

VCS Guide to Care and Support in Islington

April 2015



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Introduction

Using this guide to care and support

This guide has been put together by Islington Council to help voluntary and community groups give accurate information and advice about care and support to the people they work with. We recognise that many local residents will approach voluntary sector groups when they need extra support. The guide will help you and those you work with to understand how and where to access support and advice.

The guide also provides some background about the Care Act, which updated the care and support system across the country from 1 April 2015.

What is care and support?

'Care and support' is the term used to describe the help some adults need to live as well as possible with any illness or disability they may have. It can include help with things like getting out of bed, washing, dressing, getting to work, cooking meals, eating, seeing friends, caring for families and being part of the community. It might also include emotional support at a time of difficulty or stress, helping people who are caring for an adult family member or friend. Care and support includes the help given by family and friends, as well as any provided by the council or other organisations.

Unlike healthcare – which is free – people who receive care and support from the council will often pay a contribution towards their care.

The Care Act 2014

From April 2015, the Care Act will help make care and support more consistent across the country. It introduces a new level of care and support needs that all councils will consider when assessing what help they can give along with new support for carers. The national changes are designed to put residents in control of the help they receive. Any decisions about residents' care and support will consider their wellbeing and what is important to them and their family, so they can stay healthy and remain independent for longer. Some changes were introduced in April 2015 and others in April 2016.

As part of the 2016 changes, we will provide more financial help for those who need it and people with modest means will benefit too. There will also be a new form of protection from unlimited care costs – this has sometimes been referred to as 'the cap on care costs'.

There have also been changes to adult safeguarding policies with new definitions of abuse set out in statutory guidance (<https://www.gov.uk/government/publications/care-act-2014-statutory-guidance-for-implementation>).

In Islington many of the changes being introduced by the Care Act are already in place in the borough. For more information about the Care Act and how it will affect residents in Islington visit www.islington.gov.uk/careact.

To find out more about the changes nationally, you can read the Department of Health factsheets www.gov.uk/government/publications/care-act-2014-part-1-factsheets

Care and Support in Islington

This section explains how Adult Social Care works in Islington, what people can expect from social care assessments and how to access services.

Links for Living

Links for Living is a website managed by Islington Council. It is a good place to start for anyone that thinks they may need care and support. It offers information and advice to help people make choices about their care and support needs and lead an active, healthy, independent life.

<http://www.islington.gov.uk/linksforliving>

Links for Living can be used in two different ways. Use the directory to browse a huge range of local services and organisations including debt advice, housing, transport, carers, day centres and things to do. Or use the 'options tool' if you think someone might need some help and support, but aren't sure what to do. You'll be asked to answer a few simple questions and given some options based on your responses.

Guide to using Links for Living

<http://linksforliving.islington.gov.uk/kb5/islington/asch/site.page?id=uspbuW1kvlw>

Links for Living is not for urgent situations. If someone needs urgent support please contact the Access and Advice team: **T:** 020 7527 2299 **E:** access.service@islington.gov.uk

Assessing someone's support needs

In many cases, the right advice and guidance at an early stage can enable people and their carer(s) to arrange the support they want or need independently. People who need more support will be eligible for an assessment of their needs.

What is an assessment?

In Islington, an assessment begins by looking at whether someone could benefit from short-term support, to help them stay safe, healthy and independent. This short term support can last up to six weeks and could include reablement, home care or a piece of equipment to help them with everyday tasks.

If more support is required after this period, we will return to the assessment to look at what longer term care and support can be provided.

Who might want or need an assessment?

A person may want or need a social care assessment because they have an illness or disability that makes it difficult to do everyday tasks such as getting washed and dressed, making meals and/or managing your housework and shopping.

