

Islington Carers Hub  
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020 7281 3319



Winter 2016

# WELCOME



Welcome to the winter edition of the Carers News and hope that you found the previous long awaited autumn edition useful.

Have you ever wondered about the contribution being made by carers to the UK economy? We learn that the value of your collective care and support you provide is valued at £132 billion each year.

This staggering contribution made by carers is the reason why the proper implementation of the Care Act and the development of the National Carers Strategy is crucial. The government understands that the new carers strategy needs to reflect the carers lives, health and financial concerns and be provided with the support you need while caring for a family member or friend.

Islington Carers Hub continues to work closely with Islington Council, the Health Departments and local employers and through promotional activities we strive to build more carer aware and friendly communities.

Naturally our main focus continues to be with delivering the support needed by you which is why I can report that since our last edition there have been key improvements, notably:

- 37.5% increase in new carers registered with ICH
- 18% increase in carers accessing ICH services (new and existing)
- 22% increase in Carers Assessments conducted by ICH

We have added a further 2 new venues for outreach work to help us deliver the support you need closer to your homes. This brings the total to 9 different venues spread across the borough making it easier for arranging appointments.

For those of you who prefer to stay connected via social media and want to keep in touch with Islington Carers Hub our social media sites are regularly updated with news and events. [facebook.com/IslingtonCarersHub](https://www.facebook.com/IslingtonCarersHub), [twitter.com/ichcarers](https://twitter.com/ichcarers)

Every academic year ICH is invited to hold placements for Medical Student from the University College London (UCL), to come and speak with carers to understand their caring roles, how it affects their lives and how they find the current health system and their experiences. We have started the new sessions on 21 October which runs until the 23 February 2017. We would appreciate if carers can volunteer 2 hours of their time to speak to these medics of the future. All sessions will take place at Holloway Baptist Church 11, Tollington Way London N7 at 10am - 12 noon. If you would like to attend one or more sessions please call Islington Carers Hub on 020 7281 3319 or free phone 0800 085 1141

Ismail Bahriyeli  
Carers Services Manager



The annual Carers Rights Day 2016 event takes place on Friday 25 November at Islington Town Hall. This event's purpose is to highlight your rights as a carer, and to give you the full picture of the practical and financial support available both nationally and in Islington. There will be presentations and information stalls from a range of service providers.

# IN THE KNOW:

## UNPAID CARERS PLANNING FOR EMERGENCIES



I AM A CARER  
SOMEONE DEPENDS  
ON ME

ICH recommend that carers think about what they would like to happen for the person or people they care for in an emergency, so we invite them to enrol on the Carers Emergency Card Scheme.

This scheme allows carers to log an emergency plan with Islington Council that they will follow in an emergency. For example if the carer is suddenly taken into hospital. We ask the carer to nominate two people who could take over from them in an emergency. The nominated people must be people the carer trust, who know the carer and the person they care for. They must have access or know how to gain access to the property and be able to take over in their absence or know what to do in an emergency. Carers are advised to ensure they tell the nominated people that they are a part of the plan and supply them with a copy of the plan so that they know and agree with what needs to be done. Once the carer registers, they will then be sent their Carers Emergency Card to carry with them at all times.

The Carers Emergency Card Scheme is available to all unpaid carers caring for a resident of Islington. To participate in the scheme carers are required to supply up to two nominees.

During the summer period various Local Authorities were discussing the potential for a nationally agreed "symbol" which could be used to support carers in embedding a culture of recognition of carers. The Emergency Carers Card or equivalent would bear this symbol and therefore making it a nationally recognised card. Although various options were considered including the use of Carers UK symbol, there have been no further developments.

Islington has the unique opportunity to potentially expand on the use of the Emergency Carers Card by adding the individual carers ECC details on the recently launched CareMyWay Integrated Digital Care Records.

This new record which combines both health and social care data offers the platform and potential for GPs, Whittington Hospital NHS Trust, Camden & Islington NHS Foundation Trust and Islington Social Services to be aware of carers registered on the ECC. This could eliminate the need for both health and social care in having separate arrangements for identifying those with a caring responsibility.

