

INFORMATION ON CARERS SUPPORT IN ISLINGTON

Islington Carer facts:

- There were 16,311 unpaid carers identified in Islington in the 2011 Census representing 8% of the total Islington population (206,100). This is an increase of 0.2% from the last 2001 Census data.
- Of the 16,311 unpaid carers, near two-thirds (62% or 10,044) of carers stated they cared for 1-19 hours/week, 15% (2,505) cared for 20-49 hours/week and 23% (3,762) provided 50 hours or more of unpaid care per week. *Office for National Statistics*
- 620 carers were registered in the first year of the newly commissioned Islington Carers Hub
- 795 patients are recorded as a carer by their Islington GP practice in March 2011
- There have been 1186 adult carers' assessments and/or reviews which have taken place over 9 months from April to December 2012; 662 of these carers currently get some form of service from the Council, and of these, 595 of these receive a Direct Payment.

Islington Carers Offer:

- Islington Council offer carers a personal budget which aims to support carers to continue caring and have a life outside caring. Compared to other boroughs who offer up to £200 or £300 a year, Islington has an offer of **up to** £10, £20 or £30 a week depending on the needs of the carer. This is an annual amount equivalent of up to 520 to over £1500 a year.
- Islington Council commissioned the Islington Carers Hub in April 2012 that will act as a single point of access for carers, providing information, advice, advocacy and a range of support services. The service will play a vital role in identifying carers – including 'hard to reach' or 'hidden' carers - and in providing better and more timely information and advice.

The Hub will also provide leadership on carers' issues in the borough and will play an important part in helping the Council and Health Service to engage with carers as we review and plan services. It will also work closely with other services, including primary care and hospital discharge services to make sure they identify and support carers effectively.

- Islington Council also commissions discrete carers support services in other commissioned service areas such as MIND Mental Health dual

diagnosis worker, Alzheimer's Society Dementia Advisors, Elfrida/Centre 404 specialist advocacy carers support services and so on.

More details are provided below:

Islington commissioned carers support services in Islington:

Islington Carers Hub (ICH):

0800 085 1141 | 020 7561 5517 | info@islingtoncarershub.org
www.islingtoncarershub.org

1. Carers support groups;

ICH run a number of carers support groups. They are a chance for carers to get together, to share experiences of caring, to socialise and to give each other support.

- (i) Mental Health carers group
- (ii) Older Carers support group
- (iii) Young Adult Carers 17-25yo
- (iv) Black and Minority Ethnic carers group
- (V) Working carers group
- (VI) Warm words for all carers

Future:

- (vi) Palliative carers group &
- (vii) former carer group

Contact: Spike Warwick, Support Groups Worker

<http://islingtoncarershub.wordpress.com/support/>

2. Flexible breaks fund;

The Flexible Breaks Fund is a small grant managed by Islington Carers Hub for people who are caring for someone who does not receive support from Social Services. The fund allows carers to access anything which will contribute towards their health and wellbeing.

The Fund is for up to £200 per carer and £600 for families. The fund can be used to pay for things like courses, breaks, days out, gym classes or complementary therapies.

<http://islingtoncarershub.wordpress.com/flexible-breaks-fund/>

3. Carers advice surgeries;

These are face to face surgeries held out in the local community to be more accessible to local residents. An ICH advice worker is available at these different locations at certain times of the week to give carers face to face information, advice and support.

- (i) Mildmay Community Partnership
- (ii) Whittington Hospital
- (iii) Drivers Centre
- (iv) Medical Centre 140 Holloway Road (GP Practice)
- (v) St Luke's Community Centre

