

Wandsworth Carers' Guide

Information for Unpaid Carers



How to use this Carers' Guide

This guide is set out in three sections

Part 1 explains what this guide is about, who it is for, and how support services for Carers in Wandsworth are decided, commissioned and provided.

It includes top tips for Carers and information about Carers' rights.

Part 2 gives information on a wide range of services, both local and national, that are aimed specifically at meeting the needs of unpaid Carers. There are services to support Carers in their caring role, and to have a life outside of caring too.

In this part of the guide you will find an A-Z of Carers' support service and separate sections covering areas Carers have told us are important - such as peer support, taking a break, managing someone else's affairs, and planning for the future (see contents list opposite for more details).

Part 3 provides information about a wide range of local and national services that are not geared specifically to Carers but may be useful depending on the individual needs of the Carer or the person/s they support.

This part of the guide is arranged in the following sections:

- NHS Services
- Wandsworth Adult Social Services and Safeguarding
- General Services A-Z listed by client group or subject matter/theme.

We hope you will be able to find what you need. The index at the back has service names, so if you know the name of the service you want it may be quicker to check there first.

Acknowledgments

Wandsworth Carers' Centre would like to thank the Carers who helped to produce this guide and the Carers who have agreed that we may use their images to illustrate it.

Information in the guide is believed correct at the time of publication.

Please contact Wandsworth Carers' Centre if you have any comments on the guide or would like a copy. Call 020 8871 1200 or email info@wandsworthcarers.org.uk.

This guide is available online at www.carerswandsworth.org.uk

Table of Contents

Part 1

Who are Carers ?	4
Top tips for Carers	5
Carers' rights	6
Carer's Assessment	6
Recognition	6
GP Carers Consultation	6
Financial help	6
Rights at work	7
Supporting Carers in Wandsworth	8
Wandsworth Carers Strategy	8
Carers Partnership Wandsworth	8
Wandsworth Carers' Centre	9

Part 2 Carer Support Services

Carer Services A-Z	11
Services for Young Carers & Young Adult Carers	14
Peer Support	15
Taking a break from caring - respite	16
Juggling work and care	18
Managing someone else's affairs	19
Planning ahead	20
Urgent, Emergency, and Out of Hours services	21
Wills, Advance Decisions and Advance Statements	22
Finding and paying for a care home	23
NHS continuing healthcare	24
End of Life Care & Bereavement	24
Having your say about services	27
Improving services	27
Making a complaint	28

Part 3 General Services

NHS Services	31
Wandsworth Clinical Commissioning Group (CCG)	31
Primary Health Services	31
Community Health Services	32
Hospital based services	35
Wandsworth Council services	36
Adult Social Services	36
Safeguarding and Child Protection	37
General Services A-Z - listed by client group/theme	38

Index	50
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Introduction

This guide is for unpaid Carers and professionals who meet them through their work.

It has information about services and resources that are available to support Carers in their caring role and to have a life of their own outside of caring. Whilst it covers a broad range of services, a guide such as this cannot include everything. You can get further information from the internet or by contacting the services mentioned.

Who are Carers?

A Carer is an adult who provides help and support to a partner, child, relative, friend or neighbour, who could not manage without their help due to frailty, illness, disability, a mental health condition or substance misuse. The care they provide is unpaid.

Carers are found in all communities and can be any age. They often do not recognise themselves as Carers. The term Carer should not be confused with an employed care worker or care assistant who is paid for looking after someone.

A Young Carer is a child or young person under the age of 18, whose life is in some way restricted because of the need to take responsibility for the care of someone who is frail, ill, has a disability, a mental health condition or is affected by substance misuse.

Young Carers are children first and should be free to develop emotionally and physically and to take full advantage of opportunities for educational achievement and life success.

A Young Adult Carer is young person aged 14-25 who cares, without payment, for a family member or friend with an illness or disability, mental health condition or an addiction.

Young Adult Carers can face distinct challenges and their needs may sometimes be different to those of other Carers for example as they transition from school to higher education or beginning a career whilst continuing to be a Carer.



Top tips for Carers

Look after yourself – you are very important

Caring can affect your health. Make sure you know how to care safely and find out what works for you to reduce stress. Register with Carers Partnership Wandsworth (see page 8) to access free services to support you in your caring role such as information and advice, back care & therapies, workshops and training courses, peer support and more.

Tell your doctor that you are a Carer

Your doctor needs to know about your caring role and the effect it has on you so that he or she can help you to stay healthy. See page 12 for details of Wandsworth GP Carer support.

Ask the council for a Carer's Assessment

A carer's assessment gives you a chance to talk about the impact that caring is having on your life and what might make things easier for you. The assessment may result in services for you or the person you support. See page 6 for details.

Take a break from caring

Caring can be hard work and stressful. Having a break can make all the difference. See page 16 for details of the different ways you can get a break from your caring role, with the peace of mind that the person you support is safe.

You are not alone

It's good to talk to someone who really understands what it's like. Meet other Carers at a peer support group (see page 15). Take up the Carer support services that are there for you. This guide lists many services that can support you whether you need information or more detailed or longer term support. If you can't find what you need, contact Carers Partnership Wandsworth (see page 8).

Claim your full entitlement

Caring can be costly, so it is important to make sure you claim your full entitlement to benefits and tax credits and that you protect your pension. The benefits system is very complicated, and it is always changing, so it is best to get professional advice. Contact Wandsworth Carers' Centre for advice and a benefits check (see page 9).

Get support if you are juggling work and care

Working and caring can be very stressful so take advantage of your rights as a working Carer to request flexible working and time off for emergencies. See the Carers Rights and Juggling work and caring sections in this guide for more information.

Carers' rights

Carer's Assessment

Under the Care Act 2014 and the Children and Families Act 2014, anyone who gives or is going to give support, substantial care and help on a regular basis has a right to have a Carer's Assessment. The council where the person being cared for lives is responsible for the Carer's Assessment, so if you are caring for someone outside Wandsworth you will need to contact that council. You can have a Carer's Assessment even if the person you care for does not get any help from the council and you do not need the permission of the person you are caring for to ask for one.

What is a Carer's Assessment?

A Carer's Assessment considers your needs as a Carer and how caring for someone affects your life. It looks at what you need to continue in your caring role and to have a life outside of caring; including work, education, leisure, social networks and the ability to practice your faith or aspects of your culture. The council uses eligibility criteria set out in the Care Act to work out if you qualify for support.

Why have a Carer's Assessment?

A Carer's Assessment may result in more or different services being provided for the person you care for, that also help you, e.g. more respite care. If the outcome of the assessment is that you are eligible for services from the council in your own right, you can ask for a direct payment so you can arrange them yourself.

How to get a Carer's Assessment in Wandsworth

Adult Carers should ask the social worker or care coordinator for the person they support or contact the Access Team on 020 8871 7707 or email accessteam@wandsworth.gov.uk.

Young Carers should ask Children's Specialist Services for an assessment. Contact them on 020 8871 6622 or mash@wandsworth.gov.uk.

Recognition

Your role as a Carer should be recognised when the needs of the person you care for are being assessed and you should be treated as a partner in care. Professionals should not make assumptions about the level of care you are willing to provide. The care that you are able to provide should be reflected in the cared for person's support or treatment plan or discharge plan.

GP Carers Consultation

Carers registered with a Wandsworth GP can request a 30 minute consultation at their GP practice to discuss their health and wellbeing needs in relation to their caring role. This helps make sure that your own health needs are not neglected and that you get the support you need. You will need to let your doctor know that you are a Carer. See page 12 for more information about local GP support for Carers.

Financial help

Caring can be costly, so it is important to check if you are eligible and claim any entitlement. The main benefit for Carers is **Carer's Allowance**. You may also be entitled to other benefits. To claim Carer's Allowance you must be 16 years or over and meet certain other conditions, for example, you must look after someone for at least 35 hours a week.

The benefits system is complicated so you may want to seek help from a trained advice worker who can support you to make a claim and can advise you whether you may be entitled to other benefits. Contact Wandsworth Carers' Centre on 020 8877 1200 and ask for a benefits check. Also see the finance listings in the General Services A-Z section.

Rights at work

If you have been with your employer for at least six months, you have the right to request a flexible working pattern to help you balance your work and caring responsibilities. You also have the right to take a 'reasonable' amount of time off work to deal with an emergency involving a dependant. Also see Juggling work and care on page 18.

Where to get more information about your rights as a Carer

- Carers Trust** Know your Rights: Support for Young Carers and Young Adult Carers in England carers.org/sites/files/carerstrust/media/know_your_rights_0.pdf
- Carers UK** Looking after someone - published annually. For a copy, call 0808 808 7777 to order a copy or visit www.carersuk.org/help-and-advice/get-resources/carers-rights-guide.
- Luke Clements** Carers and their Rights: the Law Relating to Carers - sixth edition 2016 available at www.lukeclements.co.uk/publications.
- NHS Choices** Call 0808 802 0202 or visit www.nhs.uk/Conditions/social-care-and-support-guide/Pages/carers-rights-care-act-2014.aspx.
- Wandsworth Carers' Centre** Support and information about your rights as a Carer call 020 8877 1200.
- www.gov.uk** Overview of Carers' rights, the Carers (Equal Opportunities) Act 2004, rights of disabled people and the Disability Discrimination Act 2005



Supporting Carers in Wandsworth

Wandsworth Carers Strategy

The strategy has been developed by Wandsworth Council and Wandsworth Clinical Commissioning Group (Wandsworth CCG) with involvement from Carers and Young Carers. The strategy reflects national Government policy for Carers and sets out the local priorities for supporting Carers and Young Carers in Wandsworth. The main priorities are:

- | | |
|-------------------|---|
| Priority 1 | - Identification and Recognition of Carers and Young Carers |
| Priority 2 | - Realising and releasing potential |
| Priority 3 | - Supporting Carers and Young Carers to stay healthy |
| Priority 4 | - A life alongside caring |

There is an action plan detailing what will be done to address these priorities. Through their participation in the Carers Partnership Board, Carers will be involved in monitoring the implementation of the strategy.

You can view or download the Carers Strategy at www.wandsworthccg.nhs.uk, www.wandsworth.gov.uk, or www.carerswandsworth.org.uk.

Supporting the strategy is a Memorandum of Understanding (MOU) which sets out the way local organisations agree to work together to meet the health and wellbeing needs of Carers and Young Carers in Wandsworth. All the key partners in the local health and social care system (the council, local health service commissioners and providers, Carers Partnership Wandsworth, and others) are signed up to the MOU.

The collective vision in Wandsworth is to raise awareness of the vital roles played by Carers and Young Carers; to provide good quality personalised support to Carers and Young Carers and those they care for; to build solid networks ensuring that Carers and Young Carers know where to go for information and support; to enable Carers and Young Carers to balance their own lives with their caring roles, and; to ensure that local service providers understand these needs and are committed to working together to meet them.

Wandsworth Council and Wandsworth CCG has commissioned Carers Partnership Wandsworth to be the local Carer support organisation that will provide services locally to meet the needs of Carers in Wandsworth – see below.

Carers Partnership Wandsworth

Carers Partnership Wandsworth is the main provider of local Carer support services. Carers Partnership Wandsworth is made up of four partners who work together, and with other agencies, to ensure Carers receive high quality services.

The Partnership delivers a range of services which aim to help Carers have more control over their own lives and to support them in their caring roles. Services are free. Carers must register with the partnership before accessing services.

