



Now you are a carer

A guide to local services and support for carers

Emergencies Cash help When things go wrong
Help with caring and time off Transport
Carers' support Equipment to help at home
Information and advice Professionals you may meet



London Borough
of Hounslow

CARERS_{UK}
Hounslow Branch

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Introduction

A carer is anyone who looks after family, partners or friends in need of help because they are ill, frail, have a mental, learning or physical disability or carers of people affected by substance misuse. The help they provide is unpaid.

Carers are wives, husbands or partners, sons, daughters, parents, friends or neighbours. There are nearly six million in Britain today, one and a quarter million of whom spend at least fifty hours a week providing care.

This information booklet has been put together by the Hounslow branch of Carers UK and the London Borough of Hounslow's Adult Social Care Services. It may not contain everything you need to know, but we hope it will help you to begin to find the help and information you need.

If you are a carer -

- it is important that you also take care of yourself;
- tell your doctor and other healthcare professionals you are a carer and ask for it to be noted on your file;
- if you are employed you may want to check with your employer about flexible working options;
- get a benefit check to see if there is extra money you can claim; and
- ask the council's adult social care service or children's services for a carers assessment to see what help they can provide. (See page 14). You will be given a carer's information pack, and put your name on the carer's register. (See page 15).

There is a legal requirement to tell you about your right to a carers assessment which will take into account any work, study or leisure activities that you may have, but **you must ask for it**. If someone is being discharged from hospital and you will be caring for them, you should ask for a carers assessment or a re-assessment for yourself, before they leave hospital.

If the person you care for feels they need help, they can ask for a community care assessment. Help that may be provided includes home care, transport, day care, equipment to make life easier, or residential care (see Adult Access Team page 14).

Carers now have a number of legal rights and a carers' rights worker is based in the voluntary sector. She holds surgeries around the borough and can tell you what you are entitled to and direct you to appropriate services and support.

For more information contact:

The Carer's Rights Worker, 020 8570 6963 (see also pages 8 and 14)

or

The Carers Information Officer, 020 8583 3085.

Introduction

The information in this booklet was correct, to the best of our knowledge at June 2011. Some of the addresses and telephone numbers will change during the life of this edition of the guide. You can use the pages and the end of this booklet to note these changes.

The Carer's Charter

A carers charter has been developed jointly by Carers UK, the London Borough of Hounslow (LBH), the West Middlesex Hospital(WMUH) and the Princess Royal Trust for carers to ensure that they continue to play an active role whilst the person they care for is in hospital. The Charter for carers of people experiencing Mental Health difficulties has also been produced in partnership with West London Mental Health Trust.

You are a “**carer**” if you look after a relative, friend or disabled child who needs support to live in the community. The support you provide is unpaid.

Recognition of Your Role

Professionals should recognise the role you play in the care of the person you are caring for as follows:

- Information provided by you about the person should be listened to, recorded and taken into account.
- With consent from the cared for person you should be provided with information, advice and be involved in their care.
- You should be included in the discharge process.

As a carer you have a right to:

- **Request a carer's assessment**
- **Information** about the range of support services available to help and the person you care for
- **Signposting** to benefits advice

For further Information contact:

L.B.H. Carers Information Officer	020 8583 3085
Carers UK Hounslow	020 8560 1501
Patient Advice & Liaison Service (WMUH)	020 8321 6261
Richmond Carers Centre	020 8867 2380

National Help Lines

Carers UK	0808 808 7777
Contact a Family	020 73833555
Crossroads Caring for Carers	01788 573653
Princess Royal Trust for Carers	08448 004361
Rethink	020 8974 6814
Alzheimer's Society	0845 300 0336

Cash help

Benefits

You and the person you care for may be entitled to benefits.

Carer's Allowance

A weekly benefit for people under 65 who spend at least 35 hours a week caring for someone who is getting Disability Living Allowance of at least middle rate care, or Attendance Allowance.

You receive a National Insurance Contribution Credit for each week that you qualify for Carer's Allowance. This could protect other allowances.

Although you may not receive Carers Allowance because you receive another benefit such as State Retirement Pension, it may be worth claiming entitlement because of the Carers Premium, which is added to other benefits i.e. Housing Benefit, Council Tax Benefit and Income Support or Pension Credit.

Disability Living Allowance (DLA)

A tax-free benefit for people with care needs or mobility problems who are under the age of 65. This includes people with a mental illness and people with a learning difficulty who need care, or help getting around.

DLA has two parts to it :

- a care component for people with care needs (including children over 2 years old); and
- a mobility component for people who have difficulty moving or walking (including children over 5 years old).

If you receive Disability Living Allowance for your child, you may also receive the disability element of Child Tax Credit.

Attendance Allowance

Attendance Allowance is a benefit paid to people aged 65 or over to help them with the extra costs of a long-term illness for disability. Your income and savings do not affect whether you can get Attendance Allowance or how much you can get. Attendance Allowance is paid at two rates (lower or higher); the amount you get depend on the amount of help you need. There is no amount for mobility needs in Attendance Allowance.

Income Support

Income Support is a means-tested benefit paid to people on a low income (or with no other income) aged under 60 who do not have to sign on to look for work. The amount of Income Support you get varies according to your family circumstances, income and age. You cannot get Income Support if your savings are higher than £16,000.

Pension Credit

For people aged 60 or over whose income is less than the government says you need to live on. If you receive, or are entitled to Carers Allowance, you will be eligible for the extra Carer's Premium.

For help with the application form telephone: 0845 60 60 265

Home Responsibilities Protection

You may be entitled to Home Responsibilities Protection if:

- you do not work at all or you look after children or a sick or disabled person;
- you work, but do not pay enough National Insurance contributions in a tax year for State Retirement Pension purposes;
- you are not in receipt of Pension Credit as a carer, or Carers Allowance, or Child Benefit for a child under six.

However you must claim within three years of giving up work to care, and you need to re-apply each year.

Information on benefits

Booklets telling you what benefits you are entitled to are available from:

Department of Work & Pensions

If you are under 65 and live in:

TW3-5, 7-8 12-15, contact:

Hounslow Office

10 Montague Road
Hounslow TW3 1LE

020 8607 1600
Textphone: 020 8607 1637

W4 contact:

Acton Office

Government Buildings
Bromyard Avenue
London W3

Telephone: 020 8811 8200
Textphone: 020 8811 8216

UB2 contact:

Southall Office

Middlesex Business Centre
Merrick Road
Southall UB2 4AB

Telephone: 020 8571 9835

If you are 65 or over contact:

- Telephone: 0845 60 60 265

Cash help

- or www.dwp.gov.uk (Benefits and Services A-Z. Disabled people and carers)
- Your local **Citizen's Advice Bureau** (see page 12)
- Some **Post Offices** also have booklets.

For general information on all social security benefits for carers and the people they care for, and for help with forms contact:

Benefit Enquiry Line

Telephone: 0800 88 22 00
(8.30am-6.30pm Monday-Friday and
9am.- 1pm. Saturday)
Textphone:0800 24 33 55

If you would like advice about **Carer's Allowance**

Telephone: 01253 85 61 23
Textphone: 0800 73 11 888

For advice about **Disability Living Allowance and Attendance Allowance**

Telephone: 08457 12 34 56
Textphone: 08457 22 44 33

Hounslow Welfare Benefits and Money Advice Unit

Civic Centre
Lampton Road
Hounslow TW3 4DN

Telephone: 020 8583 5016
Tuesday 2-4pm,
Wednesday 10am-1pm,
Thursday 4pm-7pm,
Friday 10am –12noon

Carers Rights Worker

82, New Heston Road
Heston TW5 0LJ

Telephone: 020 8570 6963

Council Tax Discounts and Rebates

You may be eligible for a council tax rebate or discount if you are providing care for a person who is entitled to one of the following state benefits:

- a) a higher rate attendance allowance
- b) the highest rate of the care component of a disability living allowance
- c) the appropriately increased rate of disablement pension
- d) an increase in a constant attendance allowance
- e) resident in the same dwelling as the person to whom care is being provided
- f) providing care for at least 35 hours a week on average

- g) not a disqualified relative of the person being cared for (a disqualified relative is a person who is the spouse of the other or they live together as husband and wife, or the parent of the other who is a child below 18 years of age).

A property left empty by a carer or by someone being cared for, may be exempt from Council Tax, because certain conditions apply.

Contact the Civic Centre

Telephone: 020 8583 4242

Other Help Available

Adaptations to your Home (see page 27)

Direct Payments Scheme (see page 19)

Carers Break Voucher Scheme (see page 20)

Hounslow Social Services Waiver Scheme

By law, Social Services must make reasonable charges for certain services that it provides. These include home care and rent for hostel accommodation. However, in certain circumstances these charges can be reduced or even waived (ignored) altogether where people are having real and unavoidable difficulty in meeting the payments.

Contact: the Income Assessment Team Telephone: 020 8583 3045 or find out more information on the Hounslow website.

Friends of the Elderly

Can help people who suffer from long-term illness or disability with the cost of equipment, holidays, or care home accommodation. Your application must be supported by a registered charity, a housing association, or the Council and you must live in Greater London.

40 – 42 Ebury Street
London SW1W 0LZ

Telephone: 020 77730 8263
www.fote.org.uk

Mary Macarthur Holiday Trust

Can help with the cost of a holiday for female carers of working age or over

Transport House
1 Cathedral House
Cardiff Road
Cardiff CF11 9SD

Telephone: 01248 470074
Thursday 2- 5.30pm
Answerphone at other times

Ex Service

If you or the person you care for has served in His Majesty's forces, even if only on National Service, or have been in the Merchant Navy, you maybe able to get help. The Royal British Legion will be able to advise you.

The Royal British Legion

48 Pall Mall London SW1

Telephone: 020 7973 7200
www.britishlegion.org.uk
or your local club or branch

The Soldiers' Sailors' & Airmen's Families Association

The Forces Help Society

19 Queen Elizabeth Street
London SE1

Telephone: 020 7403 8783
Fax 020 7403 8815
www.ssafa.com

Local contact:

Guy Green
Territorial Army Centre
London W12

Telephone: 020 8743 8888

Counsel and Care

Provides advice and information, including fact sheets to vulnerable older people and their carers on a range of issues including Community Care, Hospital Discharge and Continuing Care, and charitable help. It also manages a number of trust funds and can agree lump sum grants.

