

Information for Carers

www.hounslow.careplace.org.uk

If you received this information in print but would prefer updates by email, please sign up to Carer Information at hounslow.gov.uk (search *Get Connected*)

Looking after someone who cannot look after themselves while often rewarding, can also be physically and emotionally challenging. Knowing where to go for information, advice and practical support can help a lot.

The information below outlines **some** of the services available to carers in Hounslow. It is not a comprehensive list and more options may be found by visiting hounslow.careplace.org.uk the council's online directory or calling the **My Independence Team** on **020 8583 3942**. Unless otherwise stated all services and organisations listed may be contacted directly - a referral from a social worker or medical professional is **not** required.

Carer's Needs Assessment

If you have not completed a **Carer's Needs Assessment**, please consider doing so as it may allow you to access several carer specific services such as the **Carer's Emergency Card Scheme** or **Carers Short Breaks Service**. It may also signpost you to other organisations in the borough that can offer support that are not listed below. A quick and easy way to begin the assessment process is via Autonomy, the council's online assessment portal which can be found on hounslow.careplace.org.uk. Online assessment is confidential and secure, can take as little as ten minutes and you have up to 30 days to complete it. Alternatively, you can telephone the **First Contact Team** on **020 8583 3100** for a telephone assessment.

A Carers Needs Assessment will establish if you are eligible for services to be funded or part-funded by the council. If so, the council will either arrange and pay for agreed services directly or in some circumstances, make a payment to you so that you can organise and buy services yourself. This is called a **Direct Payment**. However payment for a service is made, funding for carer support in Hounslow is currently **not means tested** which means you **will not** be asked to provide details of your income or savings.

Carer Support Groups

It often helps to talk to other carers who understand the experience of looking after someone. There are many peer support groups running in Hounslow either for carers in general, parent carers, young carers or for carers who look after people with specific conditions (for example. long-term conditions such as dementia, learning disability or mental health conditions). A few are listed below but more options may be found at hounslow.careplace.org.uk

Service/Organisation	How it can help	Contact details	Cost
Carer Organisations, Helplines & General Advice			
Carers UK (expert information, Adviceline and online Forum)	Online advice and telephone helpline covering benefits and tax credits, employment rights, carer assessment, challenging decisions and other practical matters related to caring.	Adviceline: 0808 808 7777 (10am to 4pm) Forum: carersuk.org/forum W: carersuk.org E: email form available on website Or write to Carers UK at: 20 Great Dover Street London SE1 4LX	FREE

NHS Carers Direct Helpline	Information on assessments, benefits, direct payments, time off, work or education.	T: 0300 123 1053 Helpline available 9am-8pm Monday to Friday 11am-4pm at weekends (closed Bank Holidays) Webchat & text call back available (search NHS Choices) <i>Helpline cannot give medical, legal or individual financial advice.</i>	FREE
My Independence Service (Hounslow Council)	Advice, information and practical support around housing, health & social care	T: 020 8583 3942 E: myindependence@hounslow.gov.uk	FREE
Carers Trust	Information and advice	W: carerstrust.org	FREE
Carer Peer Support Groups (more options may be found at hounslow.careplace.org.uk)			
Long Term Conditions (Hestia)	Support group for carers of people with long term conditions including dementia, Parkinson's, M.S. and cancer	Group meets 1 st Friday of each month between 1.30pm and 3.30pm at CAN Mezzanine (2 nd Floor Hounslow Treaty Centre). For more info: T: 020 8568 7881 E: HounslowLIFESupport@hestia.org	FREE
Learning Disability (Hestia)	Support group for Carers of people with a learning disability, Autism or Asperger's.	Group meets 3 rd Monday of each month between 11am and 1pm at CAN Mezzanine (2 nd Floor Hounslow Treaty Centre). For more info: T: 020 8568 7881 E: HounslowLIFESupport@hestia.org	FREE
Mental Health (Carers4Carers)	Group for Carers of people with mental health difficulties including depression, anxiety, Bipolar Disorder, Personality Disorder and Schizophrenia.	Group meets 3 rd Friday of each month between 10am and 12 noon. 101a Pears Rd, Hounslow TW3 1SS (Community Church). T: 07961 487711 E: mhcarers4carers@yahoo.co.uk	FREE
Feltham Carers Get-Together (Hounslow Council)	All carers welcome - social activities and info sharing	Group meets every two weeks on a Wednesday between 12 noon and 2pm at Sandbanks Resource Centre, Feltham T: 0208 583 4531 E: carers@hounslow.gov.uk	FREE
Hounslow Parent Carer Forum	Advice and support for parents and carers of children and young people with disabilities or special needs.	Regular monthly meetings, events and drop-in sessions. T: 020 3096 4276 E: hounslowpcf@gmail.com W: hounslowpcf.co.uk	FREE

