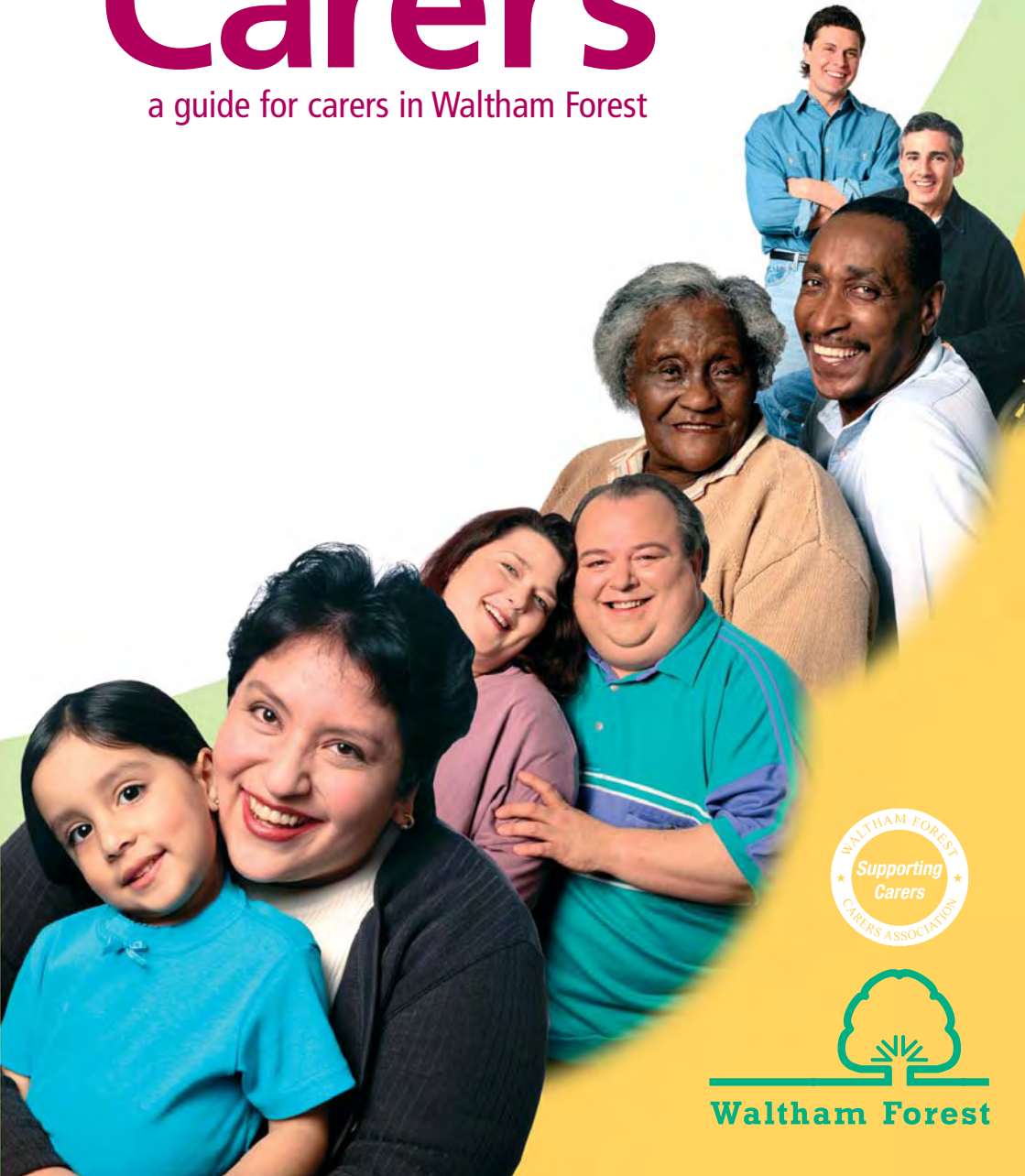


Caring for Carers

a guide for carers in Waltham Forest



Waltham Forest

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01 Who is a carer?

A carer is someone who looks after a relative or friend who, because of their age, physical or other disability, cannot manage at home without help. You are a carer if you look after someone with a disability or illness on a regular basis.

Carers support people with a range of different needs, usually as a result of a long-term illness or disability such as:

- physical disability
- sensory disability (loss of sight and / or hearing)
- learning disabilities
- mental health problems (e.g. Alzheimer's disease or other diagnosed mental illness)
- long term, life threatening or terminal illness
- a combination of any of these
- children with disabilities
- people living with HIV

Providing care can range from helping with feeding to providing round-the-clock care. Carers may help with bathing, dressing, getting up and down stairs, shopping or household tasks, as well as all kinds of practical and emotional support.

Waltham Forest recognises that carers - family, friends and neighbours - provide a significant amount of care in the community. Being a carer can be a rewarding experience, but it can also be very demanding and stressful. It can be a 24 hours a day, 7 days a week job. It can result in loss of earnings and a reduced social life.

Many people who care for someone do not necessarily see themselves as “carers”. Rather they are mothers, fathers, daughters, sons, partners, husbands, wives or neighbours looking after someone. However, being identified as a carer can be important to get the extra support you need to continue caring.

Carers in Waltham Forest

According to the 2001 census:

- Over 18,700 people in Waltham Forest described themselves as carers.
- Nearly two out of three carers in Waltham Forest say that they provide between 1 and 19 hours of care per week.
- Of the remaining carers, nearly twice as many say they provide over 50 hours of care per week, as the number who report that they provide between 20 and 49 hours.
- In general, the older you are as a carer the more likely you are to be providing more care: the majority of people aged over 75 who describe themselves as carers provide 50 or more hours of care per week.

Some facts about caring – from Carers UK

The facts about Waltham Forest carers tie in with facts about carers in the UK in general. According to Carers UK, the leading organisation representing the voice of carers in the UK:

- 1 in 8 of all adults is a carer
- Every year over 2 million people become carers
- Over 3 million people juggle care with work
- 1.25 million people provide over 50 hours of care per week
- People providing high levels of care are twice as likely to be permanently sick or disabled
- Over 1 million people care for more than one person
- 58% of carers are women; 42% are men
- By 2037 the number of carers could have increased to 9 million

So you are not alone if you're a carer. Reach out and get the help you need.

02 What help is available?

In Waltham Forest, a range of services for carers is available from Social Services, the Health Service and the voluntary sector.

There are some services specifically tailored to suit your needs as a carer, while other services are for the person you care for.

Help for carers

A break from caring (Take a Break scheme)

A choice to take a break from caring, with support given in your own home, or by providing appropriate services to the person you care for outside the home.

Home-based respite

This is 24-hour care at home for a night, weekend or week to enable carers to take a full break.

Someone to speak for you

Advocacy services arrange for somebody to speak on your behalf and help you get the support and advice that you want.

Advice and emotional support

Advice and emotional support to help you cope with caring.

Health care

As a carer, you can get health care services through your GP and access to specialists such as occupational therapists, physiotherapists, dieticians etc. For more information see Section 06 'Health'.

Help from the voluntary sector

A range of voluntary sector organisations are commissioned to provide a range of services to carers. See Section 14 'Getting in touch' for information on support from the voluntary sector.

Help for the person you are caring for

Home care

Advice and emotional support to help you cope with caring.

Meals service

You can have pre-prepared food delivered to the home of the person you care for. There is a choice from a range of nutritious meals that cater for different dietary, religious and cultural needs.

Intermediate care at home

A range of intermediate care services are available to enable people to regain their level of functioning after an illness or admission to hospital.

Equipment for daily living

A wide range of equipment is available to help you and the person you care for with everyday tasks. These include kitchen equipment, shower and bath chairs, grab rails, doorbells and alarms. The equipment can make it easier to deal with everyday tasks such as preparing food, bathing, toileting and getting around at home and in the community.

There is now a single point of contact for all equipment needs and information - the Community Equipment Service. For more information or an assessment call 020 8496 1672, Monday to Thursday 9am to 5.15pm and Friday 9am to 5pm.

A home in a residential care centre

A residential care home or nursing home is for people who need more intensive care – because of illness or disability – and need staff available to meet assessed care needs 24 hours a day.

Help for you both

Leisure and education activities

Both you and the person you care for can take part in a variety of activities to enhance your quality of life. Activities include leisure and recreation, health education, work skills and arts and crafts. Discounted leisure centre passes are available and financial assistance is available to carers wishing to take adult education classes.

Travel passes, free travel and disabled parking badges

You or the person you care for may be eligible to apply for free travel on buses, reduced taxi fares and disabled parking badges. See Section 07 ‘Getting out and about’ for details.

