



Welcome to the Monthly update from Stoke on Trent & Staffordshire Carers Hub

We are a Single point of contact for Carers & their families in Staffordshire & Stoke-on-Trent. We're here to improve the lives of carers of all ages

We know staying inside can become frustrating so we have put some ideas which you can do at home and give you some ideas on how to utilise your time.

We are open on

Monday - Friday 9.00am – 5.00pm

Wednesday – 9.00am – 8.00pm

Saturday 9.00am – 12.30pm



Definition of a Carer

“Somebody, of any age, who provides support or who looks after a family member, partner or friend who needs help because of frailty, physical or mental illness, or disability. This would not usually include someone paid or employed to carry out that role, or someone who is a volunteer.”



A great way to get involved is to join our virtual groups, these offer peer to peer support, advice & guidance from other carers and to share experiences.

Please look on our website and Facebook page of upcoming sessions

<https://www.facebook.com/thecarershub/>

[Carers UK](#)

Carers UK are offering Carers from all over the Country chance to join in with their sessions

Care for a cuppa - online chats

Care for a Cuppa?

Make yourself a cuppa and join us for an online chat

As a carer it's important to take a little break and spend some time talking to people who understand what you're going through. That's why we're organising a weekly online Care for a Cuppa through Zoom.

If you would like to join, please let us know by clicking the relevant link below. You'll be sent a confirmation email with details on how to join the chat.

If you'd like to join a weekly chat with our Carers Wales team, click [here](#).

Please read our guidelines for our online chats [here](#).

They are also running online sessions where we'll share tips and skills on a range of topics - all from the comfort of your own home.

Thursday 2 July 3-4pm - Music in Caring with Grace Meadows, campaign director for Music for Dementia and music therapist. This session is open to all carers and is not condition specific. [Book here](#)

For more information and online chats and courses please click on the link

<https://www.carersuk.org/help-and-advice/get-support/online-meetups?fbclid=IwAR3qOnCbyRAvwfgm9ILOQEZxmO8bLjJVXhILhf9fADWHXMJ-GojbMwfE3sU>



Online safety tips for Parents & Carers

At National Online Safety we believe in empowering parents, carers and trusted adults with the information they need to hold an informed conversation about online safety with their children, should they feel it is needed. This guide focuses on one platform of many which we believe trusted adults should be aware of. Please visit www.nationalonlinesafety.com for further guides, hints and tips for adults.

Microsoft Teams, or simply 'Teams', is a platform that allows for collaborative working, either as students or as professionals, using communication capabilities through audio, video and instant messaging. The software is available both online through a web browser and to download from microsoft.com. Users can have 1:1 online meetings or set up live events to host up to 10,000 people. Groups can be set up to include only relevant users and almost all file-types can be uploaded and shared, from PDFs and Word documents to audio and video files.

AGE RESTRICTION 13+

What parents need to know about MICROSOFT TEAMS

DISCLOSING PERSONAL DETAILS
Like any messaging service or social network, children can be targeted by others to share their private or personal information ranging from their phone number, birthday and home address to their social media accounts or even their personal login details and passwords. Over-sharing their private information can lead to any number of risks including online fraud, bullying or even grooming activity.

CYBERBULLYING
The risk of cyberbullying can be increased online when using chat facilities. Microsoft Teams provides the ability for users to chat to each other via its instant messaging service, both as part of a group or privately. Children could find themselves the target of negative or hurtful comments directed from other users who might find it easier to say things they may be otherwise wouldn't in person.

BULLY

INAPPROPRIATE CHAT
The chance to have private conversations in Teams can also mean that children feel as though they can share messages and communication between each other that are hidden away from others. Whilst children are most likely to use Teams in a school setting, the ability to chat privately may provide an opportunity to be less formal which could lead to sharing inappropriate messages, files or content which is unsuitable in a school environment.

