



# ISLINGTON CARERS HUB

Supported by



In partnership with





# ISLINGTON

## **Number of Carers in Islington - Census 2011**

Islington residents - 206,125

10,044 carers 1-19 hours a week

2,505 carers 20-49 hours a week

3,762 carers 50 plus hours a week

**Total 16,311 carers in Islington = 8%**

**Total Carers registered with ICH December  
2016: 2128**

ICH

## Islington Carer Hub offer the following services:

One Age UK Islington

Support Groups

Advice and Information

Flexible Breaks  
fund

Workshops  
and Training

Working with GP  
surgeries

UCL  
Partnership

Information events  
for carers

Carers Assessment

Carers Emergency  
Card

IPR – Specialist  
Welfare Benefit Advice

Carer Pathway

Information  
Resources

Carers Parking  
Permit



**AGE UK Islington (AUKI) adopted the ONE AGE UK approach to our work.**

We have developed and tested a standard approach that works across the range of service types and across service systems.

- It works at an individual client level
- At an individual case level
- Across One Age UK Services including ICH

It is based on two common and easy to understand questions

- How well is someone functioning?
- How able are they to deal with things themselves?

It is the core of the One Age UK approach.

Our Contact Centre has a duty team consisting of a member of staff from each services area including Islington Carers Hub (ICH), Locality Navigation Service, Enablement Service and a Floating duty worker.

The four duty desks are responsible to covering all enquires from their own specific duty line and the generic AUKI contact number.

There are a variety of ways that an enquiry or referral comes in to AUKI including phone calls, self presentation at the Contact Centre or email. This enables ICH to identify hidden carers that would not have previously been identified.



## Islington Carers Hub Advice Sites

- **Barnsbury Job Centre**
- **St Luke's Community Centre**
- **Highgate (Archway) Job Centre**
- **Medical Centre (140 Holloway Rd)**
- **Village Practice**
- **Killick St Health Centre**
- **Manor Gardens Contact Centre**
- Through the One AGE UK approach, ICH is also represented in the following outreach venues across the borough :





# AGE UK Sites representing ICH



	Practices	Frequency	Team
North 1	HANLEY PRIMARY CARE CENTRE, STROUD GREEN MEDICAL CENTRE, THE RISE GROUP PRACTICE	Fortnightly- Friday afternoon	Navigation
North 2	ANDOVER MEDICAL PRACTICE, BEAUMONT PRACTICE, ST JOHN'S WAY MEDICAL CENTRE	Weekly- Thursday Morning	Navigation
North 3	THE VILLAGE PRACTICE	Fortnightly-Monday afternoon	Navigation
Central 1	DARMOUTH PARK PRACTICE, THE TUFNELL SURGERY – DR KATEB), DR KO AND PARTNER	Fortnightly- Tuesday Afternoon	Navigation
Central 2	THE SOBELL MEDICAL CENTRE & DR EDOMAN- THE MEDICAL CENTRE	Fortnightly- Wednesday afternoon	Navigation
Central 3	GOODINGE GROUP PRACTICE	Weekly- Tuesday Morning	Navigation
Central 4	MILDMAY MEDICAL PRACTICE	TBC	Navigation
Central South East	MILLER PRACTICE & MITCHISON ROAD SURGERY	Fortnightly- Monday afternoon	Navigation
South East 1	ISLINGTON CENTRAL MEDICAL CENTRE RIVER PLACE HEALTH CENTRE, ELIZABETH AVENUE & ST PETER'S STREET SURGERY	Weekly-Wednesday afternoon	Navigation
South East 2		Fortnightly- Tuesday morning	Navigation
South West 1	AMWELL PRACTICE, CLERKENWELL MEDICAL CENTRE, KILLICK STREET HEALTH CENTRE, CITY ROAD MEDICAL CENTRE	Weekly- Wednesday Morning	Navigation
South West 2	CITY RD, CLERKENWELL & RITCHIE STREET	Weekly	Navigation
	REABLEMENT MDT NORTH & SOUTH	Weekly-Thursday Afternoon	Enablement
Whittington Hospital	(Vulnerable Adults Meeting & Ward MDT's)	Weekly-Wednesday Morning	Enablement