What to expect from an assessment

An assessment is simply a discussion that will help us understand what help and support someone needs on a day to day basis. The assessment looks at:

- What a person can and cannot do
- Their health and wellbeing – physical, mental and emotional
- What help a person gets from friends and family and whether they are happy to continue to give you this help
- What help a person gets from professionals, for example, if nurses visit them to help with medication
- What a person would like to be able to do and what outcomes they want to achieve in their life
- What services are available in the community to help them
- How they think social services could help them

With permission, we may ask other people you know, such as your GP, for information as well. The assessment will determine whether you meet our eligibility criteria for ongoing support.

How do we carry out an assessment?

Most of the time, we will arrange for a professional from social services such as a social worker or occupational therapist to visit a person at home to complete the assessment and work out what support someone might need and whether they qualify for support from social services under the government's eligibility criteria.

People can also choose to complete a 'supported self-assessment'. The form can be completed, with help from friends, family, a voluntary organisation and/or social services and will then be checked by a social work practitioner.

What is eligibility?

Islington Council uses the Government's national eligibility criteria for social care, to help decide who can receive support from social services. The eligibility criteria looks at three main things:

- The person's health – both physical and mental
- Whether their care and support needs affect their ability to do certain things
- How their care and support needs are affecting their wellbeing

So, someone may be eligible to receive support if they are not able to do a combination of certain things that significantly affect their wellbeing. These may include washing themselves, getting dressed, getting in and out of bed or keeping their home safe for them to live in.

If someone is eligible for support from social services, we will discuss what help might be available with them. This will be based on the information given to us during their assessment.

If someone is not eligible for support from social services, we will explain why this is and give them information and advice about which services are available to help them locally. This could be help from local charities or voluntary organisations for example.

To arrange an assessment, contact the Access and Advice team

T: 020 7527 2299 **E:** access.service@islington.gov.uk.

Support plans

Anyone eligible for support from social services will have a support plan. The person doing the assessment will help them to create a support plan. A support plan is about the individual and the way they would explain:

- What they want to change about their life
- What is important to them
- What sort of care and support they need to live their life
- How they will arrange their support
- How they will spend their money to get the life they want, including any money from social services they may be entitled to (a personal budget)

Appealing a decision

In the first instance, the person should talk to their assessor to see if they can help. If not, there is an appeals process. Please see the link below for more information on this.

http://www.islington.gov.uk/about/contact-complaints/involvedcomplaints/complaints_csass/Pages/default.aspx

Paying for care

If a person has been assessed as needing care from Islington social services, they will also have a financial assessment to see how much they can afford to pay towards the cost of their care. It is also based on government guidelines to councils about what they have to charge for and how much they have to charge people for the support they receive.

We will also check that people are getting all the benefits that they are entitled to and help to apply for any benefits you are not already getting.

You can check to see if someone is likely to have to pay towards the cost of their care by using our care contribution calculator.

<https://www.surveymonkey.com/r/?sm=6%2fZj4dXAmoBxX9MaTXqViA%3d%3d>

If someone disagrees with the amount they have been charged for care, they should speak with the person who has completed the charging assessment to explain how they made their decision and/or request a reassessment.

For more information and / or support regarding financial assessments, contact the Income Team:
T: 020 7527 3417 **E:** IncomeSectionReferrals@islington.gov.uk

Additional Support - Independent Advocates

If someone has substantial difficulty understanding or participating in their assessment or support planning and there is no one appropriate able to support them (for example, if their family lives far away) then the Council will ensure they have access to an Independent Advocate. If a person needs an independent advocate it will be arranged as part of their assessment.

Finding out more

<p>Access and Advice Team</p>	<p>The Access and Advice Team is the first point of contact for adult social services, providing information, advice and care support to people with social care needs, their friends and their family.</p>	<p>T: 020 7527 2299 E: access.service@islington.gov.uk</p> <p>The office is opening times are 8am-6pm, Monday to Friday.</p>
<p>Mental health assessments</p>	<p>If someone has severe or chronic mental health problems and would like an assessment, contact Islington's Community Mental Health Assessment and Advice Team</p>	<p>T: 020 3317 7300</p> <p>Monday to Friday 9am-5pm</p>
<p>Getting independent advice</p>	<p>There are a number of voluntary organisations offering independent advice such as: Age UK, Alzheimer's Society, Islington Mind or Centre 404. You can use the Links for Living directory to search organisations</p>	<p>W: www.islington.gov.uk/linksforliving</p> <p>(Look in the Advice and Information category to find organisations that can help)</p>

Carers

This section explains what a carer is, the support that is available for carers in Islington, what a carers assessment is and how to get one.

