**Wanstead Place Surgery**

**45 Wanstead Place**

**E11 2SW**

**020 8989 1968**

**Supporting Carers**

**Contents**

**Who is a carer? 2**

**How can your GP practice Support you? 3**

**What is a carers assessment? 4**

**Where else can you get medical advice? 5**

**Emergency dental services 6**

**Counselling 7**

**Social Services 8**

**Benefits 9**

**Additional Organisations and carers support 11**

**Who Is A Carer?**

**Do you look after someone who couldn’t manage without your support?**

 **This could be a family member or a neighbour or friend.**

 **You may be providing transport, helping them with their daily activities, shopping for them or helping them take their medication.**

**Did you know help is available through your GP and wider services in the borough?**

**How can your GP practice support you?**

You can now book appointments and request repeat medication online. Please ask the receptionist for further information

**Walk in Flu jabs – Carers are entitled to free flu jabs. Walk in any time during surgery hours to receive a flu jab. Home visits can be requested for flu jabs for housebound patients.**

**NHS Health Checks** for patients aged 40-74 – Ask at reception

**Dedicated Care Navigator** – Book a telephone call from the Care Navigator who can support you to find the right service for your needs. Call the Surgery Number to arrange this.

**Do you feel isolated?**

Ask the care navigator for social prescribing. A designated buddy will support you to find out about what’s happening in your area that is suitable for you.

**Look Out Coming soon:**

Carers forum – meet other carers for a coffee and support. Speakers on relevant issues.

**What is a carers assessment?**

A Carer’s Assessment is a discussion with a healthcare or social worker about what services are available to help you.

They discuss what help you need with caring, what help you need to maintain your own health and how to balance caring with your life, work and family commitments. This assessment can be done in person, over the telephone or online.

**How can I arrange a Carer's Assessment?**

Community Care Advice Centre

Aldborough Road North

Newbury Park

Ilford, IG2 7SR

Telephone: 020 8708 7333

You can also request this by logging on to Redbridge Mylife. Please social services section for further information.

**Other Sources of Medical Advice**

**Are you concerned about medical issues out of hours?**

Dial 111 for advice – available 24/7

**Community Treatment Team** Open 7 days a week. 8am to 10pm.

Patients over the age of 18 in Redbridge.

Call 0300 300 1661. The patient, carers or relatives can refer directly without needing to see a GP or paramedic.

For common conditions that can be treated at home like Urine infection, skin tear, chest infection, cellulitis, social crisis, urgent assessment of reduced mobility. Where a hospital admission may be avoided. If the team think you need to go into hospital after assessing you they can arrange for an ambulance.

**GP HUB** – Provide GP appointments evenings and weekends. These are based within Redbridge and open to any resident registered in Redbridge. Call 020 3770 1888 from 2pm to book an appointment.

 **If you feel that your health problem is lifethreatening please telephone 999.**

**Emergency Dental Services**

If you urgently need a dentist when your dentist is closed there is a urgent dental advice and support line.

The number for this is: **020 3594 0938.**

It operates from:

6.00pm to 9.00pm Monday to Friday

9.00am to 2.00pm Saturday, Sunday and bank holidays

**Walk-in out of hours urgent dental services are not available**.  Patients need to call  to make an appointment. If you don't turn up on time for your appointment you may need to make another appointment, which may not be until the next day. You will be charged standard NHS dental fees, subject to certain exemptions, for all work undertaken at evenings, weekends and bank holidays. Proof of exemption needs to be provided.

At all other times, please call NHS 111.

**Counselling Services**

**Work stress, relationship or money worries, feeling low or difficulty sleeping?**

[Talking Therapies](http://bit.ly/1XhfkGM) is a free and confidential NHS service which provides support from people who understand what you are experiencing. The expert team will work with you to find the best treatment just for you, and give you effective tools and techniques that are proven to work.

0300 300 1554 option 1 (9am – 5pm, Monday to Friday)

Outside of office hours there is an answerphone. Feel free to leave your name and contact telephone number and we will contact you as soon as we can.

**Crisis support**
If you or anyone you know is experiencing a mental health crisis call 0300 555 1000 any time of the day or night. This free, confidential helpline provides expert help, advice and support when you need it most

**Social Services / Redbridge MyLife**

**Information, advice and support to help you keep well, maintain your independence and live life the way you want**

**For more information on support for Carers or
Adult Social Services in general**

**Visit: mylife.redbridge.gov.uk and complete the contact
form**

**Telephone: 020 8708 7333 (Monday to Friday 9am - 5pm)**

**Text relay service and permanent loop system are also in place for those who are deaf or have impaired hearing.**

**Text relay customers should dial 18001 before the telephone number to access the text relay service.**

**Benefits**

**Personal Independence Payment (PIP)**

* PIP is a new benefit that’s replacing DLA
* Most DLA claimants can now be assessed for PIP
* To see how and when you may be affected by the move from DLA to PIP visit: <https://www.gov.uk/pip-checker>
* You can claim PIP if you require help with costs caused by a health condition or disability for 3 months or more (can claim earlier) & likely to need help for the next 9 months
* PIP is paid as two separate components:
* daily-living activities, such as preparing food and communicating
* mobility activities, such as planning a journey and moving around

|  |  |
| --- | --- |
| **Component and rate** | **PIP £/week** |
| **Daily living component** |   |
| Standard rate | 55.65 |
| Enhanced rate | 83.10 |
| **Mobility component** |   |
| Standard rate | 22.00 |
| Enhanced rate | 58.00 |