### **Face to Face casework support with:**

- Carers Assessments
- Community Care
- Form filling
- Resident Support Scheme
- Housing
- Transport concessions
- Breaks Fund and other grants
- Training opportunities
- Emergency Carers Card
- Benefit checks

ICH

## Support Groups

- All Carers Group @ St Lukes EC1V
- All Carers Group @ Baptist Church N7
- BME Carers Group
- Mental Health Carers Group
- Workshops & Training
- Carers Pathway Forum







## Flexible Break Funds

### **Flexible Breaks Fund from ICH**

The Fund is for carers who are in need of some support with their caring role but neither they nor the person they are caring for is getting support or a Personal Budget from Social Services. Carers are required to have a Carers Assessment in order to apply.

Awards range from £200 for individual up to £ 600 for a family  
Application restriction of 1 application every 2 years but priority is mainly given to carers that have never benefited from the fund

**Extra funds for Palliative Carers**

# Helping Carers take a break



UCL  
Partnership

## **Islington Carers Hub is in Partnership with UCL Medical School**

Islington Carers Hub have a partnership arrangement with the University College London Medical School to deliver Carer Awareness training to medical students.

The selected carers who volunteer their time have the opportunity to discuss and answer any questions the students have relating to long term health condition of a patient on unpaid carers such as family and friends.

### Topics covered are:

- The role of a carer
- What carers need from their GP's
- The health of carers
- National data
- What support is available to Carers
- Q&A with carers



## Carer Pathway

Carers Pathway is a bi monthly meeting held throughout the year giving carers the opportunity to contribute and shape up services for carers in Islington.

All carers are welcome to attend these meetings as it is an opportunity to obtain carers information updates, get involved in consultations with the local authority, meet with carers services providers to discuss their services or any concerns they may have and meet other carers.



# Information Resources



## Welcome to Islington Carers Hub

### Looking after someone in Islington?



A carer is a person who provides support for a partner, relative or friend who is frail or disabled, or has a long-term illness, mental health issue or substance misuse problem, and who cannot manage on their own.

Does that describe you?

Are you aged 18 or over?

Do either you or the person you care for live in the London Borough of Islington?

If you can answer yes to those three questions, Islington Carers Hub is here for you.

You can contact us for advice, information and support.

### CONTACT US

0800 085 1141  
(FREEPHONE)

020 7281 3319

[info@islingtoncarershub.org](mailto:info@islingtoncarershub.org)

### READ OUR NEWSLETTER



Subscribe to our email newsletter, [click here](#)

40 page information website containing information on the following:

- Carers assessments
- Community Care law
- Advice services
- Support groups
- National resources
- Employment advice for carers
- Money guidance
- Welfare benefits and much more



## Communication

**Website:** [www.islingtoncarershub.org](http://www.islingtoncarershub.org)

**Carers News:** Produced quarterly

**Monthly Bulletin:** Sent out by email each month

**Facebook:** [facebook.com/islingtoncarershub](https://facebook.com/islingtoncarershub)

**Twitter:** @ICHcarers



## **CARERS ASSESSMENTS by ISLINGTON CARERS HUB**

- ICH carries out Carers Assessment for carers whose cared for is not currently in receipt of service from Social Services
- A Carers Assessment will consider the impact the care and support you provide is having on your own wellbeing
- A carer's assessment looks at the different ways caring affects your life.
- All Carers Assessments are followed up with the completion of a Support Plan.
- ICH worker will use the assessment to identify your support needs, and to discuss how these could be met.
- The ICH worker will discuss with the carer the various community and wider support networks that exist within the borough.

The logo for Islington Council Health, consisting of the letters 'ICH' in white on a purple square background.

## Carers Emergency Card

**This card is for peace of mind for carers, knowing that someone will take care of their loved ones in an emergency.**

- The Carers Emergency Card Scheme is for all unpaid adult carers caring for someone living in Islington.
- Nominate two people to be contacted in an emergency.
- Get a small card to keep in your wallet or purse with a unique ID number and an emergency phone number.
- All details are registered securely with Islington Council.