Twyman House, 16 Bonny Street,
London NW1 9PG

Helpline: 0845 300 7585
(10.30am - 4pm)
www.counselandcare.org.uk

Alzheimer's Society Caring Grant

Provides grants of up to £500 to carers of people with Alzheimer's, depending on your financial situation. Can help with special one-off costs such as the purchase and installation of a washing machine.

Devon House
58 St. Katherine's Way
London E1 1JX

Telephone: 020 7423 3500
Helpline: 0845 300 0336
(8.30 am-6.30pm Mon-Fri)
www.alzheimers.org.uk

The Family Fund

Provides grants to families caring at home for a severely disabled or seriously ill child under 16. Payments can be made for clothing and bedding, driving lessons, the purchase of household appliances, outings etc

Unit 4, Alpha Court,
Monks Cross Drive
Huntingdon
York. YO32 9WN

Telephone: 0845 130 4542
Textphone: 01904 658 085
www.familyfund.org.uk

Hounslow Energy Advice help line

Aims to assist Hounslow residents who cannot afford to keep their homes warm. Advises on how to save on fuel bills and provides grants and discounts for heating and insulation.

North & West London Energy
Efficiency Advice Centre
222 Upper Street
London N1 1XR

Freephone: 0800 281 768

Local Charities

There are a number of local charities that help local residents in extreme need.

For further details consult your local library or the web.

The Association of Charity Officers

There are many charities that can give financial help. The association of charity officers can advise you who to contact, and can pass on requests.

Five Ways
57 – 59 Hatfield Road
Potters Bar, Herts. EN6 1HS

Telephone: 01707 651 777
www.aco.uk.net

Problems getting benefits

If you have difficulty getting benefits you are entitled to, contact one of the following:

Carers UK Carersline

Telephone: 0808 808 7777: (Freephone)
Wed.- Thurs. (10am -12 noon and 2 - 4pm)

Cash help

Citizens' Advice Bureau

Brentford and Chiswick

Chiswick Town Hall,
Heathfield Terrace,
Chiswick W4 3BZ

Telephone: 0870 1269 500
Telephone Advice:
Mon., Wed, Thurs. 10am – 11am-
Drop-in:
Mon., Wed., Thurs. 10am – Noon
Mondays, 6.30pm- 7.30pm

Feltham

2nd. Floor, The Centre
High Street
Feltham TW13 4GU

Telephone: 02870 1269 500

Hounslow

45, Treaty Centre
High Street
Hounslow TW3 1ES

Telephone: 0870 1269 500
Telephone Advice:
Mon., Wed, Thurs 1pm – 2pm
Drop-in :
Mon., Wed., Thurs. 10am-1pm

The Law Centre

51 Lampton Road
Hounslow TW3

Telephone: 020 8570 9505
Fax: 020 8572 0730

Hounslow Asian Community Advice Service

c/o Hounslow Racial
Equality Council
Hounslow Advice Centre
Treaty Centre, High St.,
Hounslow TW3 1ES:

Telephone: 020 8583 2525

Carers Rights Worker

82, New Heston Road
Heston TW5 0LJ
(See pages 8 and 14)

Telephone: 020 8570 6963

Help with caring and time off

Everyone needs time off from the physical and mental demands of caring. There are many different ways of organising a break, whether for one hour a week, a holiday, or regular help with the day-to-day tasks of caring.

Help from Hounslow Council

Community Services (used to be called Social Services) provide practical help and advice about council or voluntary organisations.

What happens when you initially contact Community Services?

Community Services (used to be called Social Services) provide practical help and advice about council and voluntary organisations. To determine what help is needed, and how they can help, community services will first need to carry out an assessment.

Community care assessments are for the cared for person. The assessment will focus on the cared for person's needs, but should also look at the role of the carer and the help they provide.

Carers' assessments are for people who provide 'regular and substantial' care for a partner, friend or relative. No definition of 'substantial' is given, so if you feel you devote a lot of time to caring for someone and you do this regularly, you can have a carers' assessment. You can have a carer's assessment whether or not the person you care for has had an assessment or wants one themselves.

Services for carers could include:

- vouchers to enable carers to take a break from caring
- carers emergency card
- mobile phone for the carer (if this would give them peace of mind when they are away from the person they care for)
- information about local support groups for carers
- practical help at home
- information/advice
- respite
- direct payments
- training

Help with caring and time off

For further details, or to arrange an assessment, contact:

The Adult Access Team

41 New Heston Road
Heston TW5 0LW

Telephone: 020 8583 3100
Fax: 020 8583 3187
Minicom: 020 8583 3186

Sign language video link is available.

For more information on services that may be available, please check the Hounslow website www.hounslow.gov.uk

Children's Services

82 New Heston Road
Heston TW5 0LW

Telephone: 020 8583 3300

All Community Care offices have blue-badge holder parking, induction loops and are wheelchair accessible. They will provide support appropriate to your ethnic, cultural and communication needs. Signers and interpreters are available on request.

If the person you care for is in or attending the West Middlesex University Hospital

The Social Work Team, West Middlesex University Hospital

West Middlesex University Hospital
Twickenham Road
Isleworth TW7 6AF

Telephone: 020 8321 5609/5610
(weekdays, 9am-5pm)

If the person you care for is in Ashford/St. Peter's Hospital

The Social Care Team, Ashford/St. Peter's Hospital

Ashford/St. Peter's Hospital
Guildford Road
Chertsey Surrey KT1 0QA

Telephone: 01932 722 526
(weekdays 9am – 5pm)

If the person you care for is in Charing Cross Hospital

The Social Services Department, Charing Cross Hospital

Charing Cross Hospital
Fulham Palace Road
Hammersmith W6 8RF

Telephone: 020 8846 1234

Caring with Confidence and The Carers Educational Training Programme

This training can only be accessed via a carer's assessment. If you wish to take part, please contact your carers assessor to request that it can be included on your care plan.

For more information contact:

Carers Information Officer

Community Services
Civic Centre, Lampton Road
Hounslow, TW3 4DN.

Telephone: 020 8560 3085

The Carers Register

The carers register, held by Housing and Community Care Services, is a voluntary database that holds details of carers in the London Borough of Hounslow. It is broken down into relevant categories to target and provide feedback to carers. You will be sent information on new legislation, meetings and events, and kept involved with any changes in services.

If you would like to be added to the register, contact:

The Carers Information Officer
(For details see above)

Telephone: 020 8583 3085

The Health Service

Tell your doctor you are a carer.

It is important that you complete a form to advise your doctor (G.P.) that you are a carer, and request that this information is kept on your file. This form can be found in the Carers Support Pack or obtained from the Carers Information Officer. Your caring role may affect your health and your doctor needs to be aware of this in order to assist you to continue to care. You can ask him/her to advise you of all the other NHS services available to help you and the person you care for and refer you for a carers assessment.

The Community/Stroke nurses will usually be contacted through your doctor. They maybe able to arrange out-of-hours service.

There is also a specialist nurse to advise on continence care.

Call 020 8630 3296 for more information

The Community Matron Service

This service aims to prevent any unnecessary hospital admission for older people with complex needs, so that they can maintain the maximum independence, choice, and control.

Referrals to the service can be made through your GP, or health professional or through community services (previously known as social services).

For acceptance to the service there are several criteria.

The person must:

- be resident of the Borough of Hounslow;
- be aged 65 or more;
- be registered to a GP in Hounslow; and
- have had 2 or more unplanned hospital admissions in the past year.

For more information ask your doctor.

Health visitors can be contacted at the Health Centres. They are particularly concerned with preventative health care and will discuss your social and health needs with you.

Your family doctor

For help with finding a local family doctor contact **NHS Hounslow**.

Out of Hours Service

To contact a doctor out-of-hours, calling your GP's number will refer you to a contact number to phone, or contact NHS Direct.

NHS Direct

NHS Direct is a confidential service available at any time day or night. You can ring for nurse advice if you or the person you care for is feeling ill. NHS

Direct can also provide general information about conditions and treatments and give details on local health services.

NHS Direct

Telephone: 0845 4647
www.nhsdirect.nhs.uk

Primary Care Trusts (PCTs)

“Primary care” is the term used to describe the care your family doctor and his support team, which includes community/stroke nurses, health visitors and other related professionals, give you. “Secondary care” refers to the services you receive in a hospital and “tertiary care” to the services you receive in a specialist unit or hospital.

Every doctor’s practice is now a member of a Primary Care Trust (PCT). They have responsibility for health improvement and service provision in the local community. Board meetings are held in public, and there is a duty to consult with the public to obtain their views on their needs and the quality of local services.

For more information contact your local Primary Care Trust:

Hounslow NHS Primary Care Trust

Phoenix Court
531 Staines Road
Hounslow TW4 5DP

Telephone: 020 8630 1000
Fax: 020 8630 3415
www.hounslowpct.nhs.uk

Patient Advice

Every NHS Trust has a Patient Advice and Liaison Service (PALS), which can help you with information, and help if you are experiencing difficulties with the service.

Hounslow Primary Care Trust

Telephone: 0800 953 0676

Ashford Hospital

Telephone: 01784 884471

St. Peters Hospital

Telephone: 01932 723553

West Middlesex University Hospital

Telephone: 020 8321 6261

West London Mental Health Trust

Telephone: 0800 0643330

Medicines Information Centre

West Middlesex University Hospital
Twickenham Road
Isleworth TW7 6AF

Telephone: 020 8321 5880
Mon – Fri 9am – 5.30pm

Provides information and advice on all aspects of medicines for patients of the hospital or of the Hounslow borough.

Hospital Discharge

Before someone is discharged from hospital, an assessment of their needs should be carried out. You can also ask for a carer's assessment to look at the help that you may need as their carer. If the person you care for has medical support needs, the NHS may have to provide free care.