What is a carer?

A carer is someone who provides unpaid support to family or friends who could not manage without this help. This could be caring for a relative, child, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems. Anyone can become a carer and people from all backgrounds, cultures and walks of life are carers.

Many people do not think of themselves as carers and would not consider seeking support outside of the immediate family. However sometimes, caring can become demanding and stressful and can take a toll on the carer. Staying healthy and happy is just as important for the carer as it is for the person they care for.

Getting support

Islington Carers Hub is the primary resource for carers in Islington. They provide a whole range of services including:

- Information, advice, signposting and support
- Training e.g. first aid, stress management
- Support groups e.g. BME, Older People, Mental Health
- Help with welfare benefit applications and other forms
- Help with housing and the accessibility of your home
- Flexible breaks fund
- Emergency Carers Card
- Parking permits for carers
- Carers network – newsletter, e-bulletin, forum, activities
- Jointly - the smartphone app developed by Carers UK to help organise your caring role.

Advice is offered by phone, email and at outreach sessions across Islington. The service also carries out home visits for those who have poor mobility or are unable to leave the person they care for.

T: 0800 085 1141 or 020 7561 5517

E: info@islingtoncarershub.org

W: www.islingtoncarershub.org

Young Carers

Young carers are children and adults under 25 that are taking on caring responsibilities. Islington provides support specifically for young carers who often need support balancing their caring role with managing their school or college work, having time to relax and socialise or finding and keeping work.

Family Action Islington works with carers under 18.

T: 020 7527 4343

E: CSCReferrals@islington.gov.uk

Carers' assessments

Carers are entitled to a Carer's Assessment from adults social services if they are 18 years old or more and caring for someone who lives in Islington. If a carer is younger than 18 years old they should go to Family Action Islington for advice and support. The assessment is a chance to talk about how caring affects their life and if they need some support to help them maintain their health and wellbeing in their caring role. An assessment may result in advice and information, aids and adaptations, handyperson service, training, community services and other support.

The Care Act introduces a national eligibility threshold for carers, which consists of three criteria, all of which must be met for a carer's needs to be eligible. The carers' eligibility threshold is based on identifying:

- Whether a carer's needs are a consequence of providing necessary care for an adult;
- To what extent the carer's needs affect their ability to achieve specified outcomes, or puts their health at risk; and
- Whether and to what extent this impacts on their wellbeing.

A carer no longer needs to be caring for someone who is eligible for support from adult social care and can request an assessment in their own right.

For more information about carers' assessments contact Islington Social Services Access and Advice Team: **T: 020 7527 2299 E: access.service@islington.gov.uk**

Carers' benefits

There are a number of benefits to help carers including Carer's Allowance and Carer's credits for their pension. If someone receives housing or council tax benefit they may get extra money for being a carer. If someone gets a carer's allowance, it may affect other benefits they receive or the benefits of the person they care for.

For more information visit **www.gov.uk**

Useful links for carers

Islington Carers Hub	The primary resource for carers in Islington	https://islingtoncarershub.wordpress.com/
Islington council's carers pages	Informations for carers including carers assessments	www.islington.gov.uk/carers
Family Action, Young Carers Service	Provides a service to young carers and their families in Islington	http://linksforliving.islington.gov.uk/kb5/islington/asch/organisation.page?id=ap-TY1vQyiU4&
Supporting Families	Support to parents of children (0 – 19) with special educational needs and disabilities	http://linksforliving.islington.gov.uk/kb5/islington/asch/service.page?id=yPXspUn-9sYQ&
Alzheimer's Society	Provides services and support to individuals, families and carers effected by dementia and Alzheimers	http://linksforliving.islington.gov.uk/kb5/islington/asch/service.page?id=ZRozRG5EI-iA&

Health and Wellbeing

What is health and wellbeing?

