



## **Blenheim Gardens RMO Guidance Leaflet**

# **A guide of services for carers**

in partnership with



## **Carers**

A carer is anyone who spends a lot of time looking after a relative, partner, friend or child who is ill or frail or has a physical, mental health or learning disability. Most people who look after relations or friends are happy to do so, but sometimes they need help and support to continue providing care.

## **Are you a one-parent family and need advice?**

Then contact One Parent Families. One Parent Families believes in building a fairer society for all families in which lone parents and their children are not disadvantaged and do not suffer from poverty, isolation or social exclusion.

One Parent Families offers free help and advice on many contemporary issues such as:

- Budget management
- Welfare benefit issues (tax credits etc.)
- Training and employment
- Child Trust Vouchers
- Mediation
- Family welfare and legal rights
- Childcare
- Maintenance

### **How to contact them:**

One Parent Families  
255 Kentish Town Road  
London NW5 2LX

Free helpline: 0800 018 5026

Phone: 020 7428 5400

Fax: 020 7482 4851

Email: [info@oneparetnfamilies.org.uk](mailto:info@oneparetnfamilies.org.uk)

## **Community Support Network: Mental Health Advocacy Service**

Their inception began five years ago with only one mental health advocate providing service for people living with mental illness, or “at risk” of becoming mentally-ill in the whole of Lambeth. Since then, the Community Support Network has grown to include Cherry Pedler (Mental Health Advocate) working with people receiving treatment within Lambeth Hospital and St Thomas’ Hospital and Vernon De Maynard (Community Mental health Advocate) working with people living receiving treatment in the community. Kelly Ratchford, Co-ordinator, a founding member continues to co-ordinate the mental health advocacy service and successfully tenders for funds to do this from a variety of sources including Lambeth PCT.

At present, Mental Health Advocacy Service only functions to provide an excellent service for those people who feel that their rights and entitlements are being challenged in wherever they might live in Lambeth, excluding forensic settings. However, it is hoped that with the funding received from Heath Action Zone, Community Support Network will be able to provide a mental advocacy service to people detained, or at risk of being detained, under the Mental Health Act (1983) because their mental illness has resulted in their committing a crime. The Forensic Mental Health Advocate will be primarily providing a service at Cane Hill Medium Secure Unit in Coudsdon and the health unit at HM Brixton Prison.

As a user-led organisation, Community Support Network has secured funding to provide Cathy Thorpe, User Development Worker, to support the *Lambeth User Voice*, which is a forum of mental health service users who provide support for each other and campaign for better services and a better quality of life, as people living with mental illness. The membership has grown considerably since its inception in 2000 and the group plays a key role in ensuring that the opinion of mental health services users is heard my managers and directors of Lambeth PCT and SLAM.

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## **How to contact Community Support Network:**

Community Support Network  
336 Brixton Road  
London SW9 7AA

Phone: 020 7274 4490

## **Other organisations that may be useful:**

### **Elderly Accommodation Council**

Information and advice service to help older people make informed choices about meeting their housing and care needs.

Phone: 020 7820 1343

Website: [www.eac.org.uk](http://www.eac.org.uk)

### **John Grooms Housing Association**

Supported choices, residential care and housing for disabled people.

Phone: 0845 300 1551

Website: [www.johngrooms.org.uk](http://www.johngrooms.org.uk)

### **Shelter**

Housing and homelessness national charity advice and support services.

Phone: 0808 800 4444

Website: [www.shelter.org.uk](http://www.shelter.org.uk)

### **Help the Aged**

International charity helping older people avoid neglect, isolation, abuse, ageism and poverty. Provide community services and publish information on finance, staying healthy and guidance on choosing a care home.

Phone: 020 7278 1114

Website: [www.helptheaged.org.uk](http://www.helptheaged.org.uk)

## **The Salvation Army**

One of the largest, most diverse providers of social services in the UK. They offer a wide range of advice, facilities, support needs and in conjunction with social services and other local agencies.

Phone: 0845 634 0101

Website: [www.salvationarmy.org.uk](http://www.salvationarmy.org.uk)

## **The Disabled Living Foundation**

The Disabled Living Foundation (DLF) is a national charity that provides free, impartial advice about all types of disability equipment and mobility products for older and disabled people, their carers and families. From stairlifts to walk-in baths, jar openers to tap turners, bath seats to walking sticks, wheelchairs to scooters, hoists to beds, the DLF can help you find disabled equipment solutions that enable you to stay active and independent.

