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FUN HAD BY ALL AT OUR CARERS CHRISTMAS EVENT

Fun was had by all at Crossroads Christmas Carers Event which took place on Thursday 7th December at Penarth Conservative Club. It was well attended and a pleasure to see so many smiling faces.



Our Operations Manager, Leonie Wallace greeted and thanked everyone for coming, We were entertained by fabulous woodwind quintet, Seren Winds and singer Katherine Harri . We enjoyed a delicious buffet provided by Victoria Tea Rooms. Everyone joined in and sang traditional Christmas Carols and songs, we even had a few percussionists amongst us!



Crossroads is currently celebrating 30 years of caring in the Vale. Our Chair Trustee, Gwen Phillips, talked to our guests about our service and how vital it is to carers and their loved ones with dementia. She thanked everyone for their continued support and said she hoped Crossroads would still be doing valuable work in another 30 years.



We would like to say a big thank you to all those who made personal donations also Penarth Conservative Club (Dean and Mark), Live Music Now, Seren Winds, Katherine Harri, Tesco Barry, The Florist Penarth and Morrisons Barry for helping support our event.



The biggest thank you of all goes to all our carers who do an amazing job. We were thrilled to spend this fun afternoon with you and your loved ones. We look forward to the next carers event at Easter time!





**Crossroads Carers
Christmas Event
2017**



A Very Big Thank you to you all!

5 Mindfulness Techniques That Quickly Relieve Caregiver Anxiety

Caregivers can often feel overwhelmed by anxiety. Caring for an older adult with dementia is a consistently tough job. The stress can build up and suddenly get to a point where the anxiety and emotions intensify until you feel completely overwhelmed.

You could be filled with anxiety, fear, or nausea. You might even feel like you're having an out-of-body experience. To quickly break out of those panicked negative spirals here are 5 techniques to practice which can help to stop caregiver anxiety in its tracks.

Use the 54321 technique

- Name 5 things you can see (table, towel, cushion, etc.)
- Name 4 things you can feel (my feet on the floor, my back against the chair, the sun on my face, etc.)
- Name 3 things you can hear right now (the radio playing, birds chirping outside, etc.)
- Name 2 things you can smell right now (trees and flowers from outside, soup cooking on the stove)
- Name 1 good thing about yourself (I'm generous with my kindness)

Mindfulness



Feel what it's like to breathe



LOOK around



LISTEN



FEEL your body



Reset

2. Touch and describe an object

- Find an object around you (mug of tea)
- Describe in detail as if you're explaining it to someone who has never seen it before, for example: This is a mug of tea. It's a ceramic column that's hollowed out so it can hold liquid. It's a pale blue colour and there is a handle that fits four fingers. It has tea inside, a hot liquid made out of leaves...
- Repeat with various objects until you feel calmer

3. Play a memory game

Ask yourself questions that involve memory or concentrated thinking.

For example:

- Sing (or say) as much of your favorite song as you can without the music
- Name as many types of dog breeds as you can (or cat, bird, etc.)
- How many places have you visited in your lifetime?
- Say the alphabet backwards
- Name as many sports as you can

4. Repeat a mantra

During a calm, relaxed time, make a list of positive sayings or mantras that help you calm down and return to the present moment when anxiety makes you feel panicked.

Keep this list close to you so you can pull it out as soon as you feel the need.

Examples:

- This moment will pass and I will be OK
- I am safe and well
- These feelings will pass and things will be OK
- I know I can handle this because I've overcome many tough challenges
- Everyone is safe and we will all be OK

5. Do square breathing

When you're stressed or having a panicked moment, you may instinctively change your breathing.

You might take rapid, shallow breaths or hold your breath instead of taking the slow, deep breaths your body needs to get plenty of oxygen and kick-start the relaxation process.



Square breathing helps you focus on breathing in a way that helps your body calm itself.