Autism Hounslow	Support for people with autism, their families, friends and carers	Weekly drop-in session at Hounslow Youth Centre, Kingsley Rd TW3 1NX - Mondays 10 am to 12 noon T: 07401 715229 E: info@adultautismhounslow.org W: adultautismhounslow.org	FREE
Your Physical and Mental Health as a Carer			
LIFE Integrated Support Service (London Borough of Hounslow)	Flexible, practical support to help you in your caring role – for example, advice to maximise income, employment advice & help to maintain a social network.	Service provided by Hestia after referral from the council's My Independence Team: T: 020 8583 3942 E: myindependence@hounslow.gov.uk	FREE (Carer's Needs Assessment required)
Carers Short Breaks Service (London Borough of Hounslow of LIFE Project)	Interim home care provided so that carers can take a break	Service provided by Hestia after referral from the council's First Contact Team: T: 020 8583 3100 E: adultsocialcare@hounslow.gov.uk	FREE (Carer's Needs Assessment required)
West London NHS Trust Single Point of Access (SPA)	24/7 mental health referrals, advice and support.	Help if you feel you are experiencing a mental health crisis/emergency: T: 0300 1234 244	FREE
Support, Wellbeing and Prevention Team (SWAP)	Advice and support if you are worried about your mental health	Telephone and face-to-face mental health support, as well as referrals to other services if needed. T: 020 8583 3003 E: adultsocialcare@hounslow.gov.uk	FREE
IAPT (Improving Access to Psychological Therapies)	Free talking therapies service for anxiety and depression	T: 0300 123 0739 E: houccg.hounslowiapt@nhs.net	FREE
The Recovery College	Provides training courses around mental health subjects including a specific course for carers	T: 020 8483 1456 E: bookings.recoverycollege@wlmht.nhs.uk W: wlmhtrecoverycollege.co.uk Please note that you or the person you care for must have used West London NHS Trust's mental health services to book courses.	FREE <i>The college has now moved to Brentford TW8 8DS</i>
ONE YOU Hounslow	Advice and ongoing practical support to eat well, move more, stop smoking, drink less and be more socially active.	T: 020 8973 3530 7am to 7pm/7 days a week E: oneyou.hounslow@nhs.net W: oneyouhounslow.org	FREE
NHS Health Check	Free five yearly health check for ages 40 to 74	See your G.P. or call T: 020 8583 5390	FREE

Help with Practical Caring Tasks			
Home Care Agencies that work to agreed council standards	A list of care providers that work to LBH standards.	An up-to-date list may be found on CarePlace by searching 'framework' or by calling the First Contact Team: T: 020 8583 3100 E: adultsocialcare@hounslow.gov.uk	Council contribution to funding if eligible after assessment, or self-funded
Sainsbury's telephone assisted shopping service	Order food deliveries by phone	T: 0800 328 1700 (pre-registration required before you can place first order)	FREE
Handyperson Scheme (London Borough of Hounslow)	Minor repairs, odd jobs and safety equipment installation.	Handy Person service for homeowners, private and social tenants. See CarePlace for full details or contact: T: 020 8583 3878 (between 9 am & 1pm) E: HousingAdaptationServices@hounslow.gov.uk	FREE if on certain benefits or subsidised if not.
ASKSara (Disabled Living Foundation)	Online advice and buying guide for aids and equipment	W: asksara.dlf.org.uk	FREE
Continence Service	Nurse-led bladder and bowel dysfunction service. Provision of NHS incontinence equipment and supplies	Clinics run at Heart of Hounslow and Brentford Medical Centre. Service available to patients registered with Hounslow or Richmond GP practices. Referral via your G.P.	FREE
Clinical Waste service	Disposal of medical/hazardous waste. Service delivered by Stericycle	Clinical waste includes needles, blood, human tissue and infectious fluids. Nappies, incontinence and sanitary products are not clinical waste. T: 0333 240 4400 E: support@srcl.com	FREE
Extra big wheelie bin	Request a 240 litre bin (normal size is 140 litre)	Recycling and Rubbish Service can issue a larger wheelie bin if needed – for example, to dispose of incontinence products. T: 020 8583 5555 E: recycling@hounslow.gov.uk	FREE (supporting information may be required)
Carer's Parking Permit	Permit for your carer to park at your home if you live in a controlled parking area	Supporting information from GP required. For more info or to apply search 'carer parking permit' at: W: hounslow.gov.uk	£67.50 (12 months) Your GP may charge an admin fee
Domiciliary Dentists (Community Dentists)	Dentists that will visit you at home.	T: 0300 311 2233 (NHS England)	NHS or self-funded
Domiciliary Opticians (Community Opticians)	Opticians that will visit you at home.	Community Care Opticians T: 01895 521 461 Specsavers Healthcall T: 0800 198 1132	NHS funded if you are unable to visit an optician on your own.
Falls Prevention Assessment (Hounslow Council)	Advice and practical solutions to avoid falls in the home	The Hounslow Falls Co-ordinator can visit you at home to help you minimise the risk of falling and help you regain confidence. T: 020 8583 3038 E: falls.prevention@hounslow.gov.uk	FREE

