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NEWS

InformationNOW

We are busy working on the design refresh of InformationNOW. In the meantime, have a listen to our two new LLARC podcasts.

What's the health research priority or breakthrough you'd like to see. Hear about [Multiverse](#).

Artist in residence, Danielle Giddins talks about the [Covid Age project](#)

Please [let us know](#) if you want your Christmas plans promoted to a wider community of online participants.

British Red Cross Carers Emergency Contact Scheme

It's Carers rights this week. We want to remind you to get your free [emergency support carers card](#) If you register you will have peace of mind with:

- an emergency plan
- someone to contact the person you care for if you can't

Carry a card to alert emergency services. Contact: : 0191 273 7961 or [email](#)

White Ribbon day

White Ribbon Day is International Day for the Elimination of Violence Against Women. It marks 16 days of activism.

Male violence against women is all too prevalent. We can only change cultures that give rise to this violence by promoting a message of respect and tolerance and leading by example. Organisations can achieve a considerable amount through their staff, their policies and day-to-day work, as well as their role in communities. Support this cause.

With safety precautions in place the [NIDAS](#) refuge remains open as does their outreach service, resettlement support and children and young peoples support..Their 24 hour helpline is still available and we are continuing to accept and process referrals.

We need to let anyone experiencing domestic abuse know they are not alone and support is available.

What could you do to get involved and show your support?

If you want to get involved in this year's [White Ribbon Day](#) then there are some things you can do:

- You can wear a white ribbon and tell people about the white ribbon campaign
- You can visit [their website](#) for more information and resources
- You can share this email and virtual white ribbon with your colleagues/family/friends and encourage them to forward it also.

- You can familiarise yourself with [local and national services](#) that can provide support
 - You can provide contact details to anyone who may disclose abuse and ensure they can access appropriate help and support.
 - You can get involved with the 16 days of activism campaign by sharing articles/information or details of services on social media #16Days #16DaysNCL
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The Young Dementia Network at Dementia UK

Young onset dementia (YOD) is defined as dementia diagnosed under the age of 65. It is also referred to as 'early onset' or 'working age' dementia. There are an estimated 42,000 people with young onset dementia in the UK.

The Young Dementia Network has merged with [Dementia UK](#) and supports people living and working with young onset dementia and seeks to influence policies, improve services and create resources. [Find out more](#)

Thank you to all Social Workers

On Thursday, Social Workers and Social Care Professionals across the country would normally have come together to celebrate the Social Worker of the Year Awards. The aim of the Awards is to recognise and celebrate the challenging work that practitioners do day in, day out, and highlight their achievements. The event organisers hosted an online 'Thank You' as an opportunity for social workers and practitioners to come together to recognise and celebrate their work.

Crisis at Christmas

Owing to Covid restrictions Crisis Christmas is a little different this year. [Crisis](#) is running a delivery service including Christmas meals on Christmas eve, Christmas day and Boxing day and support over Zoom/ telephone support for anything from housing to health and mental health. There will also be entertainment including pre-recorded sessions. Please help if you can. They are supporting over 300 people.

Members will also receive a hamper with gifts and a hair cut voucher. This year they can only accept new items and the wish list and drop off points are on their [Facebook page](#).

New items include: food hamper wicker baskets and wrapping and a gift card for food or clothing; toiletries such as toothpaste, hand cream, flannels; food preparation for Christmas eg foil, herbs; Food such as, selection boxes, tea, coffee; Hats, scarves and gloves.

Alternatively, you can buy an item or 2 from their [Amazon Wishlist](#)

Please note that they cannot accept in person donations at their city centre location. They began collecting donations at drop off points across the region from Mon 9th November. The local one is Ouseburn Farm car park, 10 – 3pm Saturday, Sunday and Monday only. Check their Facebook page for updates.

You can also support their carol concert online on their Facebook page, 6pm 12 December.

Dental Decisions Study

The Dental Decisions study was launched by Newcastle University in 2020 and is funded by the National Institute for Health Research. This project will investigate how dentists can support people living with [dementia](#) to receive suitable dental care. This can involve making difficult decisions about dental treatment. The findings of the interviews will help the research team to understand how dental care can be improved for people living with dementia.

The first stage of the project is to interview people living with dementia and/or their carers about their experiences of dental care. This is taking place by telephone or Zoom. People can [sign-up to take part](#) in an interview at or can [email](#) for more information.

Read our information on [dentists](#) and [healthy teeth](#).

Give the gift of wonder this Christmas

This December [Tyne & Wear Archives & Museums \(TWAM\)](#) is aiming to raise £5,000 to supply schools in economically deprived areas of Newcastle with a year's access to museums object loan boxes 'Boxes of Delights'. , every £1 the public donates will be doubled thanks to [The Big Give online campaign](#), who are pledging match funding from 12 noon on 1 December when it opens, to 12 noon on 8 December.