Contact: ICH to book an appointment

<http://islingtoncarershut.wordpress.com/advice-service/>

4. **Partnership work with Hospitals;** ICH has established an honorary contract with Whittington Hospital to have a Carers Advice Worker 2x afternoons/week to provide carers with a direct pathway into support and advice.
Future; an advice worker to be set up at Highgate Mental Health Centre
5. **Home visits;** Are available for carers who are not able to leave their care recipient for any period of time. These are available by appointment only.
Future; development of skype advice sessions as an alternative to a phone call, for those who prefer face to face communications and who feel more comfortable with discussing personal issues in the comfort of their own home without having to leave the cared for or worry about tidying up for visitors!
6. **University College London Medical Students;** Partnering with UCL has enabled medical students a pathway into engagement with volunteer carers to gain the carers perspective and experience of the medical profession as part of their course. This will help shape future health professionals understanding of carers and the difficulties they face every day in their caring role.
Future: to extend this model to other professionals including social work teams and local educational institutions e.g. City and Islington and MET University.
7. **Health and wellbeing;** Working with local businesses to nurture a level of social responsibility in supporting carers by providing free/subsidised local activities/services for carers including - ice skating, hampers for prize drawers, supermarket vouchers, discounts at local stores etc. Co-ordinated and led by ICH.
Future; Odeon theatre tickets, Aquaterra leisure centre
8. **Carers info pack;** A pack which holds a range of information and support available for carers across a number of organisations to achieve a 'one stop shop' pack outlining the basic information and signposting for more detailed help and support. This will be made available in the spring 2013.
9. **Carers community network;** ICH have set up a range of communications to interface with the range of carers in Islington, including a quarterly Carers Newsletter, e-cast, twitter, Facebook,

website, 0800 number and so on. Carers will be able to link in with other carers through the various media on offer and keep up with the latest carers' news.

10. **Carers Week & Carers Rights Day**; There are two national carers events held each year to raise the profile of carers and an opportunity to identify hidden carers. Carers Week this year is held on **10-16 June 2013** and Carers Rights Day usually near the start of December. ICH aims to co-ordinate all strategic partners that support carers to pool resources and go out into the community to help raise the profile of carers, identify hidden carers and support or direct carers to the appropriate support service available in the community.

11. **Young Adult Carers (YAC)**; ICH holds a regular support group for YAC 17-25yo. Family Action have been commissioned by children services to provide on-going support for young carers and work closely with ICH to manage those who are transitioning into adult services. **Future:** a programme to be put in place for early identification of YAC as they reach their 17th birthday to be invited to join the YAC group with a welcome pack to ease them into the new group. To also work with <http://mind-yourself.co.uk/> to target support of YAC in the Irish community.

12. **Targeted outreach work**; ICH works on the principle of an outreach model, going out into the local community to raise the profile of carers and to identify hidden carers. Islington Council has a diverse ethnic make up, the 2011 Census shows Islington is made up of nearly a third (31%) of ethnic minority groups, where 12% of households in Islington do not use English as their main language.

ICH have already been out to target hidden carers in the Turkish community and have identified 14 new carers who have never been in contact with a carer's organisation previously. Further work to target hidden carers are programmed in.

Future; Islington Chinese association and the Irish community have been highlighted as the next target group from the latest statistics gathered by the ICH. ICH will be working closely with stake holders to establish clear pathways into support for minority groups and linking up with <http://mind-yourself.co.uk/> who work with the Irish community in Islington and Camden.

13. **Carers pathway group**; Carers pathway group is organised by ICH for carers who wish to participate in sharing their experiences of carers services in Islington and who wish to be able to influence and shape carers services in the future. These meetings are set every two months and feed into the carers' providers' forum.

14. **Carers providers forum**; Lead by ICH to bring together local organisations, stakeholders and provider services to pool resources and work together to maximise outcomes for carers. This group will act

as a 'sounding board' for commissioners and will help to direct and influence future services/policy/processes within the council.

15. **Carers training;** Working closely with the Islington carers commissioner and learning & development lead, ICH will be co-ordinating all carers training which will be offered directly by the Council, including free QCF L1 & L2, manual handling, stress, combined medicines management, nutrition, oral health and smoking training and so on. They will also be identifying free/subsidised training offered by other organisations which carers can access.

Contact: ICH to book/request some training

16. **Emergency Carers Card;** if you provide unpaid care or support to someone who lives in Islington, this scheme will give you peace of mind that, if you have an emergency, other arrangements can be made for the person you care for. Once you register for the card you will be sent a card the size of a credit card so that you can carry it on your person. The card has your name, your unique identification and an emergency contact number for anyone to ring to put in place your emergency plan for the person you care for. This scheme is currently only available for those who have been assessed by social services as being eligible for support by the Council.