Health and wellbeing is made up of many factors. It is a person's physical health, their mental health and their emotional and social health. We know that a healthy lifestyle helps people to feel well. By making healthy lifestyle choices people are less likely to develop a long-term condition such as, heart disease or diabetes, or to develop certain cancers.

Physical health

Physical health is influenced by the choices people make on a day to day basis. Healthy choices that can improve physical health include:

- Taking regular exercise
- Not smoking
- Eating a healthy diet, rich in fruit and vegetables
- Drinking alcohol within safe limits
- Being a healthy weight

To help people make these healthy choices there are many lifestyle services available for free in Islington. These include:

NHS Health Checks Programme	Those aged 35-74 years old are eligible.	Speak to a GP or call T: 0203 282 7886 http://www.islington.gov.uk/services/social-care-health/health-in-islington/yourhealth-wellbeing/Pages/NHS-Health-Checks.aspx?extra=12
Exercise on Referral (EOR)	Helps the management a long-term condition through increasing your physical activity.	Referral by a GP T: 020 3474 0066 www.aquaterra.org/activities/exercise-referral
Weight management courses	Free to Islington residents and people registered with an Islington GP.	www.aquaterra.org/weight-management-plan-for-islington-residents-from-aquaterra
Stop Smoking Services	For people who want to quit smoking.	www.smokefreeislington.nhs.uk

<p>Support for people with long-term Conditions</p>	<p>There are several self-management programmes which can help people learn how to manage their long-term conditions and stay well. GPs and other health care professionals can provide information on self-management programmes in Islington.</p>	<p>Self-Management Programme – http://www.whittington.nhs.uk/default.asp?c=7499</p> <p>DESMOND – http://www.whittington.nhs.uk/default.asp?c=11379</p>
<p>Cancer screening and seeking advice early</p>	<p>Early detection and treatment of cancer is important and can make a real difference. In general, people should speak to their GP if they notice any change or differences in their body. There are three national cancer screening programmes, for breast, bowel and cervical cancer.</p>	<p>www.cancerscreening.nhs.uk</p>
<p>Staying Well All Year</p>	<p>It is important to stay healthy all year round. During very cold or very hot weather we are more susceptible to becoming ill. This is especially true for people over 65 years of age, people with a long-term condition, and people with a disability.</p>	<p>Contact SHINE for a Well Winter Check: Telephone 0800 953 1221 or 020 7527 8203 Email shine@islington.gov.uk</p>
<p>Flu vaccinations</p>	<p>Influenza (flu) is an infectious and common illness spread through coughs and sneezes. It is recommended that everyone has a flu vaccination.</p>	<p>Certain people are eligible for a free vaccination from their GP or a local participating pharmacy:</p> <ul style="list-style-type: none"> ■ People aged over 65 years ■ People with specific conditions such as asthma, diabetes and heart or lung diseases ■ Pregnant women ■ Carers (both as a professional or for a family member) ■ Children aged between 2 and 4 years.

Mental health and emotional wellbeing

If you are worried about someone’s mental health, a good place to start is by contacting a GP. They will be able to advise people and if necessary refer them on to services that can help. More information can be found on our website:

