

Our Greenwich, Our Carers

A guide for carers in the
Royal Borough of Greenwich



Docklands
Light Railway

healthwatch
Greenwich

Advocacy
in Greenwich


Greenwich Carers Centre
think carer

Oxleas
NHS
Improving lives


ROYAL borough of
GREENWICH

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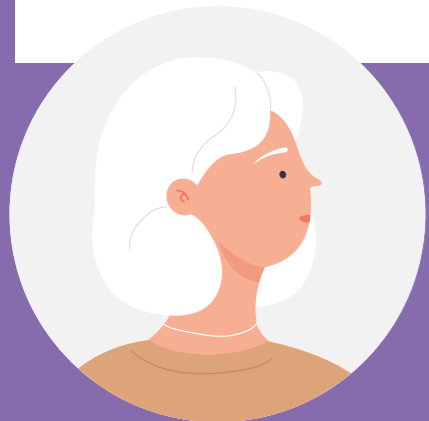


Our Greenwich, Our Carers

The time that carers dedicate, and the love and patience that you show to those you care for, is irreplaceable. You deserve to be recognised for your vital contribution as carers in our borough. It's important that all carers have the right level of support, and that you know how and where to access it in a way that suits you.

Providing flexible services that meet an individual's circumstances is key to giving people greater control over managing their own health and wellbeing, as well as those who they may care for. As set out in the 'Our Greenwich' corporate plan, we want to build a borough where everyone's health is the very best it can be, and where people's health supports them in living their best life.

This guide has been written in co-production with carers from across our borough. It is a guide for all carers in Greenwich, including those who might not have recognised themselves as a carer, those who have newly become a carer, and those who may be feeling overwhelmed. We hope it will support you in your journey as a carer in Greenwich.



Our strength- based approach

This guide was developed by the Council using our strength-based approach to Adult Social Care in Greenwich, which aims to empower our residents through person centred conversations. Our practice focuses on the well-being of our residents and what's important to them, by understanding their abilities and potential as well as their needs.

Our strength-based approach discusses the person's own resources and the networks around them. It identifies what's available in the wider community, explores the benefits of equipment and new technology, and plans support that promotes wellbeing and optimises independence.

Person-centred conversations enable support to be tailored to our residents' unique preferences, interests, and abilities, enabling them to take the lead role in their own care and decision-making.

Strength-based ways of working recognise our residents' experience of poverty, hardship, or inequality, and make the most of every opportunity to connect people to resources, enabling them to live more fulfilling lives.

Are you a carer?

According to the 2011 census, there are **19,391 carers in the Royal Borough of Greenwich**. A carer is a person of any age, adult or child, who provides unpaid support to a partner, child, relative or friend who **couldn't manage to live independently or whose health or wellbeing would deteriorate without this help**. This could be due to frailty, disability or serious health condition, mental ill health or substance misuse.¹

The person receiving care may be your next of kin, nearest relative, another family member, friend, or someone else you know with a disability, illness, or age-related needs. Carers are crucial in helping individuals maintain their independence and improve their quality of life.

The responsibilities of a carer can vary widely and may include helping with daily activities such as bathing, dressing, cooking, and medication management. Carers may also provide emotional support, companionship, and assistance with mobility.

In many cases, caregiving involves a significant time commitment, and carers often need to balance their caregiving responsibilities with other aspects of their lives. While caregiving can be rewarding, it can also be challenging, and carers need to prioritise their well-being and seek support when needed. Royal Greenwich has support services and organisations that provide resources and assistance to carers.

This guide aims to empower and support carers in Greenwich. It will help you navigate caregiving challenges and access the available assistance and resources. Getting the help you need will help promote your well-being and that of the person you care for.



¹ The Royal College of General Practitioners, 2011

What is a carers assessment and do I need one?

A carer's assessment is a conversation between you and a social care professional about the caring role or roles you have and how this affects your daily life. It is an opportunity for you to talk about any concerns you may have, the outcomes you want to achieve, and what support you may need.

Your carers assessment will look at:

- What parts of the caring role you are willing to carry on doing
- What you enjoy or is working well - and what you'd like to change
- What restrictions continuing your caring role places on your ability to live your life (for example, work, family life, and having time for recreation)
- Whether your health or well-being is at risk because of this?
- What support you already have
- What further support do you need from other family members, the local community, and funding from the council

What your carers assessment will not look at:


- Your current financial circumstances to assess free support you may be eligible for
- Individual issues with services which can be referred instead to the appropriate professional

Following your assessment, you will receive information about support available to you such as equipment, assistive technology, or services in the community. Depending on the outcome of the assessment, you may be eligible for a direct payment, which can be used to plan support for you in your caring role.

Apply for a carer's assessment:

Contact us to find out more or arrange a carer's assessment:

 **020 8921 2304** or

 **aops.contact.officers@royalgreenwich.gov.uk**

 **royalgreenwich.gov.uk/carers-assessments**

Notes

Registering as a carer with your GP

Registering as a carer with your GP will enable them to support you in your caring role.

What is offered varies between practices, but it often includes:

- Free annual health checks
- The annual flu jab and Covid-19 boosters as advised
- Access to a Carers Champion, a volunteer at your GP Surgery who can provide you with information, resources and support in your caring role
- Support with your physical and mental health to enable you to carry out your caring responsibilities
- General information and advice about being a carer
- Signposting to other services that could help, such as support groups, day centres and respite care for the person you look after
- Flexibility with booking doctor's appointments for you and the person you care for – for example, if both you and the person with dementia need to see the GP, booking appointments back-to-back so you do not have to visit the surgery twice

- Help with prescriptions, such as having them delivered to your home
- Help with advance care planning
- Support with applying for assessments and benefits such as the carer's assessment, Carer's Allowance

All GP practices have a carers' register—a list of patients providing unpaid care to someone with a long-term health condition. The receptionist or practice manager can provide a registration form.

Alternatively, Carers UK has produced a template letter you can complete [carersuk.org/help-and-advice/your-health-and-wellbeing/talking-to-your-gp/](https://www.carersuk.org/help-and-advice/your-health-and-wellbeing/talking-to-your-gp/) and send to your GP.

Once you have told your GP that you are a carer, they can add this information to your patient record and help you get the support you need.

Working with a Pharmacist

As a dedicated carer who may be responsible for collecting, ordering and administering medication to the person you care for, you play a vital role in supporting their health and wellbeing.

Your commitment and diligence in managing their medication regimen is essential for maintaining their quality of life. This section is designed to provide information, tips, and support to help you navigate the complexities of medication management. From understanding dosage instructions to handling potential side effects, we aim to provide you with the knowledge and resources needed to confidently fulfil this crucial aspect of caregiving.

Managing medicines

Timing matters

You may be required to adhere to strict rules and prescribed schedules to ensure medication is effective. Following healthcare professionals' guidance is essential, considering factors like food intake and time sensitivity. Maintain a consistent routine to prevent missed doses and to optimise therapeutic levels. Consult with healthcare providers or pharmacists for any clarifications or concerns.

Administering medication

To manage the medication regimen confidently, familiarise yourself with dosage instructions, potential side effects, and proper administration techniques. Access to the support networks below can provide reassurance and guidance in navigating challenges.

Repeat prescriptions

Repeat prescriptions in the UK are medications that patients can request without seeing a doctor every time. You can order them using the patient's prescription reorder form, which lists their regular medications. This form can usually be submitted to the GP practice in person, online, or via postal mail, and the requested medications are then prepared for collection at a local pharmacy or delivered to the patient's home, depending on the arrangement. It's essential to keep track of medication supply to ensure timely reordering and avoid interruptions in treatment.

NHS New Medicines Service

The NHS New Medicines service offers valuable support to carers by providing personalised guidance and education on newly prescribed medications. By requesting this service from your local pharmacy, you will be offered an appointment alongside the person you care for to discuss any new medications that have been prescribed, to support with understanding dosage instructions, to be aware of potential side effects, and how to manage any concerns effectively. This will help you to administer medications confidently. Additionally, the service facilitates regular check-ins and feedback, enhancing communication between you (the carer), the person you care for, and healthcare professionals. You can organise this by calling your local pharmacy and requesting the service. The service is also offered to review medications. It provides the opportunity for you and the person you care for to discuss current medications with the pharmacist and learn about any medications that have been prescribed.

Collecting medication

Usually, you should be able to collect medication on behalf of the person you care for by giving their name and address; however, sometimes, you may need ID. If requested, you may need to complete a pharmacy consent form available at Greenwich pharmacies.

Remember, there may also be a cost to the prescription that requires collection. Please check beforehand with the person you care for if they are eligible for free prescription services. The person you care for may be eligible for a free prescription if they:

- are 60 or over
- are under 16 or 16 to 18 and in full-time education
- are pregnant or have had a baby in the previous 12 months and have a valid maternity exemption certificate (MatEx)
- have a specified medical condition and have a valid medical exemption certificate (MedEx) – your doctor will give you an application form
- have a continuing physical disability that prevents you from going out without help from another person and have a valid medical exemption certificate (MedEx)
- hold a valid war pension exemption certificate, and the prescription is for your accepted disability
- are currently admitted to the hospital on a doctor's order
- are on certain benefits or have a low income

NHS Prescription Prepayment Certificate (PPC)

A PPC could save you money if you pay for your NHS prescriptions. The certificate covers all your NHS prescriptions for a set price. You will save money if you need more than 3 items in 3 months, or 11 items in 12 months. For more information visit:



nhsbsa.nhs.uk/help-nhs-prescription-costs/nhs-prescription-prepayment-certificate-ppc

What is a blister pack or dosette box?

A blister pack is a sealed, pre-packaged container prepared by a pharmacist. It organises medication into separate compartments based on the day and time it should be taken. Blister packs ensure accuracy in medication administration, reduce the risk of missed doses or double doses, and are convenient and easy for caregivers to use. They are ideal for individuals who take multiple medications at different times of the day.

A dosette box is a reusable medication organiser with compartments for daily doses. These boxes need to be filled and organised by a nonprofessional, such as a family member or the person taking the medication. They are useful for people who are able to manage their own medication or have someone at home to assist. However, there is a higher risk of error if they are not organized properly, and they require regular filling.

Clinical waste

Greenwich collects clinical waste for free if you've been referred by your GP, hospital or district nurse. Once you've been referred, we'll contact you to understand what you need for your collection.

Ask your GP, hospital or district nurse to refer you for a clinical waste collection.

Contact Street Services to arrange the collection of clinical waste products (not including medications).



020 8921 4661



contact-centre@royalgreenwich.gov.uk

Notes

Where can I get support for myself in Greenwich?

As a carer, it is easy to prioritise the wellbeing of the person you care for above your own. However, maintaining your own health and wellbeing is essential to sustaining your ability to provide quality care. Taking time to prioritise physical and mental self-care is not selfish - it's necessary. By staying well and safe, you equip yourself to meet the demands of caregiving with resilience and effectiveness. Remember, you can't pour from an empty cup. Take the time to refill yours, ensuring you can continue your invaluable role as a carer.

Greenwich Carers Centre

Greenwich Carers Centre is the borough's key provider of carer support services. Staffed by a warm and friendly team, the centre provides support services for unpaid carers. Its team of advisors can help you get the best for the person you care for and for yourself.

All carers are welcome. The centre is a place to relax and spend time with others who understand the challenges of being a carer. Social activities, events, workshops, information sessions, and therapeutic groups are available.


The centre offers training courses such as first aid, health and safety, mental health awareness, dementia awareness, employability, safeguarding, professional boundaries, and IT skills.