A red rectangular card with white text. The top line reads 'I am a carer' in a large, bold font. Below it, in a smaller font, it says 'someone depends on me'.

someone  
depends  
on me

The logo for ICH (International Council on Harmonisation) is a purple square with the letters 'ICH' in white, slanted upwards from left to right.

## Work with GP surgeries

- Supporting GP surgeries to identify carers on their lists
- Talks to staff teams
- Posters and leaflets in waiting rooms
- Information packs and registration forms mailed out to carers
- Covering letter from GPs to introduce and promote our services
- Reaching hidden carers



## Carers & End of Life Care

### ICH provides:

- Information
- Face to Face advice – carer and cared for
- Carers Assessments or referral where necessary
- Palliative Care Breaks Fund
- Support Groups
- Access to training opportunities

*Supporting people new to caring, coping with significant change*

*Supporting long-term carers facing a change in their role*

*Access to our services for up to 2 years at the end of caring*

*Access to Breaks Fund for up to 6 months at end of caring*

Intervention and support can assist health care professionals in their role and ensure carers needs are addressed



To contact us :

**020 7281 3319    0800 085 1141**  
**or**

**Email: [info@islingtoncarershub.org](mailto:info@islingtoncarershub.org)**



## HOUSING SERVICES: Islington Carers Hub

### Number of Carers in Islington - Census 2011

Islington residents - **206,125**

**Total 16,311 carers in Islington = 8%**

Total clients who are registered as carers with ICH = **2128**

**70% are female, 30% male**

The highest age group are those in their **50`s ....30%**

We are registering an averaging of approx. **37** new carers per month

We are working with an averaging of approx. **50** all carers per month

We are working an averaging of approx. **82** new cases per month

Case work analysis = Carers Assessments, Emergency Carers Card, FBF, Education/Training, Emotional support, Benefit checks including CA etc.

Housing related case work = **13.0%**

Clients YoY growth = **68.3%**

Cases YoY growth = **153.6%**

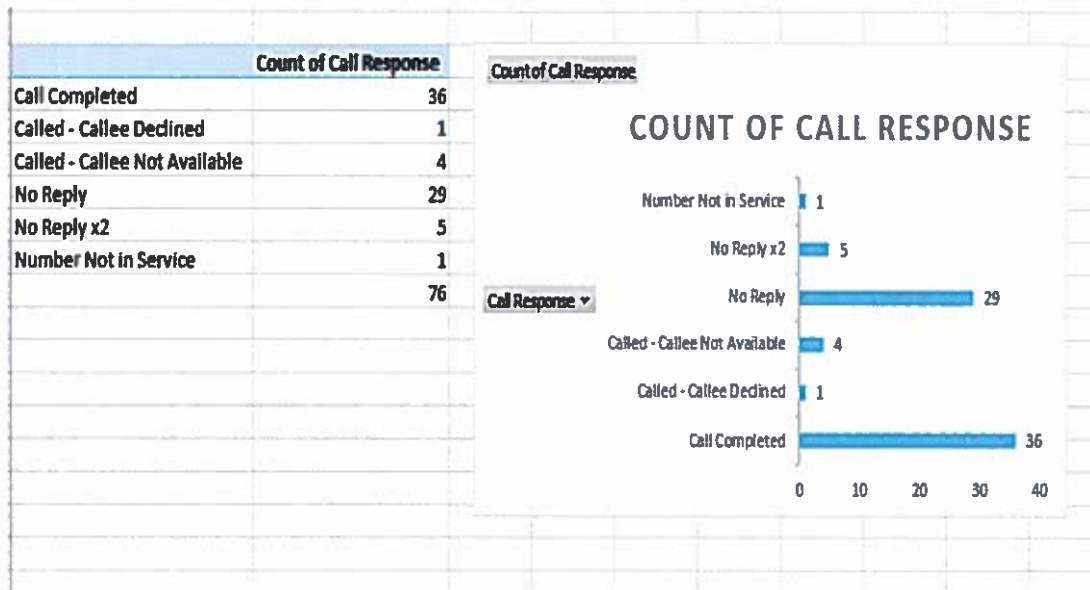
Cases with outcomes = **111.2%** over baseline

Referrals received = **31** form Help on your Doorstep.....**19** RSS officers

RSS application made = **31**

# HOUSING SERVICES: Islington Carers - Mini Survey

1. 110 carer clients identified ICH Case Work involving housing related issues in last 12 months.
2. 76 phone calls over 3 days to identify and survey their experience
3. 36 surveys completed



1. Have had contact with/support from CHS?
2. What was this about and what were your perceptions?
3. Which CHS Services?
4. Any referrals made by CHS Services?
5. Referrals to which services?
6. What was CHS communication like?
7. Overall impression of CHS?