If a care plan, and services outlined in it, are not agreed or ready before someone is discharged from hospital, they may be entitled to free intermediate care for up to six weeks while more permanent services are put in place. If you are unhappy with any decisions that have been made or with the way you or the patient has been treated, you should be advised of the appropriate complaints procedure.

When the person is still in hospital you should be:

- told about the treatment and condition of the person with their consent and informed about any medication and side effects, and what is likely to be involved in caring.
- involved in any home visits by the occupational therapist to discuss what equipment and adaptations might help.
- able to speak to the physiotherapist about the person's care and the support you think you may need.
- if the person is unable to be cared for at home, you should be given sufficient time to visit potential care homes and be given information about charges for services.
- given at least 24 hours notice that the person is coming home from hospital
- given a copy of the discharge plan which sets out what support should be in place
- ensure that the support is in place to help you and the cared for person
- essential equipment should have been delivered and made ready for use; and transport home should have been arranged.
- the cared for person's GP should have been told that he/she is coming home.

It is also important that you have a phone number to call if you have any worries or concerns about the person or their medication.

Help in the home

All care agencies providing help to vulnerable people, must be registered with the Commission for Social Care Inspection. This includes council service, or a voluntary or private commercial organisation.

Home Care Service

Home Carers can provide help with personal tasks, such as bathing, washing and dressing, as well as some household tasks. There may be a fee for these services.

Contact your care manager or a social care advisor in adults and children's services (see page 14)

Direct Payments Scheme

Once Community Services have carried out an assessment and decided which services you and the person you care for need, you can then choose either to have Community Services provide that help for you, or to receive Direct Payments instead.

If you choose Direct Payments, you or the person you care for will get money from Community Services so that you can buy in the help you need.

The advantages of Direct Payments are that they can offer you more control and flexibility to arrange the support you need, when you need it. You should, however, be aware that Direct Payments can also involve a lot of paperwork as you may become someone's employer, but there are organisations who can help you with this.

Your care manager will advise you about Direct Payments as part of the assessment procedure.

For more information about the scheme, and advice about handling direct payments contact

Direct Payments Support Service Team

Civic Centre
Lampton Road
Hounslow TW3 4DN

Telephone: 020 8583 4708

Fax: 020 8583 3017

Textphone: 020 8458 3100

Speak Out in Hounslow

For carers of people with Learning disability over 50 years of age (see page 42 and 50)

Carers' Break Voucher Scheme

This scheme offers carers to have more control and flexibility to choose time off. Carers Vouchers can be used to buy services from a number of agencies approved by the CSCI.

To find out about the Vouchers contact the Customer Advisor in the appropriate Access Team (see page 14)

Contact:

Civic Centre

Lampton Road

Hounslow TW3 4DN

Telephone: 020 8583 3330

Crossroads Care West London

Crossroads is an organisation providing flexible care to give you a short break at a time to suit you. All the care workers are trained to give emotional and practical support, tailored to individual needs. There is also a palliative care service for people with life limiting illnesses. The service is free.

A carer's rights worker is also available to give advice on entitlements and benefits and to signpost carers to appropriate services and support.

82, New Heston Road
Heston TW5 0LJ

Telephone: 020 8572 8834

Fax: 020 3118 7130

www.crossroads.org.uk/hounslow

Age Concern Carers Support Service

Provide sitters to give carers of older people in Feltham, Bedfont and Hanworth a break on a regular basis or occasionally as required.

Age Concern Feltham

Feltham Lodge, Harlington Road

West

Feltham TW14 0JJ

Telephone: 020 8751 5829

www.ageconcernfeltham.org.uk

Age Concern Handyperson Scheme

Provides help with very small jobs around the house.

Age Concern Hounslow

Alexandra House

Albany Road

Brentford TW8 0NE

Telephone: 020 8560 6969

Fax: 020 8560 9119

www.ageconcernhounslow.org.uk

Hounslow Volunteer Bureau

Volunteer Centre Hounslow provides volunteers to voluntary and statutory organisations in the London Borough of Hounslow. Volunteers and organisations are matched up via our database system. Volunteer opportunities vary from casual commitment, one off tasks and ongoing volunteering.

The Advice Centre
45 Treaty Centre
Hounslow TW3 1ES

Telephone: 020 8570 5083
www.volunteerhounslow.org.uk

Isleworth Care Network

A service provided by volunteers who will provide assistance to carers. For further information, contact:

78 St. John's Road
Isleworth TW7 6PN

Telephone: 020 8569 8254
(10 am-12 noon,
Monday – Thursday)

St. Vincent's Care Network

Befriends elderly and disadvantaged people and has volunteers who can help with shopping, odd jobs etc.

2, Witham Road
Isleworth TW7 4AJ

Telephone: 020 8560 4737
Jim Smith 020 8568 7262

Home Care Agencies

There are many commercial agencies providing care or full nursing services, by the hour or round the clock. Rates and registration fees vary considerably, and it is worth shopping around.

The United Kingdom Home Care Association

The Association aims to identify and promote the highest standards in home care and can advise on details of members in the area.

Contact: The Information Officer
UKHCA www.ukhca.co.uk
2nd. Floor, Group House
52 Sutton Court Road
Sutton, Surrey SM1 4SL

Telephone: 020 8288 5291

Counsel and Care

(see page 10)

Telephone: 0845 300 7585
(10.30am-4pm)

Home Meals Service

People who have difficulty cooking for themselves can have a hot midday meal delivered to their home 7 days a week, including Bank Holidays, providing they meet certain strict criteria. Any type of religious/cultural diet can be provided.

The charge is revised each April (at April 2008 it was £3.80)

Contact: Social care advisor or your care manager in the Adult Access Team (see page 14)

Incontinence Laundry Service

If the person you care for is incontinent and you cannot cope with all the laundry, the Borough can provide help with a laundry service. This is a free service which will launder bed linen, blankets and clothes.

Contact your care manager or a social care advisor in adults and children's services (see page 14)

Incontinence Supply Service

The service can supply pads etc. and will deliver if necessary. There is a charge for collection:

Contact: Your doctor, nurse, community matron, health visitor, hospital or your care manager or see below:

The Continence Team

Brentford Health Centre
Boston Manor Road
Brentford TW8 8DR

Telephone: 020 8630 3296

Linkline

Linkline is an alarm system for vulnerable people that puts them in touch with trained staff in an emergency at the press of a button. The button is on a small pendant which can be worn around the neck. There is a small weekly charge but it may be possible to get assistance with these charges.

Linkline + provides a range of telecare sensors that monitor a person's health and risks in the home, 24 hours a day, 365 days a year. For example, a telecare enabled smoke alarm would allow trained staff to contact the emergency services on your behalf.

Contact: The Linkline Manager

Telephone: 020 8583 4400
Textphone: 020 8583 4377

Vitalise Homeshare

Based on an exchange in which householders provide accommodation in their own homes to homesharers. Homesharers provide about 10 hours help each week and the assurance that someone will be there at night.

155a, King's Road
London SW3 5TX

Telephone: 020 7376 4558
Fax: 020 7376 3541
www.careline.org.uk

Care and Repair

A service that can help older homeowners (over 60) and their carers to repair, improve and adapt their properties. The aim is to take away some of the stress and disruption of undertaking repairs by offering confidential advice, support and expertise.

Housing Strategy & Services
Civic Centre, Lampton Road
Hounslow TW3 4DN

Telephone: 020 8583 3878

The Handyperson Scheme

Low cost practical help to older homeowners (over 60) with **minor** repair jobs around the house.

Contact: Care and Repair Hounslow (see above for details)

Help away from home

Day Support Centres

There are day support centres in the borough providing care, rehabilitation and work opportunities, according to the needs of the person being cared for.

Contact: The social care advisor in the Adult Access Team (see 14)

Age Concern Feltham

A centre for older people in Feltham, Bedfont and Hanworth where there are social and lunch groups for people who are physically disabled/frail or mentally confused/frail. Older carers can attend for lunch with the person they care for or come along to socialise with others. Staff support relatives on a one-to-one basis.

Age Concern - Feltham
(see page 20 for address)

Telephone: 020 8751 5829

Integrated Assessment, Rehabilitation and Discharge Services

West Middlesex University Hospital

The service aims to prevent hospital admission where possible, reduce the period of time people spend in hospital, and enable people to return to their own homes rather than go into long term care. Support can be in the rehabilitation centre, or in peoples' own homes.

Contact: Your doctor, hospital doctor, district nurse or social worker.

The Lakeside Day Hospital

West Middlesex University Hospital

A day-care unit for people with severe mental health problems

Contact: Your hospital doctor, community psychiatric nurse, or hospital social worker.

Connect Foundation for Mental Health

A Thames barge providing day provision for severe and enduring mental health conditions through woodworking and associated crafts, from 10am-3.30pm five days per week

20, Church Street
Isleworth TW7 6BG

Telephone: 020 8560 8360

Family Link Scheme

A scheme which provides free respite care with another family for children with a disability

Contact: The Social care advisor in the appropriate Children's Service (see page 14)

Short breaks

If you need a break from caring, from a few days to two or three weeks, it may be possible to arrange residential care for the person you care for. It is advisable to make a booking in advance although in an emergency contact your social care advisor or care manager (See page 14)

If you are taken ill and have to go into hospital, a place can usually be found at short notice. You may be charged for this service.(See **also Carers Emergency Card** page 54)

Short term specialised respite care can be arranged if the person you care for has dementia. Care in a hospice can also be arranged for a person with terminal illness. Contact your **doctor, consultant, or community psychiatric nurse**.

Holidays for you and/or the person you care for

Holidays can be arranged for people of all ages, with or without their usual carers.

Royal Association for Disability and Rehabilitation (RADAR)

Provides information on travel and accommodation and publishes an annual guide.

12 City Forum
250 City Road
London EC1V 8AF

Telephone: 020 7250 3222
Fax: 0870 141 0337
Textphone: 020 7250 4119
www.radar.org.uk

RNIB Holiday Service

Provides a holiday guide pack with details of holiday opportunities for people with sight problems and their carers.