Services provided are:

- Information, advice and advocacy
- Peer Support
- Carers' Respite
- Back Care and Therapies
- Health & Social Care Liaison & Training

The four members of Carers Partnership Wandsworth are:-

Wandsworth Carers' Centre	Wandsworth Carers' Centre is the lead service provider in the partnership and is the main point of contact for services and support. Contact the Centre (see the box below for details) if you want to know more about any service provided by the partnership. The Carers' Centre also delivers other Carers support services outside of the partnership, including counselling.
Alzheimer's Society (SW London Branch)	The Alzheimer's Society provides specialist dementia support services for Carers of people with dementia. The Society also delivers services for people with dementia outside the partnership. See Dementia service listing on page 41.
Bluebird Care Wandsworth	Bluebird Care is the lead provider for the Carers' respite service, see page 17. Bluebird Care deliver care at home services outside the partnership.
Carers	Carers are the fourth vital member of the partnership. Their expertise helps to inform, develop, and shape services delivered by the partnership and by the local NHS and Social Services. Contact the Carers' Centre if you would like to be involved.

Wandsworth Carers' Centre

Wandsworth Office (this is the main office)
181 Wandsworth High Street
London, SW18 4JE

Telephone: **020 8877 1200** Monday - Friday 9.30 - 5.30

Drop in: Monday - Thursday 10.00 - 5.00

Email: info@wandsworthcarers.org.uk

Web: www.carerswandsworth.org.uk

A duty support worker is available Monday to Friday (Friday by telephone only).

No appointment is necessary although you can make one in advance if you wish.

If you drop in (Monday - Thursday) you may have to wait, or be seen another time, if the support worker is busy with another Carer.

The Centre offers out-of-hours appointments for working Carers, and can do home visits or can meet Carers at community venues if needed.

Some staff at the Centre are multi-lingual; languages spoken in addition to English currently include Hindi, Punjabi, Urdu, Vietnamese and Cantonese.

Balham Office
46 Balham High Road
London, SW12 9AQ

Telephone: 020 8675 0811

Visit the Balham by appointment only please - as the office is not always staffed

In this section you will find information about services that can support you in your caring role and support you to have a life outside of caring too.

Information is divided up as follows to try and make it easier to find services that you may need:-

Carer Services A-Z – see page 11

Services for Young Carers & Young Adult Carer Services – see page 14

Peer Support – see page 15

Taking a break from caring - respite – see page 16

Juggling work and care – see page 18

Managing someone else's affairs – see page 19

Planning ahead – see page 20

Having your say about services – see page 27

Services to support the person you care for and general services not specifically aimed at Carers are listed separately in Part 3 of the guide (see page 30)



Carer Services A-Z

Advice, information and advocacy

Carers Partnership Wandsworth has friendly support workers who can help with information on services, benefits, Carers' rights, grants and much more. The support worker will ask you about how caring is affecting your life and tell you about services that are available to support you. If needed, the support worker will put you in touch with a specialist worker.

Specialist support workers can offer one to one support, specialist knowledge, informal advocacy, coping strategies and listening support. Support workers specialist knowledge areas include: mental health, drug and alcohol misuse, learning disability, dementia, autism, and Asian language and culture.

Specialist information and advice workers can provide confidential advice on subjects such as benefits, community care, housing, respite care.

Contact Wandsworth Carers' Centre – see page 9.

Back Care

Carers Partnership Wandsworth has weekly osteopathy clinics providing treatment and advice on moving and handling to avoid stress on your back and joints.

Contact Wandsworth Carers' Centre – see page 9.

Carer Health Checks

See GP Carer Support

Carer Participation: opportunities to influence decision makers

Carers Partnership Wandsworth recruits, trains and supports Carer representatives to participate in council and health service groups so that Carers' voices can be heard and influence decision making about services that affect Carers. Contact Wandsworth Carers' Centre – see page 9.

Carer Peer Support

Carers Partnership Wandsworth and others provide a wide range of local groups where Carers can meet other Carers in a similar situation and get mutual support. See page 15 for more information about peer support groups and who to contact.

Carers Connect Newsletter

Carers Partnership Wandsworth produces a newsletter six times a year for Carers and professionals to keep you in touch with what is happening for Carers.

For a paper or electronic copy contact Wandsworth Carers' Centre - see page 9.

Carers Trust

A web based information service on all aspects of caring, plus links to local services and a Carers' newsletter. Visit www.carers.org or email support@carers.org

Carers UK

Online and telephone advice and information for Carers and professionals on all aspects of caring. Call 0808 808 7777 weekdays 10am-4pm, email advice@ukcarers.org or visit www.carersuk.org

Complementary Therapies

Carers Partnership Wandsworth offers therapies for Carers to help Carers relax, stay well or simply have some 'me time'. The therapies on offer vary from time to time but may include e.g. massage, acupuncture, Reiki, reflexology, Alexander Technique.

For details of therapies currently available contact Wandsworth Carers' Centre – see page 9.

Contact a Family

Provides information and advice, workshops, events, drop in sessions, and an e-bulletin for Carers of disabled children. Call 020 8947 5260, or email wandsworth.office@cafamily.org.uk or visit www.cafamily.org.uk.

National freephone helpline 0808 808 3555 weekdays 9.30 - 5.00

Co-Production

Carers Partnership Wandsworth involves Carers in designing, delivering and evaluating our services. If you would like to be involved, contact Wandsworth Carers' Centre – see page 8.

Coram Children's Legal Centre

Information for parents, Carers and professionals on all aspects of child law.

Call 0300 330 5480 for advice on family law, 0300 330 5485 for advice on education law Mon-Fri 8am-6pm or visit www.childrenslegalcentre.com.

Counselling

Wandsworth Carers' Centre provides a free and confidential counselling service to Carers offering weekly appointments for up to 6 months.

Contact Wandsworth Carers' Centre – see page 9.

Dementia cafés

Carers Partnership Wandsworth and Alzheimer's Society SW London provide weekend dementia cafés at three locations each month. Led by Alzheimer's Society dementia specialists, the cafés provide a safe, comfortable and supportive environment for Carers of people with dementia and the person they care for to socialise, enjoy activities, get information and advice and talk to others in a similar situation.

Contact Alzheimer's Society SW London on 020 8877 0033 or email swlondon@alzheimers.org.uk.

Dementia support

Carers Partnership Wandsworth provides support to Carers of people with dementia including peer support groups and specialist support workers. Contact Wandsworth Carers' Centre, see page 9, or Alzheimer's Society SW London - see above.

Equality Advisory and Support Service

Information and guidance for Carers about discrimination, harassment or human rights issues.

Call 0808 800 0082 weekdays 9am-8pm, Saturdays 10am-2pm or visit www.equalityadvisoryservice.com

GP Carer Support in Wandsworth

Let your GP know you are a Carer so that he or she can provide you with the support you might need to take care of your own health. Carers registered with a Wandsworth GP can request a 30 minute consultation at their GP practice to discuss their health and wellbeing needs in relation to their caring role.

As well as an annual Carers consultation Wandsworth GP practices:

- Keep a register of all patients identified as Carers within the Practice
- Offer flexible appointments for Carers
- Refer Carers to Wandsworth Carers' Centre (with the Carer's permission) and signpost them to other services based on the outcome of their consultation.

Mentoring / Beyond Barriers

The Beyond Barriers Mentoring Service is for Carers from 'hard to reach' communities such as LGBT Black and other minority communities, refugee and asylum seekers. Offers mentoring, IT mentoring, practical and emotional support.

Call 020 8648 9677, email mary@helpforcarers.org.uk

NHS Choices

Web based information and advice. Visit www.nhs.uk/conditions/social-care-and-support-guide

Rally Round Me

An online service (and iPhone App) to co-ordinate friends and family to share the caring load. Those invited to help can see what jobs need doing, who has agreed to do what jobs have already been done and by whom.

Visit www.rallyroundme.com.

Relatives & Residents Association

Provides information and support on selecting a care home, paying for care, adjusting to being in care, or complaining about the quality of care received.

Call 020 7359 8148 weekdays 9:30am - 4:30pm or visit www.relres.org.

Respite and taking a break from Caring

Taking a break from caring can make all the difference, don't wait until you are at breaking point. There are different ways to get a break to suit you, including using the free Carers Partnership Wandsworth respite service. For more information on this service and other respite options see the Taking a Break section on page 16 or contact Wandsworth Carers' Centre on 020 8877 1200, email support@wandsworthcarers.org.uk.

Training and Workshops

Carers Partnership Wandsworth provides training and workshops to support Carers in their caring role, to develop personal skills and abilities outside of their caring role, and for self-development.

Contact Wandsworth Carers' Centre – see page 9.

Wandsworth Information and Advice Support Service

For parents and Carers - information, help and support with any issue relating to a child's special educational needs.

Call 020 8871 8065 or email wiaas@wandsworth.gov.uk.

Young Carers and Young Adult Carers

See over for Young Carers and Young Adult Carer Services A-Z

Young Minds

Information about child and adolescent mental health for Carers and professionals online at www.youngminds.org.uk.

Parents' helpline weekdays 9.30am-4pm, call 0808 802 5544.

Services for Young Carers & Young Adult Carers

Young Carers may be happy helping the person they care for, but the situation they are in can sometimes be stressful; affect their education; and can make it hard to find time to relax and enjoy life with friends. Despite their caring responsibilities, Young Carers have the right to be cared for and to enjoy life in the same way other children and young people do. Young Adult Carers may be looking at moving out of home, going into higher education or juggling working lives with continuing to be a Carer. Their needs may sometimes be different to those of other Carers.

Wandsworth Young Carers Project - run by Family Action

The project provides support and opportunities for Young Carers aged 5-18 to have a break from their caring role and meet others with similar circumstances.

Call Family Action on 020 7228 2566, email wandsworthyoungcarers@family-action.org.uk or visit www.family-action.org.uk.

Carers Trust

Know your Rights: Support for Young Carers and Young Adult Carers in England carers.org/sites/files/carerstrust/media/know_your_rights_0.pdf

Children's Society

Information and resources for Young Carers and professionals working with them and links to other web pages such as Young Carers in Focus programme.

Visit www.childrenssociety.org.uk/young-carers.

Youth Legal

Youth-centred legal advice - see page 45.



Peer Support

A Peer Support group can help you to cope with some of the demands of caring. You can meet other Carers who are coping with a similar kind of situation in a friendly, understanding environment, share experiences, and have some 'me time'.

Most groups meet monthly, some weekly and new members are always welcome.

Name of Support Group	Contact details
Asian Carers	Carers Partnership Wandsworth
Asperger's Carers	Call Wandsworth Carers' Centre
Carers of Adults with a Mental Health Condition	on 020 8877 1200
Carers of Adults with Learning Disabilities	
Carers of Older People	
Carers of People with Dementia	
Coffee Club* - for all Carers	
Healthy Lifestyles Group - for all Carers	
Substance Misuse Carers	
Walking Group - for all Carers	
Dementia Cafés*: Jasmine (SW11), Sunflower (SW15), Clover (SW17)	Carers Partnership Wandsworth / Alzheimer's Society SW London
Evening Dementia Carers Peer Support	Call Alzheimer's Society on 020 8877 0033
Carers of Children with Disabilities	Contact a Family Call 020 8947 5260
Carers of someone being treated by the Wandsworth Early Intervention for Psychosis Service	The Early Intervention for Psychosis Team Call 020 3515 6571
Mental Health Carers Group	Katherine Low Settlement Call 020 7223 2845

* You can bring the person you care for to these groups

Taking a break from caring - respite

Having a break from caring is essential, especially if you care for someone intensively. Without a break, you may become overworked, exhausted and ill. A break gives you time to recover, be yourself and do what you want to do. Breaks can take different forms and can be for just a few hours or for several days.

Opposite are some examples of ways to get a break from caring. You will find more information from the council's information services ACIS (see page 44) and FIS (see page 39).



Ways to get a break from caring

Wandsworth Adult Social Care

Adult Social Care may provide respite after a community care or Carer's assessment. A trained, paid care worker can come to look after the person you care for in their home or the person can have short-term care in a care home or hospital in order to give you a rest. There may be a charge for respite care, based on the financial assessment of the cared for person.