A purpose-built home

Supported housing is purpose built, or adapted housing with the needs of its residents in mind. For example, the properties provide easy access for wheelchair users, and have support staff on duty or nearby and a community alarm service.

Continuing care

If you or the person you care for have complex health care needs that require regular supervision and monitoring by a healthcare professional, you may be entitled to a continuing care assessment.

You will need to discuss your exact needs during a carers assessment. See Section 14, “Getting in touch” for details of how to contact Social Services.

For more information

Further information on all the above services will be discussed with you as part of the assessment process, or you can contact –

Carers Development Worker
tel 020 8496 3000

03 Carer's assessment

Under the Carers (Recognition and Services) Act 1995, and the Carers and Disabled Children Act 2000, carers have specific rights. One of these rights entitles carers to an assessment of their own needs.

A carers assessment is an opportunity for you to meet with a social worker or health worker to:

- look at what help you need to support you as a carer
- find out what help and support may be available
- make a decision about what to do next

To be eligible for a carer's assessment you must:

- be looking after, or intending to look after, someone who has community care needs (even if they have not had a community care assessment or are not receiving services themselves); and
- be providing or intending to provide a substantial amount of care on a regular basis

How do I get an assessment?

You can ask for a separate assessment of your needs as a carer at any time. If the person you care for is having an assessment you may choose to have your needs as a carer taken into account as part of this assessment process. You can ask your GP or District Nurse to contact Social Services on your behalf.

See Section 14 'Getting in touch' for details of how to contact Social Services.

Young carers are entitled to a carer's assessment even if the person they care for does not have an assessment.

During the carer's assessment you will have an opportunity to discuss the help you are giving, your own needs, any difficulties you may be having, and also find out about available services.

The carer's assessment will not automatically provide you with additional services. However, it will help Social Services to make a proper informed decision about the level of support and services that are required. It will also give you an opportunity to make clear what help you need.

Things to think about before an assessment

Before the meeting talk things over with the person you are caring for:

- Agree, as far as possible, what kind of support you both need
- You can have a friend or adviser at the meeting
- If you wish, the person you care for need not be present so that you can express your wishes more freely
- You may find it useful to have a note of what you do every day so that everyone can see what you do, and which times of the day are most stressful
- The meeting is an ideal opportunity for you to explore alternative forms of care if you are unable to continue

Things to think about before an assessment

- Do you get enough time for yourself?
- Is the person you care for getting enough help?
- Do you get enough sleep?
- Is your health affected by being a carer?
- Are you able to get out and about?
- Are your relationships with other people affected?
- Do you want information about benefits?
- Are you worried you may have to give up work?

After the assessment

Deciding your eligibility

There are eligibility criteria to make sure that services are provided fairly to support those people who need them most. To help decide who can get support, Social Services use a government framework called Fair Access to Care Services. For carers, Social Services base their decision on your individual needs and the risks posed to your ability to sustain your caring role.

In coming to a decision they will pay particular attention to:

Health and safety – is this suffering/deteriorating due to maintaining your caring role?

Autonomy – your freedom to choose the type of tasks you perform, and time you can give to your caring role

Daily routines – the ability to manage your own domestic tasks and other daily routines while sustaining your caring role

Involvement – the extent to which carers are able to maintain relationships, employment, interests and commitments alongside caring responsibilities.

The risk factors are grouped into four bandings, critical (the highest), substantial, moderate and low. Social Services can provide funded community care services for critical and substantial risks only. They can also provide services to stabilise risks that are moderate now but could increase in the future and become substantial or critical.

Direct Payments - Arranging your own care

Once you have been assessed as eligible for community care services, Social Services will offer you the choice of a Direct Payment. This is money paid to you to arrange and buy the services you have been assessed as needing. This is an alternative to having services arranged by Social Services. The benefit of this option is the increased control and choice you have over your services. For more information, see the leaflet 'Managing your own social care – Waltham Forest Social Services Direct Payments Scheme'.

To obtain a copy of the leaflet contact Social Services. See Section 14, 'Getting in touch' for details of how to contact Social Services.

Care Plan

Your assessed needs and the services you can get will be summarised in a Care Plan. You will be given a copy of this.

Charging

You will also be assessed to see if you need to pay a contribution towards your support depending on your individual financial circumstances.

04 Money and benefits

Financial help for carers

State benefits are available from the Department for Work and Pensions (DWP). Social Services offices have some forms, but if they do not have the form you need, ring the Pension Service and ask them to send you one –

The Pension Service

tel 0845 60 60 265

Some forms such as the Carer's Allowance and the Disability Living Allowance are available online at – www.direct.gov.uk/CaringForSomeone

If you are not sure whether you are entitled to any benefits, claim it anyway, they can only say 'no'. If you need advice about which benefits you may be entitled to write, telephone or email any of the following organisations:

Waltham Forest Carers Association

St Andrews Centre, St Andrews Road, Walthamstow E17 6AR tel 020 8531 9652 fax 020 8527 8889
email wfcarers@btconnect.com
Freepost 18177, London E17 6BR

DIAL (Disability Information and Advice Line)

Community Place, 806 High Road Leyton E10 6AE
tel 020 8539 8884

Citizens Advice Bureau

Walthamstow: 167 Hoe Street, London E17 3AL
tel 0870 126 4026

Leytonstone: Greater London House, 547-551 High Road,
E11 4PB

tel 020 8988 9620, fax 020 8558 7911

Or call the free Benefit Enquiry Line on: 0800 882200

Carers Allowance (previously called Invalid Care Allowance - ICA)

This is the only benefit specifically for carers. You may get this if you are over 16 and spending at least 35 hours a week caring for someone. The person you care for must be getting Attendance Allowance, Constant Allowance or Disability Living Allowance Care Component at the middle or higher rate.

Your earnings must not exceed £84 per week, and Carers Allowance overlaps with certain other earnings replacement benefits, so it is always best to check your eligibility first. You cannot claim Carers Allowance if you are studying full-time. If you are getting Income Support and are eligible for Carers Allowance your Income Support can be increased by the 'Carers Premium'.

If you would like advice about Carers Allowance call tel 01253 856123 textphone 01772 899489 Typetalk 0800 959598

Attendance Allowance - AA

The person you care for, you yourself, or both of you might be able to claim this benefit. The person claiming must be 65 or over. A person may be able to get an AA if she or he needs help in at least one of the following ways:

- Frequent attention throughout the day in connection with bodily functions (things like washing, eating, drinking, using the toilet, getting in and out of bed, dressing and undressing).
- Continual supervision throughout the day in order to prevent danger to her/himself or others.
- Prolonged or repeated attention during the night in connection with bodily functions.
- Continual supervision throughout the night in order to avoid danger to her/himself or others.

A person must have needed help for at least six months in order to get AA (although people who are terminally ill can get it straight away).

An important thing to remember is that the questions ask whether you need help or have difficulty doing things, not whether you are getting help. AA is paid at two rates: the lower rate for someone who needs help by day or by night: the higher rate for someone who needs help by day and by night.

Disability Living Allowance - DLA

If you, or the person you care for, have a disability, you may be able to claim this. It is aimed at people who need help looking after themselves and at people who find it difficult to get around. It is divided into two parts.

A care component: for help with personal care needs, paid at three different levels

A mobility component: for help with walking difficulties paid at two different levels

In order to get DLA, the claimant has to pass a disability test, be under 65 and pass other tests regarding the length of time they have had the disability and their residence status.

You may wish to seek assistance with completion of the forms.

Initial claims for DLA and AA for residents of East London and Essex are dealt with at Wembley. Once processed, the claims are then handled at Blackpool.

Wembley DBC, Olympic House, Olympic Way, Wembley, Middlesex HA9 ODL, tel 020 8795 8400

Disability Benefits Unit Helpline, Warbreck House, Warbreck Hill Road, Blackpool, Lancashire FY2 OYE, tel 0845 7123456

Independent Living Fund - ILF

This is a charitable trust set up and funded by the Government. You can claim help with the cost of help at home/ personal care. The fund can also make lump-sum grants. There is no official limit on the amount you can get, but you normally have to qualify for payments under the Fund's rules, which are broadly as follows:

You must:

- Be severely disabled to the extent that extensive help with personal care or household duties is needed in order to maintain an independent life in the community
- Be getting DLA, higher rate Care Component
- Be aged 16-65
- Be getting Income Support, or would have income less than the level of Income Support, after you have paid for the care you need

Please note that the scheme is discretionary. If you are turned down there is no right of appeal.

To claim - write to:

The Independent Living Fund
PO Box 7525
Nottingham NG2 4XT
tel 0845 601 8815

Income Support - IS

You are eligible for income support if you are 16 or over and fulfil one of the other criteria below.