224 Gt. Portland Street
London W1W 5AA

Telephone: 020 7388 1266
Helpline: 0845 766 9999
www.rnib.org.uk

Tourism for All

This is a registered charity that offers free information and advice to disabled people and their carers with special holiday needs. They produce detailed fact sheets including lists of companies providing holidays for the disabled, and accommodation with nursing care in various resorts. Its 'Friends Scheme' gives members exclusive access to the free reservations service, quarterly newsletter, respite care database, and provides detailed information on discounted rates at the major chain hotels, at a cost of £25.00 annually.

The Hawkins Suite
Enham Place
Enham Alamein
Andover SP11 6JS

Telephone: 0845 124 9971
www.tourismforall.org.uk

Vitalise

Provides respite for carers and holidays for people with severe physical disabilities at five fully adapted centres in the UK and abroad. Free brochure and help with funding available. 24hour care and support is provided to carers as a couple or single people to have a break.

12 City Forum
250 City Road
London EC1V 8AF

Telephone: 0845 345 1972
Fax: 0845 345 1978
www.vitalise.org.uk

Syon Mission

Group holidays are arranged annually for disabled people and their carers living in the Brentford area mainly, although people living in neighbouring areas can apply.

Contact: Peter Cave
(see page 43)

Telephone: 020 7603 4739

The Kiloran Trust

An organisation, which recognises the need for carers to rest and recharge their batteries. In its house in West London it offers breaks in a stress free environment with unobtrusive support.

157 Blythe Road
London W14 0HL

Telephone: 020 7602 7404
www.kilorantrust.org.uk

The Mary Macarthur Holiday Trust

See page 9

Leisure Activities

There are many leisure activities for people with disabilities in and around the Borough, including keep-fit, swimming, drama, stroke groups, etc.

Obtain details from:

Heston Community School, Heston Road, Heston	020 8570 6544
West Thames College, London Road, Isleworth	020 8326 2000
Fountain Leisure Centre, Brentford	020 8994 9596
Feltham Airparks Leisure Centre	020 8894 9158
Reflections Project, Hounslow Urban Farm Faggs Road, Feltham	020 8893 2429

Care in a residential home

If you are unable to continue to care, permanent accommodation can be found for your loved one in a residential or nursing home.

All registered by the Commission for Social Care Inspection, whether private, or council run, CSCI provides information, and annual inspection reports. Charges vary depending on the home and the level of care needed, but if you are on income support or have little savings you should be able to get financial support. National Health Service Continuing Care is free but is accessed through your doctor or consultant.

Commission for Social Care Inspection

33, Greycoat Street
London SW1P 2QF

Telephone: 020 7979 2000

Helpline: 0845 015 0120

www.csci.org.uk

Alternatively contact the Adult Access team (see page 14).

There are a number of independent agencies that have information on homes around the country, and will help find a suitable one, but some do charge a fee.

Elderly Accommodation Counsel (EAC)

A registered charity which maintains a nationwide database of all forms of accommodation for older people, for example sheltered housing for sale or rent, close care schemes and care homes registered for personal or personal and nursing care. Guidance, advice and detailed information is given to help people choose and fund the accommodation most suited to their needs.

3rd Floor
89, Albert Embankment
London SE1 7TP

Telephone: 020 7820 1343

www.HousingCare.org

Adaptations to your home

If you need adaptations to your home to help the person you care for live more comfortably, you may be able to get a 'disabled facilities grant' towards the cost of an adaptation. If you are a council tenant any essential adaptations may be carried out free.

Contact: The adult access team or your care manager

Equipment to help you at home

There is a wide range of equipment available to help you cope with caring for people with disabilities. There are aids to help people to bath, dress, eat and get about, or simply do things that they enjoy but now are difficult. This includes equipment for deaf, blind, hard of hearing and partially sighted people. (See also in the previous chapter “Adaptations to your Home”)

Contact:

- **Your doctor:** for prescribed medical equipment, such as walking equipment or a wheelchair.
- **Your district nurse:** for aids to home nursing, such as commodes, urinals, incontinence pads, hospital beds and special mattresses, otherwise contact the Community Services Occupational Therapy Team as below.
- **Social Care Services Occupational Therapy Team:** for non-medical equipment to help with everyday life, like a bath seat or special bath, equipment to help with lifting or feeding. They can also have small adaptations made to the home, like grab rails or a ramp for wheelchair access.

All equipment is loaned free.

Contact: the adult access team or your care manager (see page 14)

The Wheelchair Service

Provides wheelchairs or buggies to meet the needs of anyone over the age of three, who has lived in Hounslow for at least six months and has a permanent mobility problem.

Heart of Hounslow Health Centre
92, Bath Road
Hounslow TW3 3EL

Telephone: 020 8630 1277

See also Calen Centre, and Disabled Living Foundation which has lists of firms who sell and hire wheelchairs.

The Calen Centre

A service to give you advice and information on equipment for independent living. You and the person you care for can come to see, try out and explore solutions with experienced Occupational Therapy staff.

The Coach House
Harlington Road West
Feltham TW13 0JJ

Telephone: 020 8583 6122/6125

Age Concern Hounslow

Has a wheelchair hire service by the day

Age Concern – Brentford

Alexandra House, Albany Road,
Brentford, TW8 0NE

Telephone: 020 8560 6969

Age Concern - Feltham

Feltham Lodge, Harlington Road
West Feltham Middlesex TW14 0JJ

Telephone: 020 8751 5821

The Disabled Living Foundation

Has an equipment centre, which contains a comprehensive display of aids to everyday living for people of all ages. It also covers clothing and has an information service with details of over 12,000 products. Equipment is not on sale at the centre, but information on sources of supply, cost etc. is available.

380-384 Harrow Road
London W9 2HU
View by appointment only

Telephone: 020 7289 6111
Helpline: 0845130 9177
www.dlf.org.uk

The British Red Cross-Uxbridge Centre

Some equipment is available on hire from the Red Cross free of charge, but there is a deposit.

68 The Greenway
Uxbridge UB8 2PL

01895 233 199
Open Monday, Wednesday and Friday
10.30am - 3pm by appointment only.

Direct Mobility Hire

Supply mobility equipment for short-term rental.

Warren House
201a, Bury Street
Edmonton N9 9JE

Telephone: 020 7924 4058
Helpline: 0800 092 9322
www.directmobility.co.uk
Open Monday-Friday 9am-5pm

Certain shops and some local chemists also stock a range of equipment and can supply free catalogues.

Boots the Chemists

193-199, High Street Hounslow

Telephone: 020 8570 0156

Keep Able

11-17 Kingston Road
Staines TW18 4QX

Telephone: 01784 440044
Fax: 01784 449909
www.keepable.co.uk

Equipment to help you at home

Additional Aids (Mobility)

80 High Street
Whitton TW2 7LS

Telephone: 020 8755 0022
Mon. – Fri. 9am. – 5pm
Saturday 10am. – 4pm.
www.aamobility.co.uk

Hounslow Furniture Recycling Project

The furniture project aims to provide low cost furniture and household appliances to those who have been recognised by the local council, Health Service or voluntary organisations as needing help to establish or maintain a home.

Carnegie Hall
Northcote Avenue
Isleworth TW7 7JQ

Telephone: 020 8892 4916
(Monday-Friday 8.30am-4.30pm)

Hounslow Toy Library

Has a wide range of toys, books, videos and cassettes for children with disabilities to develop their skills. It costs £2 yearly subscription, plus a small hire charge. Provides information and support, and drop-in sessions for families.

Wednesdays 9.30am – 12.30pm, Thursdays 1.30 – 5pm.

Inwood Park, Inwood Road
Hounslow TW3 1XA

Telephone: 020 8569 5451
www.hounslowtoylibrary.co.uk

Transport services

Blue Badge Parking Scheme

A blue badge enables a car to be parked where other vehicles are restricted, for a maximum of three hours. Available to disabled people who are either drivers or passengers. Some boroughs, notably the City of Westminster restrict their use to their own residents only.

They must:

- be over the age of 2, except in very specific medical circumstances;
- receive the higher rate of the mobility component of Disability Living Allowance;
- be registered blind or receive a grant for their own vehicle; and
- have severe and substantial difficulty in walking.

Applications take about six weeks to process, and applications must be renewed every year.

To obtain an application form either:

- Print one out at: www.hounslow.gov.uk/blue_badge_az
- e-mail your request to: freedom.pass@hounslow.gov.uk
- or write or telephone:

Transport Inclusion Unit
Blue Badge Parking Scheme
London Borough of Hounslow
Civic Centre, Lampton Road
Hounslow TW3 4DN

Telephone: 020 8583 3073/4111

Taxicard

The London Taxicard scheme provides a 'black cab' for people unable to use conventional public transport at a subsidised cost of approximately £1.50 for the first £11.80 on the meter.

Application forms are available from the address below. Two passport type photographs are required. If you don't receive the mobility component of the Disability Living Allowance or are not registered blind, a doctor must confirm eligibility. You can make up to 96 trips per annum.

ALG Taxicard

Transport Committee for London
1st Floor, New Zealand House
80 Haymarket,
London SW1Y 4TZ

Telephone: 020 7484 2929
Fax: 020 7839 2919
www.taxicard.org.uk

You can also get a form from **the Civic Centre Reception**.

Transport services

Dial-a-Ride

If the person you care for is unable to use public transport they are eligible for the Dial-a-Ride service. The service is free and is best suited for journeys of up to five miles. Bookings for doctors and dentists can be arranged up to 2 weeks in advance, but more casual visits, i.e. shopping, have to be booked the day before. You must register first.

To register and obtain an information pack contact:

Dial-a-Ride

Telephone: 0845 999 1999

Telephone: 020 7394 5800

www.tfl.gov.uk/gettingaround

Hounslow Community Transport

Provides a group transport service for voluntary groups and has several minibuses with tail lifts for wheelchairs. Self-drive hire at modest rates, or volunteer drivers can be provided.

9, Montague Road
Hounslow

Telephone 020 8572 8204

Isleworth Care Network

This organisation can help those in the Isleworth area. It will also drive you to shop and to the doctor or dentist.