Foot Care Services	Chiropody services	Carer's Trust Footcare Service (Home visits) T: 01895 258888	Self-funded
AGE UK Hounslow/ Complete Footcare Service	Affordable foot care by a podiatrist, offering toenail cutting and low - level foot care.	Sessions run on Mondays at Southville Community Centre between 10am and 4.30pm. By appointment only. T: 020 8560 6969 W: ageuk.org.uk/hounslow	£19.99 (20 mins) £24.99 (30 mins)
Occupational Therapy Team (London Borough of Hounslow)	Advice and information on aids, equipment and adaptations including funding advice.	Referral via the First Contact Team for aids, equipment, minor and major adaptations: T: 020 8583 3100 E: adultsocialcare@hounslow.gov.uk For general advice prior to assessment: T: 020 8583 3876/3877	Cost dependent on individual circumstances (low level equipment usually free)
Dementia Adaptation Grants	A grant to make you home more Dementia friendly	Details on CarePlace or call: T: 020 8583 3878 (9am to 1pm) E: housingadaptationservices@hounslow.gov.uk	Grant of up to £1000 (not means tested)
LinkLine + (London Borough of Hounslow)	Telecare alarms and detectors for falls, accidents and personal safety	T: 020 8583 4400 E: linkline@hounslow.gov.uk	from £3.64 pw
Getting out and about			
Carers Emergency Card Scheme (London Borough of Hounslow)	Contingency plan to provide care in the event of an emergency	Provides reassurance for Carers as it makes sure that a plan is in place to outline alternative care for the person they look after in the event of an accident or an emergency. T: 020 8583 3840 (Lyn Hammond) E: lyn.hammond@hounslow.gov.uk	FREE (Carer's Needs Assessment required)
Taxicard Scheme (Transport for London)	Subsidised taxi fares for disabled people (a carer can accompany)	T: 020 7934 9791 E: taxicard@londoncouncils.gov.uk W: londoncouncils.gov.uk/services/taxicard	Subsidised
Dial-a-Ride (Transport for London)	Door-to-door Minibus service for disabled people (one carer may accompany)	Membership required T: 0343 222 7777 E: dar@tfl.gov.uk W: tfl.gov.uk/modes/dial-a-ride	FREE
Blue Badge Scheme	Permit that allows you to use disabled parking bays.	Badge covers the person, not the vehicle, therefore a Carer can use it if accompanying the person with the disability. Apply online at gov.uk/apply-blue-badge or call: T: 0343 100 1000	£10 application fee

