

Islington Carers Hub
www.islingtoncarershub.org
info@islingtoncarershub.org
0800 085 1141 (Freephone)
020 7281 3319

Summer 2019



WELCOME



Once again this year's Carers Week was a huge success with various events having taken place to support Islington Carers.

Our launch event on Monday, 10 June, was opened by the new Mayor Councillor Rakhia Ismail at Islington Town Hall. Carers that attended benefited from information and advice from the many service providers who were on hand to answer any questions and support carers. The day's events were complimented by a choir who brought the proceeding to an end.

On Tuesday, 11 June, and Thursday, 13 June, ICH staff were at University College London Hospital in the Atrium and Whittington Hospital in the main reception respectively offering information and advice on how carers can stay healthy and connected.

On Wednesday, 12 June, Islington Carer Hub, in partnership with Centre 404 held a carers Health & Wellbeing day at the Upper Holloway Baptist Church. This was a great day in which carers were able to relax and enjoy themselves by taking part in free health activities such as yoga, massages, hula hooping and much more.

Friday, 14 June. was our Care for a Cuppa day which was held at the Park Theatre Cafe. Carers were able to connect with other carers over a cuppa and some mini pastries. Great fun was had by all.

Ismail Bahriyeli
Head of Services - Carers and Community



NEWSLETTER UPDATE:

Everyone here at ICH are keen to ensure the articles within this newsletter are both informative and interesting. Over the past year we have been reviewing the potential for wider reach of this carer-related newsletter.

With an ever increasing use of digital technology by carers we need to ensure that we are able to meet the demands and continued growth in delivering information and guidance to a wider audience.

To this end we will be producing the ICH newsletter in digital format and scaling back the production of paper copies which are normally sent via post.

Instead, we will be sending out the newsletters via email and or a link via text alerts to all carers who have already provided us with their email details. Carers that are already receiving this newsletter via email will continue to do so and I encourage all others to contact ICH to provide us with your current email addresses.



IN THE KNOW:

CARERS' PERSONAL BUDGETS & DIRECT PAYMENTS



At Islington Carers Hub we often get enquiries about Carers Personal Budgets and Direct Payments, so I wanted to give you a summary by first providing a short explanation of the key words.

Key words

Personalisation: Government led agenda to ensure that every person who receives support, whether provided by statutory services or funded by themselves, will have choice and control over the shape of that support in all care settings.

Personal Budget (PB): A Personal Budget is an agreed amount of money that is allocated to you personally by your local council (and other funding streams) following an assessment of your support needs.

Direct Payment (DP): Money given to a service user to enable them to arrange and be in control of the services they choose to meet their needs.

Carer's Assessment determines Carers PB/DP eligibility

If you are providing care and support to an adult you are entitled to have a carer's assessment. It doesn't matter how much care you are providing or how often.

The outcomes of your carer's assessment and any needs that have been identified as a result will determine whether you are eligible for a Carers PB/DP. It is worth noting that not all Carers Assessments will result in a Carers PB/DP. Instead, the strengths and capabilities around community and wider support networks could be considered as part of your support plan that could assist.

So you, as the carer, can potentially receive a Carers PB/DP in your own right once you are assessed by Social Services or a partner organisation, such as ICH, as needing support to be able to continue in your caring role.

Please note, where the cared-for person has multiple support needs and is known to both Adult Social Services and the Mental Health Trust, their primary

need would inform which service is responsible for the carers' assessment.

Personal budgets for carers are provided as a Direct Payment, which means you can have more choice, control and flexibility in how your needs and outcomes can be met.

If you are eligible for a Carers PB/DP, the amount you receive will depend on the outcome of your carer's assessment and this will be captured in a support plan, which will highlight the specific outcomes identified.

You must use your Direct Payment in accordance with your agreed support plan.

To receive your Direct Payment you will need to complete and sign a Direct Payment Agreement and provide your bank details to Islington's Direct Payments team.

The amount will be paid into your bank account every four weeks or possibly as a one-off payment. You must ensure that you do not have any debt on your account. You can set up a separate account just for the direct payment if this is easier.

