

LAMBETHcarersHUB

CARERconnections

"I look after my child/partner/relative/friend in need of help because they are ill, frail or have a disability and would not be able to manage on their own. I am not paid to do this."

There is no such thing as a typical carer. Carers can be any age, male or female, living with the person they care for or not, work full-time, part-time and may or may not have health needs themselves.



According to Carers UK, "Three in five people will become a Carer during their lifetime."

WANT TO KNOW WHAT IS HAPPENING?

Are you an unpaid carer living in Lambeth? Are you wondering what is happening with your services?

Come along and meet everyone involved with the Lambeth Carers' Hub. Hear about all your new services and how the dedicated Enquiry Line for carers works.

This is your chance to tell us what you want and how you can get involved in the future. We value your expertise and feedback.

We are pleased to have Elizabeth Clowes, Assistant Director of Commissioning for Social Inclusion in Lambeth Council to talk to us about our local Carers' Strategy and how the Hub fits in with that.

We also have the directors from all three charities that form the Hub to talk about the services that are available now and in the near future.

Have your say during the focus group sessions, followed by lunch.

Please let us know if you are coming by the 19th of February so we can make sure there is enough lunch for everyone.

Wednesday 24th February Carers' Hub Forum

11am-12.30pm
followed by lunch
336 Brixton Road,
London, SW9 7AA
ALL CARERS
WELCOME
T: 020 7642 0038

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Lambeth Carers' Strategy 2008 –2013

The local authority, NHS and voluntary partners and Carers have worked in partnership to develop this strategy. To demonstrate the importance that the partners place on supporting Carers they have agreed that assessments and services to Carers are included in the 35 indicators that they will be judged on in the Local Area Agreement. The Carers' Hub is a result of the strategy and it will

be looked at during our first Carers' Forum. For a full copy of the strategy, call Lambeth Council on 020 7926 5555 or visit <http://tinyurl.com/yhdxe3y>

Introduction from South Thames Crossroads

by **Barbara Price, Chief Executive of South Thames Crossroads**



I am delighted to welcome you to the first newsletter of the new Carers' Hub for Lambeth.

South Thames Crossroads has recently been created through the merger of two well established Crossroads schemes – Merton & Sutton Crossroads and Lambeth Crossroads.

Both of these organisations have been working in their respective boroughs with carers and the people that they look after for over twenty three years.

South Thames Crossroads is one of the local voluntary organisations which will be delivering the

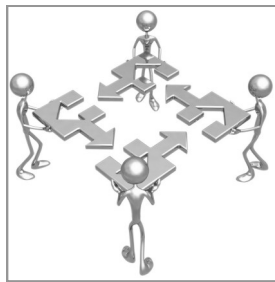
Hub services. Being part of the Carers' Hub partnership and having the opportunity to develop these services on your behalf is very exciting for us.

There are quite a few definitions for what a hub is, most of which have something to do with wheels, electrical connections and mechanical components. Not a lot then to do with caring!

The most common theme however is that a hub is the central connection for a lot of different parts which need to work together effectively. That is our vision for the Carers' Hub so we think it will prove to be a good way of describing the way we want to work in Lambeth.

In our experience one of the most frustrating aspects for carers when seeking help and support is not knowing where that help and support is available and who

they need to contact. Getting that help often involves a number of calls, visits, discussions and any number of forms to fill out. Whilst we are not pretending that the development of the Hub will make these problems disappear overnight, what we are providing is a central number and information service that will be the connection point for carers to all of the



carers' services within the borough.

We are also confident that, in working with you, the Hub will be able to identify what's good about those services, what doesn't work and what's missing.

The Hub is not, however, one organisation. The Hub is a collection of many parts and the most important of these is you. We want you to help us build the Hub.

We want you to know that through the Hub

you have a voice, that you are listened to and that where change is needed and can happen, change does take place.

If you can, please come to the first Forum meeting that we are holding on the 24th February. More details about the Forum are on the front page.

If you are having difficulty attending because of your caring responsibilities let us know.

This will be the first opportunity the Carers' Hub team will have to meet many of you and to hear your views.

It will also be an opportunity for you to get to know us.

