

A **Carer** is someone who without payment provides help and support to a relative or friend who could not manage without their help due to frailty, illness, disability, a mental health condition or substance misuse.

# Wandsworth Carers Guide

Wandsworth Carers' Centre



Wandsworth Clinical  
Commissioning Group



Information is believed correct at the time of publication.

Please contact Wandsworth Carers' Centre on  
020 8877 1200 if you have any comments about  
this guide or require more copies.

This guide is available online at [www.carerswandsworth.org.uk](http://www.carerswandsworth.org.uk)

# Contents

	Page		Page
<b>1. Introduction</b>		<b>4. Social care, health &amp; housing services</b>	
1.1 Who are Carers?	3	4.1 Department of Adult Social Services (DASS)	17
1.2 About this guide	3	4.2 Health services	19
1.3 Wandsworth Carers' Strategy	3	Primary care services	20
1.4 Carers' rights	4	Community health services	21
		Hospital services	23
		Walk-in and minor injuries services	24
		4.3 Housing and care homes	24
<b>2. Support &amp; services for carers</b>			
2.1 Wandsworth Carers' Centre	6	<b>5. Specialist care &amp; support services</b>	
2.2 Other local support services for Carers	8	5.1 Black and Minority Ethnic Communities	26
2.3 Support groups for Carers	9	5.2 Children	27
2.4 Taking a break from caring	10	5.3 Drug and alcohol misuse	29
2.5 Juggling work and care	11	5.4 End of life care and bereavement	29
2.6 Young Carers	12	5.5 Learning disability	30
2.7 On-line resources	12	5.6 Lesbian, gay, bisexual and transgender (LGBT)	31
		5.7 Mental health	31
		5.8 Older people	33
		5.9 Physical illness, disability and sensory impairment	33
<b>3. Information, advice &amp; help with finances</b>			
3.1 Local information and advice services	13		
3.2 National information services for Carers	14		
3.3 Help with finances	15		

	Page		Page
<b>6. Other services</b>		<b>8. Having your say</b>	
6.1 Access and transport	35	8.1 If you are not satisfied with services	40
6.2 Education and learning	36	8.2 Getting involved in improving services	41
6.3 Things to do - arts, sport, leisure etc	37		
<hr/>		<hr/>	
<b>7. Legal matters</b>		<b>9. Safeguarding</b>	42
7.1 Legal services	38		
7.2 Managing someone else's affairs	38	<b>10. Acronyms</b>	43
7.3 Making a will	39		
<hr/>		<hr/>	
		<b>11. Index</b>	44

## 1. Introduction

### 1.1 Who are Carers?

A **Carer** is an adult who provides help and support to a partner, child, relative, friend or neighbour, who could not manage without their help due to frailty, illness, disability, a mental health condition or substance misuse. The care they provide is unpaid.

A **Young Carer** is a child or young person under the age of 18, whose life is in some way restricted because of the need to take responsibility for the care of someone who is frail, ill, has a disability, a mental health condition or is affected by substance misuse.

Carers are found in all communities and can be any age. Carers often do not recognise themselves as Carers. The term Carer should not be confused with a care-worker, or care assistant, who receives payment for looking after someone.

Young Carers are children first and should be free to develop emotionally and physically and to take full advantage of opportunities for educational achievement and life success.

### 1.2 About this guide

This guide is for you if:

- **Someone is relying on you**  
It might be for emotional support or for help with practical tasks such as shopping, collecting benefits, filling in forms, washing and dressing or housework
- **You are looking after someone**  
They may be older, have a long-term illness, a learning disability, mental illness, physical disability, or substance misuse issues
- **You are a professional meeting Carers through your work**

The guide gives information about services and resources that are available to support Carers in their caring role and to support them to have a life of their own outside of caring. It covers a broad range of services but a guide such as this cannot include everything. You can get further information from the internet or by contacting the services mentioned.