It is important to keep your bank statements and receipts as you will need to provide these to the Direct Payments team. They need to check that the direct payment is being used to support you in achieving your goals and needs as outlined in your support plan.

Please note that **CARERS** are not financially assessed by Islington Social Services and do not have to pay a contribution towards their Carers Direct Payments.

A Carers Direct Payment does not count as income and therefore does not affect any benefits you may be receiving from the DWP or Pension Services.

Remember that a personal budget is only one part of the Islington offer to carers. Islington Carers Hub can also provide advice, support and information to carers on how they can access local organisations.

SERVICE SPOTLIGHT

SHARED CARER EXPERIENCE



Mark Bennett

We hear from local resident Mark Bennett, who cares for his wife, Anna, together with his two sons, Charles (24) and Magnus (28).

"When I started caring for my wife around two years ago I was a complete novice and didn't know where to start", says Mark. Anna has an uncommon disorder, probable corticobasal syndrome (CBD). Her condition affects movement, control of walking and balance, speech, swallowing, vision and thinking.

Mark says, "It's been a journey to find the information we needed and the right package of support".

He says that, "Islington Council, Social Services, has provided a fantastic service". Because Anna had become a wheelchair user, Islington Council fitted the family home with a lift. "And the Occupational Therapist, was quite outstanding".

The specialist medical charity, PSPA, were able to help for anything that the family wanted to find out about the condition.

And Mark considers Islington Carer's Hub, which is part of Age UK Islington, to be "a great asset with very well-informed staff."

Sometimes it has been difficult, however, to co-ordinate the support that's available between agencies and to find the help that complements their family situation as shared carers. Mark considers their family to be incredibly fortunate in that they have all pulled together to share their caring duties for Anna. For this reason they deferred a package of care from the NHS. On the other hand, Mark and his family would find it really helpful if there were help that was readily available that they could fall back on - in an emergency or if he or his sons were ill.

Age UK Islington will be in a position to help co-ordinate some of this support when they introduce Health & Wellbeing Assessments and Support Plans for

all users in the autumn. This means that within Age UK Islington there is a 'wrapper' to contain all support that someone receives. This will equip all staff at Age UK Islington with a complete picture of the support that's been provided and is planned - whether from Age UK Islington or through another agency. They will then be in a position where they can provide carers and other clients with a personalised view of their support.

Meeting with the family - Anna, Mark and their two sons Charles and Magnus - it was very evident that they are a very tightknit unit and rally together to support Anna.

Charles, who is self-employed and starting up his own business, says that there have been positive parts of becoming a carer. He has gone from never having cooked to doing all the food shopping for the family. If they have guests around for dinner, he will start with drinks and nibbles and, according to his father, has become quite a "cordon bleu chef".

Charles says, "It has been stressful, but oddly you get used to the stress. It strengthens familial ties and you become more aware of each other's actions, working together as a team".

Magnus was doing a Masters in Applied Maths at Imperial College when Anna was diagnosed with CBD. He found his degree really difficult to combine with his caring duties, "I could not give my whole attention to one or the other. I was constantly juggling and I couldn't handle both my Masters and my caring responsibilities". He has since reduced the hours of his degree and gone part-time, which is more manageable.

Mark says that there are "unique stresses in being a carer". He never thought it would happen to him and his family - that they would become carers - but says, that "making the decision to leave his job and focus on Anna was the easiest decision he'd ever made". Caring is a stressful experience, but there is a positive side to it, and that is working together with his family.

TRAINING & SUPPORT

Psycho-Education Course

Organised together with the Islington Carers Hub, the Camden and Islington Foundation Trust held a psycho-education course for carers who care for someone with mental health issues. Over four consecutive Tuesday evenings in March 2019 they covered some of the key areas related to Mental Health and there was time for discussion with carers about the key issues affecting them.

The sessions were presented by Dr Philippa Greenfield, Consultant Psychiatrist, Dr Isabel Millard, Psychiatrist, Dave Fearon, Senior Service Manager and Ben Ferry, Social Worker. The subjects they covered were: Diagnosis, The Role of Medication, Mental Health Law and Navigating Mental Health Services. Each session was well attended (between 15 and 20 participants) and those attending cared for someone with a range of different mental health conditions. The presenters enjoyed meeting carers from across the borough.