Speak to social worker, key worker or care coordinator or call the Access Team on 020 8871 7707.

Carers Partnership Wandsworth

Carers Partnership Wandsworth can provide a limited number of free respite hours to enable eligible Carers to have a short break from their caring role, with the peace of mind that the person they support is safe. The person being cared for must live in the borough of Wandsworth. The respite care is provided by care workers from Bluebird Care Wandsworth or trained and supported volunteer companions from Wandsworth Carers' Centre.

This service is targeted at Carers with little support available from other sources e.g. Carers without family and close friends or where family and friends are unable to help due to issues such as distance, work, family or other commitments. It is not designed to take the place of respite care that may be available through Social Services.

For more information, call Wandsworth Carers' Centre on 020 8877 1200, email support@wandsworthcarers.org.uk.

Wandsworth Carers' Centre

Wandsworth Carers' Centre also organises occasional trips and events to give Carers a break from their caring role and supports Carers to apply for grants to help pay for a holiday.

For more information, call Wandsworth Carers' Centre on 020 8877 1200, email support@wandsworthcarers.org.uk.

Certitude

Provides planned respite at Wardley Street SW18, for adults with learning disability or mental health needs, to give Carers a short break – see page 45.

Share-A-Family

Provides family based short-term care for disabled children and young people aged 0-19 who live in Wandsworth. Call 07943 960 914 or visit shareafamily.weebly.com.

Wandsworth Short Breaks

For children with special needs see page 40.

Tourism for All

Works to enable participation in travel and leisure and provides information and advice.

Call 0845 124 9971 or visit www.tourismforall.org.uk.

Vitalise

Provides breaks for disabled people and their Carers at three accessible UK centres.

Visit www.vitalise.org.uk or call 0303 303 0145.

Juggling work and care

As a working Carer you may be dealing with the stresses and strains of what might seem like two jobs, one paid and one unpaid - juggling the needs of both.

If you are thinking about giving up work or reducing your hours in order to care it is important to explore whether there may be other ways to help you manage as giving up work is a big decision with many implications.

It's a good idea to seek advice from one of the organisations listed below and, if you have not already had one, this is the time to ask the council for a Carer's Assessment – see page 6, and see if they can provide any additional support to help you.

Carers have the right to request flexible working hours and the right to take a 'reasonable' amount of time off work to deal with an emergency involving someone dependent on them. Working parents also have the right to unpaid parental leave. The Equality Act 2010 protects you from direct discrimination and harassment at work (and in other ways and environments) due to your caring responsibilities. See Carers' Rights on page 6 for more information about your rights as a Carer.

Where to get more information on juggling work and care

Carers UK

Call the Advice line 0808 808 7777 weekdays, 10am to 4pm or visit web pages on work and caring at www.carersuk.org/help-and-advice/looking-after-you/your-work-and-career.

Jobcentre Plus

Can support Carers looking for work, call 0345 604 3719.

NHS Choices

Has web pages on caring and work, visit www.nhs.uk/Conditions/social-care-and-support-guide/Pages/employment-rights-for-carers-flexible-working-unpaid-leave.aspx

Wandsworth Carers' Centre

Can offer advice and support in relation to juggling work and care, evening appointments for working Carers to suit your work/care arrangements, and a range of other Carer support services. See page 9 for contact details.



Managing someone else's affairs

As a Carer, you may need to take steps to manage the legal and financial affairs of the person you care for. See below for the different ways to do this. Always take advice before taking responsibility for someone else's affairs. Wandsworth Carers' Centre (see page 9) can provide more information on these matters.

Appointeeship

You can apply for the right to deal with the benefits of someone who cannot manage their own affairs because they are mentally incapable or severely disabled. As an appointee you will be responsible for making and maintaining any benefit claims. How to apply depends on the benefit:

- Attendance Allowance - call 0345 605 6055
- Disability Living Allowance - 0345 605 6055
- State Pension - call your local pension centre 03456 060 265
- All other benefits - call Jobcentre Plus 0345 6060 234

Lasting Power of Attorney (LPA)

An LPA can be set up only whilst someone has mental capacity. An LPA gives the nominated person/s the authority to make decisions on someone else's behalf. This person is known as an attorney, while the person who makes the LPA is called the donor. There are two types:

- A Property and Financial Affairs LPA covers decisions about the donor's property and money.
- A Health and Welfare LPA covers decisions about the donor's healthcare and personal welfare.

For more information contact the Office of the Public Guardian. Call 0300 456 0300, visit www.justice.gov.uk/about/opg, or email customerservices@publicguardian.gsi.gov.uk.

Deputyship

A deputy is someone appointed by the Court of Protection to make decisions for someone who is unable to make their own. A deputy is usually a close friend or relative of the person who needs help making decisions but they can also be a professional. To become a deputy you must apply to the Court of Protection. Call 0300 456 4600, email courtprotectionenquiries@hmcts.gsi.gov.uk or visit www.gov.uk/apply-to-the-court-of-protection.

Further information

Age UK factsheet **Arranging for someone to make decisions about your finance or welfare** Call 0800 678 1174 or visit www.ageuk.org.uk.

Rethink Mental Illness factsheets **Options for dealing with someone else's financial affairs** and **Wills and Trusts - Planning for the Future**: visit www.rethink.org or call 0300 5000 927.

Unforgettable - a free, dementia friendly, online service where you can complete the LPA forms, visit www.unforgettable.org/lastingpowerofattorney/

Planning ahead

When you are caring for someone what may happen in the future can be a constant worry at the back of your mind if not at the forefront. What will happen if their condition worsens? Who will look after them if you can't? What if they can't continue to live at home? How can I carry on? What if they die? What if I die? What about...? What if...?

Wandsworth Carers' Centre has developed a **long term planning** tool and can support Carers to develop their long term plan. The Centre also runs occasional long term planning workshops for Carers. Please contact the Centre for more information on 020 8877 1200 or email support@wandsworthcarers.org.uk.

Overleaf you will find information on the following topics that may help you plan ahead so that you are better able to address the things that worry you:

- Emergency and Out of Hours services
- Wills, Advance Decisions and Advance Statements
- Finding and paying for a care home
- End of Life and Bereavement



Urgent, Emergency, and Out of Hours services

- 999** If someone is seriously ill or injured, there is danger to life or imminent risk of injury being caused. (Call 101 for non-emergency police matters)
- 111** If you need urgent medical advice but it's not life threatening, or to find a GP or a pharmacy outside normal hours.
- Accident & Emergency** A&E services are appropriate for broken bones, deep tissue wounds, or emergency conditions.
- Dental Care** Call 020 3402 1333 for urgent dental treatment out of normal hours.
- Learning Disability** For out of hours emergencies contact the Community Learning Disability Health Team on 020 8871 6000.
- Medication** In an emergency, your pharmacist may be able to provide up to 5 days' supply of regular prescription drugs, if certain conditions are met.
- Mental Health Crisis** For adults aged 18 and over who live in Wandsworth and are experiencing a mental health crisis. Call the Mental Health Support Line on 0800 028 8000.
- Mental Health Information** SANE Out-of-hours helpline offers emotional support and information to anyone affected by mental illness. Call 0300 304 7000 - 6pm - 11pm.
- Minor Injuries** Junction Health Centre, Junction Health Centre, Arches 5-8 Clapham Junction Station, Grant Road, SW11 2NU.
Open 8am to 7.30pm, drop in, call 0333 200 1718 or visit www.junctionhealthcentre.nhs.uk.

Minor Injuries Unit Queen Mary's Hospital Roehampton Lane, Roehampton, SW15 5PN. Open 8am-7pm treats minor injuries for anyone aged two or over. If in doubt about whether to use the unit, call 020 8487 6999/6499 for advice. Tel: 020 8487 6000
- Respiratory Disease** Respiratory Nurse Specialist on call Saturday and Sunday to help prevent hospital admission in acute episodes/exacerbations, call 07760312219.
- Wandsworth Council** Out of hours emergency social work or safeguarding concerns call 020 8871 6000
- Wandsworth Food Bank** Emergency food and support to local people in crisis. Can be accessed through local agencies e.g. Wandsworth Carers' Centre who issue vouchers. Contact the Carers' Centre, see page 9, or the Food Bank directly on 020 7326 9428, email info@wandsworth.foodbank.org.uk, www.wandsworth.foodbank.org.uk.

Wills, Advance Decisions and Advance Statements

Wills

Everyone should make a will to ensure that when they die, their money and possessions go to the people of their choice. You should take advice and make sure the will is properly drawn up.

Every March and October, Free Wills Month offers people aged 55 and over the chance to have a simple will written or updated free of charge by a participating solicitor. Book an appointment early as there are a limited number. Visit freewillsmoonth.org.uk/

Advance Decision

An advance decision, or a living will, is a decision you can make now to refuse a specific type of treatment at some time in the future. It may be advisable to talk with a doctor or nurse who knows about the medical history before deciding.

An advance decision is legally binding, as long as it meets the necessary criteria for it to be considered valid and applicable.

Advance Statement

An advance statement is a written statement that sets down your preferences, wishes, beliefs and values regarding your future care.

The aim is to provide a guide to anyone who might have to make decisions in your best interest if you have lost the capacity to make decisions or to communicate them. It is not the same as an advance decision.

Further information

Rethink Mental Illness factsheet **Wills and Trusts - Planning for the Future:** visit www.rethink.org or call 0300 5000 927.

Age UK factsheets **Making a will** and **Advance decisions, advance statements and living wills** - call 0800 678 1174 or visit www.ageuk.org.uk.

NHS Choices - www.nhs.uk/Planners/end-of-life-care/Pages/advance-decision-to-refuse-treatment.aspx

Macmillan - www.macmillan.org.uk/information-and-support/coping/at-the-end-of-life/dealing-with-the-news/sorting-things-out.html, call 0808 808 0000.

Finding and paying for a care home

Care homes

The decision that someone needs, or may soon need, to move to a care home can be difficult and stressful. Take your time to get as much advice as possible to help you find the right home for the individual's needs. If the person will be funding the cost of the care home, it is wise to seek independent financial advice. See below for services that can support you.

Adult Social Care Wandsworth

Will assess the person's needs and then advise on options. Will also assess whether financial help is available from the council. If the council will be paying some or all of the fees, they will help you find a suitable home.

Speak to the social worker or contact the Access Team on 020 8871 7707 or email accessteam@wandsworth.gov.uk.

Information about care and care homes including lists of homes and paying for care on ACIS – visit www.wandsworth.gov.uk/acis

Age UK

Factsheets about care homes, care at home and paying for care and advice line. Call 0800 678 1174 or visit www.ageuk.org.uk

Care Home Listings

- www.nhs.uk/service-search
- www.carehome.co.uk
- www.wandsworth.gov.uk/acis
- www.housingcare.org/index

Care Quality Commission (CQC)

Regulates and checks care homes (and other care and health services) You can view reports and get a list of homes in your area. Visit www.cqc.org.uk or call 03000 616 161.

Carers Partnership Wandsworth

Advice, information and support for Carers on all aspects of caring. Call Wandsworth Carers' Centre on 020 8877 1200

Carers UK

Information on finding care and support. Call 808 808 7777. Visit www.carersuk.org

Dementia care homes

The Alzheimer's Society - information on choosing a care home for someone with dementia. Visit www.alzheimers.org.uk/info/20046/help_with_care/384/finding_a_care_home

Independent Age

Advice guides and factsheets on finding and paying for care. Call 0800 319 6789 or visit www.independentage.org

Relatives & Residents Association

Information and support on selecting a care home, paying for care, adjusting to being in care, or complaining about the quality of care received. Call 020 7359 8136 or visit www.relres.org.

