the time you receive your copy of Caring News this work should be complete, so you will be able to book through the website events calendar as usual or you can call us to make the booking for you on **0300 012 4272**.

All our contact details can be found on page 12. We are here to help.

Learning

JANUARY 2026

MOVING WITH CONFIDENCE

8th : 10.30am-12.30pm
Online & Worcester
It's essential as carers you are confident with safe moving and handling to prevent hurting ourselves and the person we look after.

CARERS ESSENTIALS SESSION ONLINE

13th : 10.00am-11.00am
This is an introduction to some of the ways carers can begin to access practical help and support.

CARERS & CARING MATTERS: THE BENEFITS BOOSTER ONLINE ONLY

20th : 10.00am-1.30pm
Benefits explained and all your questions answered by an expert from Society Matters CIC.

PRACTICAL FIRST AID

21st : 10.30am-12.30pm Online & Redditch
Having up to date First Aid skills can make a significant difference to your confidence in that situation.

FALLS & FRAILTY SKILLS

26th : 10.30am-12.30pm Online & Evesham
Risk-check the living space and situation of the person you care for.

FEBRUARY 2026

CARERS ESSENTIALS SESSION ONLINE

10th : 10.00am-11.00am
This is an introduction to some of the ways carers can begin to access practical help and support.

DEMENTIA TOOLKIT

10th : 10.30am-12.30pm Online & Droitwich
Join us and the experts to cover the different types of Dementia

MARCH 2026

MOVING WITH CONFIDENCE

4th : 10.30am-12.30pm Online & Malvern
It's essential as carers you are confident with safe moving and handling to prevent hurting ourselves and the person we look after.

CARERS ESSENTIALS SESSION ONLINE

18th : 10.00am-11.00am
This introduction to some of the ways carers can begin to access practical help and support.

PRACTICAL FIRST AID

26th : 10.30am-12.30pm Online & Evesham
Having up to date First Aid skills can make a significant difference to your confidence in that situation.

FALLS & FRAILTY SKILLS

31st : 10.30am-12.30pm Online & Bromsgrove
Risk-check the living space and situation of the person you care for.

Legal & Financial

FEBRUARY 2026

LEGAL AND FINANCIAL

5th : 1.00pm-3.00pm
Online & Kidderminster
Worried about care home fees? Join our expert-led online event and get the answers you need.

PREPARING TO PAY FOR CARE

24th : 10.30am-12.30pm
Online & Malvern
Worried about care home fees? Join our expert-led online event and get the answers you need.

Wellbeing

JANUARY 2026

HEARTH MATH

16th : 10.30am-11.30am
Online & Pershore
HearthMath is like a wellness toolkit for your heart and mind - designed to help you feel calmer, clearer, and more in control, especially when life gets overwhelming.

MARCH 2026

HEARTH MATH

6th : 10.30am-11.30am
Online & Worcester
HearthMath is like a wellness toolkit for your heart and mind - designed to help you feel calmer, clearer, and more in control, especially when life gets overwhelming.



We are arranging a well-being session with some lovely activities designed to give you a break from your caring role and enjoy some quality time to relax.

If you are interested in coming along, please get in touch to register your interest.

We are pleased to announce that when you book your spot for an event, there is now the option to make a voluntary donation.

Any contributions you make will go back into supporting carers.

Thank you!



Would you like to represent carer views at meetings where decisions about carers & caring are being made?

We are seeking carers who are able to speak up and work with partners to get better outcomes for carers. We have a number of roles available depending on your interests and caring role.

If you would like to consider becoming a carer representative, you can register your interest with Carer Voice at www.carersandcommunities.co.uk

CHRISTMAS CLOSURE

The helpline will close for Christmas at 12noon on Christmas Eve and offices will be closed from 3pm. We will reopen as usual on Friday 2nd January 2026.

Each of our carers has a unique story about how we support their loved ones. This is one of those wonderful stories...

"When my husband was diagnosed with a brain tumour and then had it removed, our lives were turned upside down. Initially we had help from various sources. Although care was generally good it wasn't consistent and carers varied. We were eventually recommended Crossroads. Having their consistent support with a regular team of carers has made a huge difference to us both.

Accepting carers into your home when you never needed help before is difficult but Crossroads helped make it easy. Care is provided in a professional manner but also in a kind and sensitive way, helping my husband daily with his personal care and breakfast. They also support me with certain domestic tasks like when I am struggling to change bedding or by increasing their support including sorting my husband's

lunch or an evening meal when I need to go away with other family commitments. All the team are effective and reliable and have built lovely relationships with both myself and my husband. I know when they are visiting he is in good hands. I wouldn't hesitate to recommend Crossroads Caring for Carers."