Greenwich Carers Centre also provides the 'red emergency wallet', which carers are encouraged to carry with them as it identifies them as a carer and provides details of someone to contact in case of emergency.

 0300 300 2233

 info@greenwichcarers.org

 greenwichcarers.org

 **Greenwich Carers Centre**
76 Hornfair Road, Charlton,
London SE7 7BD

You can access various opportunities, support and information via Greenwich Carers Centre. This includes:

- **Emotional and practical 1-1 support:** Provided by a dedicated team of Support Officers at Greenwich Carers Centre, various community locations, and by appointment within the home. Includes specialist Dementia support
- **Telephone-based keeping in touch** support and mentoring service
- **Information services** - Newsletter, emails, workshops

Access to:

- **A dedicated carer volunteer programme** providing social connectivity and hobby and interest activities across the borough
- **A comprehensive bimonthly programme** of learning and development, health and fitness and hobby and interest opportunities
- **Four carers' information forums** per year
- **A community cafe** located within Greenwich Carers Centre
- **Live-entertainment social events**
- **Carer-led activities**
- **Topic specific information** - workshops, training

Mobilise

Mobilise is an online support tool that connects carers, offers information and advice and can signpost you to carers' support services in Greenwich. You can book a scheduled online call appointment, but Mobilise does not have a telephone or in-person contact service. Mobilise can also connect you with other carers in the community, as well as video training content. The Mobilise app is available to download on Apple or Google devices via their website.

When you want to talk to someone who 'gets it', Mobilise can help whether you have a practical challenge or want a listening ear.

The Mobilise online, or virtual, cuppa is a free 45-minute video call to connect with up to 12 people in a caring role.

All you need to join is a device with access to the internet, a microphone and speakers. A camera is also helpful but not essential. Most smartphones will work just fine.



support.mobiliseonline.co.uk/greenwich

Dementia Pop Up Surgery for Carers

Carers who support someone with Dementia can pop in for information and support from a dementia specialist. You are invited to connect with the right people for your ongoing dementia journey. These sessions are held at the Greenwich Carers Centre.

 **07508 004273**

 **activities@greenwichcarers.org**

Greenwich Mindcare

Greenwich Mindcare provides advice, information, and support to dementia patients and their carers.

Greenwich Mindcare provides dementia skills workshops for carers.

 **020 3198 2222**

 **greenwich@mindcare.org.uk**

Dementia Carers - Peer Support Group

The Dementia Carers Group runs a free 'drop-in' meeting for carers and family members of those with dementia once a month in Eltham at St Mary's Community Centre, Eltham High Street.

This meeting is a support group where dementia carers can share information and practical advice on their caring roles. The meetings are free to attend, but a donation is suggested for the tea and coffee served.

 **07598 404 747**

Learning Disabilities Carers Social Group

Do you care for an adult family member who has learning disabilities?


- Informal and relaxed
- Meet other carers who understand
- See the lighter side together
- Share your problems
- Help others with your experiences
- Find out information that can help
- Everyone is welcome

 **020 8294 8297**

Oxleas House Carers Support Group

For carers of people with mental illness at Oxleas House and in the community, join in for practical information and support, as well as peer support.

 **020 8836 8543**

 **Oxleas House, Queen Elizabeth Hospital, Stadium Road, London, SE18 4QH**

Older Carers - Information Support and Advice

Connect with the Older Carers Community Development worker who can provide Information and support to promote your continued well-being.

This could include:

- Home visits and telephone support
- Practical and emotional support through a volunteer befriender
- Information and guidance on issues such as welfare benefits and counselling services
- Helping you to share experiences through various support groups and social activities in your area
- Help to get respite
- Carers assessments and signposting you to other appropriate services in your area

Contact Lesley Skinner, Older Carers Community Development Worker, on

 **07804 486066**

 **l.skinner@ccsel.org**

 **ccsel.org**

 **Crossroads Care SEL, 42 Pier Road, Erith, Kent, DA8 1TA**



Looking after yourself

As a carer, it's easy to prioritise the needs of those we care for above our own. However, it's essential to remember that caring for yourself is equally important. This section explores the importance of self-care and introduces various enablers designed to support you in your caregiving role. From discounted cinema tickets to carers parking permits providing convenience and accessibility, the following section of the booklet suggests some ways to alleviate some of the challenges you may face and promote your well-being. It's time to acknowledge the importance of self-care and explore the enablers available to support you in your caregiving journey.

Live Well Greenwich

All sorts of things in life affect your health and well-being.

Live Well Greenwich is an initiative supported by the Council that supports residents in living healthier, happier lives for longer.

Live Well Greenwich works with local partners, services, and communities to address various issues that affect physical and mental health.

The Live Well Greenwich line is a FREE helpline staffed by local, trained health and wellbeing advisors for signposting and support to live well.

Call the Live Well Greenwich Line on

 **0800 470 4831 to get help with**

- Money, debt and benefits advice
- Housing issues, including staying warm in winter
- Training and employment support
- Reducing social isolation
- A healthier body and mind, including support for stopping smoking, getting active, and mental wellbeing

You can also fill out the online referral form for yourself or on behalf of someone else. An advisor will then be in touch with you shortly.

 **referral.connectucommunity.com/livewell/referral**

Carers Parking Permit

If the person you care for needs you to visit them at their property, they can apply for a carer parking permit.

Carer permits are free and are valid for 12 months from the chosen start date.

Who can apply

If the person you care for lives in a Controlled Parking Zone (CPZ) in the borough, they can apply for a carer permit. They must keep the permit and give it to you to use when you visit.

Carers cannot apply for a carer permit.

Apply online

The person you care for can apply for a new carer parking permit or renew an existing one online.

They must create an online account if you do not already have one.

If you cannot apply online, call our contact centre on

 **020 8921 4339**

 **royalgreenwich.gov.uk/cpz-permit**

Carers UK

Information and guidance


Carers UK is a national resource available to all carers.

Whether you're looking for information on benefits, practical help in your caring role, or support in the workplace, their help and advice pages offer detailed guidance.

You can also download their resources, including factsheets and Looking After Someone guide, or order printed copies of guides from their online shop.

Helpline

If you have a question about caring or need to talk to someone, call the Carers UK Helpline on

 **0808 808 7777 from Monday to Friday, 9am - 6pm or email**

 **advice@carersuk.org at any time.**

 **carersuk.org**

We suggest you email them if you have a more complex query, as they can provide more information.

The Carers Trust

The Carers Trust transforms unpaid carers' lives through collaboration, influence, evidence and innovation.

The Carers Trust is committed to speaking truth to power, engaging with key decision-makers and influencers across the UK, and bringing about the changes needed to transform the lives of unpaid carers.

How does Carers Trust help unpaid carers locally?


The local services offered by each Carers Trust Network Partner vary. Services might include:

- Emotional and practical support for carers - including care in the home to enable carers to take a break
- Carers emergency services, outreach work in GP surgeries, hospitals and schools to reach carers who haven't come forward;
- Information and advice on issues such as benefits, grants and other help available;
- Giving carers a voice;
- Helping carers to share experiences through group support and socials; providing access to education, training and employment;
- Supporting young carers through preventative, whole family work and clubs, school activities and mentoring.

Carers Trust cannot provide individual help and information service, but please look at the help and info pages, where you may find the information you need.

You can also find your nearest Carers Trust Network Partner for local support for unpaid carers via the website (any time) or by calling

 **0300 772 9600**
(Mon–Fri, 9–5 pm)

 **carers.org/help-for-carers/carer-services-near-you**

 **carers.org/help-for-carers/introduction**

Mental health support for carers

Greenwich Time to Talk

Time to Talk is part of a national programme called NHS Talking Therapies. It is for people with mild problems of anxiety or depression who are motivated to work to change the situation. Greenwich Time to Talk offers free psychological treatment for anxiety and depression. This is mainly Cognitive Behaviour Therapy (CBT) and counselling. The service can help people learn ways to help themselves to feel more able to cope with their problems.

The therapists are based in Eltham but can see patients at other centres throughout the Royal Borough of Greenwich.

The service is only for people who live in the Royal Borough of Greenwich and are aged 16 and over. Referrals can be made through a GP or other health professionals. If you want to refer to the service, you can complete the form or contact the number below.

Contact Greenwich Time to Talk

 **020 3260 1100**

 **oxl-tr.greenwichtimetotalk@nhs.net**


 **oxleas.nhs.uk/greenwich-time-to-talk**

 **Floors 1 and 2, 135-143 Eltham High Street, Eltham, SE9 1TJ**

Greenwich Samaritans

Samaritans is here for anyone struggling to cope – day or night, 365 days a year. Samaritans take action to prevent people from reaching crisis points, helping people find ways to manage and learn the skills to be there for others. Samaritans have been supporting the local community since 1969, working towards a world where fewer people die by suicide. In Lewisham, Greenwich and Southwark, Samaritans provide a listening service and school and prison outreach.

You can reach out to one of their trained listening volunteers via

 **FreeCall, from any phone, 116 123**

 **jo@samaritans.org**

 **samaritans.org**

Greenwich Mental Health Carers Peer Group and Greenwich Mental Health Carers Forum

This is a forum for those caring for someone with mental illness in Greenwich.

It is an opportunity to connect with other unpaid carers in Royal Greenwich and have your voice heard.



Contact Matthew McKenzie at

 mmckenz11@hotmail.com

or Janice Walker at

 janice.walker@greenwichcarers.org

The carer peer support group allows carers who care for someone with mental illness to network and provide a safe confidential environment to share stories and experiences. The group looks to encourage unpaid carers across Royal Greenwich to reduce isolation, support each other and build a network.

The carers forum allows carers to get engagement from services - particularly Oxleas services, the local authority, the voluntary sector and a chance to even hear from researchers. The group looks to encourage unpaid carers across Oxleas services to feedback about services especially services aimed at friends, families and unpaid carers.



Is there any support when caring for someone with drug and alcohol addiction?

Via Greenwich

Are you worried about your own or someone else's alcohol or drug use?

Via provides free and confidential advice, care and support for people in Greenwich aged 18+.

You can visit the service in person or contact them by phone or email. You can also fill in the online form; once they've received it, they will contact you.

Register online

Any professional, such as a housing support worker, social worker, GP, or nurse, can also make a referral for you.

Your first visit

Going to the service for the first time might feel daunting, but the friendly team will do their best to help you feel comfortable. You'll meet with a support worker, talk about your concerns, and then make a plan together.

Via offers help to the family, friends, and carers of the people who use the services.

How they can help

At Via, you can get:

- Advice about your health and wellbeing
- Regular sessions with your keyworker
- A range of different support groups
- Looking ahead to what might be next for you: motivational programmes, education, training and employment support, peer mentoring and volunteering.

Evening appointments, online groups, and telephone or video sessions are also available to fit around your other commitments.

Contact Via Greenwich

 **0300 303 4552**

 **greenwich@viaorg.uk**

 **viaorg.uk/services/greenwich**

 **821 Woolwich Road, Charlton, SE7 8LJ**

Is there any national support for carers?

National support can typically provide a range of resources in Royal Greenwich to support you in your caring role. These services aim to assist you in various aspects of your role, including emotional support, practical advice and access to available benefits and services. They may offer counselling or support groups to help you manage stress and emotional challenges associated with caregiving responsibilities. Additionally, these services may provide training or educational programs to enhance your skills and knowledge in providing care. Generic services can be invaluable in offering comprehensive support tailored to the needs of individual carers, helping you to navigate and cope with the demands of your caring role more effectively.