South West London Law Centres

General advice and information around care homes and housing. Call 020 8767 2777

A care home can also provide respite care for the person you support, to give you a break. See the Taking a break section for more information.

NHS continuing healthcare

NHS continuing healthcare is a package of care that is arranged and paid for by the NHS. Although many people who are assessed for NHS continuing healthcare live in a care home this is not a requirement. Eligibility is decided after an assessment by a multi-disciplinary team to determine if there is a "primary health need". Eligibility does not depend on a particular disease, diagnosis or condition, nor on who provides the care or where that care is provided. The eligibility criteria are set nationally by NHS England.

The person concerned should be involved in the assessment process as should Carers and family members where appropriate.

Further information

Wandsworth CCG website at <http://www.wandsworthccg.nhs.uk>.

Wandsworth CCG Continuing Healthcare Team on 020 7198 8367.

NHS England Beacon have free continuing healthcare advisers - call 0345 548 0300 or visit www.beaconchc.co.uk/.

National Framework for NHS Continuing Healthcare and NHS Funded Nursing Care at www.gov.uk/government/publications/national-framework-for-nhs-continuing-healthcare-and-nhs-funded-nursing-care

End of Life Care & Bereavement

Services to support someone who is dying

When someone is approaching the end of their life there are a range of services to support them and their families and Carers.

Royal Trinity Hospice End of life care and support to individuals and their families at home or at the hospice. Also supports Carers with bereavement after the person they support has passed away if that person was known to palliative care services.

Call 020 7787 1000, visit www.trinityhospice.org.uk or email enquiries@royaltrinityhospice.london

The Care Coordination Service Helps people at the end of life, and their family and Carers, by providing a one stop shop for all care needs so you don't need to go to different care providers separately. You need to live in Wandsworth borough. Open 8am - 8pm every day, including bank holidays.

Call 0300 3000 116 or email TRIH.Wandsworth-EOLCCC@nhs.net.

Marie Curie Cancer Care Care and support for people living with any terminal illness, and their families.

Call 0800 090 2309 or visit www.mariecurie.org.uk

Paul's Cancer Support Centre - see page 39

St George's Community palliative care team A multi-disciplinary palliative care team accessed through the health professional managing the individual's care.

Dealing with a death

Practical matters

Working out what to do first when someone dies can seem overwhelming. Besides letting family and friends know, you'll need to register the death, arrange a funeral, and notify various organisations.

A guide The DWP publishes **What to do after a death**. Get a copy by calling 0845 731 3233 or visit www.dwp.gov.uk/docs/dwp1027.pdf.

Bereavement Advice Centre Support and advice on what to do after a death. Call 0800 634 9494 or visit bereavementadvice.org.

Bereavement Register This free service will remove the person's name and address from mailing lists. Call 0800 082 1230 or visit www.thebereavementregister.org.uk.

Registering a death A doctor has to certify the cause of death before it can be registered. The death should be registered within five days (unless you are awaiting a decision from a coroner). You will need to make an appointment to see the registrar and when you go you will need to take the signed medical certificate.

If you have appointed a funeral director they will be able to advise you about procedures.

For more information visit www.gov.uk/register-a-death.

Planning a funeral If you've never done this before it can seem daunting and you may be worried about the cost. If you've appointed a funeral director they will be able to support you through the process.

If you are not sure what you want to do, **The Good Funeral Guide** is independent of the funeral industry and has information that may help you decide the sort of funeral you want, where you can save money, and even what to do if you decide not to have a funeral. Visit www.goodfuneralguide.co.uk or email charles.cowling@goodfuneralguide.co.uk.

Money matters If you're on a low income and need help to pay for a funeral you could get a **Funeral Payment**. Find out more and apply online at www.gov.uk/funeral-payments/overview or call the Bereavement Service helpline on 0345 606 0265.

You may be eligible for bereavement allowance or other benefits. For advice contact Citizens Advice Wandsworth see page 44, Wandsworth Carers' Centre (see page 9) or the Money Advice Service see page 43.

Emotional matters

Everyone will react in their own way to the death of someone they care about. Carers can find it difficult to adjust to a life without their caring role. It's important to remember that there's no right or wrong way to feel and it is normal to feel a range of different emotions. Talking with someone and sharing your feelings can help and there are services that can support you.

If you feel overwhelmed by grief for longer than you think is right for you, you might need some specialist support. Talk to your GP who can advise you and tell you about the support that is available. You might also find one of the following organisations helpful.

BEAD - Bereaved through Alcohol and Drugs	Online information and support for anyone whose loved one has died as a result of drug or alcohol use. Visit www.beadproject.org.uk/
BereavementUK	Online support, visit bereavement.co.uk/
CRUSE	Face-to-face, telephone, email and online support. Freephone national helpline 0808 808 1677, visit www.cruse.org.uk
Hope Again	Helpline and website for bereaved young people. Call 0808 808 1677, visit hopeagain.org.uk/ or email hopeagain@cruse.org.uk .
Independent Age	A guide on coping with bereavement. Call 0800 319 6789 or visit www.independentage.org/information/advice-guides-factsheets-leaflets/coping-bereavement
Survivors of Bereavement by Suicide (SOBS)	Specialist service for those bereaved by suicide. Call 0300 111 5065, 9am- 9pm every day, or visit www.uk-sobs.org.uk/
Talk Wandsworth	See page 48.
Wandsworth Bereavement Service	The service helps bereaved people of any age. Call 020 7223 3178, or email for Adults - enquiries@wandsworthbereavement.org.uk or Children - children@wandsworthbereavement.org.uk
Wandsworth Carers' Centre	A range of support services for previously registered Carers, including counselling and complementary therapies. Call 020 8877 1200.

Having your say about services

Whether you want to use your experience and expertise to help improve services for Carers or the person you care for or to make a complaint about a service your voice matters.

Improving services

Ask someone at the service concerned or contact one of the organisations below.

Healthwatch Wandsworth	Gives people a voice about local health and social care services by representing their views. Call 020 8516 7767, email enquiries@healthwatchwandsworth.co.uk or visit www.healthwatchwandsworth.co.uk .
Wandsworth Care Alliance	Promotes the views of local care service users, Carers and the voluntary sector; runs service user involvement projects to give people the opportunity to get involved in local health and social care services. Call 0208 516 7716, email admin@wandcareall.org.uk or visit www.wandcareall.org.uk .
Wandsworth Carers' Centre	Provides Carers with varied participation and co-production opportunities including for example representing Carers' views at borough meetings, and developing and delivering services. Call 020 8877 1200 or email info@wandsworthcarers.org.uk
Wandsworth Community Empowerment Network	A network of community and faith based organisations working to improve the way public services are designed and delivered. Call 0207 720 9110 or visit www.wcen.co.uk .



Making a complaint

Organisations want to know when things go wrong so that they can put it right. It is usually best to talk to the person you are directly involved with, or their manager, and see if things can be sorted out. If you feel unable to do this, or you are not happy with the response you get, you can ask for a copy of their complaints policy. Ask Wandsworth Carers' Centre, see page 9, for support if you need it. We've given information and contact details for some key services below.

Department of Work and Pensions Contact the manager of the office that you've been dealing with - contact details should be at the top of any letters. Otherwise, call:

- Attendance Allowance – 0345 605 6055
- Carers' Allowance Unit – 0345 608 4321
- Child Support Agency – 0345 609 0072
- Debt Management – 0345 850 0293
- Disability Living Allowance – 0345 712 3456
- Pension Credit – 0345 055 6688
- Pension Service – 0345 606 0265
- Personal Independence Payment (PIP) – 0345 850 3322
- Vaccine Damage Payments Unit – 0177 289 9944

Challenging a benefit decision

If you think a decision about your benefits claim is wrong, you can ask for a mandatory reconsideration. Then, if you are still unhappy you can appeal to the social security tribunal.

It is a good idea to **get support from an advice agency** before making your appeal. Contact Wandsworth Carers' Centre (see page 9) or Citizens Advice Wandsworth (see page 44). For more information about challenging a decision visit www.dwp.gov.uk/contact-us/complaints-and-appeals/.

Wandsworth Council Services

First of all, speak to your main contact or their manager. If you don't want to do that, or you are still unhappy, contact the Complaints team for the department concerned – see below.

Adult Social Care - Complaints and Information Team

Call 0800 023 2011, email ssdcomplaints@wandsworth.gov.uk or write to Adult Social Care Services, Complaints and Information Team, FREEPOST RTKU-EGLA-ZZCT, Town Hall, Wandsworth High Street, London, SW18 2BR.

Children's Services - Complaints and Information Team

Call 0800 389 8257, email childrenscomplaints@wandsworth.gov.uk, or write to Department of Education and Social Services, Complaints and Information Team, FREEPOST RTKU-EGLA-ZZCT, Town Hall, Wandsworth High Street, London, SW18 2BR.

Other council services - You can make a complaint online at www.wandsworth.gov.uk/site/custom_scripts/complaints/

NHS Services

GPs, Dentists, Pharmacies, Opticians

First raise your complaint directly with the practice. If it cannot be resolved locally, contact NHS England on 0300 311 22 33 (local rate call) or email england.contactus@nhs.net.

Hospital & Community Services

First discuss the problem with your doctor or health professional or ward or manager.

If your concerns remain unresolved, you can contact the organisation's **PALS team**. They will listen to your concerns and help you find ways of resolving them. See hospital services page 35 for PALS team contact numbers.

Need some help with a complaint about the NHS?

For independent support call the NHS Complaints Advocacy helpline on 0300 330 5454 or visit <http://nhscomplaintsadvocacy.org/>. This service is provided by Voiceability.

Wandsworth Clinical Commissioning Group's Customer Care Team can guide you through the NHS complaints process. Call them on 020 8812 6600 or email: waccg.customercare@nhs.net care

Local Councillors or MPs can help to sort out problems and complaints about services from any of the statutory agencies.

Wandsworth Councillors - to find your local councillor and details of surgery times call 020 8871 6060 or visit www.wandsworth.gov.uk.

Members of Parliament

- Battersea - Jane Ellison MP: call 020 8944 2065 / 020 7219 7010 or email: jane.ellison.mp@parliament.uk
- Putney - Justine Greening MP: call 020 8946 4557 / 020 7219 8300 or email greeningj@parliament.uk
- Tooting - Rosena Allin-Khan MP: call 0208 355 3435 / 0207 219 3000 or email rosena.allinkhan.mp@parliament.uk

Letters should be sent to your MP at House of Commons, London, SW1A 0AA.

The House of Commons Enquiry Service can advise on any changes to MPs – call on 020 7219 4272 or visit www.parliament.uk/mps-lords-and-offices/mps/

Councillors and Members of Parliament

This section provides information about a wide range of local and national services that are not geared specifically to Carers but may be useful depending on the individual needs of the Carer or the person/s they support.

This part of the guide is in the following sections:

- NHS Services
- Wandsworth Adult Social Services and Safeguarding
- General Services A-Z listed by client group or subject matter/theme as follows:
 - Arts
 - Asian Community
 - Cancer
 - Children and Young People
 - Chinese Community
 - Continence
 - Day Centres & Clubs
 - Dementia
 - Diabetes
 - Disability
 - Drug and Alcohol Services
 - End of life care
 - Finances
 - Head Injury
 - Information and Advice
 - Learning Disability
 - Legal
 - Leisure and Learning
 - LGBT Community
 - Library Services
 - Mental Health
 - Multiple Sclerosis
 - Older People
 - Parkinson's Disease
 - Safeguarding
 - Sport
 - Stroke
 - Visual Impairment

Individual service providers are listed in the index at the back of the guide so if you know the name of the service you want you may find it quicker by checking in the index.

NHS Services

Wandsworth Clinical Commissioning Group (CCG)

Wandsworth CCG commissions health care services in the borough and has local guidelines setting out the special support Wandsworth GP practices are required to provide to Carers – see below for details.