If you think Crossroads Caring for Carers can help you in your caring role or you are interested in joining their staff team please telephone: 01905 729293

Most pharmacies can help you with **seven common conditions** without needing a GP appointment

- Sinusitis
- Sore throat
- Earache (children)
- Infected insect bite
- Impetigo
- Shingles
- Urinary tract infection (women)

Ask your pharmacy for more information about this free* NHS service

Visit your Pharmacy First!

*NHS prescription charge rules apply where a medicine is supplied.

THE BIG QUALITY CONVERSATION

Join the conversation to share your experiences in our hospitals and help us plan for the future

Help us to improve our services | Share your opinion | 100% Anonymous

To complete the survey visit: www.surveymonkey.com/c/BigQualityConversation25-26

Survey closes: 5 January 2026

TO USE THE QR CODE: Open your camera and point your device at the QR code. Click the notification that appears on your screen and this will take you to the survey.

A few words... from our CEO

Recognising Care, Commitment and Community

As the year draws to a close, the holiday season can offer a welcome chance to pause and take stock. However, for unpaid carers and many others in our community, this period can bring its own mix of emotions - moments of joy and connection - but also fatigue that may have built up after a long year.

Now that Winter is here, I encourage you to make a bit of time for yourself, a warm cup of tea, a short spell with a book or a chat with a friend. These moments are important for your wellbeing and don't forget, if you need help, we remain here to support you. Thank you, as always, for all that you do to sustain families, neighbours and of course our communities.

I chose the words of my last sentence carefully because I wanted to reflect the growing understanding that supporting unpaid carers is not a solo effort-it takes a whole community.

We fully recognise that and so, we're changing our name to Carers & Communities. This better reflects the work that we need to do for you. It's a big change and the culmination of more than a year of work, reflection and consultation with 6000 carers. A big thank you to all those carers who have been in touch with support, ideas and comments as we've considered our options. You can read more about this on pages 2 and 3 and why we think this is the right step to take.

Finally, before closing, I want to extend a special thank you to Colin Archer, who has recently stepped down from the Board after many



years of dedicated service. Colin's commitment, insight and steady support has helped shape who we are today, and he remains a friend, Member and Ambassador to the charity. We're deeply grateful for all that he has contributed.

On behalf of everyone here, we wish you warmth, rest and a positive start to the year ahead.

with best wishes
Karen

Carers Leave

Earlier last year (2024), the Carer's Leave Act became law - giving employees juggling work with unpaid care the legal right to up to five days unpaid leave per annum. This will help many carers manage some of the day-to-day challenges they face - and help them stay in employment.

Juggling Work and Care

If you are juggling work with your caring responsibilities, you have the right to request flexible working. The introduction of the new Employment Relations (Flexible Working) Act means that anyone, including unpaid carers, can ask their employer for changes to their working hours, times of work, or place of work, from day one. They will also be able to request a change to their flexible working arrangements more than once a year, which will be a huge help too.

Identify as a Carer on Your Patient Record

If you provide unpaid care, you can ask your GP practice to identify you as a carer on your patient record. The benefit of this is that you may then fall into a priority group for vaccines or other public health campaigns. Carers UK has information on how to talk to your GP - and even provides a useful letter template to download and use.

Request a FREE Flu Jab

As a carer, it's important to look after your health and wellbeing and one way is to exercise your right to request a free flu jab, if you'd like to. If you are the main carer for an older or disabled person who may be put at risk if you became ill, or if you are in receipt of Carer's Allowance, you should be offered a free flu jab. Speak to your GP or local pharmacist.

Protection Against Direct Discrimination or Harassment

If you look after an older or disabled person, the law (Equality Act 2010) protects you against direct discrimination or harassment because of your caring responsibilities. You may also be protected under other laws, including disability or sex discrimination legislation. Understanding your rights can be useful if you feel you have been treated unfairly because of your caring role.

Right to Request a Carers Assessment

Like many carers, you may find it easier to continue in your caring role if you can get some support and assistance. If it appears that you have needs for support, you can ask to have a carer's assessment done. If you're over 18 and provide regular unpaid care for someone, you're entitled to a carer's assessment - it doesn't matter how much or what sort of care you provide.

You can read more on our website.

Carers RIGHTS DAY

Discharge from Hospital

If you are a carer and the person you care for is being discharged from hospital, the hospital must identify this and consult with you, where possible. Carers UK has produced **handy factsheets for carers** which explain your rights and what you can expect, helping take away some of the stress that can occur when someone close to you has been in hospital.

If you are passionate about carers' rights, having their voice heard and getting the support they need, you may wish to join Carer Voice to inform and influence positive change for carers.

And finally do remember, **you are not alone.**

Everyone cares for their family and friends. But some families and friends need extra care and support due to an illness, disability or condition. If you provide that care, **you are a carer** and we see you.