Carers who are Tenants and Leaseholders of Islington Council are now able to access The Independent Advice Project. This service provides Islington Council residents with free access, within their local community to independent, expert advice on a range of housing, welfare and legal problems. The project is run by Islington Law Centre which is independent of Islington Council and Partners for Improvement in Islington. All advice given is impartial and confidential.

From 7 November 2016 carers who are receiving Carer's Allowance, the underlying entitlement to Carer's Allowance or a Carer Element within Universal Credit will be exempt from the benefit cap. Carers in this situation who are affected by the benefit cap at the moment should receive a letter letting them know about this exemption.



Free NHS flu vaccinations for Carers. Flu vaccination uptake amongst unpaid carers is low, especially in carers under the age of 65. If as a carer you haven't already been invited to have a flu vaccination, you should contact your GP practice or local pharmacy to request a free flu vaccination.

# A DAY IN THE LIFE...



**Chloe Smith**  
Advice & Information Officer

My name is Chloe Smith and I am an Advice and Information Officer for Islington Carers Hub, Age UK Islington. Following my degree in Psychology, I have worked in various voluntary sectors across London providing advice and support to both carers and cared for. I am a relatively new face at Islington Carers Hub having joined in April 2016. I am currently providing advice sessions at our weekly Barnsbury and Highgate Jobcentre clinics, as well as at our main offices in Manor Gardens. I also run our social media accounts so come and say hello on our Facebook and Twitter pages!

## 9.00am

Arrive at work and first order of the day is checking through emails and updating my diary I am ready to start my casework.

## 10.00am

This morning I complete a paper application for Personal Independent Payment, an online application for the Residents Support Scheme and make a couple of referrals to the Access Team for Care Needs assessments.

## 11.30am

I make some phone calls to our carers to provide telephone advice and support. I then update our database and ensure all outstanding tasks have been completed.

## 12.30pm

Time to leave the contact centre and catch the bus to Angel, this afternoon is my advice session at the Barnsbury Jobcentre.

## 1.00pm

My first appointment of the day, a carer has come for advice about starting an education course. I help them make an application to the

Flexible Breaks Fund to put towards course fees and provide advice about applying for bursaries/grants.

## 2.00pm

My second appointment is for a carers assessment. We complete the self-supported questionnaire and agree on a support plan that meets the carers needs.

## 3.00pm

For the next hour I have mini-appointments that have been booked by job-centre advisers. These are short appointments designed to introduce carers to the Islington Carers Hub and identify areas where we can provide support. Today a number of topics came up including applying for social housing, getting some respite and making travel costs more affordable.

## 4.00pm

All my appointments are complete for the day. I use my final hour to type up today's carers assessment and support plan and make a to-do list for tomorrow.

## 5.00pm

Time to pack up and head home! Tomorrow's another day...

## CARING FOR CARERS

Mr B has been registered with carers hub as carer for his mother. His mother passed away and he is now caring for his father. Mr B is dyslexic, cannot read or write and due to his weight is classified as obese. He contacted Islington Carers Hub for a benefit check and to see if there are any benefits both he and his father would

be entitled to. Dad suffers from a heart condition and leg ulcers causing severe mobility problems. Following a benefit check we identified that dad could be entitled to Attendance Allowance (AA) as Mr B was providing a lot of care for his dad. We also identified that Mr B should be claiming Personal Independence Payment (PIP).

We helped Mr B complete both his dad's AA and his PIP applications and 12 weeks later Mr B contacted ICH to say that both applications were successful and they were awarded the respective benefits. Following this

award we advised Mr B that he could now claim Carers Allowance so ICH helped with the online application. With his PIP mobility award we helped Mr B also access the disabled person's freedom pass and a blue badge.

ICH helping Mr B access these benefits has enabled him to pay his bills and made him more mobile to get out and about. Additionally these benefits have also made Mr B and his dad eligible for full housing benefit. Mr B now feels less anxious and better able to continue his caring role for his father.

# TRAINING & SUPPORT

## Carers Theatre Meet Up at Park Theatre

Come along to the Park Theatre on the last Thursday of every month to meet other carers for tea and coffee in reserved area on the first floor. Cost: £1.

Carers can then enjoy a pay-what-you-can matinee performance.

**Time:** 2pm

**Dates:** Thursday 26 January, 2.00pm  
Thursday 23 February, 2.00pm  
Thursday 30 March, 2.00pm

**Venue:** Park Theatre  
1st Floor, Clifton Terrace, N4 3PG

Please call 020 7281 3319 to advise that you will be attending.