- Draw your breaths in all the way down to your toes and to push all the air out when you exhale.
- With your finger, slowly trace the shape of a square in front of you. Keep your eyes on that finger as it moves.
- As you draw the first side, breathe in deeply for 3 seconds
- With the second side, hold your breath for 1 second
- With the third side, breathe out for 3 seconds
- With the fourth side, hold for 1 second

Feel free to vary the timing of the square's sides to make it comfortable and relaxing for you – the breaths just need to be slow and deep.

Repeat the square and the breaths for as long as it takes to slow your heart rate and calm your mind.



HOW TO KNOW YOUR GETTING OLDER

Everything hurts and what doesn't hurt, doesn't work.
The gleam in your eye is the sun hitting your bifocals.
You feel like the night before but you haven't been anywhere.
Your little black book contains only names ending in M.D.
You get winded playing chess.
Your children begin to look middle aged.
You reach the top of the ladder and find it leaning against the wrong wall.
You join a health club but don't go.
You begin to outlive enthusiasm.
You decide to procrastinate but then never get around to it.
Your still chasing woman but cannot remember why.
Your mind makes contracts your body can't meet.
A dripping faucet causes an uncontrollable bladder urge.
You know all the answers but no one asks the questions.

You look forward to a dull evening.
Your favourite part of the paper is "25 Years Ago Today".
You turn out the light for economic rather than romantic reasons..
You sit in a rocking chair and cannot make it go.
Your knees buckle but your belt wont.
You regret all the mistakes of resisting temptation.
Dialing long distance wears you out.
You're startled the first time you are addressed as old timer.
You burn the midnight oil after 9PM.
Your back goes out more than you do.
A fortune teller offers to read your face.
Your pacemaker makes the garage door go up when you see a pretty girl go by.
The little grey haired lady you helped across the street was your wife.
You get exercise acting as pall bearer for your friends who exercised.
You have to much room in the house and not enough in the medicine cabinet.
And you sink your teeth into a steak and they stay there.



**GOFAL
CROES
FFYRDD**
yn yr Ystrad
(Henoed Dryslyd)

**CROSS
ROADS
CARE**
in the Vale (EMI)



YOUR NEW-NEWSLETTER

In 2018 we are planning to bring a fresh new look to our newsletter. We welcome our readers feedback and input, so, we would love to hear from you. Tell us your views, ideas and suggestions. What would you like to see and read about? Let us know what you like best about our current newsletter.

We will, as always, focus on our carers, their experiences and stories, include coping tips and information about the services and support we provide, however, we would value your input. Our newsletter will now be published quarterly, the next edition will be **March/April 2018**

Please feel free to contact or return the slip below to :

**Jayne Hill, Crossroads Care in the Vale, West House Cottage, Penarth
CF64 2EZ
or call 02920 700057 Option 3**



To Jayne

CROSSROADS IN THE VALE NEWSLETTER

What I could like to see/read about in Crossroads Newsletter in 2018:

What I find helpful/enjoyable in the current newsletter:

MANY THANKS, WE APPRECIATE IT !

Using nonverbal communication tips improves quality of life

Communicating with someone with dementia can be tough without learning some new techniques. The damage in their brain has changed the way your older adult hears, processes, and responds to conversation. That's why it's necessary to adapt the way we communicate to match their abilities.

Often, the nonverbal messages we send with our body language and facial expressions come through more clearly than the words we speak. And sometimes the nonverbal messages don't match the words we use, which causes confusion. That's why being aware of our nonverbal communication is such an important dementia communication technique.



Using body language and facial expressions that help your older adult clearly and easily understand your meaning can reduce confusion, agitation, and anger as well as increase cooperation. This makes care giving easier and improves quality of life for both of you.

We explain what nonverbal communication is and share 6 helpful nonverbal communication tips that you can use right away.

What is nonverbal communication?

There are many different types of nonverbal communication, including:

1. Facial expressions

Your face can express emotions without saying a word. And many facial expressions are the same across cultures, like happiness, sadness, anger, surprise, fear, and disgust.