A summary of main themes emerging is on following slides, cross referenced to age bands, caring situation and housing tenure type.

# THEME: Rehousing

**Perception**

Replies	10 (of 32)
Good	3
Fair	1
Poor	6
N/A	-

**Age Range**

30s-55
-
30s – 60s
-

**Tenure**

Council/Housing Assoc
Council/No Answer

## Reasons

Communication  
Complications dealt with  
Time taken (speedy)

Application Refused  
Communication  
Complications > Uncertainty

## Carer Situations

Caring for elderly mother with brain cancer

Caring for adult daughter with learning difficulties

Caring for parent with dementia

31 yr old caring for partner with ltc's/multiple health issues

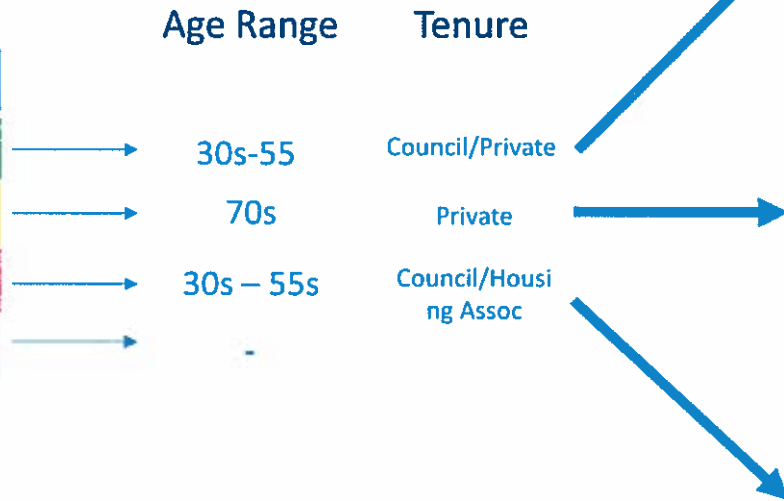
40 yr old caring for elderly mother (living elsewhere)