- You are between 16-60
- You are not in full time, non-advanced education
- You are incapable of work (income support may top-up other benefits)
- You are regularly and substantially engaged in caring for another person
- You are a lone parent and responsible for a child under 16 who is a member of your household
- You and your partner have less than £8,000 capital.

How it works

Income Support tops up your weekly income if it would otherwise be less than the weekly amount the Government thinks you and your family need to live on. This is done by comparing what you already get with what you 'need'. If you get less than you need, the balance is made up by Income Support.

The amount the DWP thinks you and your family need to live on is worked out by adding up three different set amounts. The set amounts depend on your circumstances. There are three types of set amounts: 'personal allowances', 'premiums' and 'housing costs'.

Personal Allowances:

These are set amounts for each person who lives with you. The amounts depend on your ages and circumstances.

Premiums:

These depend on your circumstances (e.g. If you are a parent, a lone parent, a pensioner, a disabled person or a carer).

Housing Cost:

Mostly this is to do with the interest on a mortgage; if you pay a mortgage, you can normally get help with the 'interest' bit of what you pay. There are basically three kinds of income which will count against you for an Income Support claim:

- **Earnings:**
Most of the money you earn after deductions for tax, National Insurance contributions and half of any contribution to an occupational or personal pension scheme will count against you
- **Other Income:**
Nearly all other income (including most benefits) is counted against you in full, but there are some important exceptions: for instance Housing Benefit, Attendance Allowance and Disability Living Allowance do not count against you.
- **Capital:**
If you have savings of between £3,000 and £8,000 the DWP will assume that your savings earn you a set amount of weekly income. The amount of income which they will assume you get depends on how much savings you have. The value of the place where you live does not count as part of your savings. If you get Income Support you are entitled to other help, such as with prescription charges, dental treatment, eye tests, etc.

Tax credits

Child Tax Credits

Child Tax Credits (CTC) are for people who are responsible for at least one child or qualifying young person. You do not have to be working to claim Child Tax Credit.

Working Tax Credit

Working Tax Credit (WTC) is an income related payment for those in low paid work or self-employment. You can claim tax credits by contacting the helpline number 0845 300 3900.

Pension credit

Pension Credit is a new means-tested benefit for people over 60 which replaced the minimum income guarantee from October 2003. It has two elements: a 'guarantee credit' for people over 60, and a 'saving credit' for people 65 and over. There is no capital limit on which you cannot claim but if you have savings and capital above £6,000, the Pension Service will assume that your savings and capital earn you a set amount weekly. To apply for Pension Credit call freephone 0800 99 1234.

Housing Benefit and Council Tax Benefit

These are benefits you can get from the local council to help with paying rent and council tax. You can get help with up to 100% of the rent you pay (excluding things like water rates and heating charges) and up to 100% of the council tax.

If you get income support, you can get the maximum amount of these benefits, subject to possible deductions for other people living in your household.

If you do not get income support and have less than £16,000 in capital, you may still get these benefits on low-income grounds.

Some groups of people are 'disregarded' for council tax purposes. Among these are people who are 'severely mentally impaired' and a limited group of carers. There are several conditions in these categories, and it is best to check with the local authority to see whether you are eligible. Housing benefit and council tax benefit claims are dealt with at:

Finance Department, 221 Hoe Street E17 9PH
tel 020 8496 3000 (via Waltham Forest Direct)

The Social Fund

The Social Fund makes payments for maternity expenses, funeral expenses and payments for periods of cold weather and winter fuel. You are legally entitled to a payment if you satisfy the rules laid down in the regulations.

The discretionary social fund provides grants and loans to meet a variety of other needs. There is no legal entitlement and it is discretionary and budget limited. For more information contact Jobcentre Plus, Robart House, 1-3 Lemna Road E11 1ZW. tel 020 8988 5389

How to Appeal Against a Department for Work and Pension (DWP) Decision

If you think that the DWP have made a wrong decision about your benefit, you should:

Check with the DWP office about the details of the decision. If you still think that it is wrong you can ask them to change it, or appeal to a tribunal. This is not as daunting as it sounds.

You should send a letter within one month of the DWP's decision stating that you would like to appeal and why you feel that the decision was wrong. If you want someone to check your letter, or help write it, contact the Citizens Advice Bureau (CAB) or DIAL. (See section 14 'Getting in touch')

If the DWP agree that the decision was wrong, they will correct it and pay the money. If the DWP does not agree, or only partly agree, the matter will go to a tribunal.

The DWP will provide you with copies of the papers used to make the decision. Take these to an advice centre if you feel that you would like help in understanding what is going on.

Do try to get to the tribunal. Answer the tribunal's questions as fully as possible and remember that it is your right to ask any questions you want. Remember to claim for your expenses for attending the tribunal.

The result:

You will get a letter within a few days telling you the result of the tribunal. If your appeal is successful, you should receive the benefit within a short time. If you are unsuccessful but the tribunal panel made a mistake about the law, ask for leave to make a further appeal. Go to an advice centre and ask for help.

05 Having a break

Everyone needs time off from the physical and mental demands of caring. If you are a carer it helps, from time to time, for both you and the person you care for to have a break. A break can be for an hour, a day, a week or more.

Caring can be very exhausting. Even a short break can help you to come back to your caring role refreshed and better able to continue caring.

There are many different ways of organising a break to help with the day-to-day tasks of caring. The crucial thing is to know that the person you care for is safe.

It is important to plan appropriate break services.

For some carers' breaks, you first need to have an assessment with Social Services. For others, you can refer yourself to the organisations without contacting Social Services.

Waltham Forest Social Services can offer:

- a residential home or similar place, or
- in certain circumstances a direct payment can be given for you to arrange your own break

You will need to have an assessment which shows you have a high or very high priority need for the take-a-break service. There is a charge for residential and nursing respite breaks arranged by Social Services.

What types of breaks are available?

Services in and around the home

Services in the home provide a variety of support, including sitting and talking with the person you care for. There are other services which can help the person you care for with social activities of their choice such as going to the cinema, pub or shopping.

Residential care

Residential care homes and nursing homes can provide short-term care for the person you look after so that you can get a break. If you can, it may be useful to visit beforehand to make sure that it can cater for the needs of the person you look after.

These respite breaks are normally provided for one to two weeks and should be planned throughout the year. There is a charge for respite breaks and this is charged to the person being cared for.

Day care

Waltham Forest Social Services and voluntary organisations run day centres for the care of adults with disabilities.

Centres arrange social activities, craft work clubs or outings. Most can arrange transport to and from the centre.

Holidays

If you want to go on holiday, either alone or with the person you care for, there are a number of things to consider.

Going away alone

You may need to arrange alternative care for the person you look after. If you cannot afford to arrange this care, or can afford it but find making the arrangements too difficult, you should contact your local Social Services. They can arrange additional care in the home, extra visits to a day-care centre, or residential care for the person that you look after whilst you are away.

Going away together

If you need to find accommodation to suit the needs of the person that you look after there are a number of voluntary agencies who can give details of holiday accommodation that is suitable for disabled people.

Who to contact

Social Services

Call Waltham Forest Direct on 020 8496 3000, or visit your local Social Services office. See Section 14 'Getting in touch' for details of how to contact Social Services

Crossroads – Caring for Carers Ltd.

Crossroads has a scheme which offers help to carers who look after adults and older people. Carers are offered up to four hours' break each week, at times that best suit the carer.

590 Forest Road, Walthamstow, London E17 3UD
tel 020 8520 0137, fax 020 8520 3475

Holidays

Holiday Care provides holiday information for disabled people and their carers.

tel 0845 124 9971

fax 0845 124 9972

minicom 0845 124 9976

web www.holidaycare.org.uk

06 Health Services

Health services available

The information in this section deals with health organisations and services that can help you in your caring role. In Waltham Forest, Whipps Cross University Hospital NHS Trust and Waltham Forest Primary Care Trust provide health services.

Whipps Cross University Hospital NHS Trust

Whipps Cross University Hospital provides hospital and maternity services to people from the local area.
tel 020 8539 5522

Waltham Forest Primary Care Trust

The Primary Care Trust (PCT) is responsible for providing community based health services to local residents - including GP, dental, optometry and community pharmacy services, community nursing, specialist children's services and sexual health services. The PCT works closely with its social care partners, the London Borough of Waltham Forest and the voluntary sector. tel 020 8928 2300

Your GP

Your GP is your first port of call for help from health services. General Practitioners (GPs) provide general medical care themselves and can refer you on to other NHS professionals or services if necessary. Most GP's work in partnership with other doctors and are supported by healthcare teams. Staff may include practice and community nurses, therapists and health visitors. Many GP practices offer a range of services such as health promotion clinics as well as routine consultations. If you need to register with a GP please contact Waltham Forest PCT on 020 8478 5151.