Age UK

Age UK Bromley & Greenwich is the only specialist agency in Bromley and Greenwich working with and for older people across the boroughs. It provides a single entry point to joined-up, quality preventative services, activities, and support that promote opportunities, independence, and choice for older people, adult carers, and those with long-term conditions.

Age UK offers valuable support through information and advice services and support groups. You can access practical assistance for household tasks and transportation and training sessions to enhance caregiving skills. With Age UK's help, you can navigate the challenges of caregiving more effectively while maintaining your well-being.

Contact Age UK Bromley and Greenwich

 **020 8315 1850**

 **info@ageukbandg.org.uk**

 **ageuk.org.uk/
bromleyandgreenwich**

 **Our Greenwich Office:
2-6 Sherard Road, Eltham,
SE9 6EX**

South East London Mind

South East London Mind is a well-established and highly regarded mental health and dementia charity in South East London.


The charity serves people with mental health problems and dementia in Bromley, Greenwich, Lambeth, Lewisham, and Southwark.

South East London Mind provides the following services in the Royal Borough of Greenwich:

- Counselling including General Counselling, Mindline Telephone Counselling and Crisis Counselling
- Peer Support
- Men's Therapy Group
- Suicide Bereavement Service
- Employment Support (IPS)
- Support for Employers
- Benefits Assessment Support
- Greenwich Mindful Mums
- Being Dad
- Connecting Communities Alliance
- Psychodrama Group
- Mindfulness Group
- Hearing Voices Group

You can speak to a Mind's Mindline telephone counsellor on

 **020 8853 1735** for support

 **Opening times:**

**Monday – Friday
10.30 am—4.30 pm**

**Monday, Tuesday,
Thursday and Friday
6 pm—9 pm**

**Saturday
10.30 am—1.30 pm**

You will talk to a counsellor for up to 50 minutes and be signposted to other services if needed. If you need support outside these times, contact the Oxleas urgent advice line at **0800 330 8590**.

Greenwich Mental Health Services

 **020 8853 2395**

 **greenwich@mindcare.org.uk**

Greenwich Mindcare Dementia Services

 **020 3198 2222**

 **greenwich@mindcare.org.uk**

Referrals:

You can phone Mindline for an anonymous, safe, confidential, non-judgemental space to discuss any difficulties you may be experiencing. Mindline is for:

- Anyone who is experiencing difficulties
- When it is hard to speak with friends and family
- When you need to speak in confidence and receive non-judgemental support
- Adults living in Greenwich or registered with a GP in Greenwich

Alzheimer's Society

Alzheimer's Society provides information, advice, and support to anyone affected by dementia in England, Wales, or Northern Ireland. The charity can be contacted online, by phone, or in person.

If you have any concerns about Alzheimer's disease or any other form of dementia, visit the website or contact the Dementia Connect support line on

 **0333 150 3456**

 **alzheimers.org.uk**

Parkinson's Society

Every hour, two people in the UK are told they have Parkinson's – a brain condition that turns lives upside down, leaving a future full of uncertainty. Parkinson's UK ensures people have whatever they need to take back control – from information to inspiration.

Free, confidential helpline

 **0808 800 0303**

 **parkinsons.org.uk**

Stroke Association

Stroke Association offers a wide range of information to answer your questions and give you ideas for getting practical help caring for someone who has had a stroke.

Call the stroke line at

 **0303 3033 100**


Visit their website for more details

 **stroke.org.uk/caring**

MS Society

What you need to support the person in your life with Multiple Sclerosis is individual to you. There's no 'one size fits all' answer. Multiple Sclerosis is unpredictable, so what you need will change. You might think that what you need is the same as what the person you care for needs. But try to separate your own needs and not lose sight of them.

MS Helpline

 **Freephone 0808 800 8000**
(closed on weekends and bank holidays)

 **helpline@mssociety.org.uk**

 **mssociety.org.uk**



Notes

How can I balance employment and caring for someone?

Balancing caregiving duties with professional life can be challenging, but at Greenwich, we aim to provide residents with resources and information to help them. In this section, you can find employment support services tailored to carers, understand your rights in the workplace, and find local organisations offering assistance. Whether you're seeking job opportunities, flexible working arrangements, or financial support, empower yourself with the knowledge and tools to thrive as a caregiver and in your career.

How can the council support me in working?

Local Councils play a crucial role in helping carers balance caregiving responsibilities with work commitments. We can offer various forms of support, such as flexible working arrangements, access to respite care services, and financial assistance.

By providing these resources, we hope to empower carers to pursue their careers while ensuring that the people they care for receive the care they need.

Greenwich Local Labour and Business (GLLaB)

Greenwich Local Labour and Business (GLLaB) is the council's employment and skills service.

GLLaB partners with various organisations to give you the best chance of finding a job in Royal Greenwich and the wider area.

GLLaB can help if you are a Royal Greenwich resident who is:

- Looking for your next job
- Wanting to learn new skills to re-train or up-skill for a new career
- Wanting to get back to work after a break
- Looking for your first job
- Looking for an apprenticeship or pre-apprenticeship programme

GLLaB's Integrated Employment and Advice Support Service can also support residents with:

- Financial advice - from Welfare Rights Service on benefits and better off calculations based on job options
- Housing advice – from Housing Inclusion Team for support for tenants and people at risk of becoming homeless

What are my rights when at work?

Your rights to emergency leave

Check your employment status to see if you're classed as an 'employee'.

As an employee, you're allowed time off to deal with an emergency involving a dependent.

A dependent could be a spouse, partner, child, grandchild, parent, a person who lived in the same household (except a lodger/tenant) or someone who depends on you for care.

You're allowed a reasonable amount of time off to deal with the emergency, but the amount of time is not set, therefore this should be discussed with your employer and/or you should review your employers' policies in relation to this.

For example, if your child falls ill, you could take time off to visit the doctor and make care arrangements. Your employer may then ask you to take annual leave, unpaid leave or parental leave if you want to look after your child for longer.

Tell your employer as soon as possible how much time you'll need so it can be agreed.

Limits on time off

No limits exist on how often you can take time off for dependants providing it is an emergency. Your employer may want to talk to you if they think you are having regular time off which is affecting your work.

Pay

Subject to your employers policies, your employer may pay you for time off to care for dependents, but they do not have to. Check your contract, company handbook, or intranet site to see if there are rules about this.

Exceptions

You cannot have time off if you know about a situation beforehand. Emergency leave is only for genuine emergencies, for example, you would not be covered if you wanted to take your child to the hospital for an existing appointment. You might get dependents leave instead.

Compassionate leave

If you are not given time off for dependants, your employer may allow you ‘compassionate leave’ - paid or unpaid for emergencies. Check your employment contract, company handbook or intranet for details about compassionate leave.

What is considered an emergency?

Here are some examples of when you would be granted time off for an emergency:

- Your usual care arrangements have broken down or been disrupted
- You need to deal with the death of a dependant

- A dependant falls ill, has been assaulted or has been in an accident
- You need to make long-term arrangements for a dependant who is ill or injured (but not to provide long-term care yourself)
- You need to deal with an incident involving a child during school hours

How do I approach my employer about taking time off?

Contact your employer when you know you need to take time out. Be precise about the details where possible.

After a phone call or face-to-face conversation, you may find it helpful to summarise what you have agreed by email. Having a record to avoid misunderstandings or crossed wires is a good idea.

If you are worried you could be challenged, referring to your organisation’s policy may be helpful. You could look on the organisation’s intranet or speak to someone in human resources to obtain a copy.

Have problems with taking this time off?

You can seek professional advice if you feel you are being mistreated or your employer is making this difficult. Citizens Advice provides exemplary guidance and outlines options for other scenarios where you might need to take time off.

Carers Leave

A new law was passed to support working carers.

Age UK states that knowing your legal rights as a carer within employment is crucial for ensuring your well-being and ability to balance work with your caregiving responsibilities. This table serves as a comprehensive guide, outlining the rights and protections afforded to employees including carers in the workplace. It highlights vital provisions under various employment laws and regulations, from flexible working arrangements to entitlements for carer’s leave.

The Carer’s Leave Act 2023 came into force on the 6th April 2024 providing all carers in employment with a new statutory right to take five days unpaid leave from work each year to fulfil their caring responsibilities.

Other Options for Employees and Carers

The table below serves as a comprehensive guide, outlining the rights and protections afforded to employees including carers in the workplace in respect of their working arrangements. It highlights several options under various employment laws and regulations, which you may be entitled to subject to whether your organisation is able to offer it to you.

Flexible working	Flexible working is a way of working that suits an employee’s needs, such as having flexible start and finish times or working from home. As of the 6th April 2024 all employees have the legal right to make a statutory request from day one to make permanent changes to their contract to work in a job flexibly. Employers must discuss the employees request with them before refusing their application.
Job sharing	Two employees share one job and split the hours.
Working from home	It might be possible to do some or all of the work from home or anywhere other than the regular place of work.
Part-time	Working less than full-time hours (usually by working fewer days).
Compressed hours	Working full-time hours but over fewer days.
Flexitime	The employee chooses when to start and end work (within agreed limits) but works certain ‘core hours’, such as 10 am to 4 pm daily.
Annualised hours	The employees have to work a certain number of hours over the year. The way they work over the course of the year is agreed with their employer.
Staggered hours	The employee has different start, finish and break times from other workers.
Phased retirement	Phased retirement is a flexible retirement option that allows an employee to take part of their pension whilst they continue to work.

Notes

How can I manage a social life alongside caring responsibilities?

As a carer, having support networks and attending social activities is important. Taking care of someone can be physically and emotionally demanding, so having a support system can provide much-needed relief and a sense of community. Connecting with other carers can allow you to share experiences, exchange valuable advice, and seek and offer emotional support.

Social activities also allow carers to take a break, have fun, and recharge your batteries. It's all about creating a healthy balance and ensuring you have the support and social connection you need.

Greenwich Community Directory

The Council has used government funding to build a trailblazing new community website. Accessing support services, healthcare providers, social activities, and educational resources is made easier through the Greenwich Community Directory. This online centralised hub of information provides Greenwich residents and you, their carer, with essential connections to local resources tailored to your needs via the website. From finding respite care to accessing peer support groups and educational workshops, the Greenwich community directory empowers you to navigate your caregiving journey effectively. If you cannot get online, please call Livewell Greenwich for all the support and information from the Greenwich Community Directory at **0800 470 4831**.

 greenwichcommunitydirectory.org.uk

Can I take a break from my caring role?

Respite

Respite is a period of rest or relief during which you can take time away from your caregiving duties to recharge, attend to personal needs, and address your well-being. Respite care can take various forms and may involve the temporary care of the individual receiving assistance from another caregiver, a family member, or friends or through formal respite care services. The Royal Borough of Greenwich respite is identified as part of the care act assessment, and provision is determined based on needs and local capacity. If you would like to consider respite, don't hesitate to contact the central access team, who can help with further information.



020 8921 2304



aops.contact.officers@royalgreenwich.gov.uk

Greenwich and Bexley Volcare

Greenwich and Bexley Volcare was started in June 2000 to provide flexible breaks for Carers by supporting people in their homes. Support is given by full-time volunteers who can provide help with things like social activities, company, and companionship, as well as help to ensure the safety of the person you care for while you are away from home. The service is free and available to Carers where the person they care for lives in the Royal Borough of Greenwich.

It is important to note that Volcare cannot accommodate service users who need support with personal care.

For more details and eligibility information, please visit



020 8302 0198



carerssupport.org

(Please note that Bexley Volcare supports Greenwich residents.)

Notes

Am I legally responsible as a carer?