Our partners from the voluntary sector will be there as will representatives from NHS Lambeth and Lambeth Borough Council.

We all see this as the first steps in our journey together to develop better carers' services in Lambeth.

Information, Advice and Outreach



Dear carers,

I am the newly appointed Carers' Hub Information, Advice and Outreach Worker based at Age Concern Lambeth starting from January 2010 and I will be dealing with your enquiries and casework. I can normally be contacted Mondays - Fridays between 9.30 a.m. - 5.00 p.m. You can initially contact me by phone through the Carers' Enquiry Line on 020 7642 0038 and by email at carers.enquiries@disabilitylambeth.org.uk.

My main responsibility is to advise, advocate and represent carers/clients, and manage their one-off enquiries and complex case load from form-filling to appeal/tribunal level

concerning community care and welfare benefits. I also advise carers/clients on housing, debt/money, health, education, residential care, employment etc when these issues are arising solely from their caring responsibilities.

I have been working within the Community Legal Services Quality Mark Framework Advice Sector for over 16 years in Camden, Islington, Bexley, Southwark and Lambeth. For the past 18 months I have been working as Advocacy & Advice Officer at Lambeth Carers and prior that for seven and a half years at Carers UK's Advice & Representation Unit, later renamed as Carers London, where I used to advise pan-London carers on welfare benefits and community care. I used to be a second-tier adviser advising

health & social care professionals as well as advocate for carers on carers' issues and Black, Asian and Ethnic Minority issues. I used to mentor community workers and carer workers by giving them first-hand advice and information to enable them to advise their clients and carers on community care and welfare benefits.

I look forward to hearing from you and welcome your instructions to Carers Advice Service. Our advice casework service can include advocating on your behalf and accompanying you when attending important meetings regarding welfare benefits and community care, for you and for the person you are caring for, as long as you give us sufficient time to arrange to attend and provide us

with enough papers as background information in advance. To help us support you effectively we expect you to be punctual with appointments made with us, keep us updated regarding the outcome of the work that we have done for you and to keep us on the track regarding your prolonged ongoing case development.

Feel free to ring us and book an appointment, we can sit face-to-face and have a chat to find out if our Carers' Advice Service may help you in sorting out your issues. In any case that we are unable to help with ourselves, we will try to make a referral for you to the most appropriate agency to resolve your problems.

All the advice we provide is free and confidential. If you have a query, please do not hesitate to contact us.

"The Hub is a collection of many parts and the most important of these is you."

New Enquiry Line, just for carers

In recognition of years of experience carers and their specific needs, the Carers' Enquiry Line has been set up to provide information on all carer related issues. We can deal with all types of information enquiries, from welfare benefits and referrals for advice casework and the Fix Yourself a Break scheme to contact numbers for day centres and details of respite services and breaks, as well as knowing about the local area and services that are helpful to carers. The service is run by two part-time workers who both have several

years of experience between them in providing information specifically for carers.

Anyone needing information and support relating to caring issues can call and speak to either Louise or Jacqui at the Carers' Hub Enquiry Line Monday to Friday 9am to 5pm. There is an answer phone available if the line is busy or out of hours and you also can email or write to us. Details of how to get in touch are opposite and on the back page.

Many of you living in Lambeth will know of Disability Advice

Service Lambeth (DASL) who have been running an enquiry line and information service for disabled people for many years. DASL is now using this experience to provide the new Carers' Enquiry Line as part of the Carers' Hub.

The best way for carers to keep up-to-date or get involved with what is happening with the Carers' Hub is to contact the Carers' Enquiry Line and join the Carers' Register to receive the newsletter, or book a place to come to Carers' Hub Forum.



Opening Times:
Monday to Friday
9am to 5pm, answer phone at other times

Enquiry Line:
020 7642 0038

Email:
carers.enquiries@disabilitylambeth.org.uk

Address:
Carers' Hub Enquiry Service, DASL, 336 Brixton Road, London SW9 7AA.



Louise Holden
Information Worker

“Speak to either Jacqui or Louise at the Carers' Hub Enquiry Line Monday to Friday 9am to 5pm.”

What can I call the Carers' Enquiry Line about?

You can call the Enquiry Line about anything you need to know or want support with in relation to your caring role.