Caring for autistic child and elderly parents

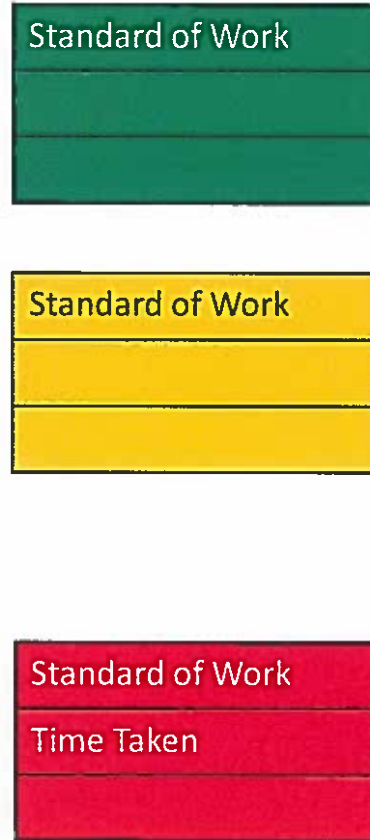
# THEME: Repairs

Perception

Replies	9 (of 32)
Good	3
Fair	1
Poor	4
N/A	1



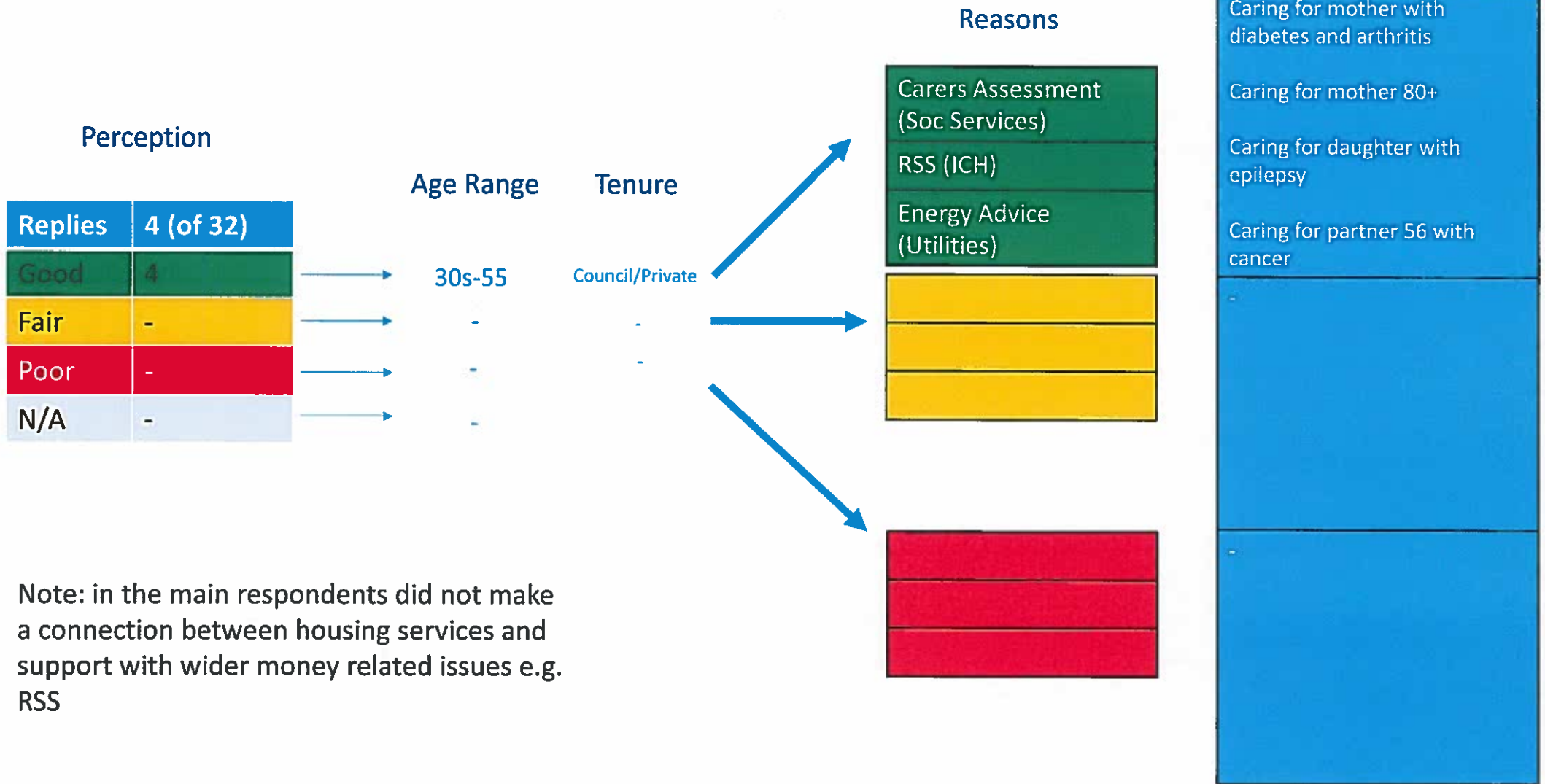
## Reasons



## Carer Situations

- Caring for mother with dementia
- Caring for father with Itcs
- Caring for parents x 2 with dementia
- Caring for partner with mental illness
- Caring for adult son with learning disabilities
- Caring for mother 80+ in own home during repair period
- Caring for adult daughter with learning disabilities