78 St. John's Road,
Isleworth TW7 6PN
(see page 21)

Telephone: 020 8569 8254
(10 am-12 noon,
Monday – Thursday)

Shopmobility Hounslow

This scheme enables you to park free in special bays on level 6 of the Treaty Centre. You will have use of a scooter, power chair or manual wheelchair for shopping at a cost of £1.00 per hire to members, £2.00 for day visitors. There is a £6.00 annual membership fee.

Shopmobility Hounslow

Blenheim Centre
Prince Regent Road Hounslow
TW3 1NL

Telephone 020 8570 3343
(10am - 3pm. every day)
Fax: 020 8570 7896

Road Tax Exemption

You may be able to claim exemption from road tax if:

- the person you care for receives the highest rate of the mobility component of the Disability Living Allowance; and
 - a car is registered in their name and used exclusively by them; or
 - you are the registered keeper and the car is used exclusively for the transport of the disabled person.

Department of Work and Pensions

Warbreck House
Blackpool FY2 0UH

Telephone: 0845 712 3456

Mobility Advice and Vehicle Information Service

Provides practical advice on driving, car adaptations and car choice, both for disabled drivers and passengers. The centre is open to anyone who has a disability and/or their carer who has a full or provisional licence.

The Forum of Mobility Centres

c/o Providence Chapel
Warehorne
Ashford
Kent TN26 2JT

Telephone: 0800 559 3636
(9am-5pm Monday-Friday)
www.mobility-centres.org.uk

Motability Scheme

This scheme can help disabled people to use their Disability Living Allowance to buy a car or an electric wheelchair or scooter. Anyone receiving the higher rate of the mobility component of the Disability Living Allowance or a War Pensioner's mobility supplement can apply for help under the scheme.

Motability Operations

City Gate House
22 Southwark Bridge Road
London SE1 9HB

Helpline: 0845 465 45666
www.motability.co.uk

AA and RAC

Both these motoring organisations provide discounts on membership to disabled motorists and give them priority for services. The AA also provides travel guides for disabled people including where to stop; where to stay; where to eat; places to visit, etc. These are free to members with a disability.

The Automobile Association

Telephone: 0800 262 050
(Freephone)
www.theAA.com

The Royal Automobile Club

Telephone: 0800 550 550
(Freephone)
www.rac.co.uk

London Transport Bus Routes

Most buses in the borough now have wheelchair access. Some are low-floor with powered ramps and others are standard buses with wheelchair ramps. The centre has bus maps and a variety of information.

Transport services

Hounslow Tourist Information Centre

Ground Floor, Hounslow Library
Treaty Centre
Hounslow

Telephone: 0845 456 2929

Transport for London

Telephone: 020 7941 4600
www.transportforlondon.gov.uk

Disabled Person's Railcard

Enables a disabled passenger and one carer to travel at a rate reduced by one third on rail travel. At present it costs £18.00 to buy a one-year rail card, and £48.00 for a three-year railcard. There is also a similar reduced ticket fare for anyone travelling with the disabled person as their carer.

Telephone: 0845 605 0525
Minicom: 0845 601 0132
www.disabledpersons-railcard.co.uk

When things go wrong

From time to time, things go wrong. Many problems can be sorted out quite quickly by discussing your concerns with the manager of the service you are experiencing problems with. If this does not satisfy you, the council, the National Health Services and most voluntary organisations providing the services, have a formal complaints procedure which you can have a copy of.

Unfortunately there is not one procedure for all the organisations. Each has its own policy and you will need to follow the procedures set out in the leaflets from the various organisations.

Always keep copies of correspondence for future reference.

Complaints about Council Community Care Services

If you are unhappy about the service you receive, or are being refused a service, you have the right to complain.

Stage 1

- Tell the manager of the service, or call the Customer Relations Team on **020 8583 3333**
- Explain what you are unhappy about and what you would like to happen to put it right.
- Within two working days, you will be told the name of the manager who will contact you to talk about your complaint.
- You will receive a written answer to your complaint in 10-20 working days.

If you are not satisfied you can move to **stage 2**. You have 20 working days to tell the council if you wish to do this.

Stage 2

- An independent person will be appointed to look into your complaint and report to a senior manager.
- You will receive a written response within 25 working days.

If you are not satisfied you can move to **stage 3**. You have 20 working days to tell the council if you wish to do this.

Stage 3

- A panel of three people will review the investigation in respect of your complaint at Stage 2 and make recommendations to the service director.

When things go wrong

- You will also be able to tell the panel about why you have not been able to resolve your complaint.
- You will receive a response within 20 days.

If you are still not satisfied you can ask the Local Government Ombudsman to investigate.

Local Government Ombudsman

PO Box 4771

Coventry CV4 0EH

Telephone: 0845 602 1983

Fax: 024 7682 0001

www.lgo.org.uk

Complaints about National Health Services

First of all talk to the person on the spot (nurse, doctor, dentist, optician or chemist). It is often possible to resolve problems before they become major issues. If you are not satisfied it might be helpful for you to talk to the **PALS (Patient Advice and Liaison Services)** staff. They are available in every NHS hospital and at the offices of your local **Primary Care Trust (PCT)**. It is suggested that you start with your local PCT PALS service as you may need to be referred to more than one service if your complaint is complicated.

PALS Contacts

NHS Hounslow

Telephone: 0800 953 0676
Email: Pals@hounslowpct.nhs.uk

Ashford Hospital

Telephone: 01784 884471
Email: Pals@aphs.nhs.uk

St. Peters Hospital

Telephone: 01932 723553
Email: Pals@asph.nhs.uk

West Middlesex University Hospital

Telephone: 020 8321 6261
Email: Pals.service@wmuh.nhs.uk

West London Mental Health Trust

Telephone: 020 8354 8366
Email: Pals@wlmht.nhs.uk

If you are not satisfied with the help you have been offered, you may wish to make a formal complaint in accordance with the NHS Complaints Procedures

There are strict time limits on complaints and therefore it is essential that you follow the guidance carefully to avoid being "out of time". Most complaints have to be made within 6 months of the date when the incident occurred (not when you became aware of it).

It is in your interests to make the complaint as soon as you possibly can.

Your complaint should be made in writing to the Chief Executive and you should receive an acknowledgement within two working days and a substantive reply within 25 working days (10 working days for doctors dentists opticians and chemists). In some cases it can take longer, but they will write to let you know and try to agree that with you.

Where can I get more advice and help?

Independent Complaints and Advocacy Services

The **Independent Complaints Advocacy Service (ICAS)** can help people make a complaint or express a concern about NHS services. This is a free service. Staff at ICAS can support you if you want to make a formal complaint and give you advice about using the NHS complaints system. They can also write letters on your behalf and go with you to meetings.

Telephone: 0845 120 3784

The Healthcare Commission

If you are not happy with the response to your letter of complaint, or the outcome of a meeting you can ask the Healthcare Commission for an “Independent Review” of your case. The Healthcare Commission is an independent organisation set up to encourage improvements in healthcare.

Freepost NAT 18958
Manchester M1 9XZ

Telephone 0845 601 3012
e-mail: complaints@healthcarecommission.org.uk
www.healthcarecommission.org.uk

The Health Service Ombudsman for England

If you are refused an independent review by the Healthcare Commission, or if you are dissatisfied with the outcome of the review panel you may approach the Health Service Ombudsman.

11th Floor,
4940 Millbank Tower,
London SW1 4QP

Telephone: 020 7217 4051
Fax: 020 7217
www.ombudsman.org.uk

You can also seek advice from:

The Patients Association

P.O. Box 935
Harrow HA1 3YJ

Telephone: 020 8423 9111
Fax: 020 8423 9119
Helpline: 0845 608 4455
10am – 4pm Mondays to Fridays
www.patients-association.org.uk

Action against Medical Accidents

If you or the person you care for have suffered injury or harm as a result of inadequate or negligent care, misdiagnosis or inappropriate treatment, AvMA can provide free professional guidance and support.

AvMA
44 High Street
Croydon
Surrey CR0 1YB

Helpline: 0845 123 2352
10am-12noon and 2-4pm
Mondays to Fridays
Fax: 020 8667 9065
www.avma.org.uk

Complaints against Voluntary Organisations

Most voluntary organisations have a complaints procedure although some do not as it is not a legal requirement. Speak to the senior manager first of all and ask for a copy of their complaints procedure.

If the organisation is only local, you will only have recourse as far as the chairman and management committee. For a branch of a national organisation there may be further action you can take by writing to the Central Office, Head Office, Chief Executive or Chairman.

Carers' support

Meeting others who are experiencing the same problems can be helpful. There are many associations and support groups both locally and nationally that can provide information, advice and support to carers and the people they care for.

Some provide their own services and day centres and most have regular newsletters or journals.

This is not an exhaustive list. See also local contacts of national organisations on page 44.

Local organisations

Carers UK- Hounslow

Provides information and campaigns on all carers' issues. Has occasional branch meetings and social events. The newsletter gives dates and details, and much useful and up-to-date information

The Secretary

Telephone: 020 8560 1501

Hounslow Young Carers Project Integrated Youth Support Service

Provides information, advice, support and fun social activities for Hounslow's young carers between the ages of 5 and 18 years old.

The Southville Centre
Southville Road
Bedfont
Middx
TW14 8AP

Telephone: 07508 000 152

Carers support

Alzheimer's Society Hounslow

Meets on the first Wednesday of the month from 11am - 12.30pm There is also a 50/50 social club for people with dementia and their carers, which runs weekly on a Tuesday from 1.30pm – 4.30pm.

Westar House,
690, Great West Road
Osterley TW7 4PU

Telephone: 020 8580 1057
Fax: 020 8580 1044

Barnardo's Spectrum Project

Saturday Activity Club for young people with mild to moderate disabilities aged 10 – 15 years.

93a, Inwood Road
Hounslow TW3

Telephone: 020 8814 3270
www.barnardos.org.uk/spectrum

Chiswick, Isleworth & Brentford Carers Group

Meets on the first Monday of the month at Christ Church, Turnham Green, Chiswick W4 from 1.30pm-3.00pm except if it is a Bank Holiday.