Community Health Care Services

As well as hospital care, the NHS also provides a wide range of other health services in GP practices, health centres, specialist clinics and for people in their own homes. These services are available for carers as well as the person they are caring for and include the following:

Community Nurse/District Nurse

Community nurses can provide support in your own home. They usually carry out physical nursing care such as changing dressings, injections or supervising medications. They can also advise on coping with incontinence, and on how to lift someone. They may also be able to organise equipment such as a special mattress or incontinence pads.

They will visit the person you care for to determine their needs. After completing an assessment, they will discuss this with you and the person you care for. If necessary, they will refer you for more help to Social Services, or health therapists. They will devise a care plan which will take into consideration your needs and wishes and those of the person you care for.

Community Psychiatric Nurses (CPNs)

CPNs are based in Community Health Teams. They will visit you in your home and your GP will be able to put you in touch with them. They can help people of all ages with mental health problems, which may include someone you are caring for. Carers are entitled to an assessment of need in their own right, which can lead to both practical and emotional help and support.

They do not usually undertake any physical nursing care tasks. However they will carry out an assessment of the person you care for and advise you how best to deal with their illness, for example giving information on medication, and how to manage daily routines. Many carers also find they get stressed when caring, so they can support you too.

Therapists and specialists

There is a range of other health professionals that you may meet, including continence advisors, physiotherapists, speech therapists, chiropodists, and pharmacists.

Physiotherapists

Physiotherapists have specialist skills in the physical treatment and rehabilitation of people, from the newborn to the elderly. They help people with a wide range of joint problems, chest conditions, incontinence, pain or difficulties in moving, balance or control of limbs.

Occupational therapists (OTs)

An occupational therapist is trained to help a person develop or maintain the skills they need in order to be as independent as possible. These include every day activities like dressing, washing, eating or playing. Occupational therapists can work with you at home. They may recommend specialised equipment or changes to your environment e.g. grab rails beside the toilet. Carers may be loaned specialised equipment to move their children safely, or be help them bath or sit comfortably.

Hospital workers

If the person you care for is admitted to hospital, there are people there who will be able to give you information and advice on their care in hospital and what will happen when they leave hospital. This includes the doctors, nurses and hospital social workers.

Health visitors

Health visitors are nurses with specialist training who provide support to people of all ages. Your health visitor may be able to help you as a carer by providing information on health and illness prevention, access to screening services and advise parents of disabled children on nutrition, growth and development and immunisations. They work with other agencies and can refer you to other service providers. Health visitors can be contacted through the GP or health centre.

Mental health services

The North East London Mental Health Trust arranges and provides both community and hospital-based services for people with mental health problems and their carers in Waltham Forest.

Waltham Forest Primary Care Trust:

Hurst Road Health Centre, Hurst Road, Walthamstow
E17 3BL
tel 020 8928 2300 web www.walthamforest-pct.nhs.uk

Whipps Cross University Hospital NHS Trust:

Whipps Cross Road, Leytonstone E11 1NR
tel 020 8539 5522 web www.whippsx.nhs.uk

North East London Mental Health NHS Trust:

Tantallon House, Goodmayes Hospital, Barley Lane,
Ilford IG3 8YB
tel 020 8590 6060
web www.nelmht.nhs.uk

Patient Advice and Liaison Service (PALS):

Provides information about local health services and a helping hand in resolving problems.

tel 020 8539 3939	for help with GPs and other primary care services
tel 020 8535 6767	for help with Whipps Cross hospital services
tel 0800 783 1853	For help with mental health services

07 Getting out and about

For some carers, getting out and about can be a problem. You may be eligible to one or more of the following transport assistance schemes.

Freedom Pass

If you are aged over 60 or have a permanent disability affecting your mobility, you can get a Freedom Pass which gives you access to free travel on London's buses, underground and trains. There are eligibility criteria for the Freedom pass.

To apply, contact Waltham Forest Direct on tel 020 8496 3000 or ring the Social Services Mobility Team on tel 020 8496 6093/6094/6130 or fax 020 8524 8960

Taxicard

Taxicard provides reduced cost trips in licensed taxis, so you do not pay the full metered fee. This is a 24-hour service for people with severe, permanent mobility problems who find it difficult to use buses, trains or the Tube. Trips can be used for social purposes, for example, going shopping, visiting friends and family and going out to events.

Taxicard is currently valid with Computercabs only, which can be booked in advance or picked up on the street. There are membership criteria. For more information or to apply for a Taxicard, contact:

ALG-Taxicard, New Zealand House, 80 Haymarket,
London SW1Y 4TZ tel 020 7484 2929 fax 020 7484 2919
email taxicard@alg.gov.uk

You may also pick up an application form from your local Social Services office.

Parking—Blue Badge Scheme

This scheme offers parking concessions for disabled people with severe walking difficulties who travel either as drivers or as passengers. The concessions only apply to on-street parking and include free use of parking meters and pay-and-display bays. Badge holders may also be exempt from some other parking limits. People who have severe mobility problems or are registered blind may be eligible.

Blue Badges can be used throughout the UK and while travelling within the European Union and in some other countries. The Blue Badge cannot be used in parts of the boroughs of Westminster and Camden.

There is no charge for this service. To apply contact the Social Services Mobility Team on 020 8496 6093/6094/6130; fax 020 8524 8960 for an application form.

Disabled Parking Bays

These are designated parking bays reserved for people who are Blue Badge holders. You may also be able to get a parking bay outside your home, which can then be used by anyone who has a Blue Badge.

There is no charge for this service.

To apply contact the Social Services Mobility Team on 020 8496 6093/6094/6130;

fax 020 8524 8960 for an application form. You can also download an application form from the web at www.lbwf.gov.uk

Dial-a-Ride

This is a pre-booked accessible bus service for disabled or older people who are unable to use buses, trains and the Tube. The service is available for one-off trips, for example to the theatre or a hospital appointment, or for a regular journey perhaps to a place where you or the person you care for works or studies.

Dial-a-Ride is a membership service which you pre-book. To be eligible for membership you must have a permanent or long-term disability which makes you unable, or virtually unable, to use public transport services.

Fares are not expensive and are based on the length of your journey, starting from 60 pence for a trip of less than a mile. Waltham Forest residents may contact the Woodford Depot of Dial-a-Ride on 020 8498 8200.

Motability

Motability is for people receiving the higher rate mobility component of the Disability Living Allowance or War Pensioners on mobility supplement. By using part or all of the mobility benefit, a disabled person can purchase a new car on lease or hire purchase. A wheelchair, scooter, or second-hand car on hire purchase can also be obtained through this scheme.

Motability, Goodman House, Station Approach, Harlow, Essex CM20 2ET tel 01279 635666 textphone 01279 635999 fax 01279 632000, web www.motability.co.uk

Choosing a car

If you are able to buy a car, it is important that it is suitable and can be adapted to meet the needs of the person you care for. The Department of Transport has set up an advice service to help.

Mobility Advice and Vehicle Information Service
Department of Transport, O Wing, Macadam Avenue,
Old Wokingham Road, Crowthorne, Berkshire RG45 6XD
tel 01344 661000

Car tax and road tax

A disabled person may be able to claim exemption from road tax (Vehicle Excise Duty) or to nominate another person's car for exemption, although there are certain qualifying criteria.

Driver and Vehicle Licensing Agency (DVLA)

Customer Enquiries (Vehicles) Unit, DVLA, Swansea SA99 1BL. tel 0870 2401320 textphone: 01792 782756

Congestion charges

People who are Blue Badge holders are exempt from congestion charging - but must register in advance. For more information, contact Transport for London on 0845 900 1234 or use their website at www.cclondon.com

Transport information and advice

Tripscope offers reliable transport advice and information, free of charge nationally. For disabled and elderly people planning local, long-distance or foreign holidays, including airport transfers and transport at your destination. National helpline: 0845 7585641; web www.tripscope.org.uk

Disabled toilets

There is a national key scheme to access disabled toilets with a special lock. To obtain a list of the toilets, plus a key (there is a small charge for the key) contact:

RADAR

RADAR is a national organisation that seeks to promote change by empowering disabled people to achieve their rights and expectations; and by influencing the way that disabled people are viewed as members of society. RADAR campaigns on a wide range of issues and its work include advocacy, information and support.