The main issues we cover are:

- Welfare Benefits
- Community Care
- Transport
- Local Support Groups

- Carers' Register
- Specific Carer Groups, eg mental health carers
- Housing Issues
- Signposting to Local and National Organisations

or to get goods or services to help support you in your caring role.

Professionals who come into contact with carers can also contact us to find out what is available.

- Fix Yourself a Break Scheme for Carers - you could apply for up to £200 to help pay for a short break

We are happy to help anyone working with carers to provide them with the best support possible.

I used to be a member of Lambeth Carers ...



L A M B E T H Carers' Hub a to come and
 CARERS CASE brand new file will collect it.
 FILES be opened for you. This has to be
 Lambeth Carers If you would like to done before the
 closed before have a copy of 31st of March;
 Christmas which your old file then after that your file
 means all the case please contact will be placed in
 files have to be Jacqui or Louise storage and
 closed too. When on 020 7642 0038 securely destroyed
 you come to the to arrange a time after 6 years.

Make it personal, get involved!

NEW YEAR, NEW
 HUB, NEW
 NEWSLETTER

Lambeth Carers'
 Hub would like to
 hear from you
 about what you
 would like from
 your newsletter?
 Interviews with

carers, a letters and discuss and
 page where you write and submit
 can express your news yourself.
 views, local news, Whatever your
 current affairs, ideas are we would
 benefits advice? love to hear them.
 Maybe you would
 like to volunteer to
 form a newsletter
 group to meet up
 Please contact us;
 details of how to
 do so are on the
 back page.

“Whatever
 your ideas
 are we would
 love to hear
 them”



Daytime Helpline: 0844 477 9400

Email: helpline@cruse.org.uk

CRUSE BEREAVEMENT CARE

Cruse Bereavement Care Services are free to bereaved people.
 exists to promote the well-being of bereaved people and to enable anyone bereaved by death to understand their grief and cope with their loss.

If you are asked to leave a message someone will get back to you as soon as possible
 If you would like to call on Cruse for support during working hours contact Lambeth Cruse on 020 8939 2532.

If you are asked to leave a message someone will get back to you as soon as possible
 www.cruse.org.uk / LocalCruse/Lambeth

Young Carers Project Services

Do you know of a Young Carer 5-18 years of age who is caring for, or helping to care for, someone in their family with a disability or long-term illness. They may be providing personal care – assisting with toileting, bathing, dressing, etc or practical care – helping with house work, preparation of

If, due to disability or illness, the young person is taking on what would usually be adult duties and responsibilities and this is impacting upon their own life, then this is an appropriate referral to the Young Carers Project run by South Thames Crossroads.

After being referred, Young



meals, caring for siblings, etc or emotional care – listening to/ talking through issues and difficulties with the cared for person.

Carers can take part in a variety of activities which help them make friends and get involved with other young people who

are in a similar situation.

There are day trips in the school holidays like trips to the seaside, theme parks, zoos, historical places of interest, bowling, ice-skating, theatre and cinema, plus there are 3-5 short holidays each year.

The project also provides 3 monthly youth clubs and 3 twice weekly homework clubs in local areas in Lambeth and operates a pick up from school/take home service where appropriate. These provide educational support and help in basic education that the young person might miss out on due to being needed in the family home.

There's an On-call Service from 7am – 11pm which runs 365 days a year which provides a qualified worker for



Young Carers and parents to talk to outside of office hours. They can discuss issues that may have arisen or to seek emergency advice if required. The project can also provide one to one family work, advice and advocacy and school based work.

For more information or to make a referral please contact Sheila/Tanya at South Thames Crossroads on

Grants for education

FREE LAPTOP & WEB ACCESS - HOME ACCESS PC / INTERNET GRANT

Home Access is a Government drive which will help low-income families to get access to a computer and the internet to get online at home. It will be running over the next 18 months but will be on a first come first served basis.