2. Body movements and posture

The way someone moves and carries themselves can say a lot about them, their mood, and their state of mind.

3. Gestures

When we talk, we use gestures without even thinking about it – waving, pointing, and using our hands when we're angry or excited.

4. Eye contact

For people who can see, vision is the dominant sense. That's why eye contact is so important. The way you look at someone can say a lot. Plus, eye contact helps you see the other person's engagement level and reactions.

5. Touch

Touch is another way to "speak" without using words. For example, these mean very different things: a limp handshake, a gentle shoulder tap, a warm hug, a reassuring pat on the back, a patronizing pat on the head, or a controlling grip on the arm.

6. Space

Everyone needs some physical space, though how much may vary for each person and situation. For example, standing too close can make someone uncomfortable. But staying at too far a distance could seem uncaring or uninterested.

7. Voice

The tone and volume of your voice adds a lot of meaning to words. For example, imagine saying "fine"

during a heated argument compared to saying it when you're happy and content. The same word sounds completely different.

6 nonverbal dementia communication techniques that help you connect

1. Be patient and calm

- Project a positive and calm attitude – it can help your older adult communicate more easily
- Avoid body language that shows frustration, anger, or impatience
- Try not to interrupt them
- Give them your full attention.



When a situation is very frustrating, staying calm can be tough. In those cases, it's worthwhile to step away for a minute to do some deep breathing or calming exercises so you can come back with a calm attitude.

That helps you avoid a situation where your tension or frustration could subconsciously influence your older adult's responses or behavior.

2. Keep voice, face, and body relaxed and positive

- Have a pleasant or happy look on your face – a tense facial expression could cause distress and make communication more difficult
- Keep your tone of voice positive and friendly

3. Be consistent

Avoid confusion by making sure your body language and facial expression match the words you're speaking.

4. Make eye contact and respect personal space

- Approach from the front so they can see you coming and have a chance to process who you are and the fact that you're going to interact with them
- Don't stand too close or stand over them – it can feel intimidating
- Keep your face at or below their eye level, this helps them feel more in control of the situation
- Make and maintain eye contact while having a conversation

5. Use gentle touch to reassure

Physical touch can give comfort and reassurance, but be sure to observe to make sure they're comfortable with the touching.

This could include:

- Shaking hands
- Patting or holding their hand
- Patting or rubbing their shoulder or back
- Putting an arm around them
- Giving a hug



6. Observe their nonverbal reactions

Dementia may make it difficult for your older adult to express themselves verbally. Watch for signs of frustration, anger, or fear and adjust your responses and actions to calm or soothe as needed.

JOB VACANCIES

Crossroads are looking for new care workers to join their team in the Vale of Glamorgan. The role will require you to care for our clients in their own home assisting with their personal care, general household duties, shopping as well as assisting to access the community and our Day Centre.

Successful applicants should have the following :

- Good Communication skills
- Compassion for others
- Good time keeping
- Perform well under pressure
- Flexible
- Ability to understand what the role entails
- Ability to follow instructions
- Hold a current driving license and have their own transport
- Have the right to work in the UK
- Applicants must have a full DBS Check carried out and be able to provide references before employment can start.

Although past experience in the care sector is desirable it is not essential as full training is given to all successful applicants.

Crossroads currently have both full and part time positions available with the opportunity to pick between flexible shift patterns (£7.70 per hour).

For more information please contact Crossroads direct or send your CV and a covering letter to care@crossroads-vale.org.uk

NO CLOSING DATE FOR APPLICATIONS

CROSSROADS CARE in the Vale..... safe hands for 30 years

WALES DEMENTIA HELPLINE

This helpline offers support, information and agency signposting for anyone caring for a family member or friend with dementia.