<http://linksforliving.islington.gov.uk/kb5/islington/asch/site.page?id=yGHQsNfRAJo>

iCope	Offers access to psychological treatment for depression, anxiety, stress and insomnia, as well as information on self-help materials.	T: 0303 123 1000 http://www.icope.nhs.uk/
Islington Mind	Offers services to support people with mental health issues and is open to anybody living in the borough, whether they have had a formal diagnosis or not.	T: 020 3301 9850 E: admin@islingtonmind.org.uk http://www.islingtonmind.org.uk/index.asp
Camden and Islington NHS Foundation Trust	For more serious mental health conditions you may need specialist support. In Islington this is provided by Camden and Islington NHS Foundation Trust (CIFT).	A GP can refer someone to the services they offer but they can also self-refer to the Mental Health Assessment and Advice Team: T: 020 3317 7300 E: cim-tr.aat-referrals@nhs.net 4 St Pancras Way, London, NW1 OPE
Crisis Resolution and Home Treatment Team	For anyone who needs urgent help	T: (9am-5pm) 020 7561 4278 After 5pm you can call the Out of Hours service on: 0800 988 2149 Fax: 020 7281 8276

Substance Misuse

Substance misuse is the misuse of drugs or alcohol. There are a number of services available in the borough providing support to people with substance misuse problems. In many cases a GP may also be able to provide information, advice and treatment.

Alcohol Misuse - CASA Alcohol Service	If someone is concerned about their alcohol use, CASA Alcohol Service provides support including one-to-one counselling, group counselling and community detoxification and referral to more specialist treatment where necessary. The service is open to anyone.	T: 020 7833 9899 E: casa332@blenheimcdp.org.uk Address: 332c Goswell Road, London EC1V 7LQ	Opening hours: 9.30am - 8pm Monday Tuesday, Wednesday 9.30am - 5.30am Thursday, Friday Drop in hours: 9.30am - 1.00pm Monday - Friday (Thursday's drop-in is for women only)
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Drug Misuse - ISIS Service	If you are concerned about drug (and alcohol) use, the first port of call is the ISIS service. The service offers information and advice, one-to-one and group support, counselling, and fast access to medically assisted recovery including substitute prescribing, stabilisation and reduction programmes. The service is open to anyone - no appointment necessary.	T: 020 7561 3310 E: IslingtonISIS@cri.org.uk 99-101 Seven Sisters Road Islington London N7 7QP	Drop in hours: Mon: 10.30am – 5pm Tues: 2-5pm Weds: 10.30am – 5pm Thurs: 2-5pm & 6-8pm Fri: 10.30am-5pm Operates an evening drop-in clinic for people having difficulties with club drugs or other recreational drug/alcohol on Wednesdays 6-8pm at 332c Goswell Road, London EC1V 7LQ.
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Older People

Age UK Islington	For free advice, information and access to support and activities for older people, including help to stay living independently	T: 0207 281 6018 E: admin@ageukislington.org.uk
Dementia Services	If you or somebody you care for has dementia and you would like advice or information about the services available in Islington, please contact the Dementia Navigator service	T: 0207 561 4409 E: dementia.navigator@candi.nhs.uk
Stroke Services	The Stroke Navigator service is for people who have had a stroke and their carers. It provides general information, advice and support.	T: 0303 3033 100 (dial 18001 0303 3033 100 if you're calling from a mobile phone) E: Lucia.Garratt@stroke.org.uk

Sensory impairment

Deaf Welfare Rights, Advice and Information Service	Provides information, advice and advocacy to Deaf BSL (British Sign Language) residents. Includes benefits, letter translation, forms, debt advice, housing advice.	Tues – Drop in 9:30am-4:30pm (closed for lunch 12.30-1.30pm) Drop in sessions 9:30 AM – 4:00 PM Weds (closed for lunch 12.30-1.30pm) Appointments only	To book an appointment or get in touch with the service please use the following details: Text: 07825 735139 (Please include your name) E: SensoryTeam@islington.gov.uk
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Useful links