If you are a low income family in receipt of certain benefits you could qualify for a grant of up to £528 to buy a computer and/or a minimum of one year's internet access. The programme is aimed at those that need it most and targets families that do not have access to a computer or the internet at home. Depending on what you need, the grant allows eligible applicants to buy one of the following packages:

1. Full package (a computer, one year's internet access, service and support)
 2. A computer with service and support only
 3. One year's internet access only
- (Please note you have to buy the computer through selected main retailers which include Comet, Phones4u and Misco)

Quick eligibility check

Have a look eligibility requirements below. You may be able to qualify for a Home Access grant if you:

- Answer yes to three questions in Section one

AND

- Answer yes to at least one question in Section two

Section One:

Are you a parent or guardian responsible for and living with a child

...who is in school years 3 to 9?

...who attends a state-maintained school in England full time?

...who has not already had a computer from a Home Access Grant or similar programme, such as Computers for Pupils?

Section Two:

Do you receive at least one of the following? :

- ...Free school meals for your child
- ...Income based Jobseeker's Allowance
- ...Income support
- ...Child Tax Credit but not Working Tax Credit and an income of less than £16,040
- ...Guaranteed Pension Credit (not Savings Credit)
- ...Income-based Employment Support Allowance
- ...Support under Part VI of the Immigration and Asylum Act 1999

If you think you qualify for a Home Access grant, please call the Home Access Grant Helpline on 0333 200 1004 to find out more and request an application form.

www.homeaccess.org.uk

Cold Weather Payments

After all the snow we have been having you may be eligible for a Cold Weather Payment of £25 to help you for each week of very cold weather in your area. If the average temperature where you live is recorded as, or forecast to be, zero degrees Celsius or below over seven consecutive days during the period from 1 November to 31 March, then you'll get a Cold Weather Payment automatically as long as you qualify.

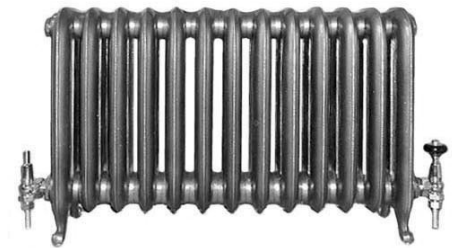
To qualify you need to be receiving Pension Credit or Income-related Employment and Support Allowance with a support or work related activity component in the main phase. You may also be

eligible if you are getting Income Support, Income-based Jobseeker's Allowance or Income-related Employment and Support Allowance in the assessment phase and have one of the following:

- a pensioner premium, higher pensioner premium or enhanced pensioner premium
- a disability premium, enhanced disability premium or severe disability premium
- a disabled child premium
- Child Tax Credit that includes a disability or severe disability element
- a child who is under five in the family

The payment will not affect any other benefits you may be receiving. If you haven't

received the payment and think that you should then please contact your pension centre or local Jobcentre Plus and they should be able to help you sort it out. There are several local job centres in Lambeth, their contact number should be on any letters you have received from them. If not, call the Carers' Enquiry Line and we will find out for you.



Enjoy the cinema?

Is the person you care for on DLA or registered blind? This Cinema card can get two film tickets for price of one.

The Cinema Exhibitors' Association is offering a national card that can be used to verify that the holder is entitled to one free ticket for a person accompanying them to the cinema, which means you could go free or both pay half.

The person you care for needs to apply for the card and meet one or more of the following criteria:

a) Be in receipt of the Disability Living Allowance or Attendance Allowance.

b) Be a registered blind person.

The card is valid for one year from the date of issue and costs £5.50

How to apply

Application forms are available from cinemas supporting this card across the UK or can be downloaded from the website

www.ceacard.co.uk

or by phoning 0845 1231292

Lambeth Service Users might like to know that the Ritzy in Brixton don't require that you produce this card. Just tell them that the person you care for is on DLA and they'll issue one ticket free when buying another ticket.



Want to influence services?

Are you a carer from an African-Caribbean background?

We are a team at King's College London and have been commissioned by the Department of Health to find out about carers' need for, and experience of, replacement care services (also known as

respite care).

We would like you to take part in an interview or a group discussion to help us do this.