Unit 12 City Forum, 250 City Road, London EC1V 8AF
tel 020 7250 3222, minicom 020 7250 4119
email radar@radar.org.uk web www.radar.org.uk

Leisure issues

Artsonline

National UK arts portal, with online exhibitions and discussions, a guide to arts web sites, information and resources. web www.artsonline.com

Carers Equal Opportunities Act

Under new legislation which came into effect from April 2005, the local authority will have the duty to inform carers of their right to assessment. The assessment must include consideration of whether the carer (1) works or wishes to work and (2) is undertaking, or wishes to undertake, education, training or any leisure activity.

08 Young carers

Young carers are children and young people under 18 who provide, or intend to provide, care, assistance or support to another family member. They carry out, often on a regular basis, significant or substantial caring tasks and assume a level of responsibility, which would usually be associated with an adult.

The person receiving care is often a parent but can be a sibling, grandparent or other relative who is disabled, has chronic illness, a mental health problem or other condition connected with a need for care, support or supervision.

As a young carer, you are entitled to an assessment of your own needs. This is to find out what help you may need to continue caring but also to continue with as normal a life as possible, and to grow up just like any other child/young person in Waltham Forest. It is a chance for you to say just what you need.

You can also say that you can no longer do the caring tasks and that some other way must be found to support the person you care for.

You can meet with the assessor in private so that you can speak openly about the situation and what you want.

Services can also be provided to you to enable you to continue caring. This can include practical help in the home.

In addition, you can also be provided with –

- information
- someone to talk to
- activities or outings
- advocates

Where can you get information?

FWA/FSU Working Together*

Young Carers Service, 20 Coopers Lane, Leyton E10 5DG
tel 020 8539 0004

*Family Welfare Association and Family Service Unit working together

Young carers could also approach their school nurse or pastoral care teacher for support.

Waltham Forest Carers Register

The register is kept by Social Services to help carers with information on the services and organisations available to support you.

If you would like to join the register please complete and return this form.

See section 11 'Waltham Forest Carers Register' for more information.



Waltham Forest

When completed please return this form to:

Carers Development Worker
Waltham Forest Community Services
FREEPOST LON1081
London
E17 5BR

Waltham Forest Carers Register

About you...

Your name

Your address

Your telephone number

Your date of birth

Your first language

Your ethnic origin

About the person you care for...

Their name

Their address

Their telephone number

Their date of birth

What disability or illness do they have?

What is their relationship to you?

Your date of birth I understand that I may be sent information as a result of being added to the register.

If you would like an assessment of your needs as a carer please tick this box

Signed _____ Date _____



09 Parents of disabled children

Parents who are caring for a disabled child may need support, information or advice specific to their individual need.

Social Services

Social Services can assess your child's needs, and if they are eligible can arrange practical support. Following a carers assessment, Social Services can also arrange support for you, such as access to short breaks. Currently, Social Services arrange breaks in private and voluntary sector residential homes. On occasions, foster care may also be available for short breaks.

Children and families in need

The Social Services First Response Team offers advice and support to children and families who are experiencing difficulties and need help. If they cannot help, they will tell you where to go for the support you need.

Children with disabilities

Social Services give support and advice to children with disabilities and their families. They can provide information on a range of services including help for carers and respite care (where the child goes into residential care for a short while to give the carer a rest), social services, disabled parking bays, and equipment and adaptations to help around the home. They can tell you about other local services and facilities that might be useful and process applications for Taxicards, disabled parking permits (Blue Badges) and Freedom Passes.

Counselling and support

Social Services can offer a range of services to children and young people up to school-leaving age, and their families, who are having difficulties.

Family support

Social Services can offer continuing support for families or carers who have already been assessed. Families may need support if a child or a carer is ill or has a disability, or if the child is on the Child Protection Register.

Fostering and adoption

Foster carers provide a family home for children and young people who, for some reason, cannot currently live with their own families. There are many different kinds of fostering – from emergency and short-term care, to long-term fostering. An allowance is paid to help people to become foster carers.

For more information, contact the Fostering and Adoption Team via Waltham Forest Direct on 020 8496 3000.

Pre-school and out-of school services

If you have young children, you might be eligible for a range of childcare services including local Sure Start programmes. There is also a range of recreational activities for older children provided through the Youth and Community Service.

How to get help

Contact Waltham Forest Direct on 020 8496 3000 and ask for the Family Support Service.

See section 14 'Getting in touch' for details.

Health

Health visitors

Based in health centres and clinics, they work with families with children under five.

School Health Service

School nurses regularly visit all schools in Waltham Forest to monitor the health needs of children. Special schools may have a nurse based on site.

Speech and Language Therapists

Work with children with communication difficulties and their families. tel 020 8430 7978

Physiotherapists

Help people with a wide range of joint problems, chest conditions, incontinence, pain or difficulties in moving, balance or control of their limbs. tel 020 8535 6793

Children's Community Nursing Team (CCNT)

Provides nursing care and support at home to families with children who have acute or chronic conditions - aged from birth to 16. tel 020 8430 7930

Child and Family Consultation Service

A team of specialist mental health workers who support children and young people and their families where there are psychological or emotional concerns. tel 020 8509 0424

NHS Direct

A 24-hour nurse-led helpline providing confidential healthcare advice and information. tel 0845 4647. web www.nhsdirect.nhs.uk

Arts and Leisure

Artsline

Artsline provides information on arts, leisure and entertainment.

tel 020 7388 2227, fax 020 7383 2653

minicom 020 7388 2227. web www.artsline.org.uk.

Waltham Forest Council's Leisure Saver Card

The card discounts on leisure and entertainment in the Borough. tel 020 8527 1200

Education

For information on pre-school playgroups for children aged 2? - 5 years old contact the Pre-school Playgroup Organiser on tel 020 8496 5355.

Waltham Forest Pre-School Learning Alliance

tel 020 8556 3434 fax 020 8556 2779

For information about schools in the Borough

tel 020 8496 5043 / 5047 / 5214 / 5116

Integrated Mainstream Support Service

Works with children in mainstream schools who have additional needs, for example, those with specific learning difficulties.

tel 020 8496 1533 fax 020 8496 1532

Waltham Forest Parent Partnership

Information and support to parents of children with special educational needs. tel 020 8520 6829

Portage

Home-based scheme that helps teach daily living skills to children under five with special needs. tel 020 8535 6793, 020 8556 9951.

Educational psychologists

Accessed via nurseries, schools and colleges, occasionally directly by parents. tel 020 8556 9951

Waltham Forest Children's Information Service

This service provides details of all childcare services for children aged up to 14 years (or 16 if your child has a disability). They can also give advice and information on financial benefits for carers and parents.

Community Place, 806 High Road, Leyton E10 6AE
tel 020 8539 0870 Open Monday - Friday 10am - 4pm

Carers

Waltham Forest Asian Mothers Group

Carers support group for Asian mothers with disabled children living in Waltham Forest. tel 020 8520 4226

Voluntary organisations

Autism London

tel 020 7359 6070, web www.autismlondon.org.uk

Contact a Family

Information and advice about children's disabilities and support services. tel 0808 808 3555,
web www.cafamily.org.uk

ELHAP

A charity running day and respite care for adults and children with disabilities. tel 020 8550 2636

Family Fund Trust

Eases the stress on families who care for severely disabled children under 16, by providing grants and information related to the care of the child. tel 01904 621 115

Hamara

Provides various services including play schemes and a sitting service for children and young people aged up to 19 who have a disability and live in Waltham Forest.
tel 020 8503 7270

Waltham Forest MENCAP

Supports people with learning disabilities and those who care for them. Organises a range of clubs for children and young people with learning disabilities. tel 020 8556 3445

10 Carers and work

Caring for someone whilst working

You may be working when the need to care for someone occurs, and the demands of combining working and caring can be stressful. It is important to let your employer know about your situation. Many employers already offer schemes to help carers. Some provide information on caring, facilities and support groups in the local area. Some have confidential counselling or welfare services. Others support informal networks of carers within their workplace.

Here are a few things to consider:

- find out your employer's policy on carers (whether it's formal or otherwise)
- ask about flexible working opportunities. This could mean a change in hours, working part-time or from home

Support options your employer may be able to offer include:

- Flexible working
- Leave arrangements
- A right to time off for emergencies
- Access to information and advice
- Parental leave

Returning to work

It is an objective of the Government to help carers who are unable to combine paid work with caring, to return to work. This may be full-time or part time work.

You may want to -

- return to work when a period of caring has come to an end
- return, or start working, while still caring for somebody

If you've been caring for someone for a while, you may find it difficult to return to paid employment. You may have lost a bit of confidence and feel out of touch with the world of work.

However, whilst being a carer you will have learnt new skills that may be of benefit to many potential employers. Indeed, some employers actively recruit carers who gave up work and now wish to return. You need to take into account any additional costs you may be responsible for as a result of going into paid employment, for example, additional help at home.