SENIOR HEALTH SHOP

38 Holton Road, Barry
Tel: 01446 732383

Health Topics * Information Sessions * Weekly Classes & Cafe



Vale of Glamorgan Libraries Home Library Service

Melanie on 01446 422419 for more information.

www.valeofglamorgan.gov.uk/libraries



WITH MUSIC IN MIND Groups in Cowbridge & Barry

Please call, email or visit the website for details of times and venues

Tel: 07500 776295

Email: info@withmusicinmind.co.uk

Website: www.withmusicinmind.co.uk

DIAL Project

Cardiff & the Vale of Glamorgan



DIAL supports people living with dementia.

The project delivers a range of activities including cookery, sports and therapy to support people living with dementia and their carers in coping with the condition, and there is not charge to access this service.

Contact information:

If you would like to get involved with the DIAL project, or if you would like further information about the project, contact:

Rob McMillan, DIAL Senior Case Worker

Tel: 02920 895250

E mail: dial@gofal.org.uk

Website: Gofal.org.uk



Marie Curie Carers Café

Care and support through terminal illness

For more information please contact:

Susan Court, Project Manager :

E: susan.court@mariecurie.org.uk

Care & Repair Cardiff and the Vale

Are you over 60?
Do you live in Cardiff or the Vale of Glamorgan?
Do you own your own home or privately rent?
Would you like advice and support with maintenance, adaptations and repairs?

Call Care & Repair Cardiff and the Vale for a free home visit on 029204 73337

careandrepair@crcv.org.uk



FORGET ME NOT CHORUS

Come together to share an evening of singing, fun and laughter

The sessions are specially designed for people with dementia and their families and are located in easily accessible venues with parking.

For more information call: Sarah 07968 169424/02922 362064



Dementia Café



2nd Monday of every month

Ty Hapus
163 Holton Road, Barry
CF63 4HP
1.30 to 3.30pm

3rd Tuesday of every month

Bethel Baptist Church
Durrell Street
Llantwit Major CF61 1AD
2 to 4pm

For more information please call 029 2043 4960

Why Crossroads Carers Support Groups are worth your time

**GOFAL
CROES
FFYRDD**
yn yr Ystrad
(Henoed Dryslyd)

**CROSS
ROADS
CARE**
in the Vale (EMI)

Care giving is difficult and everyone struggles with the day-to-day challenges. Instead of feeling abandoned and suffering on your own, try our carers support groups. They are a helpful, safe place that can make your life easier, reduce stress, and improve your health.



- Learn valuable care giving tips from other caregivers.
- Get support and advice to help you make difficult decisions or deal with family conflicts.
- Give and receive advice on how to manage
- Find out how other caregivers make time to care for themselves.
- Make new friends and gain ongoing support
- Laugh and cry with people who really get it. We all need an emotional release every now and then.
-

How caregiver support group meetings work:

Who leads the meeting? Our facilitator Jayne, who is also a qualified, experienced counsellor.

How often do groups meet? Each group has a regular schedule – meetings are monthly on the same day, time, and location (location varies for CAMEO and Western Vale Groups).

What if I miss a meeting? No problem, you don't have to go regularly. Just attend when you can or when you need extra support.

Do I have to talk? No, it's completely optional to share. If you'd prefer not to speak, that's absolutely ok.

How long do they last? Meetings usually last between an hour and a half to two hours, but don't let that keep you from attending. Talk to the facilitator if you need to arrive late or leave early.

What happens at meetings?

Expect a warm welcome whichever group you attend.

Carers only meetings? The facilitator will introduce new members to the rest of the group and give them an opportunity to talk about their care giving situation. After that, anyone can ask questions, ask for advice about specific situations, or bring up topics for discussion over a cuppa and biscuits.

Social group meeting? The facilitator will introduce new members to the group and members will get to know each other over lunch (Western Vale Social Group) or enjoy a guest speaker, share past memories and experiences over a cuppa and biscuits (Penarth Social Group).

CAMEO (Come And Meet Every One) Group? The facilitator will introduce new members to the group over lunch. You can chat, make new friends and learn about how others are coping with the changes in their life following the loss of a loved one or their loved one has gone into full time residential care.