HACKING RISK
Teams, like any software application, may be a target for hackers to illicit personal data. A man-in-the-middle attack could occur, whereby the attacker reroutes communication between two users through the attacker's computer without the knowledge of the other users. This means that either conversation content could possibly be intercepted and be read or listened to, exposing both parties to the possibility of identity fraud or other criminal behaviour.

VIRUS INFECTION
Viruses and other harmful programs are among the risks of using online platforms like Microsoft Teams. Whenever you can share files or links, there is a risk that the content could be malicious. This could lead to poor computer performance, deletion of data, the theft of private or personal information and even lockers taking control of your PC.

LIVE STREAMING RISKS
Microsoft Teams, like other video-conferencing software platforms, facilitates live streaming. That means it inevitably carries some of the associated risks. These are likely to be minimal within a controlled environment for instance in a classroom setting / remote learning. However, live streaming means that content isn't always moderated and children may inadvertently view or hear inappropriate, unsuitable or offensive material that they otherwise wouldn't.

NOS National Online Safety
#WakeUpWednesday

Safety Tips for Parents & Carers

BLOCK USERS
If your child is receiving inappropriate messages or feels themselves being harassed or abused on Teams, they can block these contacts from the privacy controls in the settings menu. To add an extra layer of protection, you can also block contacts whom hide their ID to protect children from communicating with people they don't know.

PROTECT PERSONAL INFO
It's a good idea to talk to your child about the importance of keeping their personal information private and secure. Children should only give out the minimum information they need to when creating an account and understand that if other people request their personal details from them, they should avoid providing it and report any concerns to a trusted adult.

ENABLE BACKGROUND BLUR
To help protect your privacy during a video call or live stream, it may be a good idea to blur the background or even add a background effect. This can easily be done by clicking 'Background effects' before joining a meeting after which you'll have the option to blur your background, replace your background with one of the images provided or upload and use an image of your own.

UPDATE COMPUTER SECURITY
It's important to ensure you perform regular computer and software updates as these patches often improve security flaws and minimise your vulnerability to cyberattacks. Having your own computer security or anti-malware software is another level of defence in minimising the chances of an attack from viruses, malware and other harmful programs. Ensure this is updated regularly so that it's able to protect you against the very latest threats.

TALK ABOUT RISKS
As a parent, talking to your child and making them aware of the risks of working and communicating online can help them to be more digitally resilient. Perhaps outline a set of agreed do's and don'ts and try to ensure young people know what to do if they are made to feel uncomfortable or experience any negative behaviour or activity.

AVOID VIDEO/AUDIO
It's always a good idea to turn off your audio and video when you're not in use. This can easily be done by muting the mic and will avoid others hearing anything personal in the background at home or at school. Similarly, if possible, try to encourage children to avoid using video call to help guard against any privacy concerns and limit the risks of viewing anything inappropriate or unsettling.

Meet our expert
Emma Davis is a cyber security expert and former ICT teacher. She delivers cyber awareness training to organisations nationally and has extensive knowledge and experience of managing how children access services and apps online.

SOURCES:
<https://www.microsoft.com/en-gb/microsoft-365/microsoft-teams/group-chat-software>
<https://www.microsoft.com/en-gb/teams>
<https://www.hinikid.com/uk>

www.nationalonlinesafety.com Twitter - @natonlinesafety Facebook - /NationalOnlineSafety Instagram - @nationalonlinesafety

Users of this guide do so at their own discretion. No liability is entered into. Current as of the date of release: 10.06.2020

Scam Alerts

Criminals are exploiting the COVID-19 pandemic to try and get their hands on your money and personal information. To date, Action Fraud has received reports from 2,378 victims of Coronavirus-related scams, with the total losses reaching over £7 million.

How you can protect yourself from Coronavirus-related scams:

There are some simple steps you can take that will protect you from the most common Coronavirus-related scams. Here's what need to do:

1 - Watch out for scam messages

Your bank, or other official organisations, won't ask you to share personal information over email or text. If you receive an email you're not quite sure about, forward it to the Suspicious Email Reporting Service (SERS): report@phishing.gov.uk

2 - Shopping online

If you're making a purchase from a company or person you don't know and trust, carry out some research first, for example, by checking to see if others have used the site and what their experience was. If you decide to go ahead with the purchase, use a credit card if you have one, other payment providers may not provide the same protection.