### 1.3 Wandsworth Carers' Strategy

The Strategy for Carers and Young Carers in Wandsworth 2009-2014 was developed with the participation of Carers. It sets out how statutory, voluntary and other agencies will provide services and support for Carers and Young Carers.

View the strategy on-line [www.wandsworth.gov.uk/info/200015/carers](http://www.wandsworth.gov.uk/info/200015/carers) or call the Policy and Performance team to ask for a copy on 020 8871 6278.

## 1.4 Carers' rights

This section gives an overview of Carers' rights. For comprehensive information about Carers' rights you may like to read "Carers and their Rights: the Law Relating to Carers", fourth edition 2011 by Luke Clements available at [www.lukeclements.co.uk/publications](http://www.lukeclements.co.uk/publications).

### The right to a Carer's Assessment

Anyone who gives, or is going to give support, substantial care and help on a regular basis has a right to have a Carer's Assessment, this includes Young Carers whose life may be restricted because of the need to care for someone.

The assessment considers your needs as a Carer and how caring for someone affects your life. It looks at what you need in order to continue your caring role and to have a life outside of caring; including work, education, leisure, social networks and the ability to practice your faith or aspects of your culture.

The council is responsible for Carer's Assessments. Tell the social worker, key worker or care coordinator dealing with the person you care for that you want a Carer's Assessment or contact the Access Team at Adult Social Services on [020 8871 7707](tel:02088717707), email [accessteam@wandsworth.gov.uk](mailto:accessteam@wandsworth.gov.uk). You can find information about assessments from the Adult Care Information Service, see p13.

A Carer's Assessment may result in more or different services being provided for the person you care for, that also help you, e.g. more respite care. If the outcome of the assessment is that you are eligible for services from the council in your own right, you can ask for a direct payment so you can arrange them yourself. This gives you more choice and control.

If you are a Young Carer or someone working with a Young Carer contact the Referral & Assessment Service in Children's Specialist Services on [020 8871 6622](tel:02088716622) or email [cssduty@wandsworth.gov.uk](mailto:cssduty@wandsworth.gov.uk) to ask for an assessment. Or, you can visit the office (see p27) between 9am and 5pm to see an Initial Contact Worker.

The following agencies may be able to support you with a Carer's Assessment if you are already known to them:

Wandsworth Carers' Centre – [020 8877 1200](tel:02088771200)

Wandsworth MENCAP – [0808 808 1111](tel:08088081111)

Age UK Wandsworth – [020 8877 8940](tel:02088778940)

Alzheimer's Society, SW London Branch – [020 8877 0033](tel:02088770033)

### Recognition of your role as a Carer

Your role as a Carer should be recognised when the needs of the person you care for are being assessed and you should be treated as a partner in care. The care that you are able to provide should be reflected in the cared for person's support or treatment plan. Professionals should not make assumptions about the level of care you are willing to provide.

## The right to financial help

Caring can be costly, so it is important to make sure you claim your entitlement. The main benefit for Carers is **Carer's Allowance**. You may also be entitled to other benefits. To claim Carer's Allowance you must be 16 years or over and meet certain other conditions, for example, you must look after someone for at least 35 hours a week.

The benefits system is complicated so you may want to seek help from a trained advice worker who can support you to make a claim and can advise you whether you may be entitled to other benefits. Contact Wandsworth Carers' Centre on **020 8877 1200** and ask for a benefits check or contact one of the other advice services listed in section 3 of this guide.

## Rights at work

If the person you care for is a relative, or lives at the same address as you, you have the right to request a flexible working pattern from your employer to help you balance your work and caring responsibilities. You also have the right to take a 'reasonable' amount of time off work to deal with an emergency involving a dependant. See also section 2.5 of this guide, juggling work and care.

## Where to get further information on Carers' rights

**Wandsworth Carers' Centre** can advise you about your rights as a Carer, call **020 8877 1200**.

**Carers UK** outlines rights and benefits for Carers in their annual publication 'Looking after someone' - call their advice line on **0808 808 7777** to order a copy or visit [www.carersuk.org/help-and-advice/quick-guide-to-caring](http://www.carersuk.org/help-and-advice/quick-guide-to-caring).