The CCG is also responsible for monitoring health services and welcomes your feedback on whether the services you use are meeting your needs. For further information, call 020 8812 6600 or visit www.wandsworthccg.nhs.uk.

On the CCG website you will find the Wandsworth Wellbeing Hub. If you have an ongoing illness or condition, be it physical or mental, there is a lot of advice and support, including free courses, available to you. Contact the Wellbeing Hub on 020 8812 6700 or visit www.wandsworthccg.nhs.uk/localservices/

Primary Health Services

GPs

Your GP should be your first port of call for any non-emergency problems be they physical, psychological or a combination of both.

To find a GP call NHS England on 0300 311 2233 or visit www.nhs.uk. If you need a GP outside normal hours, call 111.

Be sure to let your GP know you are a Carer so that he or she can provide you with the support you might need to take care of your own health. Carers registered with a Wandsworth GP can request a 30 minute consultation at their GP practice to discuss their health and wellbeing needs in relation to their caring role.

As well as an annual Carers consultation Wandsworth GP practices:

- Keep a register of all patients identified as Carers within the Practice
- Offer flexible appointments for Carers
- Refer Carers to Wandsworth Carers' Centre (with the Carer's permission) and signpost them to other services based on the outcome of their consultation.
- Offer annual flu vaccination

When seeing your GP, be sure to ask all your questions (take a list) and take someone with you for support if that will make you more comfortable. It can be helpful to make notes of your visits – dates, the people you see, the discussions and outcome of the visit.

Community Pharmacists

Speak to your pharmacist if you need advice about medicines and minor ailments such as coughs, colds, cold sores and general aches and pains or support with other health issues such as weight loss or emergency contraception.

To find a pharmacy near you visit www.nhs.uk or call 020 8335 1400. If you need a pharmacy out of hours call 111 to find out which pharmacies are open.

Your pharmacist may be able to provide an emergency supply of medications (up to five days' of regular prescription drugs) providing certain conditions are met.

If you have to pay for prescriptions, ask your pharmacist if it would be cheaper to buy medicines over the counter or to buy a prepayment certificate, which can save you money if you need medications often.

Dental Care

To find a dentist visit NHS Choices at www.nhs.uk. Wandsworth residents needing urgent treatment, out of normal hours, can call the Out of Hours Emergency Dental Service on 020 3402 1333.

The Special Care Dental Service is available for adults and children with complex needs who have difficulty getting treatment in a local dental practice, for reasons other than cost. Call 020 8544 2346.

Community Health Services

A&E and Walk in Services

See Urgent, Emergency and Out of Hours services section on page 21.

Community Adult Health Services

Community Adult Health Services (CAHS) provide all services listed below and on page 33. See the box below for how to contact any of these services.

Contact details for all the CAHS:

- call 020 8812 5000 or email stgh-tr.CS-spoc@nhs.net
- for referrals out of hours call 111 then *234.

Please note that from **1 October 2017** these services may be delivered by another organisation and contact details may change. If you cannot contact the service you need after that date call **Wandsworth CCG** on **020 8812 6600** or visit www.wandsworthccg.nhs.uk

Complex Case Management

(Previously called Community Wards / Community Matrons)

Four Complex Case Management Locality Hubs provide:-

- Management and support to patients in the community with long term/chronic conditions to reduce the number of unplanned admissions to secondary care.
- A reactive response to urgent requests to enable patients to be managed in an acute phase at home to avoid admission to hospital
- Assistance in the safe, early discharge of patients from hospital back in to the community where difficulties are encountered via usual pathways.

The amount of care that a Carer is able to provide should be reflected in the cared for person's support, treatment, or discharge plan.

Maximising Independence (Previously called Primary Care Therapy Team/Intermediate Care/Therapies)

Therapy based rehabilitation and reablement services to support people to regain their independence following illness or injury, to manage their long term conditions, and optimise their health and wellbeing. Some examples of who the service can help with are:

- People needing physiotherapy / occupational therapy to support them coming home from a hospital stay
- People who fall or have difficulty walking or moving around, need walking aids, or have difficulty getting on and off public transport
- Musculoskeletal problems where patients cannot go to an outpatient clinic to see a physiotherapist
- People who would like to be more independent with activities of daily living such as washing , dressing or making a meal.
- People with difficulty swallowing.

Scheduled and Ongoing Care (previously called Community Nursing / Intermediate Care)

This service provides planned care for patients with community nursing needs because of a disability or illness, or following hospitalisation or long-term medical treatment and require on-going and scheduled care. The service: -

- Promotes healthier lifestyles, physical, psychological and social well-being, and supports and encourages people with disability and long term conditions to live independent lives.
- Provides advice and treatments that enable an individual to avoid unnecessary admission to hospital, or where hospitalisation is necessary, to facilitate an early discharge back into their community.
- Operates 24 hours per day, 365 days per year.

The amount of care that a Carer is able to provide should be reflected in the cared for person's support, treatment, or discharge plan.

Specialist Input

Includes the following teams:

- **Continence team** – assessment, treatment, advice and support for people experiencing bladder or bowel problems. You may also like to contact the Bladder and Bowel Foundation (see page 41).
- **Diabetes team** – support, education and nursing care for people with Type 2 diabetes and in certain circumstances people with Type 1 diabetes.
- **Heart failure team**– optimisation of treatment/self-management and/or urgent support to prevent acute admission for people with diagnosed heart failure.
- **Respiratory team** – optimisation of treatment/self-management and/or urgent support to prevent acute admission for people with diagnosed chronic respiratory disease.
- **Tissue Viability team** – assessment, treatment and advice on chronic and complex wounds (e.g. leg ulcers, pressure ulcers, non-healing surgical wounds). The service also offers advice on some dermatological conditions such as eczema, cellulitis and chronic oedema.

Community Neurology Team	This team offers services to people with a neurological diagnosis, such as stroke, brain injury, Multiple Sclerosis, Motor Neurone Disease, Cerebral Palsy, Parkinson's disease, and others. It is for those who need specialist therapy from a multi-disciplinary team to improve function, independence and quality of life for themselves and/or their Carers. Call 020 8812 4060.
Dietitians	The dietetics service offers assessment, treatment and advice for people who want to change their diet to improve their health. It treats patients of all ages who are registered with a Wandsworth GP and offers one-to-one support, group education sessions, health promotion, and home visits for housebound people. Call 020 8812 4155.
Integrated Falls and Bone Health Service	The falls service targets those at risk of falling who may or may not be at risk of fracture and the bone health service targets those with osteopenia /osteoporosis who may or may not be at risk of falling. Guideline criteria:- <ul style="list-style-type: none"> • Have had a fall, are concerned about falling or are at risk of falling • Have a diagnosis of osteopenia/osteoporosis or a previous fracture over the age of 50 as a result of low trauma Call 020 8812 4079.
Podiatry Services	Podiatry services treat, and help to prevent, problems with the feet and lower limbs. Home visits are available for housebound patients. You need to have a podiatric problem that you cannot treat yourself and be referred by your GP or another Wandsworth healthcare professional. Call 020 8812 6050.
St John's Therapy Centre	Walk in X-ray and blood testing. Several community services are based here. There is also a day hospital for older people. Many services can be accessed directly, call 020 8812 4000 to enquire. St John's Therapy Centre 162 St John's Hill, Battersea, SW11 1SW
Wandsworth Integrated Sexual Health (WISH) service	WISH provides a range of services including:- <ul style="list-style-type: none"> • Emergency and ongoing contraception • Dedicated service, Acorn, for people with learning disabilities • Specialist clinics for young people, for gay men and to get long-acting contraception • Psychosexual therapy • Testing and managing sexually transmitted infections • Rapid HIV testing • Referral for termination of pregnancy • C-card registration and free condoms • HIV post sexual exposure treatment (PEP) Walk-in, booked timeslots or appointments at the Courtyard Clinic at St George's Hospital, and local clinics at Queen Mary's Hospital Roehampton and Doddington Health Centre Battersea. For more information visit www.swish.nhs.uk , call 020 8725 3353 or email courtyard.clinic@stgeorges.nhs.uk .

Hospital based services

Local Hospitals	<p>St George's University Hospitals NHS Foundation Trust Blackshaw Road, Tooting, London SW17 0QT Switchboard: 020 8672 1255 Outpatients: 020 8725 0007 Web: www.stgeorges.nhs.uk PALS: 020 8725 2453</p> <p>South West London and St George's Mental Health NHS Trust Springfield University Hospital 61 Glenburnie Road, London SW17 7DJ Switchboard: 020 3513 5000 Web: www.swlstg-tr.nhs.uk PALS: 0203 513 6150</p> <p>King's College Hospital Denmark Hill, London SE5 9RS Switchboard: 020 3299 9000 Web: www.kch.nhs.uk PALS: 020 3299 3601</p> <p>Chelsea and Westminster Hospital 369 Fulham Road, London SW10 9NH Switchboard: 020 3315 8000 Web: www.chelwest.nhs.uk PALS: 020 3315 6727</p> <p>Kingston Hospital NHS Foundation Trust Galsworthy Road, Kingston upon Thames, Surrey KT2 7QB Switchboard: 020 8546 7711 Web: www.kingstonhospital.nhs.uk PALS: 020 8934 3993</p>
Wheelchair Service	Based at Queen Mary's Hospital, Roehampton, this service provides wheelchairs, buggies, pressure distributing cushions and associated special seating for people of all ages with a permanent disability affecting their ability to walk. It is an 'open access' service and registered clients can contact therapists for information and advice as necessary. Call 0208 487 6084/6085.

Wandsworth Council services

Adult Social Services

Wandsworth council has a legal duty to provide information and to look after adults in the borough who cannot care for themselves, and to support Carers. Adult Social Services is the department of the council that is responsible for doing this. The Adult Social Services department aims to enable people to stay as independent as possible, in their own home.

Who is eligible for help from Adult Social Services?

Adult Social Services can give information and general advice to anyone.

People in need of community care services have a legal right to an assessment of what they are finding difficult and guidance or help to put in place arrangements to keep them safe. Carers should be involved in this process, provided the service user agrees and it is practical to do so.

Carers have the right to be assessed for services based on their eligible needs which are set out under a national eligibility criteria. Also see Carer's Assessments in the Carers Rights section (see page 6).

If you are eligible for services

People assessed as qualifying for services will be encouraged, as far as possible, to choose and arrange the services they need so that the support they get suits their particular needs. Their needs will re-assessed at least once a year.

Types of help that may be available include:-

- personal care, such as washing and dressing
- day activities if it is difficult to meet others and socialise
- help in the home with things like shopping, housework and food preparation
- meals services (frozen meals delivered to your home)
- equipment and adaptations to help at home
- developing social skills, and developing employment skills
- information and advice to help Carers in their caring role
- respite care, to give Carers a break from caring

Who to contact

The Access Team is the main point of contact, call 020 8871 7707 or email accessteam@wandsworth.gov.uk.

People in hospital should ask to speak to a hospital social worker.

People with a mental health condition, or drug or alcohol misuse should speak with their GP, key worker or care coordinator.

Outside normal office hours, an emergency social work service is available, call 020 8871 6000.

Charges for community-based services

The amount someone pays is decided after a financial assessment. Some people won't pay anything and others will pay some or all of the cost. The council does not currently charge Carers for the services they are assessed as needing.

Your social worker or care coordinator can explain things in more detail or you can ask the access

team for a fact sheet.

Direct Payments

If the council funds any of the cost of care services, you can get it as a direct payment, which allows you to arrange and pay for care yourself. Speak to your social worker or contact the Access Team for more information.

Information and Advice

ACIS is an on-line and telephone information and advice service to help you help you find out about local care, support and related services. Visit www.wandsworth.gov.uk/acis or call 020 8871 7707.

