As the winter months close in on us and we enter a new year, we can reflect on the events from the past 12 months. I can report that Islington Carers Hub supported almost 700 carers during this period, which resulted in just under 1000 cases or episodes - as some prefer to describe them.

The main outcome areas within these cases/episodes are 50% relating to wellness, 22% relating to money and 17% relating to positivity. “Wellness” describes support such as carers getting the support they need, getting a break and eating properly and well. “Money” describes support such as carers managing spending, having more money coming in, avoiding debts and affording more of what is needed. “Positivity” describes support such as carers making their own decisions, following their own interests and being less anxious. These have been achieved through ICH delivering specific types of work for carers.

Work type:
- 62% Information and Advice
- 26% New Carer Registrations
- 12% Carers Assessments

For 55% of the cases/episodes, we were able to connect carers to other services and providers to help them further in achieving their desired outcomes. The overall satisfaction rate for all these cases/episodes is 94%. Of the total number of carers supported during the last 12 months, 71.5% were female and 28.5% male. Carers aged in their 50’s represent the largest age group with 30% followed by 19% of carers being in their 60’s.

“Carers Rights Day” held on the 30 November 2018 was once again a great success. Islington Carers Hub organised 20 statutory and non-statutory services to provide information stalls at the venue which was held at the Upper Holloway Baptist Church in Tollington Way.

There were also 5 themed workshops/presentations which were attended by the vast majority of carers which included:
- Islington Peoples Rights, (Carers Welfare Rights)
- Islington Law Centre (Carers & Housing)
- CANDI Camden & Islington Health Trust (Carers & Mental Health Services)
- London Borough Islington (Carers Direct Payments)
- DWP Department Work & Pensions (Universal Credit)

The decision to include these workshops on the day were the result of our previous consultations with carers regarding what they wished to be included on Carers Rights Day. Feedback from both carers attending the workshops and the professionals who were presenting found it to be highly informative.

We have recently began a campaign to further develop our relationship with all 33 GP practices in Islington. Through targeted initiatives at these surgeries we aim to:
- deliver an active and evolving programme of outreach work across the borough to identify hidden carers;
- promote carers' issues and the work of the Carers Hub;
- identify gaps in provision and new or emerging issues affecting local carers; and
- develop service areas.

As we continue responding to the support needs of carers, it is vital that we also continue to raise carer awareness in our community. This includes GP practices, workplaces, leisure centres, etc., but also amongst the general public. Many people who look after a partner, relative or a friend do not immediately consider themselves a carer and therefore miss out on support for themselves.

Ismail Bahriyeli
Carers Services Manager
At ICH we often get asked about concessions for carers. Here are a few discounted schemes that you may find useful.

**Council Tax**
If you live with the person you care for, if you are the only other person who is liable to pay council tax living with the person you care for, they may be eligible for a discount on their council tax bill. This is because live-in carers are ‘disregarded’ (treated as not liable) for council tax.

**Grants**
If you, or the person you care for, need extra help to pay for something there are many grants, funds, and charities that may be able to help. You can search online for grants and other financial help: Carers Trust currently has a grant fund open for individual adult carers, aged 16+.

**Cinemas**
The CEA Card is a national card scheme developed for UK cinemas by the UK Cinema Association (UKCA). The Card enables a disabled cinema guest to receive a complimentary ticket for someone to go with them when they visit a participating cinema. The Card is also one way for cinemas to make sure they look after their disabled guests. If you require an adjustment to visit a cinema because of your disability, cinema staff should make them for you whether you have a CEA Card or not. The Card is developed by UKCA’s Disability Working Group, whose members include film exhibitors and distributors, and national disability charities such as Action on Hearing Loss, the RNIB, Dimensions and Muscular Dystrophy UK.

**Theatres**
Lots of theatres offer discounted tickets for disabled people. Some also reserve seats for wheelchair users and allow carers in for free. Check with the theatre when you’re booking tickets to find out what they offer.

**National Trust and English Heritage**
Both the National Trust and English Heritage properties give free entry to companions or carers of disabled visitors. The disabled visitor pays the normal admission fee or membership. To save having to ask for free entry at a National Trust property, you can apply for an ‘Access for All Admit One Card’ in advance. Go to the National Trust website to find out how to apply for the ‘Admit One’ card. Go to the English Heritage website to find out about the accessibility of their properties.

**Football Matches**
Some clubs offer free admission to fans with disabilities and their carers. Check with your local club to see if they do.

**Buses**
Although there is no national bus pass for carers you may be able to travel for free, or pay a reduced fare, if you travel with the person you care for. The person you travel with will need to have a Disabled Person’s Bus Pass.

**British Rail**
Get 1/3 off rail travel for yourself and any person accompanying you with a Disabled Person’s Railcard. The Disabled Persons Railcard gives you a third off most rail fares. The discount is for two people – so you can save money for a friend or a carer too. You have to buy the railcard but it can pay for itself after just one journey. There’s lots of assistance available when travelling by train – including help getting on and off the train and help with luggage – all free of charge.