As well as presenting information, the sessions also provided an opportunity for discussion about some of the issues and challenges carers are facing. There was a real sense of energy and positivity and both staff from the trust and carers felt they would like to repeat the course and develop more opportunities to meet with carers. It was also a humbling reminder for the people working in mental health services of the huge role carers play in supporting and caring for their loved ones, and the often unsung and unseen role they play in someone's wellbeing. We learned a great deal from the discussions with carers.

Some of the themes that came up in discussion included the difficulties in navigating different services, feelings of not being included and how to manage when the cared for person does not want the carer involved in discussions about their care. We also discussed issues around how to share information within the constraints of confidentiality, the need for more psycho-education and the need for practical strategies to manage some of the challenges of the caring role.

Dave Fearon
Senior Service Manager
Camden and Islington NHS Foundation Trust

The feedback received was very positive:

“A great series of topics, informative and at a level of language that was easily understandable.”

“Medication [session] very useful and presented well – not too simplistic.”

“The professionals giving us honest and non-judgemental advice. They have a good understanding of the very real difficulties us carers have.”

The Mental Health Trust are very keen to repeat this course and want to thank everyone who attended in helping improve and develop the course. There are plans in repeating this course later in 2019.



Sadler's Wells Theatre – Get into Dance

Islington Carers Hub have developed a partnership with Sadler's Wells theatre in Angel, Islington that welcomes people of all ages and backgrounds to come, see and take part in dance.

From hip hop to tango and ballet to circus, they love it all! The scheme is called **Get into Dance** and it has been designed to encourage residents in low-income households in Islington to visit the Theatre. If you don't know, all tickets via the scheme are priced at £3 and from the moment you join, you can book up to 16 tickets per year!

If you managed to get tickets to see *Sampled* at Sadler's Wells through us last February, you may have seen French B-boy and B-girl dance troupe *Yeah Yellow*. They've joined forces with choreographer Pierre Regal to launch their new season with *Scandale* an explosive new dance performance with live music that questions the origins of choreography.

So, if you are new (i.e. have not booked directly with Sadler's Wells or The Peacock before) and would like to see one of their shows please contact us via info@islingtoncarershub.org or call **020 7281 6018** or **0800 085 1411** to join the scheme. All shows below are at Sadler's Wells, unless otherwise stated.

Look out for the events with an asterisk (*) as they are great for families!

Carefree Breaks

Free Break (No Catch) CareFree provides short breaks for unpaid carers in Hotels and Holiday Cottages donated by owners and operators during the low season. CareFree allocates a specific number of breaks to each carer support organisation based on the availability of accommodation. Referrals are then invited according to the following criteria:

- Cares for someone for at least 35 hours per week
- Will benefit mentally and/or physically from a break in the opinion of the carer support organisation
- Is able to arrange interim care for the person they care for
- Has sufficient means to pay for transport and food during the break (the accommodation is offered free-of-charge)

If you meet the above criteria and would benefit from this break, please contact a member of the Islington Carers Hub team.

Bereavement support for adults

The Islington Bereavement Service offers support for adults living in Islington and/or are registered with a GP in Islington. The service is for people who have experienced the death of a family member, relative or another important person in their life. Run by St Joseph's Hospice and a team of trained volunteers, this service can offer practical, social and emotional bereavement support.

Our volunteers are able to provide:

- companionship and a listening ear
- emotional support
- company to go to medical appointments, the library or on a local outing
- help in finding important support services.

What training do volunteers receive?

All volunteers are fully trained and vetted. They can provide confidential support on a one-to-one basis or within a group setting. They are not counsellors but have been trained in listening skills.

Islington Bereavement Support Group meets on the first Wednesday of every month, 11am-1pm. If you'd like to attend, please contact Islington Bereavement Service on **020 3317 5774**.

Everyday First Aid Workshop for Carers

Our bespoke 2 hour Everyday First Aid sessions are free, practical, informal and interactive and provide simple yet life-saving first aid messages.

The topics covered will be **choking, head injuries, heart attacks, strokes, seizures, and dealing with an unconscious person who is breathing or not breathing.**

These workshops are designed to build upon your existing knowledge and instincts and will give you more confidence to help in a crisis. We will explore common first aid myths and misconceptions and ultimately reassure you that in an emergency, something is always better than nothing.

