



**Age UK Islington**

# What can we help with?

“ We help with any problems or issues with money, staying safe, well and independent at home, getting out and about and other issues to do with day-to-day living. ”

ALL AGES 16+



# What do we do?



## Money

- Support benefit applications
- Debt management
- Access grants e.g. winter warmth
- Power of attorney



## Social

- Find suitable social activities
- Find accessible transport & routes
- Support to start attending activities
- Befriending options



## Work

- IT skills for keeping in touch & practical matters
- Help find volunteering & employment
- Finding education & training



## Home

- Find cleaners & domestic support
- Manage repairs and maintenance
- Organise a housing transfer
- Find suitable accommodation
- Help organise & manage a move



## Health

- Exercise options for e.g. pain relief
- Help to find mental health support
- Re-engage with health services
- Support for substance misuse
- Support to keep warm



## Independence

- Carers assessments - identify needs
- Obtain telecare monitoring
- Fall risk assessments
- Direct payment support
- Support following hospital discharge

Expertise in  
broad range  
of specialist  
support services

ALL AGES 16+



# Client story

(Link Work)



68yr old  
discharged from  
hospital  
debt built up



## Situation

Long stay in hospital  
Rent in arrears  
In debt  
Mobility issues



## Solutions - debt

Helped identify  
priority debts  
Assistance contacting  
utility companies  
Help apply for  
benefits

## Solutions - mobility

Help to find paid help  
for shopping &  
cleaning  
  
Identified activity to  
help improve mobility

# Client story

(Casework  
Co-ordination)



80yr old  
Parkinsons,  
Falls risk, PTSD,  
isolation



## Situation

Not eating properly  
Bed bug infestation  
Not taking medicine  
regularly  
Risk falls  
Isolation



## Solutions - environment

Blitz clean  
Grant for new  
bed/mattress

## Solutions - personal

Help with meal prep  
& shopping  
Personal care  
Medication prompts  
Telecare  
Domestic support

# How we work with GPs to help support access and care



- Staff based at GP practices
- Involved in the Integrated Network meetings
- Staff have access to the GP EMIS database
- Non-medical support needs can be referred to Age UK Islington
- Reducing pressures on health colleagues – Blue Badge applications, PIP, Taxi Card
- Single referral point for GPs – form embedded in database
- Joint projects for alternative approaches

# How we work with Adult Social Care to help support access and care



- Central Point of Access – staffed by three VCS organisations – receive referrals from ASC
- Staff embedded in ASC teams e.g. Reablement
- Islington Carers Hub carries out Carers Assessments and Direct Payment applications
- Receipt of signposting from ASC colleagues
- Support of clients when in receipt of an ASC care package
- Enabling access to benefits to fund support e.g. personal assistant, home care

# Challenges

- No crossover between GPs/health and Adult Social Care – no joint system access
- Getting social workers to understand the VCS offer and wider, outside their own offer
- Aware of resident struggle to get timely GP appointments
- Aware of difficulties experienced by residents who cannot access information about services by email or internet

# Opportunities for the future



- Growing number of clients
- Expanding organisation – additional contracts over last 3 years
- Great partnership working across the borough with health, LBI and the VCS
- Envisaged partnership working with the Access Islington Hubs
- Small project work – cardio rehab social prescriber (ICB), carers mental health peer support worker (C&I)
- Group based work – dietary/nutrition sessions: London Met
- Workshops for asylum seekers in partnership with LBI
- Cost of living support initiatives with LBI and the VCS

**Thank you**

**Any Questions?**