**The CEA Card**
CEA Card or not. The Card is developed by UKCA’s Disability Working Group, whose members include film exhibitors and distributors, and national disability charities such as Action on Hearing Loss, the RNIB, Dimensions and Muscular Dystrophy UK.

**Working for Carers**
Carers Trust, in partnership with 24 Network Partners, has launched Working for Carers, a project for carers who are aged 25 and over, not in paid work and living in London.

The service aims to support carers into training, volunteering and employment, whilst fitting in with their caring role and needs.

If you would like to gain new skills, build your confidence and make a change, we can help you with:
- One to one sessions with a dedicated Employment Personal Advisor;
- Workshops and group sessions;
- Employment, training and volunteering opportunities.

Access to this service is completely free, as the project is jointly funded by the Big Lottery Fund (BLF) and the European Social Fund (ESF). The Service in your area is delivered by Carers Lewisham in partnership with Islington Carers Hub.

To register, or for more information, please get in contact:
Email: workingforcarers@carerslewisham.org.uk
Phone: 020 8699 8686

**Back to work**
Anita has been caring for her mother. This responsibility meant that unlike most young people Anita didn’t get the opportunity to get a job after she had finished her degree as she had to put her life on hold.

During her first few appointments, Anita and the employment advisor identified her interests in charity work and communications. Anita also displayed a lack of self confidence in her ability to work and gain employment. They progressed onto the fundamentals of seeking employment, this being skill identification, creating a CV and cover letter.

Anita found this hard as she felt that her employment gap was a hindrance and that her experience within the voluntary sector would not be enough. To help boost her confidence the advisor suggested that she volunteer at a local charity as a fundraising and marketing intern which was in line with one of her identified career paths and helped her realise the skills she’d learned whilst volunteering.

Once she had built enough confidence the advisor suggested that together they would start looking for roles.

The first application they went through was for an entry level marketing role. She was immediately successful, and they started doing interview preparations. While she was not successful in her interview she did receive feedback from them. After a further 3 applications Anita succeeded in gaining an entry level position within a charity.

The “Working for Carers” project provided Anita with financial support, first with interview clothes which helped her confidence during the interviews and then with travel costs which helped relieve the financial burden of going back to work.

As with most projects the journey doesn’t end with achieving the goal. Anita is going through a massive change in her life and this can be intimidating but this is normal and she is doing great.

If you are a carer or former carer, not in paid work, you can register with Working for Carers and access:
- One-to-one sessions with an Employment Personal Advisor;
- Workshops and group sessions;
- CVs building and interview techniques;
- Employment, training and volunteering opportunities.
PSYCHO-EDUCATION COURSE FOR CARERS

Islington Carers Hub in partnership with CANDI Camden & Islington Health Trust are organizing a Psycho-Education Course for Carers.

‘Learning from each other’

A series of interactive Psycho-education workshops aimed at Carers but also those who are supporting someone with a mental health condition such as family members/partners/friends.

Each session will start with an information giving session followed by opportunities for discussion to share experiences, thoughts and perspectives.

We aim to provide information to enhance understanding of mental illness and the role of mental health services to support people in their caring role. We hope to generate a shared dialogue and understanding about how we improve our support and engagement with Carers in the borough.

The workshops will be led by Dr. Philippa Greenfield, Consultant General Adult Psychiatrist, Dr. Isabel Millard, Higher trainee in General Adult Psychiatry and Mr. David Fearon.

Session 1
Making a Diagnosis
How do we make a diagnosis in psychiatry? Is diagnosis important? We will aim to give an over view of the different types of mental health problems and how they commonly present. This will be followed by group discussion and opportunities to share thoughts and perspectives.

Session 2
The Role of Medication
How can medication help? What are the common side effects that someone taking for as mental health problem might experience? We will cover the main medications that are prescribed to treat mental health conditions, how they might help and also commonly experienced side effects.

Session 3
Mental Health and the Law
We will discuss the commonly used sections of the MHA and when and why they may be used. We will give an overview of the Mental Capacity Act and its uses and how it differs from the MHA. What are individual’s rights when detained under the MHA? What are individual’s rights and when and why they may be used. We will give an overview of the Mental Capacity Act and its uses and how it differs from the MHA. What are individual’s rights when detained under the MHA. We will also cover the rights and responsibilities of me as a carer.

Session 4
Carer’s wellbeing
We will discuss issues such as stigma and challenging behaviours. What support and knowledge do carers need and what have been your experiences of accessing support? We want to hear your views... How can we better meet the needs of Carers of individuals accessing mental health care in Camden and Islington?

MEDITATION FOR WELLBEING

Islington Carers Hub / Age UK Islington: Course – November 2018

CARE- FREE!

Cool, calm and connected and ‘more my normal self again’ is how Islington carers reported they felt after a four-week complimentary course, “Meditation for Wellbeing” offered by Islington Carers Hub (ICH).

The tailor made introductory course, comprising of four, one hour, weekly sessions, provided a peaceful, supportive environment to help carers learn how to release stressful tensions and manage their own balance and the balance of their loved ones more effectively.

The course shared simple, natural and easy to learn techniques giving carers confidence to bring about a calmer state of being essential for coping with the daily challenges of this demanding role.