Phone: 020 7289 6111

Website: [www.dlf.org.uk](http://www.dlf.org.uk)

## **Lambeth Council services**

### **Carers' breaks**

Everyone needs time off from the physical and mental demands of caring. Many carers want to take full responsibility for the person they care for. However, it is important that you look after yourself too. Even a short break can help you to come back to your caring role refreshed and better able to continue caring.

### **Arranging a carer's break**

There are many different ways of organising a break, be it for an hour a week, a holiday, or regular help with the day-to-day tasks of caring. The important thing is to know that the person you care for is safe. There is no fixed entitlement to carers' breaks, and it is important to remember that arranging a break can take some time.

For some carers' breaks, you need to have an **assessment** first with social services. For others, you can refer yourself to the

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organisations. To begin a discussion about arranging a carer's break, please **contact us**.

Resources are limited and we must ensure that arranging help, care and support for those in need comes first. This may mean that we cannot always provide the carers' breaks that you would like, or meet your needs in the way you might prefer.

## **Types of carer's breaks**

Below we have listed some of the types of carers' breaks that may be available to you.

### **Time for you**

There are some services that offer you a chance to take time for yourself to relax and offer a range of alternative therapies. There are some others that will give you a chance to meet up with other carers for a few hours, knowing that the person you care for is being looked after.

### **Sitting services**

With this type of service, you can have a break whilst the person you care for remains in their home with a trained person who will look after them. Sometimes, the service will include taking the person you care for out for a short walk. With a sitting service, you are usually offered a break of several hours, either on a one-off basis, or a regular arrangement of set hours each week. Sitting services are provided by registered agencies, whose staff will have received training to ensure that they can provide the appropriate level of care in your absence. Sitting services are also provided through voluntary organisations.

### **Night sitting service**

It is important to get some uninterrupted sleep so that you are able to continue your caring. Some organisations provide a trained carer who can stay over to take over your caring responsibilities.

## **Help in crisis services**

This is a 'one-off' sitting service which may be available at short notice for carers needing immediate relief due to illness, exhaustion, distress or other family crisis.

## **Day care services**

There are alternatives to someone coming to your home. The person you care for may be able to spend a morning, afternoon, or day at a day centre, a residential home or a nursing home, depending on their needs and the level of care they require. Day care can provide an opportunity for company, educational, occupational and leisure activities, outings and a meal. Some day care services are managed by the council; others by the health authority; and others by voluntary organisations.

## **Day care in a residential or nursing home setting**

Day care in a residential or nursing home setting can often be more flexible in terms of time and can start at 7.00am and end at 10.00pm. Meals are provided, and activities similar to those at day centres arranged. Personal care, such as bathing, is also available. Overnight or weekend breaks can also be arranged, and can act as an introduction to a home where short stays could be taken at a later date.

## **Day care services for children**

There are various types of day care services for children with disabilities. This can include day nurseries, family centres, playgroups, and play schemes. Some schools also have after school clubs. Contact the children with disabilities team for further information:

Children with Disabilities Team  
Phoenix House  
10 Wandsworth Road  
London SW8 2LL  
Phone: 020 7926 5555

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## **Longer breaks**

The person you care for can spend time away in a residential or nursing home, or hospice, depending on the level or type of care needs. This can be for a weekend, week or fortnight as needed, and can be booked in advance to ensure that both carer and cared for receive regular respite. It may also be possible for someone to come and 'live in' with the person you care for, to take over your caring tasks whilst you take a break for a few days or longer.

## **Breaks away**

Some people with mental health problems may be eligible for a break away in a hotel which offers specialised care.

## **Breaks together**

Sometimes both you and the person you care for would like a break together. This could be taken in many parts of the country where there are hotel facilities catering specifically for people with nursing or care needs. Carers are able to relax and enjoy a holiday whilst someone takes over their caring tasks. The advantage of this is that both of you have a holiday.

## **Hospice care**

If you are caring for someone who is terminally ill they may be eligible for a short stay in a hospice.

## **Contact information**

If you are an adult carer, and would like to receive support from Lambeth adults' and community services, phone 020 7926 5555, and they will put you through to the right team.