*The amount you get is based on how your health condition or disability affects how well you carry out everyday activities (standard vs enhanced rate, Table 1)*

**How do I apply for PIP?**

Call **0800 917 2222** (textphone **0800 917 7777**) to register your details and you will be sent the "how your disability affects you" form.

**Attendance Allowance (AA)**

This is a benefit for people with care needs:

aged 65 and above

do not get DLA or PIP

require care needs for six months

|  |  |
| --- | --- |
| **Attendance Allowance** | **Weekly rate** |
| Higher rate | £83.10 |
| Lower rate | £55.65 |

*Unlike PIP, AA does not include a mobility component. However, if you are already getting the DLA or PIP mobility component when you become 65, you can carry on getting it.*

*You can't make a new claim for DLA or PIP mobility component after the age of 65.*

## How to apply for AA?

##

Download an application form: [*http://www.nidirect.gov.uk/attendance-allowance-rates-and-how-to-claim*](http://www.nidirect.gov.uk/attendance-allowance-rates-and-how-to-claim)

Or get a claim pack by contacting:

phone: **0800 220 674**

textphone: **028 9031 1092**

The enquiry line can also arrange for someone to help you fill out the claim form if required.

**Other Local Resources**

**Advocacy in Redbridge**

100 South Park Drive

Ilford, Essex, IG3 9AN

Tel: 020 3355 7133

Web: www.advocacyinredbridge.orgMain contact:

Advocacy in Redbridge provides free, independent and confidential advocacy services

and support to Redbridge residents.

**Learning Disability Experience formerly Mencap**

(Waltham Forest)

179 Wood Street

Walthamstow, London, E17 3NU

Tel: 020 3233 0850

Web: www.ldx.org.ukMain contact:

**Housing & Care 21**

Tricorn House, 51-53 Hagley

Road

Birmingham, B16 8TP

Tel: 0370 192 4000

Web: www.housing21.co.ukMain contact:

Housing 21 aims to improve people's lives by promoting independence and choice for

older people. They provide a range of care, health and housing options, designed to help

older people live a content and healthy later life.

**Indigo Young Carers Service**

13 Granville Road

Ilford, Essex, IG1 4RU

Tel: 020 8554 2888

Web: www.barnardos.org.ukMain contact:

Barnardo's, the children's charity, provides a number of activities to support young carers

individually and in groups. This includes counselling, advocacy, recreation and leisure

activities, and befriending.

**Dementia UK**

Second floor (Resource for

London), 956 Holloway Road

London, N7 6PA

Tel: 020 7697 4160

Web: www.dementiauk.orgMain contact: Helpline for

advice and support

Dementia UK is a national charity, committed to improving the quality of life for all people

affected by dementia.

**Down's Syndrome Association**

-

Tel: 0845 230 0372

Web: www.downs-syndrome.org.ukMain contact:

The Down's Syndrome Association helps people with Down's syndrome to live full and

rewarding lives by providing practical information for people with Down's Syndrome, their parents, carers and the professionals who work with them.

**Carers Trust Epping Forest,**

**Harlow, Havering and**

**Redbridge Crossroads**

106 Charter Avenue, Newbury

Park

Ilford, Essex, IG2 7AD

Tel: 020 8518 4090

Web: www.carerstrustcrossroadsehhr.orgMain

contact:

Carers Trust Epping Forest, Harlow, Havering and Redbridge Crossroads Carer Services

helps to relieve the stresses experienced by carers and anyone who has care needs as a

result of a disability, illness or old age.

**GOV.UK: Carer's Allowance**

Carer's Allowance Unit, Palatine House,

Lancaster Road

Preston, Lancashire, PR1 1HB

Tel: 0345 608 4321

Web: www.gov.ukMain contact: Carer's

Allowance Unit

If you are caring for someone with substantial needs such as a disability, the Carer's

Allowance can help you to look after that person. You do not have to be related to, or live

with, the person that you care for.

**NHS: Carer's Direct - A guide to care and**

**support**

-, -

Tel: 0300 123 1053

Web: www.nhs.ukMain contact:

Carer's Direct is an information and advice service which was created in response to the

'Our Health, Our Care, Our Say' white paper.

**Carers UK**

20 Great Dover Street

London, SE1 4LX

Tel: 020 7378 4999

Web: www.carersuk.orgMain contact:

Carers UK provides a voice for carers and aims to make life easier for pople that care for

others.