RADAR key scheme	Universal key to access locked disabled toilets	Buy genuine keys online from: W: disabilityrightsuk.org T: 020 3687 0790 or W: radarkey.org T: 01395 265 543	from £2.50 + postage
AccessAble (formerly known as Disabled Go)	Accessibility information on local shops, restaurants, community facilities & places of interest	Useful site for planning trips out if you have a disability or look after someone who does. W: accessible.co.uk	FREE
Day Centres, activities and befriending (other options may be found on careplace.org.uk)			
Sandbanks Day Centre Feltham (Hounslow Council)	Activities and day care for the 65+. Dementia specialists.	Assessment and referral required. Arts & crafts, fitness, on-site hairdressing and nailcare. 8am to 5pm, Monday to Friday. Packed lunch required. Contact council First Contact Team for assessment: T: 020 8583 3100 E: adultsocialcare@hounslow.gov.uk	Cost dependent on individual circumstances
AGE UK Hounslow (now based at Southville Community Centre in Feltham)	Day care service Advice, support and activities for all ages.	Age UK run the Vintage Day Provision Service offering activities and a hot meal. Also a wide range of services and activities including computer classes, will and probate advice, wheelchair hire, fitness classes and counselling. T: 020 8560 6969 E: info@ageukhounslow.org.uk W: ageuk.org.uk/hounslow	Membership required (currently £7.50 pa) Vintage Day Provision £16 per day inc lunch
Happy & Healthy in Hounslow (Hounslow Council)	Activities for Hounslow Residents aged 60+	Activities run at four sheltered schemes across the borough but are open to all. Programme may be downloaded from CarePlace or contact: T: 020 8583 4643 E: activities60plus@hounslow.gov.uk	FREE with a few exceptions (see programme)
Memory Café (Homeinstead Care)	Drop-in café and activity session for people with dementia and their carers	Tuesdays 10am – 12 noon Mission Community Centre, Mission Square, Haverfield Estate, Brentford, TW8 0SD T: 020 8574 2008 M: 07398 426672 E: info.ealing@homeinstead.co.uk W: see CarePlace.org.uk	FREE including refreshments
Discounted fitness activities for Carers (Fusion Lifestyle)	Access to Fusion Centres including Brentford Fountain, Hanworth Air Park, New Chiswick Pool, Isleworth Leisure and Heston Pools	Free access to gym, pools and studio classes when accompanying 'cared for' person. Concessionary membership rate also available. T: 0345 456 6675 or call in to local Fusion Centre	FREE if accompanying or concessionary rate for own membership
Free cinema tickets with a CEA Card	Free ticket for accompanying carer (90% of cinemas participate).	Application must be made online or by post T: 01244 526 016 E: info@ceacard.co.uk W: ceacard.co.uk <i>Many cinemas run autism friendly 'relaxed' screenings with a quieter soundtrack. It's ok to make a noise, move around or leave at any time.</i>	£6 admin fee

Free or discounted theatre tickets	No coordinated scheme – ask individual theatres	Most theatres offer a free or substantially discounted ticket for an accompanying carer. Book as far in advance as possible.	Varies
Money, legal advice and advocacy			
Better Homes, Better Health Scheme	One-to one advice on reducing household bills.	Help switching to cheaper tariffs. Support claiming benefits. Assistance with gas, electricity and water debt. Signposting to other services. T: 0300 365 3005 W: Groundwork London	Free (Contact Groundwork London to check eligibility)
Attendance Allowance	A weekly payment of: £57.30 (lower rate) £85.60 (higher rate) <i>2018/19 rates</i>	Allowance is awarded to the 'cared for' person but receipt makes several carer benefits accessible. T: 0800 731 0122 Textphone: 0800 731 0317 W: gov.uk/attendance-allowance	Call or see Gov.uk for eligibility criteria
Carer's Allowance	A weekly payment of £64.60 if eligible (2018/19 rate).	Check eligibility and claim online at gov.uk or call: T: 0800 731 0122 Textphone: 0800 731 0297 W: gov.uk/carers-allowance	Call or see Gov.uk for eligibility criteria
Direct Payments (London Borough of Hounslow)	Money paid directly to you to fund agreed carer support services	Hounslow Council Direct Payments Team: T: 020 8583 3051 E: direct.payments@hounslow.gov.uk	Carer's Needs Assessment required (not means tested)
Turn2us – benefit and grant online checker	Info on Carer's Allowance, benefits and grants	W: turn2us.org.uk/Your-Situation/Carers	FREE
Hounslow Citizen's Advice Bureau (CAB)	Advice on a wide range of financial and legal matters	Advice by phone or drop in sessions at Hounslow Civic Centre, Feltham, Isleworth, Heston, Brentford and Chiswick: T: 0300 330 1185 W: hounslowcabs.org.uk	FREE
The Money Advice Service	Government service to provide free, impartial financial advice.	Telephone and webchat advice on many financial matters including wills, Lasting Power of Attorney, pensions, benefits, budgeting and saving. T: 0800 338 7777 (Freephone) W: moneyadvice.service.org.uk	FREE
Crosslight	Free face-to-face debt and money management advice. AQS accredited.	Branches across West London inc Hounslow, Chiswick and Twickenham T: 020 7052 0318 W: crosslightadvice.org E: info@crosslightadvice.org	FREE
StepChange (formerly CCCS)	Debt advice and free debt management service.	T: 0800 138 1111 W: stepchange.org (other options may be found on CarePlace)	FREE
Council Tax Exemptions and Discounts (London Borough of Hounslow)	Exemption for people with serious and enduring mental illness (inc dementia) & carers	Apply online at hounslow.gov.uk or call: T: 020 8583 4242 <i>Exemption for carers only applicable if they live at the same address as the 'cared for' and are not related.</i>	Not means tested Medical certificate required