As a carer, you may have legal responsibility or not. Navigating the legal aspects of the person you care for can be daunting. This section provides clarity and guidance on essential legal tools such as Lasting Power of Attorney (LPA) and other legal arrangements. Understanding these options empowers you to make informed decisions, ensuring your well-being and the protection of yourself and the person you care for. Here, we explore the legal landscape and discover the options available to support you in your caring journey.

Next of kin

A next of kin is typically the closest living relative and plays a crucial role in making medical decisions for an incapacitated person and handling post-death arrangements. This includes providing consent for treatments, arranging funerals, and registering deaths. If there is no will, the next of kin may also manage the deceased's estate according to intestacy laws. However, being next of kin does not automatically grant legal authority over the estate without proper legal procedures.

LPA

A LPA is a legal document that allows an individual, referred to as the "donor," to appoint one or more people, known as "attorneys," to make decisions on their behalf. This legal arrangement is often used in situations where the donor may become unable to make decisions due to illness, disability, or mental incapacity.

There are two main types of LPA in the United Kingdom:

- 1. Health and Welfare LPA:** This type of LPA grants the appointed attorney(s) the authority to decide on the donor's health and personal welfare. This can include decisions about medical treatment, living arrangements, and day-to-day care.
- 2. Property and Financial Affairs LPA:** This LPA gives the appointed attorney(s) the authority to make decisions about the donor's financial and property matters, including managing bank accounts, paying bills, and handling property transactions.

The key feature of a LPA is that it remains valid even if the donor loses mental capacity. However, before the LPA can be used, it must be registered with the UK's Office of the Public Guardian.

More information and how to sign up can be found on this website:



gov.uk/power-of-attorney/make-lasting-power

Information can also be obtained through a solicitor, which will incur additional charges. The donor must also have the mental capacity to create the LPA, and the attorneys must act in the donor's best interests.

Individuals must carefully consider their choice of attorneys and discuss their wishes and preferences with them before creating a LPA. Having an LPA in place can provide peace of mind that someone trusted can make decisions on the individual's behalf if they cannot do so themselves.

Consider setting up a Power of Attorney (POA) for someone you care for with the following tips:

Arrange It Sooner: Anyone over 18 who can establish a POA can do so. Consider setting it up sooner rather than later.

Discuss It: Engage in a thoughtful conversation with the person you care for before setting up a POA. Ensure their agreement to act on their behalf.

Practical Advantages: Recognize the practical benefits, especially in managing financial matters. Persuade financial institutions to keep a copy on file for smoother processes.

Research Types: Understand various types of POA, including ordinary power of attorney, lasting power of attorney, and enduring power of attorney.


Alternatives to POA

Appointee Status: List crucial service providers and explore the possibility of becoming an appointee. This would allow you to be a spokesperson for the person you care for.

Appointeeship as a carer is a legal arrangement where an individual is appointed to manage the financial affairs of someone unable to do so themselves due to incapacity, disability, or illness. This arrangement is often necessary for individuals who lack the mental capacity to make decisions about their finances and do not have a lasting power of attorney or a court-appointed deputy.

As an appointee, responsibilities may include managing the person's benefits, paying bills, dealing with bank accounts, and ensuring their financial needs are met. It's important to understand that appointeeship is a significant responsibility and requires acting in the best interest of the person you care for.

To become someone's appointee, you apply to the Department for Work and Pensions at

 [gov.uk/become-appointee-for-someone-claiming-benefits](https://www.gov.uk/become-appointee-for-someone-claiming-benefits)

Apply to become an appointee

Who you phone to apply, depends on the benefit:

Attendance Allowance Helpline

 **0800 121 4433**

Disability Living Allowance Helpline

 **0800 121 4433**

State Pension Service Helpline

 **0800 731 0469**

Personal Independence Payment (PIP) Helpline

 **0800 917 2222**

All other benefits - contact Jobcentre Plus

 **0800 328 5644**

When applying, you will likely need to provide information about the person you care for, including their income, assets, and any relevant medical or legal documentation demonstrating their incapacity to manage their finances independently. You may also need background checks and provide references to ensure you're suitable for the role.

Deputyship Application


If the person lacks decision-making capacity, consider applying for deputyship. The Court of Protection is a vital safeguard for vulnerable adults in the UK who lack the mental capacity to make decisions, particularly regarding health, welfare, and finances. Established under the Mental Capacity Act 2005, it operates to ensure that decisions made on behalf of these individuals are in their best interests. The court has the authority to make decisions or appoint deputies to act on behalf of those deemed incapable. To apply to the Court of Protection, you must submit an application outlining the circumstances and providing evidence of the individual's incapacity. This may involve medical assessments, social service reports, and statements from family members or caregivers. The process balances autonomy with protection, ensuring vulnerable adults receive appropriate care and support while respecting their rights and dignity.

Contact

 **0300 456 4600**

 **courtofprotectionenquiries@justice.gov.uk**

 **[find-court-tribunal.service.gov.uk/courts/court-of-protection](https://www.find-court-tribunal.service.gov.uk/courts/court-of-protection)**

 **Court of Protection, PO Box 70185, First Avenue House, 42-49 High Holborn, London, WC1A 9JA**

If you think the person you are caring for requires support from the court of protection or may need someone to act as a deputy, don't hesitate to contact them below for further information.

Third-Party Mandate Form

Complete a third-party mandate form for banks or account providers, specifying a designated person to receive instructions about the individual's finances.

A lasting power of attorney can be cancelled if the person you care for no longer needs it or wants to transfer it to someone else.



Notes

Is there any financial support available for carers?

Caring for someone can present various financial challenges, from managing reduced income to navigating complex benefits systems. This section aims to provide valuable guidance and resources to effectively support you as a carer in addressing your financial needs. Whether seeking advice on budgeting, accessing benefits, or planning for the future, the services listed below help you navigate caregiving's financial aspects confidently and safely. Financial support can come from central government, from your local health service, or from the Council's social services.

What is Carers Allowance and am I eligible?

You could get a weekly payment if you care for someone at least 35 hours a week and they receive certain benefits.

You do not have to be related to or live with someone you care for.

You are not paid extra if you care for more than one person.


If someone else also cares for the same person as you, only one of you can claim Carer's Allowance.

You'll automatically get National Insurance credits each week you get Carer's Allowance.

You may also be able to apply for:

- Support from the council
- A Council Tax Reduction
- Universal Credit if you're on a low income or out of work
- Pension Credit if you're over working age
- Grants and bursaries to help pay for courses and training

General enquiries

 **Telephone: 0800 731 0297**
Textphone: 0800 731 0317


For more information, visit:

 [gov.uk/carers-allowance](https://www.gov.uk/carers-allowance)

If you cannot apply online call the Carer's Allowance Unit to request a form.

Advice Hubs

The Council funds three advice hubs at community centres in East Greenwich, Eltham and Glyndon that offer residents the chance to get free face-to-face welfare benefits and debt advice, at weekly drop-in sessions.

 **Call 020 8921 6375 on Monday, Wednesday and Thursday, from 10am to 1pm.**

 royalgreenwich.gov.uk/advice-hubs

Welfare Rights Service

Advice on benefits, tax credits and grants

The Welfare Rights Service advises Greenwich residents on tax credits and benefits, including Universal Credit.


The welfare rights service benefits webpages and benefits factsheets provide advice and information on various benefits and other forms of financial support. You can also use the benefit calculator to check your entitlement to support.

Most tax credit and benefit claims are online, but paper claim forms are available. Contact us to request these.

For further information call

 **020 8921 6375**

You can also use the contact form on our website at

 royalgreenwich.gov.uk/welfare-rights to send an online query.

Council Tax Discount


Discounts for disabled people


You may be able to get a council tax discount if you or anyone in your home is disabled, and if one or more of the following statements is true:

- a room in the home is mainly used and needed by the disabled person
- a second bathroom or kitchen in the home is used and needed by the disabled person
- a wheelchair is used indoors by the disabled person.

For further information and to apply:

 **020 8921 4900**

 benefits@royalgreenwich.gov.uk

 royalgreenwich.gov.uk/info/200256/council_tax_discounts/471/disabled_occupant_relief_council_tax_discount

Citizens Advice and Greenwich Money Advice Service

Citizens Advice is a local charity that offers free information, advice, and casework to residents of the Royal Borough of Greenwich.

Citizens Advice can help with many problems, including debt, housing, benefits, employment, family issues, discrimination, consumer complaints, and more.

The charity also provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities.

Debt advice and counselling at Citizens Advice

Take control of your finances early to prevent problems later. Do not wait until you are in financial trouble. It is always a good idea to keep track of your money.

Managing your finances allows you to cope with changing circumstances or nasty surprises, borrow wisely, and plan for retirement.

Dealing with a debt problem

If you are worried about debt or money problems, the most important thing is to:

- Take action sooner rather than later - do not ignore calls or letters
- Talk to creditors
- Get advice.

Debt and money advice

Greenwich Money Advice Service is a specialist unit of the Greenwich Citizens Advice Bureau that helps local people with financial difficulties and debt problems.

You can get help with the following:

- Budgeting
- Negotiating with creditors
- Checking your entitlement to benefits
- Court procedures.

To find out more information or book an appointment at the advice hub, don't hesitate to contact

 **080 8278 7965**

Calls are answered by Citizens Advice Greenwich and are charged at the local rate.

Contact the service directly for an appointment at

 **greenwichcab.org.uk**


Rent Arrears - Housing

Housing Support for Carers

Managing housing charges can be overwhelming, particularly for carers who may be juggling caring for themselves and the person they care for, and falling into arrears can lead to severe consequences.

If you're struggling to pay council housing charges, seeking support promptly is crucial. Contact your income officer at

 **020 8854 8888, or**


 **income-business-support@royalgreenwich.gov.uk**
for assistance.

Ignoring arrears letters can result in eviction, so responding and seeking help is vital. The Royal Borough of Greenwich aims to assist tenants facing financial difficulties, but failure to address arrears may lead to legal action or eviction.

Private Renting Rights and Assistance

As a private renter, you have rights and protections against unfair treatment. Ensure your landlord follows regulations, such as deposit protection schemes, and provide necessary documents like gas certificates and the 'How to Rent' guide.

If issues arise with housing or letting agents, seek assistance from approved redress schemes. Visit the "How to Rent" Guide or the Shelter Housing advice


 **0808 800 4444**
for more information on your rights and available resources.

Facing Eviction

Facing eviction is distressing, but landlords must adhere to government procedures. Official eviction notices, like Section 21, must be valid to proceed.

If uncertain about an eviction notice, seek guidance from the Council's Housing Team

 **020 8921 2863 or**


 **housing-inclusion@royalgreenwich.gov.uk**
which offers support to tenants facing eviction or harassment.

Rent Payment Assistance

If you're struggling to pay rent, act promptly to protect your housing stability. Prioritise rent payments and seek assistance from the Council's Housing Team if falling behind or expecting future difficulties. Low-income renters may qualify for Local Housing Allowance (LHA) to help cover rent expenses.

Don't hesitate to contact the advice and benefits service if you feel you or the person you care for may be eligible

 **020 8921 4900**

 **benefits@royalgreenwich.gov.uk**

If you have any questions regarding the Council's housing services for you or the person you care for, our website has the information you need on:

- Housing
- Council homes - tenancies
- Council homes - building work and repairs
- Council homes - payments and charges
- Housing options and homelessness
- Leaseholders
- Private homes
- Housing service standards and complaints

Visit

 **royalgreenwich.gov.uk/
contact-housing**
for more information.

Other housing team contact details:

Housing - tenancies

 **020 8921 6383**

 **tenancy-Enforcement-Teams@royalgreenwich.gov.uk**

Housing - repairs

 **020 8921 8900**

 **housing.repairs@royalgreenwich.gov.uk**


Housing - allocations and rehousing

 **020 8921 2941**

 **housing-allocations@royalgreenwich.gov.uk**

Housing - rents

 **020 8854 8888**

 **rent-account-enquiries@royalgreenwich.gov.uk**

Housing Inclusion Service - your options

 **020 8921 2863**

 **Contact us online**

Notes

Notes

How do I keep safe at home?