**NHS Carers Direct** has a guide to Carer's rights - call **0808 802 0202** or visit [www.nhs.uk/CarersDirect/guide/rights](http://www.nhs.uk/CarersDirect/guide/rights).

For information on family issues and the law, covering parents' rights, children's rights, family courts, crime and young offenders visit [www.gov.uk](http://www.gov.uk). This site also provides an overview of Carers' rights, the Carers (Equal Opportunities) Act 2004, rights of disabled people and the Disability Discrimination Act.

## 2. Support services for Carers

### 2.1 Wandsworth Carers' Centre

Wandsworth Carers' Centre offers adult Carers a range of confidential and professional services to help you have more control over your own life and to support you in your caring role. These services are explained below.

We work with other agencies to improve local services for Carers and we involve Carers in this work so that their expertise can help shape services.

#### Contact and referrals

Carers do not need a referral from a professional, just call, drop in or email us. Professionals can make referrals over the telephone or in writing. You can also download a referral form from our website if you wish, but it is not required.

#### Main Office

181 Wandsworth High Street  
Wandsworth, SW18 4JE

Call: 020 8877 1200

Fax: 020 8877 3936

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

Web: [www.carerswandsworth.org.uk](http://www.carerswandsworth.org.uk)

#### Balham Office

46 Balham High Road  
Balham, SW12 9AQ

Call: 020 8675 0811

Fax: 020 8675 8452

The Wandsworth office is open to the public 10am - 5pm Monday to Thursday and the telephone lines are open Monday to Friday 9:30am - 5:30pm.

If needed, we can offer out-of-hours appointments for working Carers, do home visits or meet Carers at community venues.

#### Services and projects at Wandsworth Carers' Centre

Our **Information and Advice** team provides support and assistance on a wide range of issues including benefits, housing, respite care, aids and equipment, accessing services, breaks, grants and advice on community care.

We produce a **Carers' Bulletin** every two months to keep Carers in touch with what is happening for Carers locally and nationally.

The **Asian Development Project** provides culturally appropriate support to Asian Carers. Project staff can speak Hindi, Punjabi, Urdu, and Gujarati. We provide information and advice; one to one support and advocacy; support with Carers' Assessments; activities and outings; interpreting; assisting with access to activities and events at the Carers' Centre and mainstream services.

The **Back Care Project** offers weekly osteopathic appointments at both offices. The osteopaths treat musculo-skeletal problems and give advice on moving and handling to avoid stress on your back and joints. The project also runs moving and handling workshops with advice and demonstrations of aids and equipment.

The **Carers' Breaks Project** supports Carers to get a break from caring. The project officer can help with things like applying for grants, finding appropriate holiday destinations, booking accommodation & transport, advice on respite for the person you care for, helping to access breaks information using the internet, and organising day trips and group holidays for Carers.

The **Carer Participation Project** recognises the importance of Carers being centrally involved in discussions and decisions about services. The project supports Carers to get involved with local services (such as Wandsworth Clinical Commissioning Group, Adult Social Services, and the Mental Health Trust), to represent the views and experiences of Carers in Wandsworth, to meet service providers, and to help shape and improve services.

**Complementary Therapies** are provided by volunteer therapists who are either qualified or in training on an accredited course. The therapies available vary according to the availability of volunteers and may include massage, acupuncture, Alexander Technique, reiki, reflexology and life coaching.

**Counselling** is provided by volunteer counsellors who are either fully qualified or in training on an accredited course. You will be offered an initial meeting with a member of staff to help you find out more about the counselling on offer.

The **Mental Health Project** assists Carers of adults with a mental health condition. We provide one to one support, information and advice (in person, by telephone or by email); information on mental health conditions, systems, treatments and resources; support to make your own views known; support to have a Carer's Assessment; targeted information sessions, workshops and mental health forums; and signposting to other resources and organisations.