There are factsheets explaining more about assessment, eligibility, direct payments, charging etc. which you can get online or from the access team.

Occupational Therapy (OT), Equipment & Adaptations

This service is for people over 18 living in Wandsworth who have a permanent and substantial disability which affects their ability to live independently. OTs provide support with daily activities within the home such as getting into and out of the bath, or safely using the stairs.

Call 020 8871 7707 for more information or an assessment.

Safeguarding and Child Protection

If you have any concerns about the safety or welfare of a child or young person, or of a vulnerable adult then please do not hesitate to contact the relevant team. Always call emergency services on 999 if immediate help is needed.

Children and Young People

Contact the Multi-Agency Safeguarding Hub (MASH) on 020 8871 6622 or email mash@wandsworth.gov.uk

Out of hours call 020 8871 6000

Adults

Contact the Access Team - call 020 8871 7707 or email accessteam@wandsworth.gov.uk

Out of hours call 020 8871 6000

In responding, the council will take care to listen to the adult or their representative about what they want to happen, and will arrange for an advocate if this is needed.

General Services A-Z - listed by client group/theme

Client Group /Theme	Service Name, Overview & Contact Information
Adult Social Care	See page 37.
Access / Disability	DisabledGo Provides access information for disabled people across the UK at www.disabledgo.com .
Access / Transport	Transport for London travel assistance scheme To help gain confidence and enable independent travel, supporting local journeys to the shops, library, college, using local accessible routes. Visit www.tfl.gov.uk/gettingaround/transportaccessibility .
Addiction	Christians Against Poverty (CAP) Release Groups CAP Release Groups empower people to break free from life-controlling habits like drinking, smoking, gambling or internet addictions. They provide a place of trust and security, where people are offered emotional and practical support. The Release Group consists of a termly eight-week course, an ongoing weekly community time and 1-1 coaching. Call 0790 040 3261, e-mail danburrows@capuk.org or visit www.capuk.org .
Addiction / Substance Misuse	See Drug and Alcohol services
Arts	Action Space Specialises in working in the arts with people with learning disabilities. Call 020 7209 4289 or visit www.actionspace.org .
Arts	Artsline Promotes access to arts and entertainment venues for people with disabilities. Call 020 7388 2227 or visit www.artsline.org.uk .
Arts	Putney School of Art and Design Numerous arts courses with full support given to learners with disabilities. Call 020 8788 9145 or visit http://www.putney-art-design.co.uk/ .
Arts	Shape Arts Access to the arts and culture for deaf and disabled people and opportunities for deaf and disabled artists. Call 0207 424 7330 or visit www.shapearts.org.uk .
Asian Community	Asian Elders Support Scheme Services for older people and for those with learning and physical disabilities: home care, day centre, outings and vegetarian lunch club. Call 020 8767 5455 or visit www.aess.uk.com .
Asian Community	Mushkil Aasaan Offers community care services for Asian families including information and advice, befriending, parenting support; and English language help. Call 020 8672 6581 or email mushkilaasaan@btconnect.com .

Asian Community	Wandsworth Asian Women's Association A drop-in every Tuesday and Wednesday for elderly Asian women who want to meet up with others. Also offers advice, a lunch club, activities and trips. Call 020 8875 9465, or go to Mantle Court, Mapleton Road, Wandsworth, SW18 4AU (Tuesdays and Wednesdays 10.00-4.00)
Asian Community	Wandsworth Asian Community Centre (Wandsworth Bengali Welfare Association) Offers a range of community groups and activities tailored toward the Asian community including Asian specialist day care, and subsidised vegetarian lunches for all pensioners and people on benefits. Call 020 8682 4934 for details.
Asian Community	Wandsworth Carers' Centre offers specialist support to Carers from the Asian Community - see page 9.
Cancer	Paul's Cancer Support Centre Helps anyone affected by cancer: support groups, telephone support line, therapies and counselling, home visiting service for housebound people and their Carers. Call 020 7924 3924, email support@paulscancersupport.org.uk or visit www.pauldauricentre.org.uk .
Child Protection	See Safeguarding and Child protection page 37
Children & Young People	Childcare Business and Consultancy Service An umbrella organisation for over 50 voluntary playgroups in Wandsworth, also runs a toy library. Call 020 7738 1958 or email info@cbcservices.co.uk .
Children & Young People	Children's Specialist Services (social care services) This service is open for telephone enquiries and referrals 9am - 5pm and for callers in person 9.30am - 4.30pm Monday to Friday Town Hall Extension, Wandsworth High Street, SW18 2PU, call 020 8871 6622
Children & Young People	Community Paediatric Audiology Service For children where there is concern about their hearing or who are at risk of hearing loss. Call 020 8812 5498.
Children & Young People	Connexions Supports young people aged 13-19 (up to 24 if they have a learning difficulty, disability, or special need) get into learning, training, or jobs. Based in Roehampton. Call 020 8871 5222 Monday – Friday 3pm - 9pm
Children & Young People	Contact a Family Wandsworth (see page 12)
Children & Young People	Family Information Service (FIS) Wandsworth Council's information service for children's services, childcare, support services for families, and activities for children and young people 0 to 19 years (up to 25 years if have a disability). Visit wandsworth.childrensservicedirectory.org.uk , call 020 8871 7899, or email fis@wandsworth.gov.uk .

Children & Young People	George Shearing After School Club For young people aged 13-25 with severe learning disabilities and complex needs, Monday to Wednesday 4pm-6pm. Activities during school holidays. Call 020 7228 2230.
Children & Young People	HemiHelp For children with hemiplegia. Call 0345 123 2372 Monday to Friday 10am -1pm (term time), email helpline@hemihelp.org.uk or visit www.hemihelp.org.uk
Children & Young People	Hope Again For young people who are bereaved (see page 26)
Children & Young People	Lady Allen Adventure Playground For children aged 5-14 with special needs and disabilities, and their siblings. Visit www.kids.org.uk or call 020 7228 0278.
Children & Young People	Portage Home teaching programme for pre-school children with a significant developmental delay or disability. Call 020 8871 7130.
Children & Young People	Share-A-Family – care/respice service (see page 17)
Children & Young People	The Prince's Trust Helps young people aged 13 to 30 get into jobs, education and training. Call 0800 842 842.
Children & Young People	The WAND card Enables disabled children and young people aged 0-19 to get concessions and extra support at venues throughout Wandsworth. Contact FIS (see page 39).
Children & Young People	Wandsworth Children Continuing Care Team Provides clinical care and support for children with complex care needs and their families by providing a continuing health care package for the child within the family structure. The service is offered to children where the child meets the continuing care criteria, following assessment of needs. Call 020 8812 5397 for more information
Children & Young People	Wandsworth Council Children's Services Responsible for a number of services for Children and Young People including Education, Early Years, and Social Care Services (Children's Specialist Services). Call 020 8871 6622.
Children & Young People	Wandsworth Information and Advice Support Service Information, help and support with any issue relating to a child's special educational needs. Call 020 8871 8065 or email wiaass@wandsworth.gov.uk .
Children & Young People	Wandsworth Short Breaks Gives children and young people with special educational needs and disabilities the chance to spend time away from their families, gain independence, learn new skills and have fun. Also gives parents/Carers a break. Call 020 8871 7899, email fis@wandsworth.gov.uk .

Children & Young People	Welcare Works with parents and Carers in Wandsworth borough to help keep families together wherever possible and to improve the life prospects of their children. Call 020 8672 9372, email: wandsworth@welcare.org .
Children & Young People	Young Carers and Young Adult Carers' services , see page 14
Children & Young People	Youth Legal Youth-centred legal advice, see page 45.
Children & Young People / Mental Health	Young Minds Information about child and adolescent mental health for parents, Carers and professionals online at www.youngminds.org.uk . Helpline 9.30am-4pm weekdays, call 0808 802 5544.
Chinese Community	Chinese Mental Health Association Mental health assistance and support to the Chinese community in the UK, including social group, befriending service, and counselling. Call 020 7613 1008 or visit www.cmha.org.uk .
Chinese Community	Lambeth Chinese Community Association Provides services to the Chinese community in Lambeth and surrounding areas – offers advice, support, domiciliary care, and activities. Call 020 7733 4377 or email infolcca@msn.com .
Continence	Bladder and Bowel Foundation Helpline call 0845 345 0165 or visit www.bladderandbowelfoundation.org
Continence	Community Adult Continence Service - see page 33
Day Centres & Clubs	Local clubs and centres Contact ACIS (see page 44) for information about different groups. www.wandsworth.gov.uk/acis or call 020 8871 7707
Dementia	Alzheimer's Society SW London Information and support to people with any type of dementia, their Carers, and professionals working with them; Carers information and support; support groups for people with dementia at different stages of their illness and peer support groups for Carers; Dementia Cafés – see page 12 Call 020 8877 0033, email swlondon@alzheimers.org.uk Nationally, a helpline and online resources including a 24 hour forum and fact sheets. Call 0300 222 1122 or visit www.alzheimers.org.uk
Dementia	Dementia Adventure Small group short breaks and holidays for people living with dementia, their partners, family, friends or carer to enjoy together. Call 01245 237548, email info@dementiaadventure.co.uk or visit www.dementiaadventure.co.uk
Diabetes	Diabetes UK Support groups across London, for a list call 020 7424 1116, email info@diabetes.org.uk or visit www.diabetes.org.uk .

Disability / Access	Wandsworth Community Transport Shopping shuttle service and day outings to places of interest for people who are disabled or elderly. Call 020 8675 7460, email w.c.t@btconnect.com or visit www.wctbus.co.uk for more information.
Disability / Breaks	Vitalise Provides breaks for disabled people and their Carers at 3 accessible UK venues. Visit www.vitalise.org.uk or call 0303 303 0145.
Disability / Toilets	Accessible toilets Wandsworth residents can buy a key from the Customer Service Centre at the Town Hall or get one from Disability Rights UK at crm.disabilityrightsuk.org or call 020 7250 8181.
Disability / Travel	Freedom passes, Blue Badges and Taxicards Call the council's Concessionary Travel Team for information, 020 8871 8871.
Disability / Travel	Parkat Provides guidance for disabled and mobility restricted passengers travelling through UK airports - visit www.parkat.co.uk/disabled.
Disability / Older People	Wandsworth Shopmobility Provides wheelchairs, scooters, and an escort if needed, to enable disabled and elderly people to shop in Wandsworth Town Centre. Call 020 8875 9585, email wandsworth.shopmobility@gmail.com.
Drug and Alcohol Services	People who misuse drugs and/or alcohol can obtain help from adult social services, health services and the voluntary sector, and national helplines. For information about services see below or call 020 8871 7707 or visit www.wandsworth.gov.uk/acis.
Drug and Alcohol Services	ADFAM Provides information and publications for families affected by an addiction, visit www.adfam.org.uk.
Drug and Alcohol Services	Drinkline Helpline - 0300 123 1110, 9am-8pm Monday - Friday and 11am-4pm Saturday and Sunday
Drug and Alcohol Services	Talk to FRANK A 24 hour drugs helpline, call 0300 123 6600 or email frank@talktofrank.com.
Drug and Alcohol Services	Wandsworth Carers' Centre Offers specialist support to Carers affected by another adult's drug or alcohol misuse (see page 9).
Drug and Alcohol Services	WCDAS (Wandsworth Consortium Drug and Alcohol Service) Confidential service for Wandsworth residents over 18 years and over offering treatment options and ongoing support. Three centres:- WCDAS St John's, 162 St Johns Hill, SW11 1SW, call 020 8812 4120

WCDAS Roehampton, 6-8 Roehampton High St, SW15 4HJ, call 020 3228 9570

WCDAS Tooting, 1079 Garratt Lane, Tooting, SW17 0LN, call 020 3228 8080

End of life care

See page 24

Finances

Benefits

When applying for benefits it is best to get help and advice; contact Wandsworth Carers' Centre (see page 9) to make an appointment.

www.gov.uk has information on employment, financial assessment, independent living and rights. You can find information on benefits such as Attendance Allowance, Disability Living Allowance, Personal Independence Payment, and Carers' Allowance. There is a free benefits enquiry line – call 0345 605 6055 Monday to Friday, 8am to 6pm.