It takes a very special person to commit to caring for a loved one. However, dealing with professionals, juggling daily tasks, schedules and emotional ups and downs of loved ones and family members can take its toll, often risking the health of even the ablest and open hearted carer.

But who cares for the carers? Islington Carers Hub does and by arranging this course ICH provided important and valuable time-out for carers for ‘self-care.’ Participants quickly tuned into the process which enabled them to shift from ‘stressed to relaxed’, ‘anxious to happy’, ‘chaotic to content’, ‘tense to calm’, ‘blocked to relieved’ - even within one session.

The course was devised and led by an experienced practitioner and workshop facilitator who applies this proven method on becoming a carer herself in recent times. Therefore, practical examples and top tips were shared along with week by week handouts for home use and further practice.

Session Feedback:

—I would love this to be a regular thing’

‘Please carry on with this session’

‘Very enjoyable to connect with inner peace’

‘It’s good to feel more in control, would like it to continue’

Following the great success of this course we hope to organise further courses in the near future.

Islington Carers Hub/Age UK cares for carers - so watch this space...!
Are you 16 to 25 years old?

Mind Connect provides a free counselling service for young people aged between 16 and 25. The service is open to all, including carers, irrespective of race, gender, ethnicity, background, religion or sexuality.

Mind Connect offers the opportunity to talk to a counsellor about the following:

- Feeling down, stressed, low or anxious
- Coming to terms with a bereavement, relationship breakdown, or loss of any kind
- Dealing with anger, frustration, or when feelings are out of control
- Problem solving skills and understanding things differently
- Moving forward if feeling stuck or lacking direction in life
- Developing ways of coping better and feeling stronger

We can offer you:

- A safe space where you will be listened to, not judged or criticised
- Between 6 and 12 sessions (voluntary engagement)
- The opportunity to talk to someone outside your family or friends
- Assistance to work things out for yourself and find solutions to your problems
- Help to build a stronger sense of who you are and to grow in self-belief and confidence
- The opportunity to enhance your life chances

Alone in London is an organisation with 40 years’ experience in providing practical and emotional support to vulnerable young people who are homeless or at risk of becoming homeless.

Our services include:

- Mind Connect
- Assessment & Advice
- Family Mediation
- Training and Employment
- Future Connect
- Emergency Night Stop

Alone in London - Depaul UK
Endeavour Centre, Sherborne House
34 Decima Street, London SE1 4QQ

General advice and enquiries:
Monday to Friday 10am - 6pm

Tel: 020 7939 1255
Mobile: 07977 283 660 or 07989 403 305
Email: alsmindconnect@depaulcharity.org.uk

www.aloneinlondon.org

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

January

All Carers Group
Date: 14 January
Day: Monday
Time: 11.30am – 1.00pm
Venue: St Luke's Centre, 90 Central Street, EC1V 8AJ

All Carers Group
Date: 23 January
Day: Wednesday
Time: 10.30am – 12.00pm
Venue: Upper Holloway Baptist Church, 11 Tollington Way, N7 6RG

BME Carers Group
Date: 25 January
Day: Friday
Time: 2.30pm – 4.00pm
Venue: The Old Fire Station, 84 Mayton Street, N7 6QT

February

Mental Health Carers Group
Date: 5 February
Day: Tuesday
Time: 2.30pm – 4.00pm
Venue: Ground Floor, 9 Manor Gardens, N7 6LA

All Carers Group
Date: 11 February
Day: Monday
Time: 11.30am – 1.00pm
Venue: St Luke’s Centre, 90 Central Street, EC1V 8AJ

All Carers Group
Date: 27 February
Day: Wednesday
Time: 10.30am – 12.00pm
Venue: Upper Holloway Baptist Church, 11 Tollington Way, N7 6RG

BME Carers Group
Date: 22 February
Day: Friday
Time: 2.30pm – 4.00pm
Venue: The Old Fire Station, 84 Mayton Street, N7 6QT

March

All Carers Group
Date: 11 March
Day: Monday
Time: 11.30am – 1.00pm
Venue: St Luke’s Centre, 90 Central Street, EC1V 8AJ

All Carers Group
Date: 27 March
Day: Wednesday
Time: 10.30am – 12.00pm
Venue: Upper Holloway Baptist Church, 11 Tollington Way, N7 6RG

BME Carers Group
Date: 29 March
Day: Friday
Time: 2.30pm – 4.00pm
Venue: The Old Fire Station, 84 Mayton Street, N7 6QT

Special Events & Training

Carer Pathway Forum Meeting
Date: 12 February
Day: Tuesday
Time: 11.30am – 1.30pm
Venue: Islington Town Hall, Committee Room 5, Upper Street, N1 2UD

Training Sessions for Carers
Training sessions and workshops for carers take place throughout the year. If you would like more information about what is on offer please call the office on 0800 085 1141 or 020 7281 3319.

Date for Your Diary
Carers Week: 10-16 June 2019

Sessions are subject to change so it is advisable to call ICH on 0800 0851 141 or 020 7281 3319 for more info and to confirm guest speakers.