Date and time of session:

- **Monday 16 September 2019: 10.00am-12noon**

Venue: Islington Town Hall, Upper St, N1 2UD

To book your place please call Islington Carers Hub on **020 7281 3319** or **0800 085 1141** or email info@islingtoncarershub.org.

16>25

THE MIX – ESSENTIAL SUPPORT FOR UNDER 25s

The Mix is the UK's leading support service for young people. They help you take on any challenge you're facing - from mental health to money, from homelessness to finding a job, from break-ups to drugs. You can talk to them via their online, social or free, confidential helpline.

Group Discussions

They have an online discussion board providing an online community of 13-25s from the UK where you can talk anonymously about anything on your mind. The discussion board is open 24/7. There are also group chats on most days which can have up to 20 people in a group and there are some specific guidelines to adhere to, which are published in the website. These chats always include staff and volunteer moderators who make sure everyone stays within the guidelines as the aim is to provide a safe and friendly place for everyone joining in.

1-2-1 Chats

If the online group discussions don't appeal to you, The Mix also offer a free, confidential helpline webchat, email or text service if you need further advice. If you're under 25 and need help but don't know where to turn, you can call them for FREE on **0808 808 4994**. They'll explore your situation with you and find organisations that may be able to help you further. Their phones are open 7 days a week from 4pm to 11pm. You can also live message their trained helpline supporters about any issue that is troubling you 7 days a week from 4pm to 11pm, however chats may not be connected after 10.15pm. And there's an email option where they aim to respond to you within 24 hours. The live message and email options can be accessed via their website at: www.themix.org.uk/get-support/speak-to-our-team

Crisis Text Line

If you feel like you can't cope or are worried about how you are feeling, you can contact the crisis messenger 24 hours a day, 7 days a week. The text messaging support service is free and for any issue. They provide in-the-moment support and problem solving when you need it most. If you're aged 25 or under, and are experiencing any painful emotion or are in crisis, you can text **THEMIX** to **85258**. It's free to use with most mobile telephone providers, but for more details also check their website's Crisis Messenger section at www.themix.org.uk/get-support/speak-to-our-team This service is powered by Crisis Text Line.

Find Local Services

If you prefer to speak to someone face-to-face or simply someone that is in the same area as you live in, The Mix have a local advice finder database that contains more than 16,500 local, regional and national organisations who can offer you advice and information about anything that's concerning you. Just enter your full postcode and select the type of information you're looking for to run a search: www.themix.org.uk/get-support/find-local-services

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

**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.



July

All Carers Group

Date: 8 July
Day: Monday
Time: 11.30am – 1.00pm
Venue: St Luke's Centre, 90 Central Street, EC1V 8AJ

All Carers Group

Date: 24 July
Day: Wednesday
Time: 10.30am – 12.00pm
Venue: Upper Holloway Baptist Church,
11 Tollington Way, N7 6RG

BME Carers Group

Date: 26 July
Day: Friday
Time: 2.30pm – 4.00pm
Venue: The Old Fire Station, 84 Mayton Street, N7 6QT

August

Mental Health Carers Group

Date: 6 August
Day: Tuesday
Time: 2.30pm – 4.00pm
Venue: Ground Floor, 9 Manor Gardens, N7 6LA

All Carers Group

Date: 12 August
Day: Monday
Time: 11.30am – 1.00pm
Venue: St Luke's Centre, 90 Central Street, EC1V 8AJ

All Carers Group

Date: 28 August
Day: Wednesday
Time: 10.30am – 12.00pm
Venue: Upper Holloway Baptist Church,
11 Tollington Way, N7 6RG

BME Carers Group

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

September

All Carers Group

Date: 9 September
Day: Monday
Time: 11.30am – 1.00pm
Venue: St Luke's Centre, 90 Central Street, EC1V 8AJ

All Carers Group

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

BME Carers Group

Date: 27 September
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: 16 July
Day: Tuesday
Time: 11.30am – 1.30pm
Venue: Islington Town Hall, Committee Room 1,
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**.



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.