**For general advice and/or assistance, please contact the estate office, details are on the back of this leaflet.**

## **Useful telephone numbers**

### **General information**

Blenheim Gardens RMO estate office..... 020 7926 0158  
Council Tenant Management 020 7926 8361 Fax 020 7926 8362  
Lambeth Council ..... 020 7926 1000  
Registrar of Births, Deaths and Marriages.....020 7926 9420

### **Health and Hospitals**

NHS Direct 24 hour advise.....0845 46 47  
Lambeth Primary Health and Care Trust ..... 020 7716 7100  
Guys Hospital or St Thomas's Hospital.....020 7188 7188  
Kings College Hospital.....020 7299 9000  
Podiatry Surgery ..... 020 7411 6647

### **Health and social care**

Health and Community Services (Social Services) 0207 926 5555  
Patient Advice & Liaison Service (PALS)..... 0800 587 8078  
Direct Payments Support Services ..... 020 7642 0038  
SLIPS Project (Falls)..... 020 7188 0139

### **General advice services in Lambeth**

Age Concern.....020 7733 0528  
Blackfriars Settlement ..... 020 7928 9521  
Brixton Advice Centre ..... 020 77334674  
Centre 70 Advice ..... 020 8670 0070  
Lambeth CAB..... 020 8715 0707  
Clapham Community Project..... 020 7627 0240

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## **Disability Advice Services**

Enquiry Line.....	020 7738 5656
Lambeth Carers.....	020 7733 9600
Waterloo Action Centre.....	020 7261 1404
Lambeth Law Centre.....	020 7737 9781
Alzheimer's Society.....	020 7095 1531
Community Support Network (mental health).....	020 7274 4490

## **Crime and Safety**

**If you are victim of crime and unsure who to contact in a emergency or require other emergency service, ambulance or the fire brigade, please ring 999**

Brixton, Clapham, Streatham and Vauxhall Police Stations .....	020 7326 1212
Cavendish Road Police station .....	020 86492625
Crime Stoppers.....	0800 55 51 11
Gaia Centre (Domestic Violence) .....	020 7733 8724
Victim Support.....	020 7820 0007
Noise Control.....	020 7926 5999

## **Education**

Lambeth Adult learning Services.....	020 7926 3324
Lambeth College.....	020 7501 5010
Morley College.....	020 7928 8501
University of the Third Age.....	020 8769 1539

## **Leisure and Recreation**

Lambeth Libraries.....	020 7926 0750
Mobile Library Services.....	020 7926 8335

Brixton Recreation..... 020 7926 9779  
Clapham Leisure.....020 7926 0700  
Streatham Leisure.....020 7926 6744

**Lambeth Healthy Lifestyles and Active**

Walks..... 020 7926 0395  
Lambeth Talking Newspaper..... 020 7737 3402

**Money**

Lambeth Credit Union..... 020 3256 0000  
Age Concern Lambeth, Advice and Information Service (various  
locations)..... 020 7346 6813  
Pensions Service ..... 0845 606 0265  
Help the Aged..... 020 7278 1114  
Local Pensions Service ..... 0845 377 4777  
National Debt line.....0808 808 4000  
Help with health costs..... 0845 850 1166  
Winter fuel payments.....0845 915 1515

**Transport and Travel**

Transport for London .....020 7222 5600  
Travel Information..... 020 7222 1234  
Dial-a-Ride Booking Line.....0845 9991 999  
Dial-a-Ride..... 020 7027 5823  
Blue Badge / Taxi card.....020 7626 5555  
Freedom Pass..... 020 7747 4858  
National Rail Enquiries.....0845 784 4950  
National Express.....0870 580 8080

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## Utilities

If you smell gas.....	0800 111 999
If you have no power.....	0800 028 0247
Thames Water.....	0845 920 0800
Post Office.....	0845 722 3344
Voluntary and community organisations .....	020 7733 0528

## Ways to contact us:

Blenheim Gardens RMO  
24 Prague Place  
London SW2 5ED

Phone: 020 7926 0158  
Website: [www.bgrmo.org.uk](http://www.bgrmo.org.uk)  
Email: [blenheimgardens@lambeth.gov.uk](mailto:blenheimgardens@lambeth.gov.uk)

*If you would like this information in large print, Braille, or in another format or language, please contact us on 020 7926 0158.*

**Español:** *Si desea esta información en otro idioma, rogamos nos llame al 020 7926 0158.*

**Français:** *Si vous souhaitez ces informations dans une autre langue veuillez nous contacter au 020 7926 0158.*

**Português:** *Se desejar esta informação noutra idioma é favor telefonar para 020 7926 0158*

**Twi:** *Se wope saa nkaeboy yi wo kasa foforo mu a fre 020 7926 0158.*

**Yoruba:** *Tí ẹ ba fẹ ìmoràn yìí, ní èdè Òmíràn, ẹjọ, ẹ kàn wà l'ágogo 020 7926 0158.*