Health and Wellbeing	Links to Islington Council web pages covering healthy eating and lifestyles, getting active and mental health	http://www.islington.gov.uk/services/social-care-health/health-in-islington/yourhealthwell-being/Pages/default.aspx
Get Active in Islington	Find out where you can do sport and physical activity in Islington	http://www.islington.gov.uk/services/leisure-culture-sport/get-active/Pages/get-active.aspx
NHS Choices	To find NHS services, advice and information	http://www.nhs.uk/Pages/HomePage.aspx
NHS Choices Cancer	Information about cancer and further useful links	http://www.nhs.uk/conditions/cancer/Pages/Introduction.aspx
NHS Choices Mental Health	Find mental health services	http://www.nhs.uk/Livewell/mentalhealth/Pages/Mentalhealthhome.aspx
NHS Choices Five Steps to Mental Wellbeing	The five steps we can take to improve mental wellbeing	http://www.nhs.uk/Conditions/stress-anxiety-depression/Pages/improve-mental-wellbeing.aspx

Learning disabilities

This section explains some of the support and services available for people with Learning Disabilities and their families and carers. Some services are open directly to adults with learning disabilities and their carers, while others require an initial referral and assessment by Islington Learning Disabilities Partnership (ILDP).

What is learning disability?

'Learning disabilities' describes the challenge that some people have in learning, understanding, and with everyday life skills such as managing money, reading, or personal care.

The level of disability can vary greatly, for instance people with profound and multiple learning disabilities (PMLD) need full-time support. ILDP works with people who have a "global" disability – a general disability which has limited their development in areas like communication and organising thoughts.

Support for people with learning disabilities

Islington Learning Disabilities Partnership (ILDP)

The ILDP is part of the local council and health service. They help people decide what kind of care, support and services they need, and help them to organise it. The team includes staff with expertise in health and social care and therapies. ILDP can offer:

- information, advice and support from social workers, nurses, doctors and various therapies including speech and language, physiotherapy
- support services to help people look after themselves
- help with finding work, volunteering, or activities
- help to make sure people are safe

They can refer onto things such as day services, supported housing, short breaks, specialist employment, and respite (support for carers). ILDP can help people if:

- they live in the borough of Islington;
- they have a global learning disability and are aged over 18, or are a young person with a global learning disability coming into adulthood ("Transition")
- they are caring for someone with a global learning disability

T: 020 7527 6600 **E:** learning.disabilities@islington.gov.uk

Opening times: Monday to Friday, 9am-4.45pm

Other support services for Learning Disabilities

<p>Centre 404</p>	<p>Provides community services for people with learning disabilities. There are weekly and fortnightly social events, with regular meetings for those who enjoy music, wheelchair ice-skating and socialising. Other groups focus on young adults and those with higher needs. There is also support for carers of children and adults.</p>	<p>For activities for adults T: 0207 697 1324</p> <p>For other services T: 0207 607 8762</p> <p>www.centre404.org.uk</p>
<p>The Elfrida Society</p>	<p>The Elfrida Society supports adults with learning disabilities and provides a range of paid-for and free services to Islington residents. Free / minimal cost services include: Weekly Drop-In (Mondays 4-5:30pm), Advocacy, Health Facilitation, various sports groups, Wild Bunch club nights. Paid-for services include: DJ Training, Parenting Support and Advocacy, and Homelink outreach services.</p>	<p>T: 0207 359 7443</p> <p>www.elfrida.com</p>
<p>Family Carers Reference Group</p>	<p>Open to all family carers of adults with learning disabilities. Carers discuss issues affecting them and the people they care for. Representatives from this group are elected to represent carers on the Partnership Board.</p>	<p>T: 0207 697 1628/1336</p>

Housing

We recognise that housing is a priority for many Islington residents and that a number of people approach voluntary sector organisations for housing advice and support. This section explains some of the options available to signpost people for advice and information.

Housing advice

The council has a number of services which provide housing support and advice.