Safety is essential for you and the person you are caring for, and there are many ways to stay safe while caring.

No matter what activity you need to do (helping someone to bathe, eat/drink, get dressed, be safe indoors, etc.), start by identifying what hazards you may face for each part of the activity. Then, find out the steps to stay safe and prevent accidents.

Remember, respecting the person's wishes without doing unsafe things is essential. This may mean telling the person you care for that you cannot do something because it is dangerous for both of you. You might find something similar that you can do more safely.

As a carer, you should:

- Find out all that you can about the illness or disability of the person you are caring for
- Find out all the information you can about the medication they are taking and its side effects
- Find out what the person can do themselves (and let them do it, even if it takes a little longer) and regularly check that things have not changed
- Be on the lookout for hazards that might cause danger to you or the person you care for
- Minimise hazards before carrying out any activities
- Carry out all activities in a safe manner
- Discuss any support or 'training needs' with social services or your local carers centre (Carers Assessment or self-assessment)
- Discuss and write down an emergency contingency plan with social services or your local carers centre
- Ask for help when things get too difficult


A risk assessment is the first step towards ensuring you are safe carrying out any activity. It helps to:

A risk assessment:


- Allows you to look at a situation or event and think about how to do it safely
- Identifies any hazards
- Assesses what harm the hazard could cause
- Sets out the steps to take to reduce or eliminate the hazard.

We all do things daily that could cause us harm or injury, and we usually do a quick risk assessment to ensure we are as safe as possible. However, when we have things to do in our caring role, we do not always think as clearly. Professional workers would not carry out some of their tasks without first doing a risk assessment to ensure that they and the person they care for remain safe. And remember, you only need to do a risk assessment on each task once (unless the situation changes).


Life can be pretty packed and hectic, so it is a good idea to list safety measures for each task you do. For example, please make a list for when you get the person up and another for when you help them bathe, etc. Many lists are already printed out for people to use; these are called risk assessment tools. Some of the areas they cover include:

 **Home environment**

- Are walls, floors, stairs and passageways in good condition and clutter-free?
- Is there enough lighting, proper ventilation and temperature control?
- Are there suitable facilities for washing and eating?
- Can the home be kept tidy, clean, and free of pests and vermin?


 **Health and safety**

- Do you (and possibly the person you care for) know about first aid and how to deal with accidents?
- Do you and the person you care for know what to do in an emergency?
- Do other people know how to help you in an emergency?
- Moving people and manual handling
- Are there different situations where you need to help the person stand/move?
- Are handling aids available, and do you know how to use them?
- Does the person use a wheelchair, and do you know how to help them use it safely?
- Do you need to lift and carry any heavy objects?


 **Food and drink**

If you prepare food for the person:

- Do you know enough about their dietary requirements?
- Is the kitchen area safe, and are there proper facilities for storing and preparing food?
- Are there proper facilities for washing up, keeping food-preparation areas clean and removing waste?
- Do you know how to use the various kitchen appliances?


 **Prevent slips, trips and falls**

- Make sure stairs, corridors and areas where people walk are well-lit and free of clutter
- Wipe up spills immediately
- Make sure carpets are secured
- Don't let cables trail across rooms or doorways
- Don't stand on a chair or boxes to reach something. Use a stepladder


 **Keep things tidy**

Clean up clutter and keep surfaces and tables free of crumbs and spills. This can help keep insects and other pests away. Put things in the right place.


- Put away equipment after using it. Make sure it does not trip anyone up or block exits
- Store equipment, cleaning products and anything else you use in a safe place
- Make sure anything the person needs regularly is within reach, so they don't have to bend or twist

 **Moving and handling**

- If you look after someone with an illness or disability, you may need to help them move around.

 **In the bedroom:**

- Getting in or out of bed
- Turning over in bed
- Sitting up in bed

 **In the bathroom:**

- Bathing
- Showering
- Using the toilet

 **Elsewhere:**

- Sitting in a chair
- Standing
- Walking
- Getting up from the floor after a fall
- Getting in and out of a vehicle

Common carers' injuries

Knowing about safe moving and handling is essential so you don't hurt yourself or the person you look after.

The most common injuries carers get are back injuries. Injuring your back will limit your movement and ability to care for someone, and recovery could take a long time.

Lifting someone incorrectly can also damage fragile skin, cause shoulder and neck injuries, increase existing breathing difficulties, or cause bruising or cuts.

Lifting checklist

If you regularly lift or move someone, it's best to get training or have someone demonstrate the correct techniques.

Before attempting to move someone, ask yourself:

- Do they need help to move?
- Do they require help or supervision?
- Have you told them you're moving them?
- How heavy are they?
- Are you healthy and strong enough to move them?
- Is there anyone who can help you?
- How long will it take?
- Is there enough space around you?
- Are there any obstacles in the way?
- Are you wearing suitable clothing and shoes – for example, on a slippery or damp surface?

If you've assessed the situation and have decided to move the person, make sure you:

- Never lift above shoulder height
- Keep your feet stable
- Have a firm hold
- Keep any weight close to your body
- Keep your back straight and bend your knees
- Lift as smoothly as possible

The Royal Borough of Greenwich recognises its responsibility to support carers in maintaining their health and safety while carrying out their caregiving duties. We offer help to address your needs effectively. You can request a needs assessment for the person you care for and a carer's assessment tailored to support you in your role.

For guidance on safe moving and handling, you can seek an occupational therapy assessment by calling **020 8921 2304**. The Royal Borough of Greenwich occasionally hosts complimentary training sessions on safe handling techniques. If unavailable, you can request a direct payment to enrol in the course of your preference. We may also provide essential equipment, such as hoists, stand aids, transfer boards, or slide sheets, to facilitate safer and more efficient caregiving. If you choose to purchase equipment independently, we recommend seeking advice from an occupational therapist or social worker beforehand.

It's advisable to test any equipment before purchasing it, and for costly items, enquire about a trial period within the care recipient's home.

Disability Facilities Grant

The Disabled Facilities Grant (DFG) is a government-funded scheme aimed at helping disabled people adapt their homes to make them more accessible and suitable for their needs. This grant can cover a wide range of modifications, including installing ramps, widening doorways, adding handrails, or adapting bathrooms to accommodate mobility aids.

As a carer, you might benefit indirectly from the DFG if you live with or care for a disabled person. The modifications made to the home can make caregiving tasks easier and safer for you and the person you care for. For example, if the person you care for uses a wheelchair, installing ramps and widening doorways can facilitate movement around the house, making it easier for you to assist them.

To apply for the Disabled Facilities Grant, you typically need to contact Occupational Therapy on **020 8921 2304**. They will have a team responsible for handling housing adaptations and grant applications. You can usually find information on how to apply on the government-funded application support website **foundations.uk.com/how-we-help/adapt-my-home/**. The process usually involves an assessment of the disabled person's needs, an inspection of the property, and then an application for the grant.

Falls and frailty

As a carer, it is helpful to be aware of and have contacts for teams specialising in falls and frailty, as these conditions can pose significant risks to the well-being of the person you care for. Falls can lead to severe injuries, decreased mobility, and loss of independence, while frailty can increase the likelihood of other health issues and reduce quality of life. Access to specialised teams allows you to address these risks proactively, seek timely interventions, and implement preventive measures to minimise the likelihood of falls and effectively manage frailty-related concerns. These teams can provide valuable support, guidance, and resources tailored to the specific needs of the care recipient, empowering you to optimise the health and safety of the person you care for. In this booklet section, you will note that the title is followed by whether the referral is professional or self-referral. Professional means that only a professional, such as a health or social care professional, can refer to this service. Whilst this may be the case, you need to be aware that these services exist so that you can discuss this with the professional who supports the person you care for.

Self-referral means that you or the person you care for can directly contact the service and request a referral. You will find the contact details for these services within the information if necessary.

Greenwich Frailty Team

Referral route - professional

Who are the Greenwich Frailty Team?

The team is made up of Case Managers and Care Navigators from a range of health and social care backgrounds. It is their job to:

- Help identify any concerns you have about your health and wellbeing
- Help people plan for the future with their families and carers.

What does the team do?

Once they have received a referral, a Case Manager will arrange to visit you at home and discuss how you are managing.

The assessment will include:

- Physical health
- Mental wellbeing
- Environmental needs
- Care and support needs
- Wishes and preferences for future care.

At a multidisciplinary team meeting, The Case Manager will discuss the assessment findings with your GP and other relevant professionals, such as a Geriatrician and Pharmacist.

The advice and your preferences will then be gathered into a care plan. Once you have agreed to the care plan, a Care Navigator will work with you and your carer/family to help implement it. This may involve referrals to other teams or organisations with your consent.

Who is the service for?


It is for people aged 18 and over who:

- Have experienced an increase in unplanned visits to hospital
- Need support from various health and community services to stay well.

 **020 8836 8631**

 **oxl-tr.caradminduty@nhs.net**

 **oxleas.nhs.uk/services/service/frailty-service-greenwich-84**

 **Greenwich Frailty Team
Memorial Hospital Shooters
Hill Woolwich SE18 3RZ**

Falls Prevention Service

Referral route - professional

The Greenwich Falls Prevention Service is for adults who have fallen or are at risk of falling. It offers help and advice to prevent future falls and regain confidence and independence. You can ask your GP to be referred to this service.

They focus on assessment, rehabilitation, and exercise. This is the best way to help reduce falls and fractures.

 **020 8836 8631**

Stay Warm, Stay Safe

Referral route - self referral

With the cost of living, many people struggle to pay winter fuel bills and stay warm. To support vulnerable residents, Stay Warm Stay Safe provides extra services and support for those at risk during the cold weather.

Services available:

- Impartial advice and support on keeping fuel bills down
- Advice on benefits from the Welfare Rights service
- Home fire safety visits by the London Fire Brigade may be available
- A telephone energy-efficient advice assessment
- Advice on keeping active and healthy during the winter months

Call **0800 470 4831** to contact the Stay Warm Stay Safe team and talk to a friendly advisor for even more support.

All residents can use the warm and welcoming spaces across Royal Greenwich. Many community spaces also offer advice, activities, and refreshments.

 **livewellgreenwich.org.uk/winter**

Smoke Alarm/London Fire Brigade

Referral route - self and professional

London Fire Brigade (LFB) offers a service where they can visit you or someone you care for at home to provide personalised advice about fire safety. It's free and available 24/7, and they will even fit free smoke alarms during the visit if needed.

Who is eligible?

Not everyone needs an in-person visit. Residents should use LFB's home fire safety checker first, which assesses the level of risk in a household through a series of questions. They then offer an in-person home fire safety visit to those more at risk of fire. Those who are at lower risk are helped to check their own home.

What to expect

If you have an in-person visit, the team will visit your home at the arranged time and share their expertise. The visit is friendly and informal.

The team can provide personalised advice on:

- Cooking and smoking
- Heaters and heating
- Candles and fireplaces
- Electrics and charging
- Detection systems (smoke and heat alarms)
- Bedtime checks
- What to do if there is a fire
- Free smoke alarms

During an in-person visit, they can also provide and fit free smoke alarms in any room where a fire might start.