Statutory Advocacy or Care Act Advocacy (can assist with Carer's Needs Assessment if you are having difficulty)	Independent person/organisation that can represent your point of view.	Service provided by Hestia after referral from the council's First Contact Team: T: 020 8583 3100 E: adultsocialcare@hounslow.gov.uk	FREE
Independent Mental Health Advocacy (IMHA) Independent Mental Capacity Advocacy (IMCA) and Relevant Person Representative	Advocacy for people who need support with their rights under the Mental Health Act	Service provided by Voiceability and partners: T: 0300 330 5471 (Mon-Fri, 9am-5pm) E: hounslowadvocacy@voiceability.org W: voiceability.org	FREE
NHS Complaints Advocacy	Independent advice for people who are making an NHS complaint.	Service provided by Voiceability and partners. T: 0300 330 5471 (Mon-Fri, 9am-5pm) E: hounslowadvocacy@voiceability.org W: voiceability.org	FREE
Other services			
The Mulberry Centre (based in West Mid hospital grounds)	Walk-in cancer support service open to all including carers	Service available regardless of postcode or hospital of diagnosis T: 020 8321 6300 E: talk@themulberrycentre.co.uk W: themulberrycentre.co.uk	FREE
Bereavement & End of Life service - based at The Mulberry Centre (London Borough of Hounslow)	Support for anyone bereaved for any reason or who is supporting someone receiving care during the last phase of life. Also, individuals receiving end of life care.	Service available to anyone who lives or works within the London Borough of Hounslow. T: 020 8321 6300 E: talk@themulberrycentre.co.uk W: themulberrycentre.co.uk	FREE
Work Hounslow (London Borough of Hounslow)	Advice and support with employment and training options.	Career advice, help with job applications, CV writing and interviews. Advice on your statutory right to request flexible working as a carer. T: 020 8583 6174 E: work@hounslow.gov.uk	FREE
Alzheimer's Society (Hounslow)	Support for anyone affected by dementia	Service available to anyone who lives in the borough of Hounslow. T: 020 8563 0360 E: hounslow@alzheimers.org.uk W: alzheimers.org.uk	FREE

If you are worried about abuse, exploitation or neglect

If you, or someone you know, is being subjected to abuse (physical, emotional or financial) but it is not an emergency, you should tell someone you trust, such as a family member, support worker, social worker, nurse or police officer. You can also contact the council's **First Contact Team** to report concerns of abuse or neglect of an adult at risk in Hounslow. Call **020 8583 3100** (020 8583 2222 out of hours) or email adultsocialcare@hounslow.gov.uk

The council can assist you with a safeguarding concern no matter how you are funding services. If you are worried about your immediate safety or theirs, always call 999.

Join the Carers Operational Group

We would be delighted to have you at our Carers Operational Group (COG) which meets every two months. It is an informal place to share information carer to carer and to ask questions. For more information, search '[COG](#)' on [Careplace](#), call **020 8583 4531** or email carers@hounslow.gov.uk



Carers Rights Day 2018

Caring for your future

Free drop-in event with advice and information stalls.
Meet local service providers and other carers.
Light refreshments.



**London Borough
of Hounslow**

Friday 30 November 1.30pm-5.30pm
Civic Centre, Lampton Rd TW3 4DN

For more information on Carers Rights Day, visit [Careplace](#), call **020 8583 4531** or email carers@hounslow.gov.uk

Help us shape our Dementia Strategy

During November and December, we will be hosting a series of workshops to help shape our Dementia strategy. The workshops are open to everyone and as a carer, your input and experience are vital to the project.

The workshops will be based around five key elements:

- Preventing Well
- Diagnosing Well
- Living Well
- Supporting Well
- Dying Well

There will be morning, afternoon and evening sessions. To find out more and to book a session, visit [CarePlace](#) (news section') or contact Kim Steady (Dementia Lead) on **020 8583 6809** or kim.steady1@hounslow.gov.uk

Help us shape our Customer Services Strategy

We are currently looking at how we deliver customer services - how we communicate with residents and handle their enquiries. All feedback is welcome and will help us to improve all aspects of interacting with the council from finding the right information, to resolving queries or making a complaint.

If you would like to contribute your experiences and ideas, please contact **Susan Austin** (Head of Customer Experience) at susan.austin@hounslow.gov.uk

More information and services may be found online via CarePlace, the council's online information and advice directory:

hounslow.careplace.org.uk

While every effort is made to check information is correct, services and contact information may change. Please email careplace@hounslow.gov.uk if you find any details to be inaccurate so that we can amend for the next edition. The Carer Information sheet is reviewed every three months and [the latest issue may be found on CarePlace.](#)