How carer support groups can help

Support group members validate each other's experiences. It's a relief to know that what you're going through is normal and that you're not the only one with these feelings – negative or positive.

By sharing feelings, accomplishments, losses, and humour, known only to those who experience dementia, members can develop emotional ties to one another. Many life long friends have been made in our groups.

Support groups are a great place to ask for advice, find out about useful resources, and just vent about your frustrations.

Nobody will judge you because everyone is going through the same struggles.

After all, there's no instruction manual for being a caregiver! And let's be honest, being forced to learn **everything** by trial and error is tough! Why not learn from someone else's experience?

Carers in support groups report 8 key benefits

Research has shown that participating in carer support groups results in very real benefits that can significantly improve your quality of life:

1. Feeling less lonely, isolated or judged
2. Gaining a sense of empowerment and control
3. Improving your coping skills
4. Reducing distress, depression or anxiety and having lower rates of clinical depression
5. Developing a clearer understanding of what to expect with your situation
6. Getting practical advice or information about treatment options
7. Improving your caregiving ability and giving better quality of life for the older adult
8. Helping you keep your loved one at home longer

If you would like to know more about Crossroads Carers Groups please see contact details below. We look forward to welcoming you!

You are not alone.....



**GOFAL
CROES
FFYRDD**
yn yr Ystrad
(Henoed Drystyd)

**CROSS
ROADS
CARE**
in the Vale (EMI)

Caring for someone with dementia or mental illness can be challenging, isolating and stressful, don't be alone.

If you would like to share your experiences with others, gain support, or simply be in the company of others in a similar position, you are welcome to join one of our monthly Carers Support Groups.

Our groups are welcoming, friendly and confidential.

Please see details of our groups for carers, carers and their dependent relative and past carers overleaf (page 14).

For more information contact:

**Jayne Hill, Group Facilitator/Counsellor 02920 700057 Option 3
or email: counsellor@crossroads-vale.org.uk**

Are You Caring for an Older Person with Dementia or Late Onset Mental Illness ?

Would you benefit from support from others who understand your day-to-day challenges?



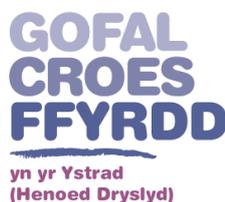
Crossroads Care in the Vale provides groups to support carers and their dependent relative.

Caregivers in Support Groups report many benefits:

- **Feeling less lonely and isolated**
- **Making new friends**
- **Gaining a sense of empowerment & control**
- **Developing coping skills**
- **Taking time for yourself**
- **Being understood**
- **Learning valuable care giving tips**
- **Freedom to express feelings**
- **Enhancing self esteem**
- **Reducing stress, depression and anxiety**

GROUPS FOR CARERS & THEIR DEPENDENT RELATIVE	
Western Vale Social Group	Meets monthly for a pub lunch in the Rhoose/ Llantwit Major/Wick area
Penarth Social Group	Meets monthly at Stanwell Road Baptist Church, Penarth . Socialise over a cuppa and biscuits.
GROUPS FOR CARERS ONLY	
Barry Carers Group	Meets monthly at St David's Church Hall, Colcot Road, Barry
Barry Evening Carers Group	Meets monthly at Crossroads Day Centre, Barry Island
GROUP FOR WHEN THE CARING ROLE HAS ENDED	
CAMEO Group 'Come and Meet Every One'	Meets monthly for lunch in Barry, Sully or Penarth

**For more information about Crossroads support groups please contact Jayne Hill:
02920 700057 Option 3
counsellor@crossroads-vale.org.uk**