Ways into employment

If there isn't a job waiting for you there are several options. You could begin by talking to others who have been in a similar position or organisations that can give advice. Speak to an Employment Advisor at the local Jobcentre Plus Office. They may be able to give advice on training opportunities.

Useful contacts

Carers UK

Carers UK can also provide useful information and advice on employment issues. Carersline – tel 0808 808 7777, or tel 020 7490 8824, fax 020 7490 8818
web www.carersonline.org.uk

Advisory, Conciliation and Arbitration Service (ACAS)

ACAS offers a free advice service to employers and employees.

National Headquarters, Brandon House, 180 Borough High Street, London SE1 1LW, Helpline 08457 474747
textphone 08456 061600, web www.acas.org.uk

Daycare Trust

Information on daycare for children.
21 St George's Road, London SE1 6ES
tel 020 7840 3350, fax 020 7840 3355
web www.daycaretrust.org.uk

Department of Trade and Industry (DTI)

The DTI can provide information sheets on flexible working and employment rights.
1 Victoria Street, London SW1H 0ET
tel 020 7215 5000 (general enquiries)
minicom 020 7215 6740, web www.dti.gov.uk

11 Waltham Forest Carers Register

At present the Waltham Forest Carers Register is kept by Social Services to help carers with:

- information on the services and organisations available to support you
- by sending out a regular newsletter to keep you in touch with other carers and what's going on locally

The Carers Register is kept so that the Council can:

- identify the extent of caring that goes on in the Borough
- consult carers on future service developments
- target services to meet the needs of carers
- provide a named contact to link you to services that you may require to enable you to take a break
- keep in touch with you through a regular newsletter
- contact you at least once a year

Who can join the register?

Anyone who provides regular care for someone can join. Carers can be any age or gender.

The register is completely confidential and all information on it is protected by the Data Protection Act 1998.

Waltham Forest Social Services has an access to files policy. All information received is subject to the Access to Personal Files Act 1987, the Data Protection Act and the new Information Act.

If you would like to join the register please complete the form in the centre of this pack and return it to us at the address below.

If you would like more information contact:

Carers Development Worker, Integrated Older Peoples Services Silver Birch House, Uplands Business Park, Blackhorse Lane, E17 5SD (not open to public callers) tel 020 8496 3476, fax 020 8496 3665

Or visit one of our local Social Services offices. See section 14 'Getting in touch'

12 Life after caring

There is life after caring, as the person you care for may move on in one way or another. For example, a young person may move into further education or into a specialist residential unit. An elderly person may go into residential or nursing care. Sadly, the person you care for may die.

It can feel like your world has turned upside down and you may feel isolated and lonely. It is therefore advisable to be prepared for changes.

If you no longer have a direct caring role, you will need time to adjust and make plans for your future. You may need help or advice around a number of issues, such as financial help if your benefits have stopped, employment advice if you have been out of the workplace for a while, or general support to help you to talk through your feelings and concerns.

For many people, being a carer can mean that you give up a lot of your friends and social life to care for your loved ones. You may need some support to get back your life after caring.

Bereavement

If the person you care for dies, it is important that you allow yourself time to grieve. Different people react in different ways – and it is important that you cope in the way that is best for you. There are people who can help you to come to terms with your loss, such as relatives or close friends, doctors or nursing staff, social workers, religious workers, as well as local support groups.

Waltham Forest Registrar Office

If you have any questions about the registration of births, deaths and marriages, please contact:

Waltham Forest Registrar Office, 106 Grove Road,
Walthamstow London E17 9BY
tel 020 8496 2716 (direct dial), tel 020 8496 3000
(emergency or outside working hours)
fax 020 8509 1388, email register.office@lbwf.gov.uk

Cruse Bereavement Care

Cruse offers free information and advice to anyone who has been affected by a death. It provides support and counselling, one to one and in groups. It also offers education, support, information and publications to anyone supporting bereaved people.

Cruse Bereavement Care

Cruse House, 126 Sheen Road, Richmond, Surrey TW9
1UR tel 08457 585565 (counselling) or tel 0870 167 1677
(helpline) email info@crusebereavementcare.org.uk

Compassionate Friends

Compassionate Friends offers friendship and understanding to bereaved parents, grandparents and siblings. The service is free.

Compassionate Friends
53 North Street, Bristol BS3 1EN
tel 0117 953 9639

Samaritans

Samaritans is available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress or despair. tel 08457 909090

Macmillan Nurses

Macmillan Cancer Relief is a UK charity that works to improve the quality of life for people living with cancer.

Macmillan CancerLine
89 Albert Embankment, London SE1 7UQ
tel 0808 808 2020, email cancerline@macmillan.org.uk

Making a will

Anyone can make a will. You don't have to make a will, but experts may advise you to do so. By making a will you will be able to set out who is to benefit from your property and possessions ('your estate') after your death. It will also help make sure that your estate, after any taxes and debts have been paid, is passed on as you want. You may need legal advice if you want your share of any jointly-owned assets to be inherited by someone who is not the other joint owner.

You can choose the people who are responsible for passing on your estate. These people are called executors, and you can appoint executors by naming them in your will. The courts can also appoint other people to be responsible for doing this job. If you do not make a will, your estate will be passed on according to a scheme laid down in law. Who is entitled under this scheme (which is designed to reflect the wishes of the average person) will depend on which relatives survive you, if any.

If you are thinking of making a will, you may want to get the help of a lawyer or a voluntary organisation such as Citizens Advice or Age Concern. For more information, you can visit the Citizens Advice website (www.citizensadvice.org.uk) or the Age Concern website (www.ageconcern.org.uk).

13 Emergencies

However well planned and careful you are, there may be times that you need to contact someone in an emergency. These are the key contacts in Waltham Forest for carers and other service users who may need help.

Key contacts

Health (for emergency or life threatening conditions)

- In the first instance telephone 999
- Accident and Emergency (A&E). Contact Whipps Cross University Hospital Trust. The A&E unit is on Whipps Cross Road, Leytonstone, E11, tel 020 8539 5522

Social Services

Outside office hours, call 020 8496 3000 (Waltham Forest Direct) and ask for the Social Services Emergency Duty Team.

Carers Emergency Card

Waltham Forest Carers Association (WFCA) can provide you with a Carers Emergency Card on which you can keep details of yourself and who you care for as well as two essential addresses of who to contact in case of emergency when you are away from home. Ask for a copy of the card from WFCA on tel 020 8531 9652.

14 Getting in touch

Social Services

Social Services can assess your needs and provide services and equipment to meet them if you are eligible. They will provide support and help you deal with any family difficulties and issues that concern you, the person you care for and your family.

Services for Adults and Older People

To enquire about services for people who are over 18 and live

Chingford or Walthamstow, contact:

First Response Team – North

47 Gainsford Road, Walthamstow E17 6QB
tel 020 8496 3000 (via Waltham Forest Direct)
fax 020 8496 1813

To enquire about services for people who are over 18 and live in Leyton or Leytonstone, contact:

First Response Team – South

Leytonstone Access Office, 90 Crownfield Road,
Leytonstone E15 2AJ
tel 020 8496 3000 (via Waltham Forest Direct)
fax 020 8496 1203, minicom 020 8496 1249

Children and Families Service

To enquire about services for children under 18, their families and carers, contact:

First Response Team – Children and Families

Walthamstow Access Office, 8 Buxton Road, Walthamstow
E17 7EJ. tel 020 8496 3000 (via Waltham Forest Direct)
fax 020 8496 2313, minicom 020 8496 2352

Hospital Social Work Service

If you are in hospital, please contact:

Whipps Cross Hospital

Whipps Cross Road, Leytonstone E11 1NR
tel 020 8539 5522, fax 020 8535 6548 minicom
020 8558 2885

Asylum Seekers Service

To enquire about services for asylum seekers
please contact:

Asylum Seekers Service

604 High Road, Leyton E10 6RN

tel 020 8496 2141 / 2149, fax 020 8496 2154

Emergencies

For urgent enquiries outside these hours, please
tel the Social Services Emergency Duty Team on
tel 020 8496 3000.