## FREE Computer Workshops for Carers

Come and join us for a NEW Coffee Morning computer session. Whether you are a complete beginner and want to learn new skills, or a regular computer user, come along and learn more from Discovery Islington.

**Time:** 2pm

**Dates:** Monday 13 February. 11.00am - 12.30pm  
Wednesday 22 March. 10.00 - 11.30am

**Venue:** Discovery Islington (Above the Three Store)  
8-9 Upper Street, Islington, N1 0PQ

Please call 0207 281 3319 for more information.



## Dementia Navigator Service

The Dementia Navigator service is for people who live in Islington or have an Islington GP. The service works with people who have been diagnosed with dementia and people who are in the process of having an assessment to see if they have dementia. The service also supports those who care for someone with dementia.

### What to expect

We will arrange to visit you at home to talk about what you need help or support with and to agree a plan to work on these areas. This may include accessing day centres, arranging help from social services support, support with housing issues, benefits information and signpost to appropriate services. We will provide you with information that is relevant to you and your condition.

If you do not have a named worker in the Memory Service or Community Mental Health Team, we will

offer you on-going contact with the team to address any concerns or additional needs which may arise.

Please call 020 7561 4430 if you would like to speak to someone about being referred.

Email: [Dementia.Navigation@candi.nhs.uk](mailto:Dementia.Navigation@candi.nhs.uk)



## A poem by Julie Lewis for the Carers Hub

I was cutting the carrots, grating the cheese,  
cooking the chicken as fast as you please.

Us ladies all busy preparing the food,  
the salads the dressings in such cheery mood.

When all was complete we sat down to share,  
a beautiful meal together in prayer.



## Cooking Class St Lukes Community Centre

Carers cooked a wonderful, sumptuous meal using the fantastic professional kitchen facilities at St Lukes Cookery School. With support from professional chef Hulya Erdal, who led the session, they learnt new skills and cooked Spanish stew, chicken wrapped in parma ham and made a combination of salads.



"Fantastic, wonderful to learn new skills and make new dishes which I went on to cook at home. I really enjoyed it."

Mary Ray

"We learnt new skills and chef was really good teaching us new recipes and it was an opportunity to bond as well."

Colleen Ogbobor



## Carers Pathway Forum

This is a forum for carers to meet to discuss general issues affecting carers and to provide a voice for carers in Islington. The meeting is held every 2 months at Islington Town Hall. Lunch is provided.

Planned dates for 2016/17:

**Time:** 11:30am -1:30pm  
**Dates:** Tuesday 13 December 2016 – Room 5  
Tuesday 14 February 2017 – Room 5  
Tuesday 20 June 2017 – (TBC)  
Tuesday 15 August 2017 – Room 1  
Tuesday 17 October 2017 – Room 1  
**Venue:** Islington Town Hall  
Upper Street, N1 2UD



18>25

# YOUNG ADULT CARERS



Back in September ICH held a co-production session with young adult carers to discuss the mentoring scheme aimed specifically for them.

We were able to get some clear feedback from the carers who thought that the mentorship programme would be helpful because it would be viewed as being less stigmatised.

The biggest area of support needed was generally to do with employment and CV preparation. As a result of this, ICH has recently begun partnership working with City & Islington College who provide support through their separately funded NEET project. The programme provides support to those aged 18-24 that are Not in Education, Employment or Training (NEET), to help them into sustained education, training or employment. This programme is for carer or carer leavers and is completely free.

Young Adult Carers can benefit from one-to-one mentoring, advice and guidance, life skills, work experience, interview skills, employer lead training, short courses, skill packages and much more.

The youth employment e:bulletin provides information on vacancies and employability opportunities from iWork Youth Employment as well as other organisations and partners in Islington.