3 - Unsolicited calls and browser pop-ups offering tech support

Never install any software, or grant remote access to your computer, as a result of a cold call. Remember, legitimate organisations would never contact you out of the blue to ask for financial details such as your PIN or full banking password.

NHS Test and Trace scams:

The NHS Test and Trace service plays an important role in the fight against coronavirus and it's vital the public have confidence and trust in the service. However, we understand the concerns people have about the opportunity for criminals to commit scams.

What you need to know:

Contact tracers will **only call you from the number 0300 013 5000**. Anyone who does not wish to talk over the phone can request the NHS Test and Trace service to send an email or text instead, inviting them to log into the web-based service.

All text or emails sent by NHS Test and Trace will ask people to sign into the contact tracing website and will provide you with a unique reference number. We would advise people to **type the web address <https://contact-tracing.phe.gov.uk> directly into their browser**, followed by the unique reference number given to you, rather than clicking on any link provided in the message.

The NHS Test and Trace service will never:

- ask you to dial a premium rate number to speak to them (for example, those starting 09 or 087)
- ask you to make any form of payment or purchase a product or any kind
- ask for any details about your bank account
- ask for your social media identities or login details, or those of your contacts
- ask you for any passwords or PINs, or ask you to set up any passwords or PINs over the phone
- ask you to download any software to your PC or ask you to hand over control of your PC, smartphone or tablet to anyone else
- ask you to access any website that does not belong to the government or NHS

If you think you have been a victim of fraud, please report it to Action Fraud at <https://www.actionfraud.police.uk> or by calling 0300 123 2040. If you live in Scotland, please report directly to Police Scotland by calling 101.

Your Support Bubble

Support bubble



If you live alone you can now visit friends or family in one other house. This is called your **support bubble**.



This is only for people who live on their own



and single parents



It is not for people who are shielding



You have to choose just one house to visit




But you can go indoors and even stay the night



If any of you get coronavirus symptoms You must all stay home for 14 days

Get your nominations in today!



Making a Difference - Dignity Awards 2020

Do you know someone who has dignity at the heart of all they do?
Take the time to nominate them for a **Dignity Award**

The current Covid-19 pandemic has meant that Staffordshire County Council has made the decision to postpone the Dignity Awards ceremony that was due to be held in July. The date of this will be rearranged.

However, nominations will remain open for members of the public until 31.07.2020. If you know someone open above and beyond in their care for others at any point since July 2019 **including** this extremely challenging period, we would love to hear from you and look forward to hearing about the difference they have been making to people's lives.

All nominations we have received since we launched our nominations process on 1st February 2020 will remain active until the closing date. We want to celebrate the achievements of as many people as possible: including young people, carers, community groups, volunteers and individuals. Do you know someone who has consistently gone that extra mile and had an impact on those they care for?

This is your chance to recognise them. You can complete this online:

www.staffordshire.gov.uk/Care-for-all-ages/Dignityincare/home.aspx

If you have any questions regarding our Dignity Awards, please don't hesitate to ask us by e-mailing dignity@staffordshire.gov.uk

The closing date for nominations is: Friday 31st July 2020

"Staffordshire: Promoting dignity through our hearts, minds & actions"



We would like to say a BIG thank
you to all our Carers, for all the
amazing work you do, day in,
day out

**We Pledge: to continue to make
Carers Visible beyond 2020.**



If we can be of any help during this time, please do not hesitate to contact/ follow us
on;

- Telephone: 0330 123 1937
- Email: info@thecarershub.co.uk
- Facebook: <https://www.facebook.com/thecarershub/>
- Twitter: [@thecarershub](https://twitter.com/thecarershub)