Pam Harris

Telephone: 020 8583 3239

Choices Carers Group

The Choices Carers' Group welcomes relatives or friends of individuals affected by depression, anxiety, and other mental health difficulties. Meets on the first Tuesday of the month, at the Tasha Foundation from 7pm to 9pm.

A **daytime carer led group** meets at Alexandra House, 241 High Street, Brentford on second Wednesday of the month from 11.00am – 1.00pm

A **Hounslow group** meets at 10 School Road, Hounslow on the fourth Monday of the month from 1.00pm.-3.00pm.

A group meets at **Feltham** Open Door, 1-3, Hanworth Road, Feltham on the third Wednesday of each month from 12 noon – 2.00pm.

For more information on all these groups contact Narinder

TASHA Foundation
Alexandra House
241 high Street
Brentford TW8 ONE

Telephone: 020 8569 9933
www.tasha-foundation.org.uk

Feltham Carers Group

For relatives and friends looking after an older person living in Feltham, Bedfont or Hanworth

Meetings are held on the last Thursday of each month 1pm-3.30pm

Contact: Brian Coke

Hanworth Library
Hampton Road West
Hanworth.

Telephone: 020 8583 3549

Help in Hounslow

Provides advice and information on local services to help people get what they need. Can also act as advocates.

The Albany Social Centre,
Alexandra House, Albany Road,
Brentford TW8 0NE
9am - 5pm, Monday - Friday
(excluding bank holidays)

Telephone: 0300 012 0246
Email: info@helpinhounslow.org.uk
www.helpinhounslow.org.uk

Heston Carers Group

Meetings held at Heston Day Support Service and are open to all carers in the area. Meetings start at 1.30pm

Maureen
Willie Gallagher
36, Springwell Road
Heston

Telephone 020 8572 0029
Telephone: 020 8583 3150

Cranford Good Neighbours

Has a variety of activities for older people and carers. Tuesday and Thursday lunch club, day trips, musical evenings, and a shopping trip every Friday with door-to-door pick-up.

Lyn Hanlon
Holy Angels Church
34 High Street
Cranford TW5 9RG

Telephone: 07748 046 873

EACH The User Carer Project

Provides information and advice, counselling, drop-ins and support groups for the family members of someone using drugs or alcohol, from black and ethnic minority communities.

4 Hanworth Road,
Hounslow TW3 1UA

Telephone: 020 8577 6059
Helpline: 020 8577 6059
www.multikulti.org.uk

Carers support

Ethnic Minority Access and Participation Project

Supports people from ethnic minorities and carers

EMAPP

P.O. Box 54175

London W5 9EN

Telephone: 0793 953 9737

Integrated Neurological Services

Provides long-term therapeutic and social support to people with neurological conditions and their carers. It is based in Richmond but also offers support to Hounslow residents, with home visits, creative activities, hydrotherapy and carers mutual support groups.

Kew Baptist Church

Windsor Road

Kew, Richmond

Surrey TW9 2EL

Telephone: 020 8940 1126

Fax: 020 8940 3032:

Mann Saffer

A mental health support project mainly, but not exclusively for asian women.

The group is sensitive to the needs of women, offering safe supportive space to share personal experiences and resources.

Contact: Inderjit

Telephone: 020 8574 2552

The Mulberry Centre

A drop – in centre for people with cancer and their families, providing care and support, with access to information, advice and therapy in a non-clinical setting. Although in the grounds of the West Middlesex University Hospital it is an independent charity.

West Middlesex University Hospital

Twickenham Road

Isleworth TW7 6AF

Telephone 020 8321 6300

Fax: 020 8565 5438

www.themulberrycentre.co.uk

PiT Parents in Touch

A self-help group for the parents of children with disabilities or special needs.

Meets on the first Thursday of each month from 9.30-11.30am for coffee, biscuits and support, at Reflections, Hounslow Urban Farm. Faggs Road, Hounslow.

181 Jersey Road

Osterley

Isleworth, TW7 4QJ

Telephone: 020 8747 9133

Speak Out in Hounslow

A self-advocacy service for people with learning disabilities and their carers

121, High Street,
Brentford TW8 8AT

Telephone: 020 8758 2048 Ext 6
Fax: 020 8758 2014
www.speakoutinhounslow.co.uk

Hounslow Stroke Club (1)

Social gatherings with occasional luncheons and outings for people within the borough who have suffered a stroke. Meets on Tuesdays from 10am – 12 noon. Transport can sometimes be arranged if needed.

Hounslow Community Centre
9 Montague Road
Hounslow TW3 1JY

Telephone 020 8572 1092

Hounslow Stroke Club (2)

Aims to improve the quality of life for people who have had strokes. Meets at St. Paul's Centre, Brentford on Wednesdays from 10.30am – 12.30pm

Betty Morgan

Telephone: 820 8230 5701

Syon Mission

Provides a variety of activities for disabled people and their carers, including a Friday lunch club, carers and toddlers group, a group for adults with learning disabilities and their carers, with door to door pick-up, outings and shopping trips, principally for carers in Brentford and neighbouring areas. It also runs outings on Saturdays, Sundays and Bank Holidays.

Peter Cave
Syon Mission Church
Beech Avenue
Brentford TW8

Telephone: 020 7603 4739

Hounslow Thalassaemia and Sickle Cell Support Group

Offers advice and support to people with Sickle Cell and Thalassaemia and their carers. The group meets on the first Wednesday of every month from 7pm-8pm, at the Heart of Hounslow Centre.

Heart of Hounslow
92, Bath Road
Hounslow TW3 3EL

Telephone: 020 8630 3363
www.tasc.smartchange.org

National Organisations

Carers UK

Encourages carers to recognise their own needs, campaigns for appropriate support for carers, provides information and advice, and brings the needs of carers to the attention of local and central government.

32 – 36, Loman Street
Southwark
London SE1 0EE

Telephone: 020 7490 8818
Carers Helpline 0808 808 7777
(Wed.- Thurs. 10am-12 noon & 2pm-4pm)
www.carersonline.org.uk

Local Branch:

Carers UK, Hounslow Branch
(see page 39)

Telephone: 020 8560 1501

Age Concern England

Campaigns for the rights and needs of older people and offers support services to local Age Concern groups.

Astral House
1268 London Road
London SW16 4ER

Helpline: 0800 00 99 66
www.ageconcern.org.uk

Local Branches

Age Concern London

1st Floor, 21, St. George's Road
London SE1 6ES

Telephone: 020 7820 6770
www.aclondon.org.uk

Age Concern Hounslow

(see pages 20 and 29)

Provides advice and information, and with Age Concern Enterprises can supply quotes for insurance, mortgages, funeral plans etc.

Age Concern – Hounslow

Telephone: 020 8560 6969

Age Concern – Feltham

(See pages 20 and 23)

Telephone: 020 8751 5821

The Alzheimer's Society

Devon House
58, St. Katharine's Way
London E1W 1JX

Telephone: 020 7423 3500
Helpline: 0845 300 0336
(8.30am-6.30pm Mon.-Fri)
www.alzheimers.org.uk

The leading care and research charity in the United Kingdom for people with all forms of dementia and their families and carers. Provides advice, support, information, education and advocacy

Local branch:

The Alzheimer's Society Hounslow
Branch
(see page 40)

Telephone: 020 8580 1057
Fax: 020 8580 1044
Www.ageconcernhounslow.org.uk

Arthritis Care

18 Stephenson Way
London NW1 2HD

Telephone: 0845 600 6868
(24 Hour information line)
Confidential Helpline: 0808 800 4050
www.arthritiscare.org.uk

ASBAH (Association of Spina Bifida)

Asbah House,
42 Park Road
Peterborough PE1 2UQ

Helpline: 0845 4507755
www.asbah.org.uk

Contact-a-Family

For parents of children with special needs

209-211 City Road
London EC1V 1JN

Telephone 020 7608 8700
www.cafamily.org.uk

Down's Syndrome Association

Langdon Down Centre,
2a, Langdon Park
Teddington TW11 9PS

Telephone: 0845 230 0372
Fax: 0845 230 0373
www.downs-syndrome.org.uk

The Dystonia Society

89. Albert Embankment
London SE1 7TP

Telephone: 0845 458 6211
Fax: 0845 458 6311
www.dystonia.org.uk

The Gateway Clubs

For adults and young people with learning disabilities, run under the support and guidance of MENCAP

Hogarth Gateway Club

Meets Fridays 7.30pm-9.30pm at Hogarth Youth Centre, Duke Road,
Chiswick

Contact: Peter Hoile

Telephone 020 8751 3086

Carers support

Headway The Brain Injuries Association

4, King Edward Court,
King Edward Street,
Nottingham NG1 1EW

Telephone: 0115 924 0800
www.headway.org.uk

London Office

Nelson Hospital
Kingston Road
London SW20 8DB

Telephone: 020 8858 5610

M.D.F The Bipolar Organisation

Castle Works
21, St. George's Road
London SE1 6ES

Telephone: 020 7793 2600
Fax: 020 7793 2639
www.mdf.org.uk

MENCAP

123 Golden Lane
London EC1Y 0RT

Telephone: 020 7454 0454
Helpline: 0808 808 1111(Freephone)
www.mencap.org.uk

Local contact:

Hounslow West Branch
Roy Piercey

Telephone: 020 8898 5675

Hounslow East Society
Mrs. V. Gilbert

Telephone: 020 8560 4784

MIND

15 –19 Broadway
London E15 4BQ

Telephone 020 8519 2122
www.mind.org.uk

Local Office

MIND Ealing & Hounslow
Priory Community Centre,
Acton Lane
London W3 8NY

Telephone: 020 8992 0303
Fax: 020 8993 8151

Motor Neurone Disease Association

P.O. Box 246
Northampton NN1 2PR

Telephone 01604 250 505
Helpline 08457 62 62 62
www.mndassociation.org

Local Branch:

West London Branch
Janis Parks

Telephone : 020 8998 0840

The Multiple Sclerosis Society

372 Edgware Road
London NW2 6ND

Telephone: 020 8438 0700
Helpline: 0808 800 8000
www.mssociety.org.uk

Local Branch

MS. Society - Hounslow
82 New Heston Road
Heston TW4 0LJ

Telephone: 020 8577 1964

The Myalgic Encephalomyelitis Association (M.E.)