YouthEmploymentTeam@islington.gov.uk  
or call 020 7527 3559

## Useful Websites

Adult & Community Learning  
<http://adultlearning.islington.gov.uk>

National Apprenticeship Service  
[www.gov.uk/topic/further-education-skills/apprenticeships](http://www.gov.uk/topic/further-education-skills/apprenticeships)

Not Going to Uni  
[www.notgoingtouni.co.uk](http://www.notgoingtouni.co.uk)

CLC Building Futures  
[www.clcbuildingfutures.org](http://www.clcbuildingfutures.org)

National Careers Service  
[nationalcareersservice.direct.gov.uk](http://nationalcareersservice.direct.gov.uk)

## Youth Hubs

Platform  
[www.platformislington.org.uk](http://www.platformislington.org.uk)

Lift  
[www.liftislington.org.uk](http://www.liftislington.org.uk)

Rose Bowl  
[www.rosebowlislington.org.uk](http://www.rosebowlislington.org.uk)

At the National Carers Week - held during the summer - Newcastle Carers launched their young adult carers film in which three young adult carers talk about their lives, their caring roles and responsibilities and the impact caring has had on them. It's a great film and raises awareness of the issues facing young adult carers and has been nominated for a national charity film award. It can be found on [www.YouTube.com](http://www.YouTube.com), search for 'Newcastle Carers Film'.

# WHO CARES

?

# YOU CARE



AND SO DO WE.

AGE UK ISLINGTON  
**GET HELP**



Anyone you care for aged over 16 can access help through Age UK Islington. From understanding welfare benefits to researching activity options, we are here ready to relieve the pressure and provide the extra support for your loved ones.

**ADVICE LINE**

**020 7281 6018**

**EMAIL**

**[gethelp@ageukislington.org.uk](mailto:gethelp@ageukislington.org.uk)**

**OR SPEAK TO ISLINGTON CARERS  
HUB FOR MORE INFORMATION**



# CARER'S GROUPS

Please call Islington Carers Hub on 0800 0851 141 or 020 7281 3319 for more information and to confirm guest speakers.



## December

### All Carers Group

Date: 12 December  
Day: Monday  
Time: 11.30pm - 1.00pm  
Venue: St Lukes Centre, 90 Central Street, EG1V 8AJ

### BME Carers Group

Date: 30 December CANCELLED  
Day: Friday  
Time: 2.30pm - 4.00pm  
Venue: The Old Fire Station, 84 Mayton Street, N7 6QT

## January

### Mental Health Carers Group

Date: 3 January  
Day: Tuesday  
Time: 2.30pm - 4.00pm  
Venue: Ground Floor, 9 Manor Gardens, N7 6LA

### All Carers Group

Date: 9 January  
Day: Monday  
Time: 11.30am - 1.00pm  
Venue: St Lukes Centre, 90 Central Street EC1V 8AJ

### All Carers Group

Date: 25 January  
Day: Wednesday  
Time: 10.30am - 12.00pm  
Venue: Upper Holloway Baptist Church,  
11 Tollington Way N7 6RG

### BME Carers Group

Date: 27 January  
Day: Friday  
Time: 2.30pm - 4.00pm  
Venue: The Old Fire Station, 84 Mayton Street, N7 6QT



Please note: sessions are subject to change so it is advisable to call

## February

### All Carers Group

Date: 13 February  
Day: Monday  
Time: 11.30am - 1.00pm  
Venue: St Lukes Centre, 90 Central Street EC1V 8AJ

### All Carers Group

Date: 22 February  
Day: Wednesday  
Time: 10.30am - 12.00pm  
Venue: Upper Holloway Baptist Church,  
11 Tollington Way N7 6RG

### BME Carers Group

Date: 24 February  
Day: Friday  
Time: 2.30pm - 4.00pm  
Venue: The Old Fire Station, 84 Mayton Street, N7 6QT

## March

### Mental Health Carers Group

Date: 7 March  
Day: Tuesday  
Time: 2.30pm - 4.00pm  
Venue: Ground Floor, 9 Manor Gardens, N7 6LA

### All Carers Group

Date: 13 March  
Day: Monday  
Time: 11.30am - 1.00pm  
Venue: St Lukes Centre, 90 Central Street EC1V 8AJ

### All Carers Group

Date: 22 March  
Day: Wednesday  
Time: 10.30am - 12.00pm  
Venue: Upper Holloway Baptist Church,  
11 Tollington Way N7 6RG

### BME Carers Group

Date: 31 March  
Day: Friday  
Time: 2.30pm - 4.00pm  
Venue: The Old Fire Station, 84 Mayton Street, N7 6QT