 **020 8555 1200**

 **london-fire.gov.uk/home-fire-safety-checker**

Notes

Can I get help with equipment?

Community equipment can play a significant role in helping people to maintain their independence at home. Suppose you or the person you care for has difficulty carrying out everyday activities. In that case, professionals such as Occupational Therapists, Physiotherapists and nurses can help identify if you or the person you care for would benefit from using specific equipment. They will complete an assessment to determine what equipment someone needs and order it from the locally contracted community equipment provider.

Community equipment can range from profiling beds, hoists to simple aids such as raised toilet seats and shower stools.

The Royal Borough of Greenwich collaborates with other local London authorities and health partners. As part of this arrangement, Nottingham Rehab Service Healthcare (NRS), which operates out of a local depot in Sidcup, is contracted to deliver community equipment.

The service operates a delivery and collection service. Your equipment will be delivered to you on loan, and when no longer needed, the items can be collected, recycled, and given to someone else who may need them.

While you have the equipment, NRS Healthcare is also responsible for any repairs or maintenance that may be required.



What is a simple aid?

A simple aid is a piece of equipment that helps someone manage everyday tasks at home, such as eating, getting out of bed, or visiting the toilet, increasing their independence.

Examples of simple aids include:

- Grab rails at the front door
- A bathroom aid to help with getting in and out of the bath
- Raised toilet seats to assist those with restricted mobility

How does someone get a simple aid?

If someone you care for needs a simple aid to help with household tasks, there are two ways you can arrange this:

- If they are eligible to receive a simple aid, they can get a prescription following a practitioner's assessment and exchange it for a simple aid at an accredited retail outlet.
- They can buy the simple aid they need directly from one of the accredited retail outlets across Royal Greenwich.

How do they get a prescription?

To receive a prescription for a simple aid, they must be assessed by an occupational therapist, physiotherapist, district nurse, or hospital nurse. If they are then deemed eligible, they will be issued with one.

What do they do with the prescription?

If they are given a prescription, you, a friend, or a family member can take it to one of the accredited retail outlets in Greenwich and exchange the prescription for the simple aid they have been prescribed. Sometimes, the retailer can also arrange delivery and fitting if their assessor considers it necessary.

At the shop, they will also have the choice of a different product from the one that they have been prescribed—as long as it does the same job. They will only need to pay the difference in the cost of the items.

More complex equipment

A clinician, such as an occupational therapist, district nurse, or hospital nurse, assesses the client for more complex items. The equipment provider then delivers the required equipment.

If you think you or the person you are caring for would benefit from this service, please contact: **020 8921 2304** or email **aops.contact.officers@royalgreenwich.gov.uk** for further information.

Wheelchair Clinic


If the person you care for uses a wheelchair or has just been advised that they may need one, the wheelchair service based at Inspire is here to help.

Inspire provides a comprehensive service for people of all ages with long-term mobility problems and associated postural needs and works within an agreed list of criteria. Their expert knowledge will help ensure that the person you care for gets the right equipment to meet their needs and will continue to be supported on an ongoing basis and to maintain the wheelchair.

How to access this service

This service is available to adults and children with a long-term disability (lasting more than six months) who are registered with a GP in Greenwich.

The person you care for will need a referral from their doctor or another health care professional (such as an occupational therapist, physiotherapist or district nurse). If they are already known to the service, they can contact us directly without needing a new referral.

 If they have a GP in Greenwich, contact: **01322 520 560**

 **130-136 Maidstone Road, Sidcup. DA14 5HS**

Wheelchair Hire/Repairs

The British Red Cross

The British Red Cross provides wheelchair hire services in Royal Greenwich and nationwide.

They offer comfortable, safe, and reliable manual wheelchairs whether the person you care for is looking for self-propelled, transit, or bariatric (wider seating, higher weight capacity).


The wheelchairs are suitable for anyone over the age of 5. They are available in a wide range of sizes, with fitted footrests as standard and free accessories such as leg elevators, cushions, and stump support available to improve comfort.

The British Red Cross offers:

- Wheelchair hire for £22 a week; includes free wheelchair accessories
- Delivery and collection of your wheelchair for an additional £25.00 charge in most areas; it will come fully assembled for your convenience
- Flexible hire periods (minimum hire period one week) at locations UK-wide
- 12-week mandatory servicing and steam-cleaning to guarantee safe operation, fully crash-tested
- Replacement provided during servicing
- Professional servicing and cleanliness standards in line with NHS Control of Infection policies, guaranteeing the removal of all viruses (including C-Difficile, E-Coli, and COVID-19)

To hire a wheelchair near you, you will need to know:

- Measurements of the wheelchair user at their widest point (usually hips and thighs) and add 1" / 2.5cm for comfort
- Weight of the wheelchair user
- Accessories needed

 Delivery Service - **0300 456 1914**, option six and then option 2

 [redcross.org.uk/get-help/hire-a-wheelchair](https://www.redcross.org.uk/get-help/hire-a-wheelchair)

Local Equipment Businesses

Eltham Care and Mobility Shop – Providing equipment across the Royal Borough of Greenwich

Eltham Care & Mobility serves the local community and surrounding areas. Services include:

- Mobility scooters
- Wheelchairs
- Mobility and daily living aids
- Incontinence products
- Servicing and repairs

 **020 8859 6070**

 elthamcareandmobility@outlook.com

 **279 Eltham High Street, Eltham, London, SE9 1TY**

Handy Person Service

The Council can help with odd jobs around the home for older or disabled homeowners, private tenants and council tenants to maintain safe and independent living.

 **020 8921 2614**

 handyperson@royalgreenwich.gov.uk


Library of Things

Why buy when you can borrow? Do you need a drill, sound system, or sewing machine for a project but don't want to buy it?

Now, you can affordably rent helpful household items for cleaning, DIY, gardening, camping, and parties from Woolwich Central Library for a few pounds a day instead! You can hire most of the items for £10 or less. If you are struggling financially, you can use the concession rate, which gives you a handy 25% discount, no questions asked.

You can visit the website [libraryofthings.co.uk/woolwich](https://www.libraryofthings.co.uk/woolwich) to browse the catalogue and reserve items. Collect & return from Woolwich Centre Library.

 [libraryofthings.co.uk/woolwich](https://www.libraryofthings.co.uk/woolwich)

 **Woolwich Centre Library, 30, Calderwood Street, Greater London SE18 6QG**

Telecare

Telecare is a Council run service that arranges help for vulnerable people in case of a home emergency. It uses technology, such as alarms and sensors, to connect them to Greenwich Telecare staff who can help.

The service operates 24 hours a day, every day of the year. Alarm calls are answered by Royal Greenwich staff based in a control centre in the borough.

 **020 8921 4444**

 [royalgreenwich.gov.uk/telecare](https://www.royalgreenwich.gov.uk/telecare)

Notes

How can health services help me and the person I care for?

A wide range of health services are available in the borough to support carers in providing the best possible care. Each person's situation is unique, so exploring the available services and finding the ones that best meet your needs is essential. Please do not hesitate to contact these providers and organisations for more information and assistance.

Community Physical and Mental health services

There are a large number of health services delivered by Oxleas NHS Foundation Trust that are designed to help people stay well in the community. These include District Nursing, Specialist Nursing support, long term conditions support, therapy and rehabilitation, and mental health services. To view the full list of services available please visit:



Information about these services and how to access support is available on this website. Most often referrals are made via your GP, but there are some services who accept self referrals.

We recommend using the Oxleas website to access the most up to date information about community services. Details of one of the services,

the Frailty team, are provided below because they work closely with those people who have carers.

Greenwich Frailty Team

Who are the Greenwich Frailty Team?

The team is made up of Case Managers and Care Navigators from a range of health and social care backgrounds. They can help your loved one and you as their carer to access the services that they need to be as well as possible in the community. It is their job to:

- Help identify any concerns you have about your health and wellbeing
- Help people plan for the future with their families and carers.

What does the team do?

Once they have received a referral, a Case Manager will arrange to visit the person being cared for at home and discuss how you are managing.

The assessment will include:

- Physical health
- Mental wellbeing
- Environmental needs
- Care and support needs
- Wishes and preferences for future care.

At a multidisciplinary team meeting, The Case Manager will discuss the assessment findings with the GP and other relevant professionals, such as a Geriatrician and Pharmacist.

The advice and preferences will then be gathered into a care plan. Once you have agreed to the care plan, a Care Navigator will work with your loved one and the carer/family to help implement it. This may involve referrals to other teams or organisations with consent.

Who is the service for?

It is for people aged 18 and over who:

- Have experienced an increase in unplanned visits to hospital
- Need support from various health and community services to stay well.
- Require support with activities of daily living

 0208 836 8631

 oxl-tr.caradminduty@nhs.net

 **Greenwich Frailty Team
Memorial Hospital Shooters Hill
Woolwich SE18 3RZ**

Incontinence Service

Referral route - self and professional

The Continence Advisory Service Greenwich provides advice, support, and management of bladder and bowel dysfunctions, including urinary stress, overflow and urgency problems, constipation, and diarrhoea. The service can provide continuous equipment and products to those who need them.


If someone is experiencing continence problems, the service will invite them to attend a continence advisory clinic in locations across the borough.

If someone is housebound and unable to get to a clinic, the service will usually arrange for them to be assessed by a district nurse, who will contact the service for advice.

 020 8320 3550

 **Service hours: Monday to Friday
(8 am - 6 pm)**

To access the service, the user must be registered with a GP in Greenwich and live in the borough. They can self-refer to the service by calling the Central Access Team on 020 8320 3550 or be referred to it by health and social care professionals.

 **Bostall House, 181 Lodge Hill,
Goldie Leigh, Abbey Wood,
London, SE2 0AS**

District Nursing

Referral - self and professional

District Nurses provide care to all adults aged 18 and over who are housebound and registered with a GP in Greenwich in their home or residential care home. To be considered housebound, permanently or temporarily, someone is unable to leave their home environment through physical and psychological illness. Their care will be transferred back to their GP or Practice Nurse at their surgery as their condition improves.

How to access the service


The person you care for can:

- Self-refer via the Single Point of Contact Team
- Be referred by their GP or Practice Nurse
- Be referred by the hospital
- Be referred by all health and social care professionals
- Be referred by family or carers

If the person you care for or a relative wishes to make a referral, ask a question or get a message to their nursing team, contact

 **020 8320 3550 or**

 **oxl-tr.CentralAccessTeam@nhs.net**

 **The District Nursing Service runs daily from 8 am to 11 pm. The Night Nursing Service runs daily from 11 pm - 8 am.**

Eye/Hearing Tests - Community-based/home visits

Specsavers home eye tests

Specsavers' team of mobile opticians provides a comprehensive eyecare service to those who cannot get to one of their stores unaccompanied. Eligible residents can benefit from a free NHS-funded eye test, a selection of glasses, and high standards of care—all from the comfort of their own homes.



Contact for an eligibility check:
0808 239 3799

HearingNow home hearing care

HearingNow is an independent hearing care provider that provides in-clinic hearing care and home visits in South London. They offer hearing aids and in-person hearing care, including a free hearing test. Appointments can be booked for:

- Hearing test and check-up
- Tinnitus consultation
- Hearing aid consultation
- Ear wax removal
- Repair and reprogramming of hearing aids



0800 0016 638



info@hearingnow.co.uk



417 Lordship Ln, London, SE22 8JN

Notes

Notes

How can I access the community with the person I care for?