If you are interested please contact David Williams on 020-7848-5418 or at david.williams@kcl.ac.uk or write to us (there is no need to use a stamp):

Freepost RRLJ-JXEA-HYAS, LTNC Care Study, King's College London Palliative Care, Policy, and Rehabilitation, Weston Education Centre, Cutcombe Road, London, SE5 9RJ



Money matters

The Scope Money Matters Survey 2009/2010

At Scope, we know that money matters to disabled people and their families. We want to know more about the financial experiences of

disabled people and families with disabled children. With this feedback, we will look to influence financial information, advice and services for the better.

We'd be very grateful if you'd take 10-15

minutes to complete the survey. The survey will close on 15th March.

To fill in the survey go to:

<http://tinyurl.com/yb9n4v2>



And the Lambeth Carer of the Year Award goes to ...

West Norwood resident takes "Carer's Crown"

The Lambeth Carer of the Year Award has gone to Efen Dimatulac, from West Norwood, for the care he provides to his best friend John Doyle, his close friend for 30 years. When John was diagnosed with Parkinson's Disease last year and had to give up work Efen selflessly moved in with John to provide 24 hour

care for him, giving physical and emotional support. Councillor Lorna Campbell, Lambeth Council cabinet member for health and wellbeing, commented "carers are our unsung heroes, dedicated and committed people who rarely get the recognition or thanks from society that they deserve. The Awards go some little way towards registering our appreciation for all that they do."

To nominate a carer for the 2010 Lambeth Carer of the Year visit www.lambeth.gov.uk/carers or call 020 7926 5555



Events, activities and support

February

Every Thursday, 10.30am-12 noon. Coffee morning with guest speakers at All Saints Church, Lovelace Road, West Dulwich, SE21 T: 020 8676 4550.

Every Friday, 10.30am-11.30am. Gentle exercise for the over-50's at All Saints Church, Lovelace Road, West Dulwich, SE21. T: 020 8676 4550. £5 or £25 for 6.

Monday 15, 10:30am-3:30pm Repaying The Kindness- Arts & Craft with Stephen at The Old Courthouse , 43 Renfrew Road, SE11 4NA T: 020 7820 9020 (suggested donation: £3)

Monday 22, Contact a Family general advice drop-in session 1-3pm, Kingswood Children Centre*

Wednesday 24, Carers Hub Forum, 11am-1.30pm at 336 Brixton Road, London, SW9. T: 020 7642 0038

Wednesday 24, Contact a Family general advice drop-in session 10am-12pm, The Mary Sheridan Centre*

Friday 26, Making Space BME Support Group, 1-2pm Lunch, 2-4pm Group, Effra Day Centre. T: 020 7326 0298.



March

Every Thursday, 10.30am-12 noon. Coffee morning at All Saints Church, Lovelace Road, West Dulwich, SE21 T: 020 8676 4550.

Every Friday, 10.30am-11.30am. Gentle exercise for the over-50's at All Saints Church, Lovelace Road, West Dulwich, SE21. T: 020 8676 4550. £5 or £25 for 6.

Tuesday 2, Contact a Family Coffee Morning 10am-11.30am at The Maytree Children Centre, 155 Clarence Crescent, SW4 8LN T: 020 7326 5270

Tuesday 9, Contact a Family general advice drop-in session 10am-12pm, Rosendale Children Centre*

Monday 15, Repaying The Kindness - Arts & Craft with Stephen Wright 10:30am-3:30pm at The Old Courthouse , 43 Renfrew Road, SE11 4NA T: 020 7820 9020 (suggested donation: £ 3.00)

Monday 22, Contact a Family general advice drop-in session 1-3pm, Kingswood Children Centre*

Friday 26, Making Space BME Support Group, 1-2pm Lunch, 2-4pm Group, Effra Day Centre. T: 020 7326 0298.

Wednesday 31, Contact a Family general advice drop-in session 10am-12pm, The Mary Sheridan Centre*

April

Every Thursday, 10.30am-12 noon. Coffee morning at All Saints Church, Lovelace Road, West Dulwich, SE21 T: 020 8676 4550.

Every Friday, 10.30am-11.30am. Gentle exercise for the over-50's at All Saints Church, Lovelace Road, West Dulwich, SE21. T: 020 8676 4550. £5 or £25 for 6.

Tuesday 9, Contact a Family general advice drop-in session 10am-12pm, Rosendale Children Centre*

Friday 30, Making Space BME Support Group, 1-2pm Lunch, 2-4pm Group, Effra Day Centre. T: 020 7326 0298.