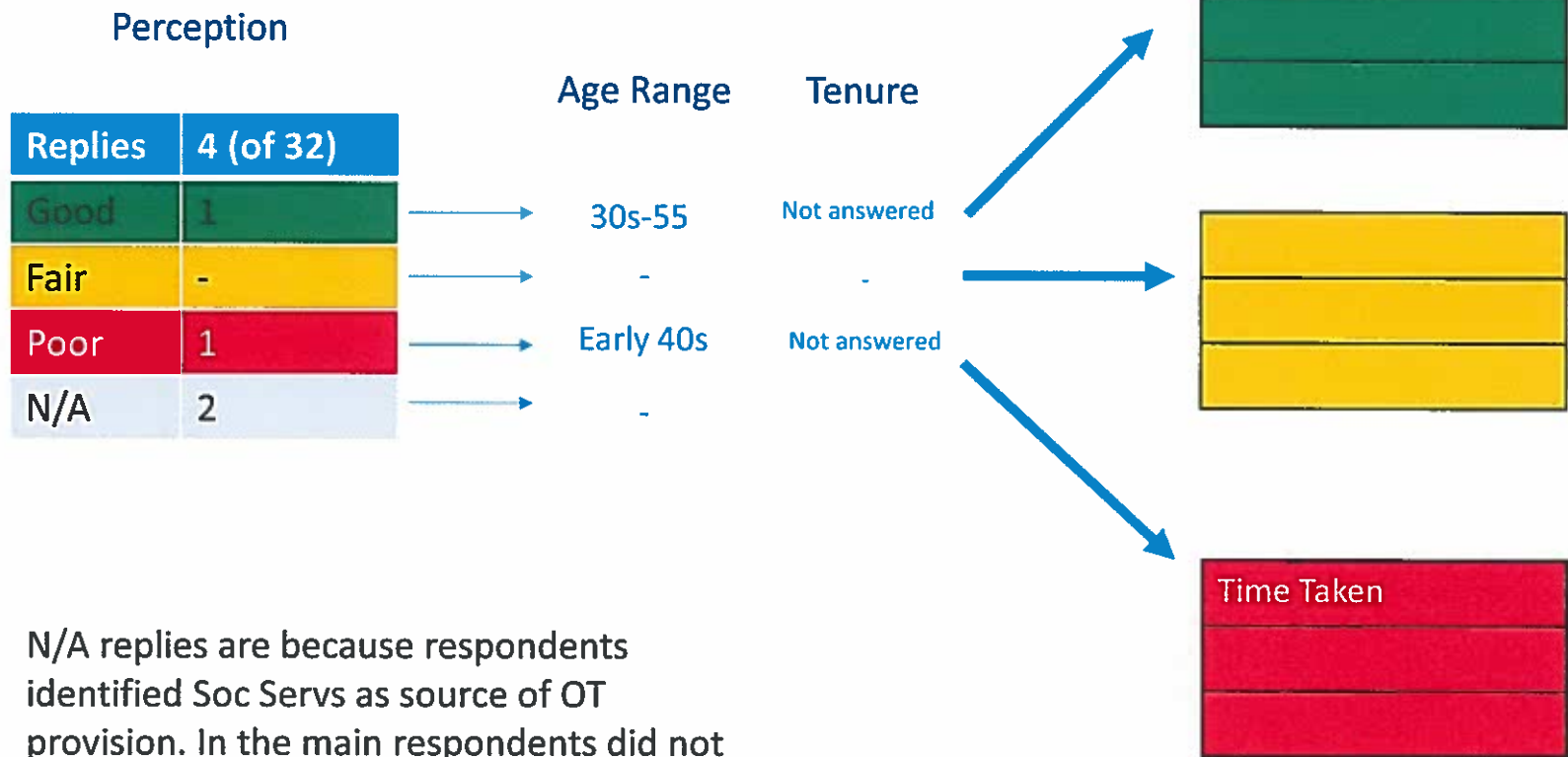
# THEME: Money



Note: in the main respondents did not make a connection between housing services and support with wider money related issues e.g. RSS



# THEME: Aids and Adaptations



N/A replies are because respondents identified Soc Servs as source of OT provision. In the main respondents did not connect Aids and Adaptations provision with Housing Services

## Carer Situations

Caring for mother with diabetes and mobility impairments

Caring for mother 80+