Various local and national services can assist you and the person you care for in getting out and accessing the local community. The resources below will help alleviate some practical challenges you may face regarding transportation, parking, and supporting the person you care for while you are out and about.

AccessAble

AccessAble gives you the accessibility information you need to work out if a place is going to be accessible for you. Use AccessAble to find wheelchair friendly venues or check out disabled access and facilities. Download the free App to use AccessAble on the go, or visit [accessable.co.uk](https://www.accessable.co.uk) for more information.

Blue Badge

Blue Badges help people with disabilities or health conditions park closer to their destination. You can apply for a badge for yourself, on behalf of somebody else or an organisation that transports people who need a Blue Badge.


To apply for a Blue Badge

 [gov.uk/apply-blue-badge](https://www.gov.uk/apply-blue-badge)

If you are unable to complete the online form, you can contact:

 **020 8921 2387**

 **mobility-duty@royalgreenwich.gov.uk**

 **The Woolwich Centre,
35 Wellington Street, London
SE18 6HQ**

Taxicards

To get a Taxicard membership, you must live permanently in Greenwich and have long-term mobility restrictions that prevent you from using public transport.

To be eligible automatically, you should be able to provide proof that you are in one of these categories:

- You receive the Higher Rate Mobility Component of the Disability Living Allowance
- You are registered as blind - being partially sighted does not allow automatic entry
- You receive a War Pension Mobility Supplement


If you are not in one of the above categories, you can still apply, but you may need to get the application form signed by your GP and provide more information or have a mobility assessment.

How to apply

The Royal Borough of Greenwich does not issue taxi cards. You can request an application form from the London Councils TEC Taxicard by phone, email or post:

 **020 7934 9791**

 **taxicard@londoncouncils.gov.uk**

 **TEC Taxicard, London Councils,
59½ Southwark St, London,
SE1 0AL**

Dial-a-Ride


Dial-a-Ride is a door-to-door transport service for disabled people who are unable (or almost unable) to use public transport, including buses, trams, London Overground, and Underground trains, some or all of the time.

If you feel that the person you care for needs the Dial-a-Ride service, they must complete the application form.


How to apply

You can apply for Dial-a-Ride if you are a permanent or temporary resident of a London borough. If you are applying for a temporary membership, you must provide evidence of using a similar service at your residence.

To apply, download the form, complete it, and post it to:

 **Dial-A-Ride
Assisted Transport Services
PO Box 68799**

You can also phone us on

 **0343 222 7777**
(TfL call charges) to request an application form.

RADAR Key

A RADAR key allows disabled people to open locked, accessible toilets all over the UK.

If the person you care for has mobility problems and plans to go on day trips or longer travels, it is a good idea to get one in advance.

Accessible toilets are commonplace, and certain premises (including restaurants) must have them by law. However, they are often kept locked to ensure they can only be used by people who need them. This can become a problem if a staff member is not on hand with the key when you need it.

You can order a RADAR key from several organisations and retailers, including the Disability Rights UK website, the Blue Badge Company, Argos and Age UK. Only buy from a reputable retailer to ensure the key is genuine.

They usually cost around £5, which should include the delivery cost. If the person you care for is registered as disabled, they should be able to buy one VAT-free.

Transport Mobility Support – Trains

Most trains can accommodate wheelchairs within the dimensions prescribed in government regulations covering train design (700mm wide by 1200mm long). However, a few older trains can only carry wheelchairs with a maximum width of 550mm.

There are limited spaces available to wheelchair users on each train, so it's recommended that you make a reservation if one is available. If a space isn't available onboard because other customers reserve it, the Passenger Assist team will help you and the person you care for find suitable options for your journey.

Discounted travel

Customers with a wheelchair who do not hold a Disabled Persons Railcard can travel with a discount for themselves and up to one adult companion. Details on this discount scheme can be found at <https://www.nationalrail.co.uk/tickets-railcards-offers/promotions/wheelchair-user-without-a-railcard/>

Powered mobility scooters

Because mobility scooters come in a wide variety of shapes and sizes, and different train companies may have different policies, it is recommended that you check the dimensions of non-folding scooters with the train company you plan to travel with or contact Passenger Assist on **0800 0223 720**

Assistance Dog Travel Scheme

The scheme helps customers travel confidently with their assistance dogs.

Customers get a personal, highly visible, and reusable Assistance Dog Under Seat card that either slots into the standard seat reservation holder on top of the seat (where these are available) or can be placed on the cushion next to theirs. The card creates a 'protected space' for their dog and lets other customers know the seat and the space under it should be kept free.

DLR Transport Mobility Support

Most DLR stations are unstaffed, but Passenger Service Agents are on trains. If you need assistance at a DLR station during your journey, call **0343 222 1234** (call charges may apply) before you travel so we can check whether it can be provided.

Transport for London – Maps and Guides

Transport for London have a range of maps and guides available to help you plan your journey in the most accessible way. To get your copy of the maps and guides listed below visit tfl.gov.uk/accessguides, or call on **0345 222 1234** (call charges may apply).

Changing Places map

To use a toilet safely and comfortably, the person you look after may need to be able to access an accessible Changing Places toilet. These toilets have more space and the right equipment, including a height-adjustable changing bench, a peninsular toilet, and a ceiling hoist. A map of these can be found on the Changing Places Website. changing-places.org

Disability Access Card




What is the Access Card?

A universal access registration scheme to support you to communicate your evidenced access requirements across thousands of providers in the UK and beyond.

The Access Card (sometimes called the CredAbility Card or a Nimbus Card) is like no other. They translate your disability or impairment into symbols highlighting the barriers the person you care for might face and the reasonable adjustments they might need, almost like a disability passport.

The card is powered by a universal access registration scheme, which lets the person you care for inform providers quickly and discreetly about the access they need and may gain access to things like concessionary ticket prices and complex reasonable adjustments without having to go into loads of personal detail.

Get in touch with the Access Card team at:

-  **020 7934 9791**
-  **taxicard@londoncouncils.gov.uk**
-  **accesscard.online**
-  **Suite GB, Pentagon House, Sir Frank Whittle Road, Derby. DE21 4XA**

CEA Card

The CEA Card is a national card scheme developed for UK cinemas by the UK Cinema Association (UKCA).

The card enables disabled cinema guests, including those with dementia, to receive a complimentary ticket so that someone can go with them when they visit a participating cinema.




The card is also one way cinemas can ensure they look after their disabled guests. If the person you care for requires an adjustment to visit a cinema because of their disability, cinema staff should make it for them, whether you have a CEA Card or not.

To apply, you will need:

- Proof of eligibility
- A photo
- Payment of £6.00
- You will need your previous card number to renew your CEA Card.

You can pay for your card online or by post.

Alternatively, you can contact:

-  **01244 526 016**
Textphone: **01244 526 016**
-  **info@ceacard.co.uk**
-  **ceacard.co.uk**



Notes

Can anyone advocate for me and the person I care for?

The Council has a duty to give people access to advocacy support in certain circumstances – usually when someone has difficulty engaging with health and social care services. The role of an advocate is to make sure you understand what is happening and to support you to get your thoughts and feelings heard. Advocacy services help you to navigating health and social care systems, understanding your rights and help make decision-making fair. They also provide essential support during challenging situations, ensuring your concerns are heard and addressed. Additionally, these services hold organisations accountable, advocating for transparency and quality of care, your rights and well-being, and the person you care for. Familiarity with advocacy and accountability services equips you with the tools to navigate your responsibilities effectively and advocate for yourself and the person you care for. In the Royal Borough of Greenwich, POhWER is the organisation that provides statutory advocacy.

Healthwatch Greenwich

Healthwatch Greenwich is the independent consumer champion for people who use health and social care services in the Royal Borough of Greenwich. They are here to ensure those running services put people at the heart of care

Their sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

They focus on addressing people's worries and concerns about current services.

They work to get services right for the future.



020 8301 8340



Healthwatch Greenwich
Gunnery House
9-11 Gunnery Terrace
Royal Arsenal
London
SE18 6SW

Statutory Advocacy Services

Statutory advocacy services are those that the Law says the Council must give eligible people access to. These include

- Care Act Advocacy
- Mental capacity advocacy
- Mental health advocacy
- Hospital complaints advocacy

POhWER is the organisation that provides statutory advocacy in Royal Greenwich. They offer comprehensive advocacy services across the Royal Borough of Greenwich. It is usually the Council or NHS that decides if someone should be offered an advocate but, in some circumstances you can self-refer to their services or they can act on someone's behalf if they think they have not been treated properly.

If you are unsure whether you can get an advocate or need more information or advice, contact them at



0300 456 2370



pohwer@pohwer.net



Is there support at the end of life in Greenwich?

Caring for someone at the end of life or receiving palliative care is emotionally challenging, but you're not alone. This section of the carers pack is designed to signpost you to services that provide practical advice, emotional support, and valuable resources to assist you in your caregiving role. Royal Greenwich council understands the complex emotions you may be experiencing and aim to offer guidance on managing symptoms, providing comfort, and addressing your well-being.

Palliative Care

Greenwich and Bexley Community Hospice

As a family member, friend or carer of someone with a terminal illness, you may be experiencing a wide range of emotions, and some may leave you feeling anxious and worried about how you are going to cope.

You may need some help with the practicalities of adjusting to your family member's, friend's or person you care for's terminal illness.

Greenwich and Bexley Community Hospice are here to support you and help you cope.



020 8312 2244



info@gbch.org.uk



communityhospice.org.uk



185 Bostall Hill, London SE2 0GB

Tell Us Once

Tell Us Once is a service that lets you report a death to most government organisations in one go. When you register the death, a registrar will explain the Tell Us Once service. They will either:

- Complete the Tell Us Once service with you
- Give you a unique reference number so you can use the service yourself online or by phone

The registrar will give you a number to call. This includes Relay UK if you cannot hear or speak on the phone. If you're a British Sign Language (BSL) user, there's a video relay service if you're on a computer - find out how to use the service on mobile or tablet.



0800 085 7308



**gov.uk/after-a-death/
organisations-you-need-to-
contact-and-tell-us-once**

Bereavement Counselling - Cruse Bereavement

Greenwich Cruse

Greenwich Cruse provides free bereavement support, help, and advice to Royal Greenwich residents, including children. The aim of Cruse Bereavement Care is:

- To provide free support and counselling one-on-one and in groups
- To offer free information and advice to anyone who has been affected by a death
- To offer education, support, information and publications to anyone supporting bereaved people
- To increase public awareness of the needs of suffering people through campaigning and information services



020 8850 0505



**National Helpline:
0808 808 1677**



greenwich@cruse.org.uk



**St Lukes Hall,
Westmount Road,
Eltham, SE9 1JB**

Age UK checklist for carers

Whether you've just started looking after a loved one or have been supporting someone for a while, this checklist created by Age UK will help you get the support and information you need.

Your wellbeing:

Get a carer's assessment from your local council.

Register as a carer with your GP.

Make time for yourself and your interests as often as you can.

Take a break from caring - there are ways to arrange respite care.

Your money:

Apply for Carers' Allowance.

Use Age UK's benefits calculator to check if there are any other benefits you could be claiming.

Your work:

Tell your employer about your caring responsibilities.

Think about asking for flexible working.

For the person you care for:

Make sure they have a care needs assessment from the local council.

Help them complete a benefits check.

Consider if any home adaptations would make their life easier.

It may be useful to think about future care needs, their preferences, powers of attorney and whether their will is up to date.