For help around benefits and finding a job you can call the Jobcentre Plus phone service Monday to Friday, 8am-6pm:

- for new benefit claims call 0800 055 6688
- for Jobseeker's Allowance, Income Support, Incapacity Benefit or Employment and Support Allowance call 0345 608 8545
- for Maternity Allowance call 0345 608 8610
- for Bereavement call 0345 608 8601
- for Social Fund call 0345 603 6967
- for Universal Credit call 0345 600 0723.

To find or contact your nearest Jobcentre Plus call 0345 604 3719 or look on www.gov.uk.

You must report changes that affect your benefits as soon as possible to ensure you get any increase or new benefit faster, and to avoid overpayments. For instance if you, or someone you claim for, go into hospital the benefit paid may go down for that period. You can get advice from Wandsworth Carers' Centre.

Finances

Christians Against Poverty (CAP) Debt Help Service

Offers an in-depth solution, including home visits, support over the phone, and creditor negotiations and correspondence. Call Wandsworth CAP on 0800 328 0006 (freephone).

Finances

Council Tax Reduction

You may be entitled to a reduction in your council tax if you are caring for a disabled person. Email counciltax@wandsworth.gov.uk, visit www.wandsworth.gov.uk/counciltax or call 020 8871 8081 to request a call back (24 hour automated line).

Finances

Money Advice Service

Free, independent, information and advice about financial matters, including guides to managing money and dealing with debt. Call 0800 138 7777 Monday to Friday 8am – 8pm and Saturday, 9am – 1pm or visit www.moneyadviceservice.org.uk.

Finances	<p>NHS Low Income Scheme</p> <p>If you have a low income, even if you are not exempt from NHS charges, you may be entitled to some financial help with NHS costs such as prescriptions, dental treatment, sight tests, glasses and contact lenses, travel to receive NHS treatment and NHS wigs and fabric supports. Call 0300 330 1343 Monday to Friday, 8am to 6pm, Saturday, 9am to 3pm or visit www.nhsbsa.nhs.uk/healthcosts.</p>
Finances	<p>Wandsworth Foodbank</p> <p>Provides emergency food and support to local people in crisis. Call 020 7326 9428 email info@wandsworth.foodbank.org.uk or visit www.wandsworth.foodbank.org.uk.</p>
Head Injury	<p>Headway South West London Support</p> <p>Information and advice for people who have had head injuries and their relatives and Carers call 07722 861 642 or email info@headwayswondon.org.</p> <p>Headway information line 0808 800 2244, or email helpline@headway.org.uk.</p>
Information and Advice	<p>Adult Care Information Service (ACIS)</p> <p>Wandsworth Council's on-line and telephone information service for adult care services. Information about local organisations and services to help Carers and those they care for.</p> <p>You can search online at www.wandsworth.gov.uk/acis or call 020 8871 7707.</p>
Information and Advice	<p>Citizens Advice Wandsworth (CAW)</p> <p>Provides telephone and drop-in advice on a range of issues including benefits, housing, disability, debt, education, employment, health, tax, immigration, nationality, and consumer issues. The service is free, confidential, independent and impartial. Call 0300 330 1169 Monday – Friday 10.00-4.00 or visit one of their centres.</p> <p>CAW also delivers a range of special projects including:</p> <ul style="list-style-type: none"> • Disability and Social Care Advice Service (DASCAS) - provides specialist advice about benefits and services to people with disabilities, and their Carers. Home visits are available by appointment. • Macmillan benefits advice service provides specialist advice about benefits and services to people living with cancer, and their Carers. <p>To find out more information about all CAW's services visit https://cawandsworth.org/ or telephone 0208 682 3766.</p> <p>Information and Advice Family Information Service (FIS) – see Children and Young People</p>
Information	<p>care4me</p> <p>A community directory for organisations in Wandsworth offering services and activities including social and health care, wellbeing and fun, visit www.care4me.org.uk</p>

Learning Disability	<p>Certitude</p> <p>Supports adults with learning disabilities and mental health needs to lead more independent lives. Also provides planned respite care to give Carers a break.</p> <p>Call 020 8772 6222 or visit www.certitude.org.uk</p>
Learning Disability	<p>Generate</p> <p>Supports people with learning disabilities: courses, training, clubs, employment, holidays. Call 020 8879 6333 or visit www.generate-uk.org.</p>
Learning Disability	<p>Mencap</p> <p>Supports people with learning disabilities, their families and Carers. Call 0808 808 1111 or visit www.mencap.org.uk.</p>
Learning Disability	<p>One Trust</p> <p>Offers personalised day services for adults with learning disabilities at four venues in the borough of Wandsworth. Can support Carers of those using or wishing to use the service.</p> <p>Call 020 3096 9130, email onetrust@onetrust.co.uk or visit onetrust.co.uk</p>
Learning Disability	<p>Wandsworth Community Learning Disability Health Team</p> <p>Specialist support to people with severe learning disabilities (IQ less than 70), their family and Carers.</p> <p>Call 020 8812 7000 Monday to Friday 9am-5pm.</p> <p>Out of hours emergencies call 020 8871 6000.</p>
Learning Disability	<p>Wandsworth Carers' Centre</p> <p>Offers specialist support to Carers of people with learning disability - see page 9.</p>
Legal	<p>Disability Law Service</p> <p>Free legal advice for adults with disabilities, their families and Carers in four areas of law: disability discrimination; employment; community care; welfare benefits. Call 020 7791 9800 10am – 1pm and 2pm – 5pm weekdays or visit www.dls.org.uk. Also provides a casework service for people with disabilities.</p>
Legal	<p>Youth legal</p> <p>Specialist free, youth-centred legal advice helping young people in Wandsworth with housing and social services support. Call 020 3195 1906 or 07956 039039 or visit www.youthlegal.org.uk.</p>
Legal / Children and Young People	<p>Coram Children Legal Centre – see page 12.</p>
Legal/ Housing/ Benefits/ Debt etc	<p>South West London Law Centres</p> <p>Free legal advice and support on housing, benefits, employment, immigration, asylum and debt. Call 020 8767 2777 9:30am-5pm Monday to Friday or visit www.swllc.org.</p>
Legal	<p>Mind Legal Line</p> <p>Information and advice on mental health related law on 0300 466 6463 11am - 2pm weekdays.</p>
Legal	<p>Civil Legal Advice</p> <p>Advice on a variety of issues for those who are eligible for legal aid. Call 0345 3454 345 9am to 8pm weekdays and 9am to 12:30pm Saturday, or visit www.gov.uk/civil-legal-advice.</p>

Leisure and Learning	National Extension College Distance learning courses - study where and when you choose, taking control of your own learning. Offers a range of courses including GCSEs, A Levels and vocational subjects together with creative writing and counselling. Call 0800 389 2839 or visit www.nec.ac.uk .
Leisure and Learning	South Thames College Offers a range of academic, vocational, and leisure courses in the day, evenings and weekends, including 'Living and Learning' courses help people to improve their well-being and mental health. Call 020 8918 7777, email info@south-thames.ac.uk or visit www.south-thames.ac.uk .
Leisure and Learning	Wandsworth U3A (University of the Third Age) An opportunity for shared learning for sheer enjoyment and for its own sake for those in their Third Age: a range of interest groups and a monthly members meeting which welcomes prospective members. Visit www.u3a.org.uk .
LGBT Community	Alzheimer's Society Factsheets and a webpage aimed at Carers and people with dementia from the LGBT community. Call 0300 222 1122 or visit www.alzheimers.org.uk .
LGBT Community	Beyond Barriers Mentoring Service for Carers - see page 13
LGBT Community	Opening Doors For people who identify as LGBT aged 50 and over. Services to combat isolation - regular social activities, signposting and referral service, befriending. Call 020 7239 0400, email info@openingdoorslondon.org.uk
LGBT Community	Switchboard Information, support and referral service for lesbians, gay men and bisexual and trans people – and anyone considering issues around their sexuality and/or gender identity. Call 0300 330 0630 10am-10pm every day, email chris@switchboard.lgbt , visit http://switchboard.lgbt .
Library Services	Home Delivery Library Service Books, audio books and music from the home library service are free for people physically unable to get to a library - call 020 8877 1742.
Library Services	Libraries Books, DVDs, videos and CDs for loan, free internet access, computer training, fax and photocopier services and an online catalogue. To find Wandsworth libraries call 020 8877 1742 or visit www.wandsworth.gov.uk/libraries .
Library Services	Multi-Cultural Library and Information Service Tooting Library has a large collection of fiction and non-fiction in 14 different Asian languages - call 020 8767 0543. Battersea Library has the borough's African Caribbean Community collection - call 020 7223 2334.

Mental Health	Big White Wall A supportive, anonymous, online community where members can share worries in a safe environment. Trained staff provide advice and information. Visit www.bigwhitewall.com .
Mental Health	Bipolar UK For individuals affected by bipolar and their families, friends and Carers. Self-help groups across the UK and online forum for discussion and support. Visit www.bipolaruk.org.uk or call 0333 323 3880.
Mental Health	Community Mental Health Teams Specialist support for people with mental health problems. Referral via a GP. If you do not have a GP, contact South West London and St George's Mental Health NHS Trust for advice, call 020 3513 5000 or visit www.swlstg-tr.nhs.uk . People already under the care of specialist mental health services should call the contact centre At Springfield hospital on 020 3513 5000. There is also a Mental Health Support line – see below.
Mental Health	Mental Health Support Line An out of hours service, open 5pm-9am every day (including bank holidays), providing information and support to people experiencing a mental health crisis, such as feeling suicidal, or being concerned that someone is becoming very unwell. Call 0800 028 8000 - if you get an answer phone leave a message and someone will call you back. The Mental Health Support Line covers the boroughs of Wandsworth, Sutton, Merton, Richmond and Kingston
Mental Health	Mind Information, advice and support to empower anyone experiencing a mental health problem. For details of services locally, call 020 7259 8100, or visit www.wvmind.org.uk . National information line on 0300 123 3393 9am-6pm weekdays and website www.mind.org.uk Mind Legal Line - information and advice on mental health related law on 0300 466 6463 11am - 2pm weekdays.
Mental Health	Rethink Mental Illness Locally, support group and advocacy for mental health service users including advocacy on the forensic wards at Springfield Hospital; call 020 3513 6739 or 020 3513 6055. Nationally, advocacy, Carer support, crisis services and more. Call 0300 5000 927 9am - 4pm weekdays, or visit www.rethink.org
Mental Health	SANE Out-of-hours helpline 0300 304 7000- open every day 6pm - 11pm offering emotional support and information to anyone affected by mental illness, including Carers. Visit www.sane.org.uk or email info@sane.org.uk .