Future: This scheme will be extended to include those who are not eligible for social services support, available summer 2013.

17. **Car Parking Permits;** Carers who live outside of Islington and care for an Islington resident may be able to access an Islington residents parking permit to make it easier for them to get around the borough. A carer's assessment needs to be made initially to qualify.

18. **Carers Collection;** A new collection of books, selected specifically for carers, are now available at all public libraries in Islington. The collection was launched in Carers Week 2013. The carers' collection covers many aspects of caring written from a medical professional view point right through to carers themselves including: dementia; stroke; old age; mental health; death and dying.

19. **Culpepers Carers Group** Is a new group started in December 2012 for anyone caring formally or informally for another person, a spouse, a parent, son or daughter. The group meets at Culpeper Community Garden (Angel) and offers a range of garden, nature, food and craft activities as well as occasional outings together. Alternate Wednesdays 1.30pm to 3.30pm.

Contact: Jo Winsloe on 07938 015763 or email jo.culpeper@gmail.com

20. **Carers Stroke Group** Run in partnership between the Stroke project and Islington Carers Hub

contact: Islington Carers Hub for further details

Alzheimer's Society: 020 7837 8723 | islington@alzheimers.org.uk | www.alzheimers.org.uk/site/index.php

21. **Cecelia's dementia Café;** the service is for people with dementia, their families and carers to socialise, receive information, enjoy a range of activities and relax in a supportive environment amongst friends.
22. **Carers support group;** the service is for carers to come together to share experiences, support each other and make new friends in a supportive environment.
23. **Dementia Advisors;** the dementia adviser service is primarily for recently diagnosed people with dementia, as well as their supporters and carers. It supports people with dementia by offering good quality, timely and relevant information and help with accessing local services. The dementia advisor operates as a named contact for a person throughout their journey with dementia.

Centre 404:

020 7607 8762 | general@centre404.org.uk | www.centre-404.org.uk

24. **The advice and information service is free and independent,** they are a DWP enhance alternative office, hold Legal Quality mark for advice giving, provision of information, support and advocacy;

- Welfare Benefits
- Health and Social Care
- Education
- Community care issues including personal budgets.

There are several carers groups where carers can get involved and influence policy and procedures around disability issues these cover both children and adult services.

25. **Parents of Children with disabilities**

- Friday matters (term time only)
- Talking Shop (bi monthly group)
- Parents Forum (meets six weekly and has representatives on the Strategy Board)
- Workshops (3 every quarter)

26. **Family carers of Adults with Learning Disabilities**

- Family Carers Reference Group (meets every two months and has representatives on the Learning Disability Partnership Board and its sub groups)
- 6 workshops a year

- Provision of carers Advocacy (individual 1-1)

27. social events and activities

- Regular monthly coffee mornings 3rd Tuesday of each month
- Weekly Turkish speakers group (cross generational)
- 4 coach outing per year
- 4 Carers events per year (cross generational)
- Regular weekly drop ins

CASA:

020 7561 7490|www.casa.org.uk

- 28. Family partners and friend service** commissioned by the council supporting carers affected by alcohol or drug use by people close to them

Islington MIND:

020 3301 9850|admin@islingtonmind.org.uk|www.islingtonmind.org.uk

- 29. dual diagnosis support worker** commissioned by the council supporting carers whose care recipient are substance and alcohol misusers

Other non-commissioned carers' services in Islington:

Islington MIND:

020 3301 9850|admin@islingtonmind.org.uk|www.islingtonmind.org.uk

1. **Carers' therapy group** for carers of people with long-term mental health problems and their complex relationship with their dependents. Minimum contribution for 20 sessions.

Camden and Islington Foundation Trust:

020 3317 3500|www.candi.nhs.uk

2. **Carers' support** for carers and family members of people with mental health problems including information on carers' assessments, medications and treatments provided by the Trust and explanations of mental illness along with details of local carer support groups.

Islington Carers Centre:

020 7263 9080|islingtoncarers@btconnect.com
www.islingtoncarerscentre.org.uk

3. **Health and wellbeing activities** for carers
4. **Advice and information** for carers

Other

5. **Eagle carers peer support group** for carers of people with substance mis-use issues