4 Top Angel
Buckingham Industrial Park
Buckingham MK18 1TH

Telephone: 0870 444 1836
www.meassociation.org.uk
meconnect@meassociation.org.uk

Local Contact

Colin Parrat
Network M.E.S.H.

Telephone: 020 8995 5609

Action for .M.E.

PO Box 2778
Bristol BS1 9DJ

Telephone: 0117 927 9551
Lo-call: 0845 123 2380
www.acfme.org.uk

Parkinson's Disease Society

215, Vauxhall Bridge Road
London SW1

Telephone: 020 7931 8080
www.parkinsons.org.uk

Local contact

Anne Gould

Telephone: 020 8977 1846

Rethink

28, Castle Street
Kingston on Thames KT1 1SS

Telephone: 020 8974 6814 (Advice
line)
(Mon,Wed,Fri 9am.-3pm)
(Tues and Thurs 9am-1pm)
Telephone: 0845 456 0455
(General Enquiries – 24 hours)
www.rethink.org.

RNIB

105 Judd Street,
London WC1H 9NE

Telephone: 020 7388 2525
Helpline: 0845 766 9999
www.rnib.org.uk

Carers support

SANE

1st Floor, Cityside House
40 Adler Street
London E1 1EE

Telephone: 020 7375 1002
SANEline 0845 767 8000
(5pm – 11pm daily inc. Christmas Day)
www.sane.org.uk

SCOPE

6, Market Road
London N7 9PW

Telephone: 020 7619 7100
Helpline: 0808 800 3333
www.scope.org.uk

Spinal Injuries Association

1st. floor, S.I.A. House
2, Trueman Place
Oldbrook
Milton Keynes MK6 2HH

Telephone: 0845 678 6633
Freephone Helpline: 0800980 0501
Monday - Friday
9.30 – 1pm, 2pm-4.30pm
www.spinal.co.uk

The Stroke Association

240 City Road
London EC1 2PR

Telephone: 020 7566 0300
www.stroke.org.uk

Local contact:

Helpline: 0845 303 3100

Turning Point

provides a broad range of services to people with drug or alcohol related problems, their families and friends.

Turning Point
Standon House
21, Mansell Street,
London E1 8AA

Telephone: 020 7481 7600
National Drugs Helpline: 0800 77 66 00
www.turningpoint.co.uk

Other local groups

DIAS

Drugs Advice Intervention and Skills, Hounslow

Unit 2, Red Lion Court
Alexandra Road
Hounslow TW3 1JS

Telephone: 020 8538 1700
Fax: 020 8538 1701

TASHA

Provides confidential information, advice support and counselling to people affected by anxiety, stress, depression and tranquilliser addiction, and their carers.

Alexandra House
241 High Street
Brentford TW8 0NE

Telephone: 020 8569 9933
Helpline: 020 8560 6601
(5pm-9am weekdays 24 hours weekends)
www.tasha-foundation.org.uk

3C's Counselling Service

A free and confidential service for parents/carers of children or young people with special needs, living or working in Ealing, Hounslow, Hammersmith or Fulham.

3C's Project

Alexandra House
241, High Road
Brentford TW8 0NE

Telephone: 020 8580 1027
Telephone: 07813 095 383

Bereavement Services for Hounslow

Offers advice and information by phone and trained volunteers make home visits.

Paulo Pimendel

Market Building
195 High Street
Brentford TW8 8LB

Telephone: 020 8459 6818
www.brentbereavement.org

Further information and advice

There are several independent local advice giving agencies.

The Citizens' Advice Bureau Service

Your "first stop shop".

Brentford and Chiswick

Chiswick Town Hall,
Heathfield Terrace,
Chiswick W4 3BZ

Telephone: 0870 1269 500
Telephone Advice Mon., Wed, Thurs.
10am – 11am-
Drop-in: Mon., Wed., Thurs. 10am
12 Noon, & Mondays, 6.30pm- 7.30pm

Feltham

2nd Floor, The Centre
High Street
Feltham TW13 4GU

Telephone: 02870 1269 500

Hounslow

45, Treaty Centre
High Street
Hounslow TW3 1ES

Telephone: 0870 1269 500
Drop-in : Mon., Wed., Thurs. 10am-1pm
Telephone Advice Mon., Wed, Thurs
1pm – 2pm

Hounslow Law Centre

Will provide advice on Social Security appeal tribunals with duty advocates. They can also provide advice on housing, immigration and refugee problems. The Law Centre's Federation has an active people with disabilities' sub committee.

Hounslow Law Centre

51 Lampton Road
Hounslow TW3 1LY

Telephone: 020 8570 9505
Fax: 020 8572 0730
www.hounslowlawcentre.org.uk

Advice and information for Disabled People

The Mental Capacity Act

This is a new law about decision-making. It will help a person with mental health problems or learning disabilities to make decisions for themselves. It will help to plan for the future when they may not be able to make their own decisions. It will also help to protect people who can't make some decisions for themselves.

To find out more about the Mental Capacity Act contact:

The Public Guardianship Office
Archway Tower
2, Junction Road
London N19 5SZ

Telephone: 0845 330 2900
Textphone: 020 87664 7755
www.guardianship.gsi.gov.uk

Disability Network Hounslow

121 High Street
Brentford TW8 8AY

Telephone 8758 2048 Ext. 8
www.disabilitynetworkhounslow.org

Safeguarding Adults Hounslow

Anyone who thinks that an adult is at risk from abuse or neglect can get in touch. If you feel immediate action is needed contact the police or emergency services on 999.

Heston House Gardens,
201/209 Vicarage Farm Road,
Heston TW5 0AH

Telephone: 020 8583 4515
Email: adultprotection@hounslow.gov.uk
www.hounslow.gov.uk/safeguarding_adults

Speak out in Hounslow

A self advocacy service for people with learning disabilities

121, High Street
Brentford TW8 8AY

Telephone: 020 8758 2408 Ext.8
Fax: 020 8758 2014
www.speakoutinhounslow.co.uk

Middlesex Association for the Blind

The Sight Centre
3, Freetrade House
Stanmore HA7 1EP

Telephone: 020 8423 5141
Fax: 020 8099 7003
Helpline: 08458 380 430
www.aftb.org.uk

Drugs Advice Intervention Skills

Provides family support, peer support, an open access drop in and other services to drug users and their families

Unit 2, Red Lion Court
Alexandra Road
Hounslow TW3 1JS

Telephone: 020 8538 1700
Fax: 020 8538 1701

Ethnic Minority Organisations for Advice and Information

Afghan Association of London

Suite 1
84 – 88, Pinner Road
Harrow HA1 4HZ

Telephone: 020 8861 6990
www.multikulti.org.uk

Hounslow Afro-Caribbean Association

The Pyramid Centre
Brentford Library
Boston Manor Road
Brentford TW8 8DW

Telephone: 020 8560 3093

Hounslow Asian Community Advice Service (see page 12)

The Bangladesh Welfare Association

The Pakistan Welfare Association

173 Staines Road
Hounslow TW3 3JB

Telephone: 020 8569 6661

Centre for Armenian Information and Advice

"Hayashen"
105a Mill Hill Road,
Acton W3 8JF

Telephone: 020 8992 4621
www.caia.org.uk

Ethnic Minority Access & Participation Project

(see page 42)

EACH - Ethnic Alcohol Counselling in Hounslow

Telephone: 020 8577 6059

Polish Social and Cultural Association

240 King Street
Hammersmith, W6 0RF

Telephone: 020 8741 1940

Hounslow Racial Equality Council

45 Treaty Centre,
Hounslow TW3 1ES

Telephone: 020 8583 2525

Horn of Africa Somali Women's Organisation

Alexandra House
241 High Street
Brentford TW8 0NE

Telephone: 020 8580 1091
www.multikulti.org.uk

Libraries

The Borough's libraries also have a good selection of books, which give information on how to cope with the practical problems of caring, such as lifting, nursing, etc. Your local librarian will help you.

There is also a housebound Library Service if you cannot get out and there is no one who can collect books on your behalf.

Library at Home Service

CentreSpace, Treaty Centre,
High Street,
Hounslow TW3 1ES
(9.30am-5pm)

Telephone: 0845 456 2901
(9.30am-1pm)
Telephone 0845 456 2800

Helpful Publications include:

The Selfish Pig's Guide to Caring By Hugh Marriott

Everything you wish you'd been told when you first became a carer
Polperro Heritage Press

Clifton upon Teme Worcestershire
350 pages £9.95

Telephone: 018868 12304

Putting Care Right

Your guide to choosing a care home

Alzheimer's Society
Devon House
58 St. Katherine's Way
London E1W 1JX
(to order copies only)

Telephone: 01753 535 751

The History of the Carers' Movement

by Tim Cook

Carers UK
32-36 Loman Street
London SE1 0EE

Telephone: 0845 241 0963

£10.00 ISBN 1-873747-36

Emergencies

Carers Emergency Card

This scheme is to give carers peace of mind by making sure that, if an emergency happened which stops them from providing care, arrangements for alternative, planned care can be put in place for at least 48 hours. Longer term arrangements can then be made if necessary.

The sort of emergencies this scheme will cover include:

- Carer's admission to hospital or other health needs which stop him or her from continuing to provide care
- Family emergencies such as a close relative being taken ill and requiring help/attention
- Real risk to the carer's employment on a particular occasion
- Funeral of a close friend or relative

If you would like to take advantage of this scheme you will need to have a carers' assessment and to complete a contingency plan. You will then be issued with an emergency card giving a telephone number to contact in case of emergency

Ringling this number will trigger the activation of your contingency plan. There will be no charge for this temporary cover.

For further information on the Carers Emergency Cards please phone the Carers' Information Officer on Telephone: 020 8583 5704.

Police

Telephone 999 or 112

Ambulance

If the person you are caring for falls and you cannot lift him/her, and have no one to help you, dial 999 and ask for an Ambulance 'Assist' call, or call your local police.