An estimated 60,000 children have missed out on life enhancing school museum visits as a result of the current pandemic. This campaign will extend TWAM's Boxes of Delight loans programme to some of the city's most in need children, enabling teachers to take the museum into the classroom. Please make a note in your diary and give.

Spirit of Christmas fund

Newcastle City Council, Gateshead Council and Connected Voice have joined forces to launch a Spirit of Christmas appeal to raise funds for organisations supporting families over the festive period.

Since its launch, the appeal has already raised nearly £50,000 and the fund is now open to voluntary, community, faith and social enterprise organisations operating in Newcastle and / or Gateshead.

Funds can pay for Christmas related activities, events, food or gifts to support those people and families most in need. Funds cannot pay for staff costs and an organisation can apply for up to a maximum of £3,000. Find out more here or [donate](#)

Top tips for online shopping

We are all spending online and you may be planning Christmas shopping. Here are some tips to keep safe and secure:

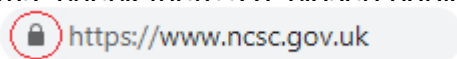
Choose carefully where you shop

There is nothing wrong with buying local or using the big national companies. There are some unknown and copycat websites though. Check the URL and if there isn't a padlock check you know it is the url you expect.

Use a credit card for online payments

You should also consider using an online payment platform, such as [PayPal](#), [Apple Pay](#) or [Google Pay](#). Using these platforms to authorise your payments means the retailer doesn't even see your payment details. They also provide their own dispute resolution should anything go wrong. However, they may not provide the same protection as a card provider, so check their terms and conditions before your sign up.

When it's time to pay for your items, check there's a 'closed padlock' icon in the browser's address bar. It will look like this:



Only provide enough details to complete your purchase

You should only fill in the mandatory details on a website when making a purchase. These are usually marked with an asterisk (*), and will typically include your delivery address and payment details. You shouldn't have to provide security details (such as your mother's maiden name, or the name of your first pet) to complete your purchase.

If possible, don't create an account for the online store when making your payment. You can usually complete your purchase without having to create an account, or by using an online payment platform (such as PayPal). If you think you'll become a regular customer with the store, then you may want to create an account with them.

The store may also ask you if they can save your payment details for a quicker check-out next time you shop with them. Unless you're going to use the site regularly, don't allow this.

Keep your accounts secure

You can further protect your important accounts from being hacked by [turning on two-factor authentication \(2FA\)](#). It's also referred to as 'two-step verification' or 'multi-factor authentication'.

If things go wrong

If you think you have responded to a suspicious email or text message, or visited a scam website, don't panic. Read the [NCSC's guidance on dealing with scam emails, phone calls and text messages](#).

If you've lost money, tell your bank and report it as a crime to [Action Fraud](#) (for England, Wales and Northern Ireland). By doing this, you'll be helping to prevent others becoming victims of cyber crime.

If you don't receive the item (or it doesn't match the description given), Citizens Advice has some useful information about [getting your money back if you paid by credit card, debit card or PayPal](#).

Read [Frauds and scams during the pandemic](#)

This week's events & activities at a glance

Henry Rothschild Memorial Lecture with Sandy Brown

Living Grief and Bereavement

Virtual Christmas Carol for Crisis Newcastle

Light up a Life, 6 December

Light up a life is [St Oswald's Hospice](#) annual remembrance campaign in Newcastle, celebrating the lives of those we have lost.

This year, the [remembrance service](#) is a virtual service from the comfort of your own living rooms on Sunday 6th December at 7pm. Davina Radford hosts a celebration of life from the hospice chapel, featuring music, reflection and the switching on of a 'Tree of Lights' display outside the hospice on Regent Avenue in Gosforth. You don't need to have a connection to St Oswald's to remember someone in this special way.

As part of the service, you can light a candle in memory at home and take comfort in being part of a collective act of remembrance at the end of a difficult year. Watch on St Oswald's website and [Facebook](#) page, You can also make a [dedication](#).

Read about [palliative care](#) and [cancer](#)

Oral dental sessions

Newcastle University third year dentist students are offering sessions about mouth care. The [sessions are available](#) to all age ranges and are:

- free of charge
- supported with sample toothbrushes and toothpaste where available
- open to a wide variety of community groups
- sessions can last between 15minutes to 1 hour
- likely to be delivered virtually unless there is a change in COVID19 guidance

Expressions of interest for dates between February 2021 and June 2021 are being accepted.

Read our information on [dentists](#) and [healthy teeth](#).

Last updated: February 25, 2022

Recent Newsletters:

[22 September 2025 InfoNOW news](#)

NEWS InformationNOW So far in September 2025, 116,012 people have visited InformationNOW.org.uk to find trusted advice, local services, and support across Newcastle. Webpages have been viewed 1,166,380 times. Fr...

[21 August 2025 InfoNOW news](#)

InfoNOW This edition of InfoNOW News marks 450 issues of InfoNOW News! The style of our newsletter has changed but the goal remains the same: to bring you a round up of important information around heal...