*** Please note, for Contact a Family events & groups, please contact Aminda Buttinger on 07503 791 978 or Roxanne Hunte on 07983 002 985 or 020 7326 5270, thank you.**

“Please contact the Carers’ Hub Enquiry Line if you would like to include your events here.”

Caring with Confidence



Caring with Confidence aims to make a positive difference to carers and the people they care for by improving their own health and wellbeing and that of the person they care for.

They provide support sessions, designed by carers for carers, where skills, advice and information, talking and sharing experiences is offered. The programme is free and designed to fit around caring responsibilities. You can pick and choose how many sessions you

attend and how you get involved – from local group sessions, to self-study workbooks and online.

This programme is part of the Government's renewed National Carers Strategy and the 'New Deal for Carers' which aims to improve support for carers aged 18 and over in England.

There are three ways you can access the programme; local group sessions, self-study workbooks and online sessions.

In Lambeth, Caring with Confidence will be holding meetings with local providers soon to look at who will offer the local group sessions for carers in Lambeth, as there are none currently running, and where these will take place. In the meantime, you can still access

the self-study and online options.

If you are interested in finding out more about Caring with Confidence and how to register for either of the three options you can visit www.caringwithconfidence.net or call 0800 849 2349.

How was it for you?

Lambeth Carers' Hub would like to know if you have been involved with this programme and if so, how was it for you? It would be interesting to find out what your experiences have been and if you would recommend it? Any carer who contacts us can be assured that we will not publish any personal details without prior consent.

Specialist Carer Support Groups available

As well as the support for carers of people with mental health issues offered by Making Space, there are also other specialist support groups available. If you would like to join any of them please call the numbers given for each group. If you know of any other groups in Lambeth, please contact us at the Carers' Enquiry Line so we can include them in future newsletters.

LEO Carers Group

Lambeth Early Onset (LEO) offer an education group as well as an ongoing support group for carers caring for people supported by LEO services - those people having their first or second

psychotic episode. Meetings are held monthly. For more information, please call 020 3228 6940.

Forensic Carers Group

For any carer of a person supported by the Lambeth Forensic Community Team. Meetings are held monthly at Landor House in Lambeth Hospital. For more information, please call 020 3228 6379.

Recovery & Support Carers Group

Offers support to carers of people recovering from a mental illness. Meetings are held monthly at Lambeth Community Care

Centre. For more information, please call 020 3228 7200.

Fanon's "People First" BME Carers Group

Offers support, information and an opportunity to meet other carers who share similar experiences. For more information, please call Regat Zeray on 020 7737 2888.

Eamon Fotrell Centre Carers Group

Offers support to carers of older people (aged 65 and over) who have a mental health problem. For more information, please call 020 3228 8300.

LAMBETHcarersHUB

336 Brixton Road, London SW9 7AA

To make contact with Lambeth Carers' Hub and all its services :

Call us on 020 7642 0038
Fax us on 020 7924 9621

Email us at
carers.enquiries@disabilitylambeth.org.uk

Visit our website at
www.disabilitylambeth.org.uk/carers

The Carers' Hub is an exciting new service for all carers in Lambeth which is provided by a partnership of local charities. Services available include telephone advice and information, face to face advice and advocacy, a regular newsletter, a dedicated website and events and activities including Carers' Forums. All services are free. More services will be developed during 2010. Carers can join a Carers' Register to make sure they are kept up-to-date.

It's easy to register with us, just call or email us for a form to be returned in a pre-paid envelope and by joining the carers' community in Lambeth, you will be able to keep in touch with how services are being developed, have a say by attending the forums and be supported in your caring role.

What is the Lambeth Carers' Hub?

The Lambeth Carers' Hub is provided by a Consortium consisting of South Thames Crossroads, Age Concern Lambeth and Disability Advice Service Lambeth (DASL). Other carers' organisations and services are also involved and the Hub is working closely with a wide range of partners to deliver better services for all carers.

**CROSS
ROADS
CARE**
South Thames

AGE Lambeth
Concern

dasl*
disability advice service lambeth