Textphone 18000 (Freetext)

NHS Direct

A 24-hour service if you have a worrying health problem and need someone experienced to turn to. Staffed by nurses and qualified operators they will give you immediate information and advice. They will connect you to 999 if

they think you need an ambulance, but do ring for an ambulance if it is **very** serious.

Telephone 0845 4647

NHS Dental Service

If you are registered with a dentist you should contact them direct for details of emergency care provided by them outside normal surgery hours.

If you are not currently registered with a dentist contact 0800 953 0676.
If you or the person you care for needs urgent treatment you can attend a North West London urgent care centre. To make an appointment first call the urgent dental care triage line

Urgent Dental Care Triage Line

Telephone: 020 8867 1411

Monday to Friday 6pm. – 10pm

Saturday, Sunday & Bank Holidays 9am – 10pm

This is an NHS service and there is a charge for the service, so if you claim exemption you need to take proof of your entitlement with you.

If you have an emergency at night outside these hours, contact NHS Direct .

Electricity

To report a power cut or a dangerous situation- telephone your electricity supplier.

Gas Leaks

If you smell gas at any time

Transco Gas

Telephone: 0800 111 999

Textphone: 0800 37 17 87

Water Leaks

Thames Water LeakLine

Telephone: 0800 714 614

Childline

If you are a young carer and you need advice and counselling

Telephone 0800 1111 (Freephone)

Emergencies

Hounslow Council

**Adult Social Care, Adult Access team
Children's Social Care**

Telephone: 020 8583 3100
Telephone: 020 8583 3300

Outside office hours

Emergency Duty Team

Telephone: 020 8583 2222

Carers UK, Hounslow Branch

For support and advice on whom to contact for services:

Telephone: 020 8560 1501

The Samaritans

A confidential service of befriending and support

**National Line
Hounslow Branch**

Telephone: 0845 790 90 90
Telephone: 020 8560 2345

RESPONSELINE

**A confidential out-of-hours service for people with mental health
problems, run by the TASHA Foundation**

Telephone: 020 8560 6601
6pm –9pm Monday-Friday
24 hours at Weekends and Bank Holidays

Professionals you may meet

Audiologist

Audiologists can test hearing and fit hearing aids if necessary. If your relative seems to have difficulties in hearing ask your family doctor to refer them to the nearest NHS hearing centre. Hearing aids should be regularly checked. Hearing tests and equipment are free on the NHS.

Chiropodist

If you or the person you care for has problems with their feet ask your family doctor for a referral to an NHS chiropodist. or contact the District Chiropody Service direct. It may sometimes be possible to arrange a home visit. Chiropody services are free to people of retirement age but there are often very long waiting lists. If you decide to consult a chiropodist privately, first check on fees and make sure that the chiropodist has the letters SRCh or MChS after their name as this shows that they are state registered.

Clinical Psychologist

Clinical Psychologists work in the National Health Service. They are not medical doctors or psychiatrists and therefore do not prescribe medication. Instead, offer a range of therapeutic approaches to help people cope better with difficulties they are experiencing in their lives.

Community Psychiatric Nurses (CPNs)

CPNs are qualified psychiatric nurses who support people with mental health problems and their families in the community. They can carry out assessments of people in their own homes, advise on ways of dealing with behaviour problems and offer support to carers. They do not normally carry out any physical nursing tasks. CPNs may work from your family doctor's surgery, community mental health centre or hospital.

Dentists

If the person you care for cannot go to the dentist, some dentists can arrange a home visit. If your dentist is unable to help, he may be able to refer you to one who can. Otherwise Hounslow Primary Care Trust should be able to supply a list. Contact their Patient Advice and Liaison Service (PALS).

Geriatricians

Doctors who specialise in the physical illnesses and disabilities associated with older people.

Home Care / Care Support Workers

Home care workers or care support workers as they are sometimes called help look after people in their own homes and are usually arranged for by Community Services. Home care workers generally provide personal care, such as help with washing and dressing, preparing meals and other activities of daily life.

Key Workers

The member of the team who is responsible for making sure that health and social care staff involved in the treatment or care needs of the person you care for know what plans and decisions are being made. Your key worker is normally responsible for keeping you and the person you care for informed.

Occupational Therapists

Occupational therapists can advise on ways of enabling people to maintain their skills and independence for as long as possible, and provide information about aids and home adaptations. They are employed by both health and social services.

Optometrist

The sight of the person you care for should be regularly checked by an optometrist who can also examine their eyes for problems such as glaucoma, cataract, hypertension and diabetes. Some optometrists will make home visits. Older people are entitled to a free examination so check on fees.

Practice Nurse

Most doctors' surgeries have a practice nurse, a qualified nurse who can change dressings, give injections and advise on aids and equipment. Some practice nurses offer counselling. Contact at the surgery.

Physiotherapist

Physiotherapists can advise on suitable exercise and on safe ways of supporting someone with mobility problems. Ask your doctor for a referral to a hospital physiotherapy department or ask to speak to the physiotherapist if the person is attending a hospital or day hospital. It may sometimes be possible to arrange a home visit. If you consult a physiotherapist privately check on fees and qualifications. They should have the letters MCSP or SRP after their name.

Social Worker

Social workers can assess the need for care and arrange for suitable services. They can also advise on benefits and other local services and offer

information and support if you need to talk things through. Hospital social workers work in hospital. They may be employed by health or social services. They can help to sort out any problems that arise when someone is in hospital or at a day hospital and help to arrange services when someone is discharged from hospital.

Glossary

This glossary tries to provide an explanation of some key words used by professionals relating to care services.

Word or phrase	Explanation
Access	Helping people to know what help is available and making it easy for people to ask for assistance.
Advocacy	Helping someone express their own wishes and preferences. An advocate is someone who supports another person's needs and interests by voicing the views of the person, and not their own views.
Carer's Assessment	Process of finding out about a person's personal circumstances and the medical condition of the person they care for, and home situation, in order to determine which services they need, and may be eligible for.
Care manager	A community services worker who has responsibility for assessing need and planning how needs will be met. (Sometimes also known as a Social Worker.)
Care Package	The overall care that is provided to someone, including services provided by different agencies. A care package should be able to meet all the needs of the individual/carer
Care Plan	A plan, which sets out any decisions regarding treatment or care needs and what services may be provided. A copy of the care plan is given to the individual/carer and used by all agencies so that everyone knows what contribution each is making.
Charges	The amount of money that the local authority may charge to the person receiving a service.
Community Care	Care provided to vulnerable adults, including assessment of need for care services, enabling people to live in the community, either at home or elsewhere.
Community Health Services	Parts of the NHS, which provide health care in people's own homes or in local clinics and health centres.
Continuing care	Long-term care provided by a hospital under the NHS. Continuing care is now largely provided by care in private homes paid for personally or by Community Services (previously Social Services).
Consultation	The right of people to voice their wishes and preferences about what community care and other services are provided
Customer	Someone who receives community care services (including carers) and who has the right to expect and receive high quality services.

Customer group	How people are grouped together according to their age or need i.e. older people; people with a learning disability, people with mental health problems, people with a physical or sensory disability, people affected by HIV/AIDS, people affected by drugs and/or alcohol; children and families.
Day centre	A facility, run by a local Health Trust, community services or a voluntary organisation, that provides day care for people who are unable to look after themselves. People attend the centre during the day and return home in the evenings.
Direct payments	Money that is given to someone by the Local Authority to buy their own care services. Direct payments mean you can look after your own budget, employ your own assistant and organise your own care.
Discharge	The point at which treatment or care services finish.
Domiciliary Care	Care services provided in a person's own home. Services may be organised by Health or community services or by voluntary organisations.
Eligibility Criteria	The rules the Local Authority or Health trust uses to decide whether a person can receive a service. The Government wishes eligibility criteria to be consistent across the country.
General Needs Assessment	An assessment of someone's need for community care.
Home Care	Care that is provided to someone in their own home. Also known as domiciliary care.
Inter-agency	Work that is done between different agencies to ensure that all care needs are assessed and met.
Single assessment	An assessment of needs that is done by different assessors working together. For example health and social care workers co-operating to make a joint assessment for someone who has health and social care needs.
Multi-disciplinary	Referring to a team made up of professionals from different specialities, typically including doctors, nurses, psychologists, social workers and occupational therapists.
Need	Support someone requires to live safely in the community.
Out-of-hours	Services that are provided in the evenings, at night and at weekends.
Palliative care	Health care that is provided to people with incurable illnesses, which seeks to reduce pain and other symptoms.

Glossary

Power of Attorney	Legal document that enables one person to manage another person's affairs and finances, and to sign cheques and documents on their behalf. An Enduring Power of Attorney (EPA) gives this power permanently. An EPA can only be drawn up if the person handing over this power can understand what he or she is doing. The EPA comes into force only after it has been officially registered.
Primary care	Medical care offered by GPs, district nurses and other professionals at the surgery or in your home. The term secondary care refers to the medical care provided by hospitals.
Referral	A request for assistance and an assessment of the needs of the individual.
Rehabilitation	Services, which help someone to recover their independence after an accident, illness or other problem.
Residential Home	A care home that provides personal and practical care but not nursing care.
Respite care	A short period of care, either in or outside of someone's home, to provide a carer with a break.
Review	Staff will discuss your current circumstances and the support you are receiving to ensure that these services are still appropriate for your needs.
Self-advocacy	People with a community care need who assist other people with the same need to have their voices heard.
Sheltered Housing	You live independently in your own flat or apartment, but have contact with and support from a warden. This type of accommodation is usually rented and managed by the local authority but there are many private schemes.
Social care	Social care is the non-medical part of community care. It is care that is provided to enable someone to manage tasks of daily living and to be a part of their local community.
Community Services	A local government department responsible for the non-medical welfare care of people in need. Community service departments (previously social services) organise needs assessments for people and provide services under community care provisions.
Unmet need	Community care needs that are not met either because there are not enough resources or because the services are not of a sufficiently high standard
Waiver of Charge	A decision that although the council has the right to charge for a service, it chooses not to do so for an individual having regard to his or her personal circumstances.

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**Further information
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London Borough
of Hounslow

CARERS_{UK}
Hounslow Branch