Headquarters

The headquarters of the Waltham Forest Social Services is based at:

Silver Birch House, Uplands Business Park, Blackhorse Lane,

E17 5SD (not open to public callers)

tel 020 8496 3000 (via Waltham Forest Direct)

fax 020 8496 3658

Complaints about Social Services

Sometimes things can go wrong, or Social Services may fail or refuse to provide you with a service that you think you or someone else should get. If this happens, you have a right to complain. You can make your complaint by calling the Complaints Unit on 020 8496 3000 (via Waltham Forest Direct), fax 020 8496 3659, minicom number 020 8496 3010. Or write to:

Complaints Team

Waltham Forest Adult and Community Services

Silver Birch House

Uplands Business Park

Blackhorse Lane

FREEPOST LON 1081

LONDON E17 5BR

Ask your local Social Services office for a copy of the leaflet, 'Complaints, Compliments and Suggestions'

Other Services

Aids and HIV Service

London East Aids Network tel 020 8509 3440

Blackliners (for Aids/HIV Support) tel 020 7738 5274

Terrence Higgins Trust

tel 020 7831 0330, direct helpline 0845 1221 200

Arts and leisure

Artsline provides information on arts, leisure and entertainment. tel 020 7388 2227, fax 020 7383 2653
minicom 020 7388 2227, web www.artsline.org.uk

Forest Connection is a borough-wide leisure card which gives discounts on leisure and entertainment activities in the Borough. tel 020 8558 5793

Benefits and money

Benefit Enquiry Line tel 08457 123 456

Citizens Advice Bureau Leytonstone tel 020 8988 9620
fax 020 8558 7911

The Family Fund Trust

Financial support for families with severely disabled children.

tel 01904 621115

Waltham Forest Carers Association

Welfare rights worker available. tel 020 8531 9652

Carers from black and ethnic minority groups
African and Afro-Caribbean Support Network (AACSN)
Short term respite breaks for African and Afro-Caribbean carers of people with learning disabilities. Regular support groups for carers. Advocacy support for users and carers.
tel 020 8558 0395

Asian Mothers Group
tel 020 8520 0373

Black People's Mental Health Association
tel 020 8509 2646, web www.bpmha.org
email bpmha@enta.net

Farishteh Trust
Supports people with disabilities and their carers from Asian communities. tel 020 8556 7478

Caring for disabled children

Waltham Forest Specialist Children's Services
provide physiotherapists, speech and language therapists and other specialist services to children and families where the child's disability is the overriding issue.
tel 020 8430 7956, fax 020 8430 7941

Contact-a-Family
Provides information and advice about children's disabilities and support services. tel 0808 808 3555 textphone 0808 808 3556, minicom 020 7608 8702 web www.cafamily.org.uk

Hamara Family Project

Services for disabled children and young people in Waltham Forest. Projects include holiday playschemes, a sitting service, and a short break service for children and young people up to the age of 19. tel 020 8503 7270, fax 020 8503 6582

Waltham Forest MENCAP

Self advocacy by and for people with learning disabilities. tel 020 8556 8893.
Service user help line 020 8509 2119.

Carers of people with mental health problems

Black People's Mental Health Association

tel 020 8509 2646 fax 020 8509 2866

Depression Alliance tel 0845 123 2320

MIND Waltham Forest

Free counselling service. Lunch club. Supported housing scheme. tel 020 8519 2122 fax 020 8539 1770

National Schizophrenia Fellowship

tel 020 8535 6480

Psychiatric System Survivors Together (PSST)

tel 020 8521 8344 fax 020 8521 1672

Qalb

Day care service for Asian adults with long term mental health problems who live in London Borough of Waltham Forest. Provide keyworker support, advice and information, activities, art and crafts, reflexology, computer classes and a lunch club. tel 020 8527 5590

Carers of people with dementia

Alzheimer's Society

tel 020 7306 0606 fax 020 7306 0808 web
www.alzheimers.org.uk

Alzheimer's Group

tel 020 8529 6782

North East London Mental Health Trust

Carers Service Co-ordinator tel 020 8535 6476 x4356

Waltham Forest Social Services

Dementia Support Service

tel 020 8496 2863 / 2864 offers practical help

Carers support groups

There are many carers support groups in Waltham Forest. Some are for all carers and some are for specific groups of carers. Contact Waltham Forest Carers Association (WFCA) for an up to date list –

Waltham Forest Carers Association (WFCA)

tel 020 8531 9652, fax 020 8527 8889

Asian Mothers Group

tel 020 8520 0373

Carers UK

tel 0808 808 7777, fax 020 7490 8824

Community Health Project (complementary therapies)

tel 020 8928 2244

Disability Action - Waltham Forest

Run by disabled people for all disabled people in Waltham Forest. Projects include a support service to help people live more independently by employing support workers, using Direct Payments from Social Services. tel 020 8509 0812 fax 020 8521 7203

Disability Resource Centre

tel 020 8520 8347/7091

Waltham Forest Crossroads – Caring for Carers Ltd.

Provide respite care and support for carers who support people with physical disabilities, mental health problems and constant care requirements. tel 020 8520 0137, fax 020 8520 3475

Disabilities

Disability Action Waltham Forest

1a Warner Road Walthamstow E17 7DY.
tel. 020 8509 0812 fax 020 8521 7203

DIAL Waltham Forest

Provides advice on all aspects of disability to disabled people, carers and professionals working in the field of disability. tel 020 8539 8884 fax/minicom 020 8539 8007

Sex and disability helpline

telephone advice for people with a disability, their partner or carer, to discuss sexual/relationship issues
tel 07074 993527

Shopmobility Waltham Forest

tel 020 8520 3366

Speakability (for people affected by dysphasia)

tel 0808 808 9572

Drugs and alcohol Services

Drugs and Alcohol Service for London

Promotes the prevention and recognition of problem drinking and substance misuse; educates the public concerning the causes, treatment and prevention of substance misuse and related problems.

tel 020 8257 3068 fax 020 8257 3066

One North East

Provides a full-time abstinence based day programme of group therapy and individual counselling for problem drinkers. Provides support, education and counselling for anyone affected by someone else's alcohol or drug addiction. tel 020 8509 1888, fax 020 8509 0809

WF Community Drug and Alcohol Team

Thorpe Coombe Hospital site, 714 Forest Road, Walthamstow E17 3HP. tel 020 8535 6756

Having a break from caring

Social Services may be able to help you with arranging support and care for you so you and the person you care for can have a break from each other. They can also explore other options like residential and nursing care with you.

Holiday Care provides holiday information for disabled people and their carers. tel 01293 774 535, fax 01293 784 647 minicom 01293 776 943. web www.holidaycare.org.uk

Health services

Your GP provides general medical care and can refer you onto other health and social care services if necessary. NHS Direct gives free and confidential advice on health care matters. tel 0845 4647, web www.nhsdirect.nhs.uk

MS Action (Therapy Centre) tel 020 8531 9216

Multiple Sclerosis Society Headquarters

tel 020 8438 0700

Multiple Sclerosis Helpline

tel 0808 800 8000

NHS Direct

tel 0845 46 47

Parkinson's Disease Society tel 0808 800 0303

Helpline tel 020 7931 8080

Cancer You Are Not Alone (CYANA) tel 020 8553 5366

Housing

Housing Direct

General housing enquiries. tel 020 8925 5557

Relatives and Residents Association Helpline

Advice for people who support a relative who lives in, or is moving into, residential care. tel 020 7916 6055

Shelter (Housing Advice)

tel 0808 800 4444

Interpreting

Waltham Forest Interpreting, Translating and Transcription Service

Free interpreting service to people living in the Borough. Must be booked in advance through the department from which you need information or service. tel 020 8496 2881 (24 hour direct line), fax 020 8521 8552, minicom 020 8521 3777.

Mental Health

Locality Mental Health Teams –

If you are aged 18 to 64 and live in the northern part of Waltham Forest contact –

Locality Mental Health Team North, Larkswood Centre, Thorpe Coombe Hospital, Walthamstow E17.
tel 020 8535 6848

If you are aged 18 to 64 and live in the southern part of Waltham Forest contact –

Locality Mental Health Team South, South Forest Centre, 21 Thorne Close, Leytonstone E11 4HU. tel 020 8535 6480

If you are aged 65 and over you can contact –

Community Mental Health Team for Older People (North)

Greenthorne Resource Centre, 1 Merriam Close, Larkshall Road, Chingford E4 9JQ. tel 020 8523 0799

Community Mental Health Team for Older People (South) –

Red Oak Lodge, 17 Thorne Close, Leytonstone E11 4UH
tel 020 8535 6476, fax 020 8535 6953

Older People

Age Concern Waltham Forest

Provides information, advice and advocacy. Provides a service for older people. tel 020 8558 5512
fax 020 8558 0383

Other support

African Caribbean Women's Development Centre (ACWDC)

Provide out of school care while parents are at work and assist in the provision of facilities according to age or disablement.