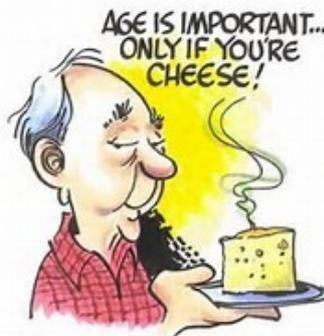
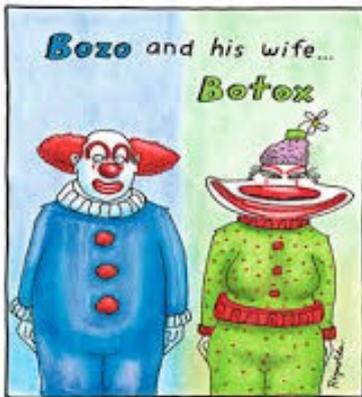
QUOTE OF THE MONTH

If your compassion does not include yourself, it is incomplete



Jack Kornfield

Don't forget
to smile.



DID YOU KNOW



- ? There is a garbage swirl in the Pacific Ocean the size of Texas.
- ? Along with the five traditional senses of sound, sight, touch, smell and taste, humans have 15 "other senses." These include balance, temperature, pain and time as well as internal senses.
- ? Snowflakes float downwards at about 1.5mph and may take an hour to reach the ground.
- ? One drop of used motor oil can pollute 25 litres of water.
- ? In 1955 the richest woman in the world was Mrs Hetty Green Wilks, who left an estate of \$95 million in a will that was found in a tin box with four pieces of soap. Queen Elizabeth of Britain and Queen Beatrix of the Netherlands count under the 10 wealthiest women in the world.
- ? Sharks and rays are the only animals known to man that don't get cancer. Scientists believe this has something to do with the fact that they don't have bones, but cartilage.
- ? The 57 on Heinz ketchup bottle represents the varieties of pickle the company once had.



Crossroads Support Group Meetings January, February & March 2018

CAMEO PAST CARERS' GROUP

For when the caring role has ended.

**Wednesday 3rd January
Wednesday 7th February
Wednesday 7th March**

12–2pm

**Lunch at:
The Toby Inn, Barry**

PENARTH SOCIAL GROUP

For carers and their dependent relatives.

**Monday 8th January
Monday 5th February
Monday 5th March**

2–3.30pm

**Meeting at Stanwell Road Baptist
Church, Penarth**

BARRY SUPPORT GROUP

For those currently in a caring role

**Monday 15th January
Monday 12th February
Monday 12th March**

2–3.30pm

**St David's Methodist Church, Colcot
Road, Barry**

WESTERN VALE SOCIAL GROUP

For carers and their dependent relatives.

**Thurs 25th January
Thursday 22nd February
No Group in March due to Easter
Event**

12.15–2pm

**Lunch at:
The Highwayman, Rhoose**

EVENING CARERS GROUP

For those currently in a caring role

**Wednesday 31st January,
Wednesday 28th February
Wednesday 28th March**

**Crossroads Day Centre, St John Bungalow, Breaksea Drive, Barry
Island, CF62 5TN.**

**PLEASE NOTE DATES ARE SUBJECT TO CHANGE, IN WHICH CASE WE WILL LET GROUP MEMBERS KNOW
AHEAD OF TIME**

**Group facilitator/counsellor Jayne can be contacted
Monday to Thursday 9am to 4pm
02920 700057 option 3**

Donation appeal

Since 1987 Crossroads have helped and supported thousands of Carers and their families in the Vale of Glamorgan. A donation to Crossroads, however small, will help to ensure that the Charity continues this invaluable service to support carers and their loved-ones with dementia in the Vale of Glamorgan for another 30 years .

If you would like to make a donation please fill out the form below and forward with a cheque payable to **Crossroads in the Vale (West House Cottage, 17 Stanwell Road, Penarth CF64 2EZ)** or see one of our Crossroads staff who would be more than happy to receive a donation on behalf of the charity.

Every donation received will help Crossroads continued success.

Thank you from all the team at Crossroads!

Name: _____

Address: _____

Amount £

If you are a UK taxpayer and would like to gift aid your donation, please tick here.