Caring can sometimes feel lonely, and it's OK to admit it's all getting a bit much. Here's who you can talk to for advice, support, or just a listening ear:

- Your local Age UK.
- A relevant charity, for example Parkinson's UK, Alzheimer's Society, MS Society.
- Your doctor or other healthcare provider.
- A carers' group, for example Mobilise, Greenwich Carers Centre, or Carers UK.
- Online forums.
- Memory cafes.

Go to **ageuk.org.uk/carerschecklist** for more information on everything in this checklist.

Notes

Emergency Contact List

Royal Borough of Greenwich Contact Assessment Team

 **0208 921 2304**

For social care emergencies, call
020 8854 8888.

Emergency telephone line is open Monday to Thursday 5pm to 9am, Friday from 4pm, and is open 24 hours at weekends.

Emergency services: Ambulance, Police or Fire Services

 **999**

Does it feel like the situation could get heated or violent very soon? Is someone in immediate danger? Do you need support right away? If so, please call 999 now.

Urgent medical care – NHS 111

Do you or the person you care for need medical help right now? Use

 **NHS 111 Online**

first for advice on what to do next.

When it's not a life-threatening emergency, but you need medical assistance and don't know what to do, NHS 111 Online is the right place to go.

You should call NHS 111 if:

- You need medical help fast, but it's not a life-threatening emergency
- You don't know who to call for medical help, or you don't have a GP to call
- You think you need to go to A&E or another NHS urgent care service but are not sure which one is most appropriate or closest
- You require health advice or reassurance about what to do next
- You have medication enquiries

Royal Borough of Greenwich Emergency Housing Duty Team

 **020 8854 8888**

Royal Borough of Greenwich Children's Services Out of Hours Team

 **020 8854 8888**

Oxleas NHS – Crisis Mental Health Services

If you, or the person you care for, requires mental health support in a Crisis but are not currently open to an Oxleas Mental Health Service, please call **NHS 111 option 2** for Mental Health. This service is available 24hours a day, 7 days a week.

If you, or the person you are caring for, are known to Oxleas mental health services and require support out of hours or in a crisis you can contact the Oxleas Crisis Line on

 **0800 330 8590**

where the team will be able to provide advice, guidance, and signposting. The Crisis Line is available 24hours a day, 7 days a week.

Non-emergency police support

 **101**

Call 101 for non-emergency enquiries. If you have a hearing or speech impairment, use the textphone service on 18001 101.

How can I make a complaint or compliment?

How to complain or make a comment

You can send us a complaint, concern, compliment or suggestion about the Council's Adult Social Care service.

Talk to your allocated worker

If you have a problem or complaint, try discussing it with your allocated worker. You can also request to talk to their manager.

These people may be able to help you sort the problem out quickly, or they may investigate your complaint and resolve it informally.

Contact the Council


If you don't want to talk to someone you know about your complaint or problem, you can contact the Council's customer care and complaints officer.

Some things are not covered by the complaints procedure:


- Complaints that have already been investigated
- Things that have happened over a year ago - unless you did not know about them
- Complaints about Royal Borough of Greenwich employment, pensions, or requests under the Freedom of Information Act.

Contact the Ombudsman

If you remain dissatisfied with the response they have given you, you should contact the Local Government Ombudsman within 12 months of receiving the Royal Borough's final response to your complaint.

 **020 8921 6392 or
020 8921 2385**

 **adults-casework@
royalgreenwich.gov.uk**

 **Customer Care and
Complaints Officer,
Health and Adult Services,
The Woolwich Centre,
35 Wellington Street,
London SE18 6HQ**

Patient Advice and Liaison Service (PALS) Lewisham and Greenwich Foundation Trust

The Trust's patient and liaison services offer confidential advice and support to help you with any concerns you may have about your care, or the care of a relative or friend whilst in hospital.

The trust aims to resolve any concerns as quickly as possible. If necessary, it can refer you to other services for additional support.

PALS will not speak to anyone about your concerns unless they have your permission to do so.

The service offered by PALS is informal, impartial and confidential.

PALS can:

- Help resolve any issues about your care
- Advise and support you, your family, visitors and carers
- Guide you, your relatives and friends through the different services available at the Trust.
- Help you access other services
- Listen to your suggestions for improving our services

You can contact the PALS team by phone or email and we will do our best to quickly resolve your issue, involving relevant staff from around the Trust where necessary.

University Hospital Lewisham and
Lewisham Community Services:

 **020 8333 3355**

 **pals.lewisham@nhs.net**

Queen Elizabeth Hospital:

 **020 8836 4592**

 **pals.qeht@nhs.net**

 **lewishamandgreenwich.nhs.
uk/pals/**

Glossary

AccessAble

AccessAble gives you the accessibility information you need to work out if a place is going to be accessible for you.

Administering medication

To manage the medication regimen confidently, familiarise yourself with dosage instructions, potential side effects, and proper administration techniques

Annualised Hours

The employees have to work a certain number of hours over the year. The way they work over the course of the year is agreed with their employer.

Blue Badge

Blue Badges help people with disabilities or health conditions park closer to their destination. You can apply for a badge for yourself, on behalf of somebody else or an organisation that transports people who need a Blue Badge.

Carer

A carer is a person of any age, adult or child, who provides unpaid support to a partner, child, relative or friend who couldn't manage to live

independently or whose health or wellbeing would deteriorate without this help. This could be due to frailty, disability or serious health condition, mental ill health or substance misuse. (The Royal College of General Practitioners, 2011)

Carer's assessment

A carer's assessment is a conversation between you and a social care professional about the caring role or roles you have and how this affects your daily life. It is an opportunity for you to talk about any concerns you may have, the outcomes you want to achieve, and what support you may need. This assessment can lead to, support, advice and a financial award.

Carers parking permit

Carers' parking permits are for the sole use of the applicant's Carers and must only be displayed in a vehicle which is being used by the Carer to deliver care to the applicant at the time that the permit is displayed.

Carers Trust

Carers Trust is a voluntary/charity organisation similar to Carers UK who work to transform the lives of unpaid

carers, they represent the interests of carers and the issues affecting them. They have used their position to influence a number of key pieces of legislation affecting carers in England, working to ensure they reflect carers' needs and concerns.

Carers UK

Carers UK is a voluntary organisation where people who care for someone e.g., a relative or a loved one can go to get independent support, and advice should they need it.

Compassionate leave

A form of absence taken when an employee has to deal with a sensitive or upsetting situation. Example situations could include: when a close friend or family member is seriously ill or seriously injured. If they've been a victim of a crime.

If you are not given time off for dependants, your employer may allow you 'compassionate leave' - this can be paid or unpaid leave for emergency situations.

Compressed Hours

Working full-time hours but over fewer days

Cognitive Behaviour Therapy (CBT)

This is a talking therapy that can help you manage your problems by changing the way you think and behave. It's most commonly used to treat anxiety and depression but can be useful for other mental and physical health problems.

Dial a Ride

Dial-a-Ride is a door-to-door transport service for disabled people who are unable (or almost unable) to use public transport, including buses, trams, London Overground, and Underground trains, some or all of the time.

Disability facilities

Grant

The Disabled Facilities Grant (DFG) is a government-funded scheme aimed at helping disabled people adapt their homes to make them more accessible and suitable for their needs.

Dosage

The size or frequency of a dose of a medicine or drug.

Flexible working

Flexible working is a way of working that suits an employee's needs, such as having flexible start and finish times or working from home. As of the 6th April 2024 all employees have the legal right to make a statutory request from day one to make permanent changes to their contract to work in a job flexibly. Employers must discuss the employees request with them before refusing their application.

Flexitime

The employee chooses when to start and end work (within agreed limits) but works certain 'core hours', such as 10 am to 4 pm daily

Greenwich Local Labour and Business (GLLaB)

GLLaB partners with various organisations to give you the best chance of finding a job in Royal Greenwich and the wider area.

Greenwich Time to Talk

Time to Talk is part of a national programme called NHS Talking Therapies. It is for people with mild problems of anxiety or

depression who are motivated to work to change the situation. Greenwich Time to Talk offers free psychological treatment for anxiety and depression. This is mainly cognitive behaviour therapy (CBT) and counselling. The service can help people learn ways to help themselves to feel more able to cope with their problems.

Health and Welfare Lasting Power of Attorney (LPA)

This type of LPA grants the appointed attorney(s) the authority to decide on the donor's health and personal welfare. This can include decisions about medical treatment, living arrangements, and day-to-day care.

HearingNow home hearing care

HearingNow is an independent hearing care provider that provides in-clinic hearing care and home visits in South London. They offer hearing aids and in-person hearing care, including a free hearing test.

Job Sharing

Two employees share one job and split the hours.

Maternity exemption certificate (MatEx)

A maternity exemption certificate entitles you to free NHS prescriptions.

You can also use the certificate as proof that you are entitled to free NHS dental treatment while you are pregnant.

Medical exemption certificate (MedEx)

A medical exemption certificate entitles you to free NHS prescriptions.

Multidisciplinary

Combining or involving several academic disciplines or professional specialisations in an approach to a topic or problem.

Next of kin

Typically refers to the person considered closest to an individual. It is often used in medical contexts to identify someone to contact in case of emergencies or critical decisions.

Nearest relative

A legal term under the Mental Health Act 1983, giving one family member certain rights and responsibilities if a patient is kept in hospital under a section 2,3,4 or 37, to ensure protection of rights and safeguarding when a patient is mentally unwell.

Part Time

Working less than full-time hours (usually by working fewer days)

Phased Retirement

Phased retirement is a flexible retirement option that allows an employee to take part of their pension whilst they continue to work.

Property and Financial Affairs LPA

This LPA gives the appointed attorney(s) the authority to make decisions about the donor's financial and property matters, including managing bank accounts, paying bills, and handling property transactions.

Radar Key

A Radar key allows disabled people to open locked, accessible toilets all over the UK.

Repeat prescriptions

Repeat prescriptions in the UK are medications that patients can request without seeing a doctor every time.

Respite

Respite is a period of rest or relief during which you can take time away from your caregiving duties to recharge, attend to personal needs, and address your well-being. Respite care can take various forms and may involve the temporary

care of the individual receiving assistance from another caregiver, a family member, or friends or through formal respite care services.

Simple Aid

A simple aid is a piece of equipment that helps someone manage everyday tasks at home, such as eating, getting out of bed, or visiting the toilet, increasing their independence.

Staggered Hours

The employee has different start, finish and break times from other workers.

Telecare

Telecare is a service that arranges help for vulnerable people in case of a home emergency. It uses technology, such as alarms and sensors, to connect them to Greenwich Telecare staff who can help.

V-I-A Greenwich

V-I-A provides free and confidential advice, care and support for people in Greenwich aged 18+.

Working from home

It might be possible to do some or all of the work from home or anywhere other than the regular place of work.

Acknowledgements

With thanks to collaborators

We would like to extend our heartfelt thanks to all our collaborators including the carers who have contributed to creating this carers pack. Your expertise, insights, and dedication have been invaluable in shaping a resource that will greatly benefit carers in our community. We appreciate your commitment to supporting those who provide essential care and look forward to continuing our partnership in making a positive impact as we continue to work towards the goals set out in our carers strategy.

- Carers Partnership Board
- Oxleas NHS Foundation Trust
- Greenwich Carers Centre
- Healthwatch Greenwich
- Greenwich Mental Health Carers Peer Group
- Greenwich Mental Health Carers Forum
- Docklands Light Railway



Contact

For further information, advice or support, please contact Royal Greenwich Adult Social Care on:

 **020 8921 2304**

 **aops.contact.officers@royalgreenwich.gov.uk**

If you would like a digital or translated version of this guide, please visit **royalgreenwich.gov.uk/our-carers**



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