<p>Islington Housing Aid Team</p>	<p>If someone is having problems with their housing, has to leave their accommodation or is at risk of becoming homeless, contact the Housing Aid Team for advice. The team can also carry out an assessment of someone's circumstances to see if they are eligible for housing from the local authority.</p>	<p>https://www.islington.gov.uk/advice/housingadvice/Pages/default.aspx</p> <p>T: 020 7527 2000</p> <p>The Islington Customer Centre, 222 Upper Street, Islington</p> <p>Monday - Friday, 9am-5pm</p>
<p>Floating support</p>	<p>A free housing support service for anyone who is struggling to maintain their tenancy. Floating support services help people to:</p> <ul style="list-style-type: none"> ■ manage their tenancy by developing independent living skills e.g. managing income or rent arrears ■ access community services e.g., health, social care, mental health, treatment services etc. ■ manage relationships with neighbours (e.g. anti-social behaviour) and professionals ■ access education, training and employment opportunities ■ access appropriate benefit services <p>Floating Support deals with all types of tenancy including council housing, private rental and housing association accommodation.</p>	<p>Contact the Referrals Co-ordinator team</p> <p>London Borough of Islington, 222 Upper Street, N1 1XR</p> <p>T: 0207 527 3360</p> <p>E: referrals.co-ordinator@islington.gov.uk</p>
<p>Support in your home</p>	<p>The Councils 'Support in your home' web pages provide information about mortgage arrears, illegal eviction for private tenants and home fire safety checks</p>	<p>http://www.islington.gov.uk/advice/housingadvice/Pages/default.aspx?extra=14</p>

Adaptations

If someone has a permanent or substantial disability they may be eligible for equipment or adaptation in their home to help them manage everyday tasks and allow them to live independently. The Occupational Therapy Team can carry out an assessment and offer advice

<http://www.islington.gov.uk/services/housing/your-tenancy/tenancy-services/Pages/adaptations.aspx>

Independent advice

For independent housing advice, contact: Shelter **T:** 0808 800 4444

<http://england.shelter.org.uk/home>

Moving home

If you want or need to move home you can get advice from the Islington Housing Aid Team based at the Islington Customer Centre at 222 Upper Street N1 1XR.

T: 020 7527 4140 (Option 1)

Moving home when receiving support from Adult Social Services

If someone is moving home and receives support from Adult Social Services, they need to inform social services about when and where they are moving to as soon as possible, to arrange for care services to be transferred to the new address. This applies whether someone is moving to Islington, staying in Islington or moving to a new local authority area.

If someone is moving to a different local authority they should contact their new local authority to tell them. The new local authority will inform Islington Social Services who will provide up-to-date information about the care and support being provided.

Islington Social Services will contact the current local authority of anyone moving into the borough for their care and support details.

On moving to Islington, Social Services will complete a reassessment of someone's support needs to check if they have changed in their new home. Current care services will continue until this reassessment is completed. If any support needs are assessed as having changed in their new home, social services will inform them in writing and discuss a new support plan to best meet their needs.

To advise Social Services that someone is moving home, please speak to an allocated assessor, if there is one, or call the Access and Advice Service

T: 020 7527 2299 **E:** access.service@islington.gov.uk

Anyone receiving support from Children's Please speak directly to your allocated social worker, if you have one. If you do not have an allocated worker, call the should contact Children Services Contact Team

T: 020 7527 7400 **E:** csctreferrals@islington.gov.uk.

Employment

The council provides a range of services, support and information to help people get into work. This section explains what is available to support people to get ready for work by developing their skills, how to get practical experience and to find a job.

Developing skills and qualifications

Adult Community Learning offers support writing CVs and application forms and guidance to make job searches more effective. They also run English courses for Speakers of Other Languages (ESOL). Contact Adult Community Learning

T: 020 7527 5782 **E:** acl@islington.gov.uk **W:** www.islington.gov.uk/acl

Get practical experience of working

The www.islington.here-to.org website offers a range of local volunteering opportunities. You can also call or email Here To

T: 0203 475 3825 **E:** hello@hereto.org

Voluntary Action Islington can help find volunteering opportunities in Islington.

T: 020 7832 5833 **E:** volunteer@vai.org.uk **W:** www.vai.org.uk/volunteering

For work experience and apprenticeship opportunities, residents can contact their Job Centre Plus advisor. **T:** 0845 604 3719 for details of the nearest.