Mental Health	Wandsworth Carers' Centre Offers specialist support to Carers of people with a mental health condition, call 020 88771200 or email support@wandsworthcarers.org.uk.
Mental Health	Wandsworth Home Treatment Team Provides more intensive support to enable earlier hospital discharge or to prevent admission. Speak to your GP, ward staff or care coordinator.
Mental Health	Talk Wandsworth Provides support with issues such as panic, anxiety or stress, depression, bereavement or loss, sleep difficulties, anger issues, eating disorders, obsessive compulsive disorder, depression, phobias and other everyday problems. You need to be aged 18 and over and live in the borough of Wandsworth or be registered with a Wandsworth GP. Call 020 3513 6264, visit www.wandsworthiapt.nhs.uk and complete an online self-referral form, email talkwandsworth@swlstg-tr.nhs.uk, or ask your GP to refer you.
Mental Health/ Children and Young People	Young Minds – see page 41
Mental Health / Legal	Springfield Law Centre Free, confidential advice and legal representation on mental health, housing, debt and community care to users of the South West London and St George's Mental Health NHS Trust and their Carers. Call 020 8767 6884.
Multiple Sclerosis	Multiple Sclerosis Society Wandsworth Branch, call 07526574808 or email sinesltj@yahoo.co.uk National helpline 0808 800 8000 and website www.mssociety.org.uk.
Older People	Age UK Nationally on-line resources including numerous factsheets and guides, and an advice line visit www.ageuk.org.uk or call 0800 678 1174
Older People	Age UK Wandsworth Offers a wide range of services for older people who live in Wandsworth and their Carers including information and advice, befriending, shopping, groups, outings, a handyperson service, and a home from hospital service. Call 020 8877 8940 weekdays 10am – 3 pm, visit www.ageuk.org.uk/wandsworth or email info@ageukwandsworth.org.uk.
Older People	Day Centres and Clubs There are several local day centres and clubs for older people, to find out about services to suit you contact ACIS (see page 44)

Older people	Independent Age Free and impartial advice on the issues such as care and support, money and benefits, health and mobility. Call 0800 319 6789 or visit www.independentage.org
Older People	Novus Homeshare Matches older people who want help or support around the house with people who need accommodation and are willing to help at least 10 hours per week. Call 03300 88 2225 or email admin.novus@novus-homeshare.org.uk.
Parkinson's Disease	Parkinson's UK For local services, call 0344 225 3700, email adm.south1@parkinsons.org.uk, or visit www.parkinsons.org.uk.
Safeguarding Vulnerable Adults	See safeguarding and child protection on page 37
Safeguarding	Action on Elder Abuse Offers information and support for anyone concerned about the abuse of an older person. Call 0808 808 8141 9am-5pm Monday to Friday, email enquiries@elderabuse.org.uk or visit www.elderabuse.org.uk.
Sport	Dolphins Swim Club Swimming tuition for people with learning or physical disabilities at Latchmere Leisure Centre on Fridays between 7.30-9pm in term time. Call 020 8672 1761.
Sport	Sport and Physical Activity Development Team Works with groups who do not traditionally participate in sport or physical activity including people over 50 and those with disabilities. Call 020 8871 6373 or visit www.wandsworth.gov.uk/sport.
Stroke	StrokeCare.co.uk Offers support and assistance to people affected by strokes, disabilities and other long term conditions, call 020 7277 1188 or visit the website.
Substance Misuse	See Drug and Alcohol services
Visual Impairment	ClearVision Library Braille/large print book lending service for children with visual impairment or visually impaired adults reading with sighted children. Call 020 8789 9575, email info@clearvisionproject.org or visit www.clearvisionproject.org.
Visual Impairment	Thomas Pocklington Resource Centre Advice, activities and support for people with visual impairment; the Wandsworth talking news; an audio transcription service; and readers/befriending home visits. Call 0208 675 4246, email brc@pocklington-trust.org.uk or visit www.pocklington-trust.org.uk.

Child Protection	37
Childcare Business and Consultancy Service	39
Children and Young People's services	39 - 41
Children with hemiplegia	40
Children's Services	39 - 41
Children's Society	14
Children's Specialist Services	39
Chinese Community, services	41
Chinese Mental Health Association	41
Christians Against Poverty (CAP) Release Groups	38, 43
Citizens Advice Wandsworth	25, 44
Civil Legal Advice	45
ClearVision Library	49
Clubs	41
Clubs – Older People	48
Coffee Club for Carers	15
Community Adult Continence service	41
Community Adult Health Services (CAHS)	32
Community Matrons	32
Community Mental Health Teams	47
Community Neurology Team	34
Community Nursing	33
Community Paediatric Audiology Service	39
Community Pharmacists	31
Community Wards	32
Complaints	28
Complementary Therapies	11
Complex Case Management	32
Concessionary Travel Team	42
Connexions	39
Contact a Family	12, 15
Continence services	33, 41
Continence team	33
Continuing healthcare	24
Co-Production	12
Coram Children's Legal Centre	12
Council Tax Reduction	43
Councillors	29
Counselling	12
Court of Protection	19
CRUSE	26

D	
DASCAS	44
Day Centres	41
Day Centres – Older People	48
Debt	28, 43, 45
Debt Help Service Christians Against Poverty	43
Dementia Adventure	41
Dementia Cafés	12, 15
Dementia Carers Peer Support	12, 15
Dementia services	12, 41
Dental Care	32
Deputyship	19
Diabetes	33
Diabetes UK	41
Dietitians	34
Disability - Breaks	42
Disability and Social Care Advice Service	44
Disability Law Service	45
Disability services	38, 42
Disabled parking badges	42
Disabled passengers/airports	42
Disabled toilets key	42
DisabledGo	38
Dolphins Swim Club	49
Drinkline	42
Drug and Alcohol Services	42
Drugs helpline	42
E	
Emergency Dental Care	21, 32
Emergency Medication	21
Emergency services	21
End of Life Care	24
Equality Advisory and Support Service	12
F	
Falls Service	34
Family Action	14
Family Information Service (FIS)	39
Family Support for Alcohol and Drug Abuse (AFDAM)	42
Finances	43, 44

Financial help	6, 44
FIS	39
Food Bank	21, 44
Foot Health services (Podiatry)	34
Freedom passes	42
Funeral Guide	25
Funeral Payment.	25
G	
Generate	45
George Shearing After School Club	40
Giving up work	18
GP Carer Support in Wandsworth	12, 31
GPs	29
H	
Having your say about services	27
Head Injury	44
Headway South West London Support	44
Health & Welfare LPA	19
Healthwatch Wandsworth	27
Healthy Lifestyles Group	15
Hearing loss - children	39
Heart failure	33
Help with Finances	43
HemiHelp	40
Hemiplegia	40
Home Delivery Library Service	46
Hope Again	26, 40
Hospital based services	35
Housing	45
I	
Improving Services	27
Independent Age	23, 26, 48
Independent travel	38
Information and Advice	11, 13, 37, 43, 44
Information and Advice, special educational needs	40
Integrated Falls and Bone Health Service	34
Intermediate Care	33

J	
Jobcentre	43
Jobcentre Plus	18, 43
Juggling work and care	18
Junction Health Centre	21
K	
Katherine Low Settlement	15
Keys accessible toilets	42
Know your Rights (Carers Trust)	7
L	
Lady Allen Adventure Playground	40
Lambeth Chinese Community Association	41
Lasting Power of Attorney	19
Law Centres	45
Learning Disabilities Carers Peer Support	15
Learning Disability Out of Hours	21
Learning Disability services	45
Legal services	45
Leisure & Learning services	46
LGBT Community services	46
Library Services	46
Locality Hubs	33
Long Term Planning	20
Looking after someone\ (Carers UK)	7
Low Income Scheme	44
Luke Clements	7
M	
Macmillan	22, 44
Managing someone else's affairs	19
Marie Curie Cancer Care	24
Maximising Independence services	32
Members of Parliament	29
Mencap	45
Mental Health Carers Group	15
Mental Health Crisis	21
Mental Health Information	21, 47
Mental Health Services	47
Mental Health Support Line	21, 47

Mentoring	13
Mind	47
Mind Legal Line	45
Minor Injuries	21
Minor Injuries Unit, Queen Mary's Hospital	21
Money Advice Service	25, 43
MPs	29
Multi-Agency Safeguarding Hub (MASH)	37
Multi-Cultural Library and Information Service	46
Multiple Sclerosis Society	48
Mushkil Aasaan	38
N	
National Extension College	46
Newsletter	11
NHS Choices	13, 18, 22
NHS Complaints Advocacy helpline	29
NHS Continuing Healthcare	24
NHS Low Income Scheme	44
NHS Services	31
Novus Homeshare	49
O	
Older People Support Group	15
Older Peoples services	42, 48
One Trust	45
Opening Doors - LGBT	46
Osteopathy	11
Out of Hours services	21
P	
Palliative care	24
PALS	29
Parkat	42
Parkinson's Disease	49
Parkinson's UK	49
Paul's Cancer Support Centre	24, 39
Peer Support	15
Pharmacists	31
Playgroups	39

Podiatry Services	34
Portage	40
Primary Care Therapy Team	33
Primary Health Services	31
Property and Financial Affairs LPA	19
Putney School of Art and Design	38
R	
Rally Round Me	13
Registering a death	25
Rehabilitation and Reablement	33
Relatives & Residents Association	13, 23
Residential Care Homes	23
Respiratory services	21, 33
Respite	13, 16
Rethink Mental Illness	47
Rights at work	7
Royal Trinity Hospice	24
S	
Safeguarding	21, 49
Safeguarding and Child Protection	37
SANE out-of-hours helpline	21, 47
Sexual Health Service, people with learning disabilities	34
Shape Arts	38
Share-A-Family	17
Shopmobility	42
South Thames College	46
South West London Law Centres	23, 45
Special Care Dental Service	32
Special Educational Needs.	13
Sport and Physical Activity Development Team	49
Sports services	49
Springfield Law Centre	48
St George's Community palliative care	24
St John's Therapy Centre	34
Stroke	49
StrokeCare.co.uk	49
Substance Misuse Carers Peer Support	15
Substance Misuse services	49
Survivors of Bereavement by Suicide	26

Switchboard (LGBT)	46
T	
Taking a break from caring	16
Talk to FRANK	42
Talk Wandsworth	26, 48
Taxicards	42
The Prince's Trust	40
Thomas Pocklington Resource Centre	49
Tissue Viability team	33
Top tips for Carers	5
Tourism for All	17
Toy Library	39
Training for Carers	13
Transport for London Travel Assistance Scheme	38
Trinity Hospice	24
U	
Unforgettable	19
University of the Third Age	46
Urgent, Emergency, and Out of Hours services	21
V	
Visual Impairment services	49
Vitalise	17, 42
W	
Walk in X-ray	34
Walking Group for Carers	15
WAND card	40
Wandsworth Adult Social Care	17, 23, 36
Wandsworth Asian Community Centre	39
Wandsworth Asian Women's Association	39
Wandsworth Bengali Welfare Association	39
Wandsworth Bereavement Service	26
Wandsworth Care Alliance	27
Wandsworth Carers Strategy	8
Wandsworth Carers' Centre	9, 11, 15, 17
Wandsworth Children Continuing Care Team	40
Wandsworth Children's Services	40
Wandsworth Clinical Commissioning Group (CCG)	31
Wandsworth Community Empowerment Network	27
Wandsworth Community Learning Disability Health Team	45

Wandsworth Community Transport	42
Wandsworth Consortium Drug and Alcohol Service)	42
Wandsworth Councillors	29
Wandsworth Early Intervention for Psychosis Service	15
Wandsworth Food Bank	21, 44
Wandsworth Home Treatment Team	48
Wandsworth Information & Advice Support Service	13, 40
Wandsworth Information and Advice Support Service	40
Wandsworth Integrated Sexual Health (WISH) service	34
Wandsworth Shopmobility	42
Wandsworth Short Breaks	17, 40
Wandsworth U3A	46
Wandsworth Wellbeing Hub	31
Wandsworth Young Carers Project	14
Wardley Street	17
WCDAS	42
Welcare	41
What to do after a death	25
Wheelchair Service	35
Who are Carers	4
Wills, Advance Decisions and Advance Statements	22
WISH	34
Workshops for Carers	13
Y	
Young Adult Carers	14
Young Carers	14
Young Carers Project	14
Young Minds	13, 41
Young people who are bereaved	26
Youth legal	45