603 High Road, Leyton E10 6RF. tel 020 8556 4053
fax 020 8923 9323

BME Alliance Waltham Forest

tel 020 8509 8338 fax 020 8509 8861

Community Health Project

Have counsellors who you can talk to and also offers complementary therapies to carers. tel 020 8928 2244

CREST Waltham Forest

An ecumenical Christian social action charity, CREST works with people with disability providing childcare, mental health befriending and community development.

tel 020 8521 2975 fax 020 8521 9553

Night Watch Service

tel 020 8535 6468

Refugees

Refugee Advice Centre tel 020 8558 6928

Salisa Project

For people of Congolese and French African origin, to relieve poverty, sickness and distress and preserve good health and community living. tel 020 85558 3673

Samaritans

tel 08457 90 90 90. web www.samaritans.org.uk

Samaritans Waltham Forest

tel 020 8520 9191

Victim Support Waltham Forest

For victims of crime. tel 020 8503 6226

Transport and travel

Forest Wheelchair Service

Provides NHS wheelchair service for the area. tel 020 8535 6785 fax 020 8535 6785

North East London Dial a Ride

Provides door to door service for disabled people.
tel 020 8498 8200

Tripscope

Provides free information on travel. tel 08457 585 641

Waltham Forest Shopmobility

Provides loans of wheelchairs, scooters and volunteer escorts. tel 020 8520 3366

Young carers

FWA/FSU Working Together*

Young Carers Service, 20 Coopers Lane, Leyton E10 5DG
tel 020 8539 0004

*Family Welfare Association and Family Service Unit
working together

15 Glossary

Advocacy

An advocate is an independent person who will speak on your behalf and represent what you want.

Assessment

A review of a person's care needs and deciding what services they will get. They are usually carried out by social and care staff i.e. social workers, and / or occupational therapists. For an assessment contact your local Social Services First Response Team. (See Getting in Touch section 14)

Benefits Agency Visitor ('The Social', DSS or DHSS)

The Benefits Agency visitor comes to discuss what money benefits you might get. It is important that you claim everything you are meant to.

Also occasionally they may visit because the agency thinks you are claiming something you are not entitled to. If this happens you need to get advice from the Citizen's Advice Bureau.

Care package

The community care services a person will receive for their assessed needs. An example would be to receive home care every day from 7-8am and 8-9pm and lunch from the Meals service every weekday. These services together will make up your care package.

Care programme approach (CPA)

Providing people with serious mental health problems an individual agreed care plan.

Carer

A person providing unpaid care and support to someone with a disability, long term illness or an older person within the home. A carer may be a partner, family member, friend or neighbour.

Carers now have the right to have a separate assessment from the person who they provide care for (Carers [Recognition and Services] Act 1995).

Charging

Where people are asked to pay towards the costs for receiving community care services. This is based upon a thorough financial assessment which takes into account various factors, including income, the level of service, and savings.

Chiropodist - Podiatrist

Both the same - they visit to help people look after their feet..

Community care

A range of support services in the community for older and disabled people. This is to enable people to live with greater levels of independence at home, as opposed to traditional forms of care such as long stay hospitals.

Complaint

People have a right to complain about a service where they think they have been unfairly treated, or have received unsatisfactory services.

Consultation

An opportunity for people to express their views and opinions about a service area in a constructive manner.

Continuing care

Ongoing health care for people recovering from injuries, or with long-term serious illness or disability. This may be at hospital, at home or in a residential or nursing home.

Culturally appropriate / sensitive

These are services which take into account a users lifestyle, such as the language they speak, their religion and food they eat. Such services take into account these different needs..

Community Psychiatric Nurse - also known as 'the CPN'

A nurse who specialises in working with people who have a mental health problem. They are based in Community Health Teams and can visit you in your home.

Direct Payments

Payments made by Social Services to disabled people requiring community care. They enable users to arrange and buy their own care. Direct Payments are about promoting choice and flexibility of care. It is now a statutory obligation for councils to offer Direct Payments to everyone who is eligible. Please Note: Social Services Direct Payments Scheme is NOT the same as the Department for Work and Pensions' scheme which pays welfare benefits directly into bank accounts.

Doctors

Apart from your own doctor (GP - General Practitioner) there are many different kinds who could visit or who you might meet in hospital depending on what the problem is. e.g. psychiatrist, psycho-geriatrician, neurologist, etc - they are all specialists in a different part of medicine and you are quite entitled to ask them what they do.

District Nurse

Similar to a nurse working in hospital. The district nurse works in the community. They change dressings and give injections and medicines. They can offer advice and explain about the disease or disability. They can also help with arranging special equipment to help you to care.

Eligibility criteria / Fair Access to Care Services

From April 2003, all social services in the UK are obliged to use the same framework to assess the risks faced by people who ask them for help. Risks must be placed in either "Critical", "Substantial", "Moderate" or "Low" categories. All social services in the country have been obliged to look at their resources and state which risks they are able to address.

Like the vast majority in London, on this basis Waltham Forest can only address risks that are classified as “Critical” or “Substantial”. This is in practice quite a broad range of concerns and Social Services are committed to looking at more moderate risks and providing enabling support where appropriate to prevent any imminent deterioration.

Health Visitor

Someone who specialises in the care of babies and young children at home. They are based at your GPs surgery and can offer advice, training and a sympathetic ear. They can also help you arrange to get a whole range of other services that might be needed.

Home care (also known as domiciliary care)

Services to help disabled and older people to live independently and safely in their own homes. For example, help may be provided with washing and dressing; transferring from bed to chair; eating and drinking, including delivery of meals; using incontinence aids and supervising taking of medication.

Home Care Assistant - the 'Home Help'

Someone who is employed to come in to the home to provide practical help with bathing, washing, toileting and other practical things in the house.

Independent living

Enables people to take control over all aspects of their own lives. This may include employing personal assistants and organising when you want services yourself..

NHS Direct 0845 46 47

A 24 hour, 7 days a week telephone helpline for all medical problems. When you ring you will speak to a specially trained nurse who will take you through a series of questions which will identify what the problem is and what the answer is. If it is a medical emergency they will summon an ambulance for you.

Nursing home

Place where at least one member of staff is a nurse, where several people needing health and social care live.

Occupational Therapist (also know as the OT)

They visit the person you care for and can advise on and provide special equipment to help with daily life, for example help with the bath, toilet or the stairs. They can teach you the best and easiest way to do things and how to use the equipment they provide.

Occupational therapy

Provides specially designed equipment to help disabled people in their day-to-day lives. For example, equipment for home nursing (such as pressure relief mattresses); for daily living (such as shower chairs, raised toilets seats, grab rails); equipment for people with sensory impairments (flashing doorbells, text phones); equipment for people who are frail and vulnerable (falls detectors, hypothermia sensors, alarms).

Personal care

Helping people with daily care routines such as putting clothes on, going to the toilet or eating.

Physiotherapist (also known as the 'Physio')

A person who can assess, advise and provide specialist care to disabled people, including help with special exercises, either to improve things or at least stop something getting worse. Sometimes they assist with special breathing techniques and can advise on special care.

Primary care

This covers health care such as GPs (general practitioners), dentists, pharmacists and opticians.

Residential home

A place where people with high social care needs (not medical) live.

Respite care

Respite care for perhaps a few hours or a few days, which gives the carer and user a short break from each other. The carer can have a rest from their caring duties.

Sensory impairment

Being blind or partially sighted, deaf or hard-of-hearing

Single assessment process (SAP)

Older people are now assessed in line with Department of Health guidelines. This will mean that the person will only have to give key information once, no matter how many professionals and agencies are involved in care planning.

With the understanding and consent of the person, essential information in an Assessment Summary will be shared

between professionals to enable a more coordinated approach care. A copy of the care plan will be given to them.

Social Services

The Council department which organises social care for vulnerable children and adults.

Social Worker (also known as a Care Manager)

Social workers can help you and your family to get the support you need. This can be practical help in your home, benefits money, information about other organisations nearby that could help, a break for you from caring, and information about a local young carers group.

The social worker can also help you, in confidence, if there is anything that is troubling or worrying you.

Specialist Social Worker (for deaf and hard of hearing people)

The same as a social worker but can communicate with people who are deaf or hard of hearing. They can also provide special equipment for the home to people who have a hearing difficulty.

Supported / sheltered housing

Provides housing related support to vulnerable people. For instance the housing is built or adapted, and run with the users needs in mind. There may be support staff on duty or living close by to provide help if asked.

User involvement

Working in a way to ensure users have a say in their care or about a service as a whole. For example, setting up user groups to get their views on how services are developed in the future.

Voluntary organisations

Independent, non profit-making organisations. They can be self-help groups, advocacy groups or charities.

Revisions

The information in this booklet will be updated periodically. If you see anything that needs changing in the next edition, please contact:

Carers Development Worker
Integrated Older Peoples Services
Silver Birch House
Uplands Business Park
Blackhorse Lane
London E17 5SD

tel 020 8496 3000
fax 020 8496 3665

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