For information about employment support and apprenticeship opportunities go to

W: www.islington.gov.uk/findajob

Finding a job

Residents can access job opportunities and support with job searching skills at their local Job Centre Plus (JCP). **T:** 0845 604 3719 for details of the nearest

For one to one guidance on building confidence and getting new skills if someone has been out of work for a while, contact an iWork job coach

T: 020 7527 2706 **E:** iwork@islington.gov.uk

Support for parents

iWork for Parents offers specialist support for all parents who want to get into work, including help with benefits and childcare.

T: 020 7527 4486 **E:** iwfp@islington.gov.uk

For information on childcare, including childcare bursaries and other help with costs, contact the Family Information Service (FIS)

T: 020 7527 5959 **E:** fis@islington.gov

Specialist support

Mental health

People with mental health problems can get help with getting a job from Remploy and their local partner, the Hillside Clubhouse. They provide advice and guidance, support to gain skills, opportunities for training, education and volunteering, and job opportunities. Residents do not need to be currently engaged with mental health services.

T: 0300 456 8206 **E:** mhworking@remploy.co.uk

Substance Misuse

People with substance misuse problems can get specialist help with getting a job from the SHP Aftercare Service. The service focuses on supporting people to access sustainable education, training and employment opportunities and rebuild skills and confidence.

T: 020 7520 8682 **E:** islingtonaftercare@shp.org.uk

Disabled people

Remploy also support disabled people and people with long-term health conditions to find employment, as well as advice, training and guidance during the job seeking process.

T: 0300 456 8035 **E:** londoneuston.branch@remploy.co.uk

Financial Support

This section sets out some of the key contacts for money, financial and benefits advice in Islington and a brief introduction to planning for the cost of care.

Financial Information and Advice

Islington Council - Income Maximisation Team	<p>The Council's Income Maximisation Team can check that people are receiving all the benefits they are entitled to and give advice on benefit changes.</p>	<p>T: 0800 731 8081 E: claimit@islington.gov.uk</p> <p>The Council also has comprehensive money advice pages on their website: http://www.islington.gov.uk/advice/money-advice/Pages/default.aspx</p>
Islington Citizens Advice Bureau (CAB)	<p>This free, independent and confidential service offers advice on debts, benefits, housing, employment, discrimination and a range of other issues. By appointment only. Book an appointment to see an Islington CAB advisor:</p>	<p>T: 03444 889 626 Monday - Friday, 10am - 1pm and 2 - 4pm Advice and information is also available anytime from the www.cabislington.org.uk website.</p>
Islington Law Centre	<p>Islington Law Centre offers free specialist, independent legal advice and assistance to local people, including debt and welfare benefits advice.</p>	<p>T: 020 7288 7630 E: info@islingtonlaw.org.uk www.islingtonlaw.org.uk</p> <p>38 Devonian Road, London N1 8UY</p> <p>Open 9:30am - 1:00pm and 2:00pm - 5:00pm, Monday to Friday</p>
Islington People's Rights	<p>Provides an independent specialist Welfare Benefits and Debt advice service to Islington residents</p>	<p>T: 020 7561 3685 E: info@ipradvice.org.uk www.ipradvice.org.uk</p> <p>Various locations across the borough - please call, email or visit the website for more information.</p>

Planning for the Cost of Care

There is a charge for some social care services, depending on your ability to pay. The cost of care can be expensive. The Money Advice Service has produced a series of guides about the cost of care and how you can plan to pay for these services. The following websites are a good place to start.

<https://www.moneyadviceservice.org.uk/en/articles/how-to-fund-your-long-term-care-a-beginners-guide>

The Money Advice Service also produces a guide for consumers looking for independent financial advice:

<https://www.moneyadviceservice.org.uk/en/articles/choosing-a-financial-adviser>

Do you need this information in another language or reading format such as Braille, large print, audio or Easy Read?

Contact Islington

 www.islington.gov.uk

 contact@islington.gov.uk

 020 7527 2000

 020 7527 5001

 020 7527 1900