More information can be found on our website here: www.carersandcommunities.org.uk

Caring Safely

Following Carers Rights Day, it is also important to recognise a carers right to care safely.

We all have the right to live in safety, free from abuse and neglect. But what does that mean for carers?

'I am a family member, friend or someone providing support or care to a person with care and support needs.'

Information for Carers

Adults who need care and support often need a mixture of practical, financial and emotional support to help them to manage their lives and be independent. These adults can include older people, people with a disability or long-term illness, people with mental health problems, and carers. When people need care and support their needs are assessed to see what services they may require, and where eligible, to assess the allocation of funds required to enable them to obtain these. This could include care home costs, home care, personal assistants, day services, or the provision of aids and adaptations.

Find out more here:



WSAB

Please Note : At the time of printing, some of the links on the leaflet are being updated. All information is available on our website.



carersUK

Every year, we support Carers UK to raise awareness of Carers Rights.

This year, the Carers Rights Day theme was 'Know your rights, use your rights.'

Every year Carers UK raises awareness of Carers Rights and their aim and our aim in supporting this campaign, has been to help carers recognise and understand their rights, and to access the support available to them, whenever they need it, throughout the year.

As a carer, knowing your rights empowers you with information about what you're entitled to. This helps you feel confident asking for what you need, as well as challenging things when your rights are not being met - whether that be in the workplace or education, in accessing health or social care, or when interacting with other professionals or at home.

Every day, 12,000 people become unpaid carers for a partner, family member or a friend - many of whom don't see themselves as carers, often unaware of their legal rights and what they're entitled to in terms of support and benefits.

MORE NEWS



Helping carers recognise themselves as carers, understand their rights and how to access the support available to them, whenever they need it is vital.

You can find out more about Carers Rights Day on the Carers UK website here:



Carers Right Day

So, what are your rights as a carer and what more do you need to know?

During Safeguarding Week we worked in partnership with the Worcestershire Safeguarding Adults Board to share information about Carers Rights to produce a factsheet.



Factsheet



HOW TO GET IN TOUCH



Carers & Communities

Here are ways you can keep connected with us.



For more information :
www.carersandcommunities.org.uk



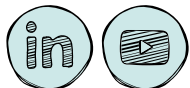
Carers Helpline:
0300 012 4272
Monday - Friday: 9am - 5pm, with a later opening time of 8pm on a Wednesday



Email us at :
mail@carersandcommunities.org.uk



Carers & Communities
Polysec House,
Blackpole Trading Estate West,
Hindlip Lane,
Worcester, WR3 8TJ



You can FOLLOW US here:



Keep on making a difference and sharing your support for our work by following us on social media.

Something you want to know more about in the next edition?

Drop us a line... we welcome your feedback and ideas!



Change of Circumstances?

Need to tell us about a change of personal details - name, address, email, telephone number? Are you no longer a carer? You can get in touch with us via phone, email or even webchat. Or you can tell us via the handy form on our website. Keep us updated at a time to suit you and we can ensure you are getting the information you need in your caring role.



CARERS ACTION WORCESTERSHIRE A CONSORTIUM COMPROMISING:

Worcestershire Association of Carers
Reg Charity no: 1071850
Polysec House, Blackpole Trading Est. West,
Hindlip Lane, Worcester, WR3 8TJ.
t: 01905 751340
e: mail@carersworcs.org.uk
www.carersworcs.org.uk

Worcestershire Parent & Carers Community
Reg Charity no: 1122583
WPCC, Perdiswell Young People's Leisure Club,
Perdiswell Park, Droitwich Road, Worcester, WR3 7SN.
t: 07955 760488
e: tamara@worcestershireparentcarers.org.uk
www.worcestershireparentcarers.org.uk

Carers Careline
Reg Charity no: 1106747
Room 1, Ecumenical Centre,
6 Evesham Walk, Redditch, B97 4EX.
t: 01527 66177
e: info@carerscareline.co.uk
www.carerscareline.co.uk

Worcestershire Integrated Carers

FUNDED BY:



Crossroads Caring for Carers Worcestershire
Reg Charity no: 1110582
Weir Lane, Lower Wick, Worcester, WR2 4AY.
t: 01905 729293
e: care@crossroads-worcestershire.org.uk
www.crossroadsworcs.org.uk

YSS Worcestershire Young Carers
Reg Charity no: 1071850
Polysec House, Blackpole Trading Est. West,
Hindlip Lane, Worcester, WR3 8TJ.
t: 01905 751340 e: mail@carersworcs.org.uk
www.carersworcs.org.uk

Jigsaw Worcestershire Mental Health
Reg Charity no: 1173868
35 The Drive, Powick, Worcester, WR2 4SA.
t: 07503 601737
e: jigsaw.worcs@gmail.com
www.jigsawgroup.info