The **Substance Misuse Project** supports family members, friends and Carers of people over 18 who use alcohol or drugs. The project worker offers one to one support, information and advice, signposting and referral on to other services, and supports Carers to be part of the cared for person's treatment and recovery. The project works with other local services to encourage the identification and support of Carers and to ensure that the experiences of Carers influence local drug and alcohol treatment services and strategies.

**Peer Support Groups** give Carers an opportunity to meet with others who are coping with the same kind of situation in a friendly, understanding environment, to gain support from one another and to have some 'me time'. See section 2.3 for information about the different peer support groups that are available. Contact us for details of meetings or check the Bulletin or our website. Support groups welcome new members at any time.

Our **website** [www.carerswandsworth.org.uk](http://www.carerswandsworth.org.uk) has lots of useful information for Carers and professionals working with Carers, including details of our services, support groups, news and events.

## 2.2 Other local support services for Carers

### Age UK Wandsworth Carers' Support Service

**Call:** 020 8870 8940

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

**Web:** [www.ageuk.org.uk/wandsworth](http://www.ageuk.org.uk/wandsworth)

Support, information and advice to anyone who has caring responsibilities for someone over 60 years, or any Carer who is over 60 themselves. Outings, short breaks and an annual holiday, support and relaxation groups. Trained volunteers come into the home for 2-3 hours once a week. Call for an appointment Monday to Friday between 10am - 4pm; home visits are available if necessary. See p33 for services for older people.

### Alzheimer's Society South West London Office

**Call:** 020 8877 0033

**Email:** [swlondon@alzheimers.org.uk](mailto:swlondon@alzheimers.org.uk)

**Web:** [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Information and support to people with any type of dementia, their Carers, and professionals working with them; Carers information and support training; support groups for people with dementia at different stages of their illness and for Carers; three monthly cafés: Poppy café (SW12), Sunflower café (SW15) and Clover café (SW17) which provide activities and Carer support; and Singing for the Brain music therapy. Nationally, a helpline – call 0300 222 1122 and online resources including a 24 hour forum, and fact sheets.

### Contact a Family

**Call:** 020 8947 5260

**Email:** [wandsworth.office@cafamily.org.uk](mailto:wandsworth.office@cafamily.org.uk)

**Web:** [www.cafamily.org.uk](http://www.cafamily.org.uk).

Locally: workshops, drop in sessions, and a quarterly newsletter for Carers of children with additional needs or disabilities and professionals working with them. Nationally: useful publications and a freephone helpline – call 0808 808 3555 Monday to Friday 9.30am to 5pm.

### Wandsworth MENCAP

**Call:** 020 8874 8178

**Email:** [wandsworthresourceroom@hotmail.com](mailto:wandsworthresourceroom@hotmail.com)

Advice and information for people with learning disabilities, their families and Carers, and campaigns for better services.

## 2.3 Support Groups for Carers

A support group can help you to cope with some of the demands of caring. You can meet others in a similar situation in a friendly, supportive environment.

There are many local groups, so there should be one that is right for you. See below.

Support Groups	Contact
Asian Carers Support Group: for all Asian Carers	Wandsworth Carers' Centre 020 8877 1200
Aspergers Carers Support Group: for Carers of people with Aspergers aged 16 or over	Wandsworth Carers' Centre 020 8877 1200
Coffee Club: for all Carers – you can bring the person you care for as well	Wandsworth Carers' Centre 020 8877 1200
Contact a Family Support Groups: for Carers of Children with disabilities	Contact a Family 020 8947 5260
Dementia Support Group: for Carers of people with dementia	Wandsworth Carers' Centre & Alzheimers Society 020 8877 1200
Poppy Café (SW12), Sunflower Café (SW15), & Clover Café (SW17): for people with dementia and their Carers	Alzheimer's Society SW London 020 8877 0033
Ex-Carers' Group: for people whose caring role has come to an end	Wandsworth Carers' Centre 020 8877 1200
Family and Friends Support Group: for Carers of someone being treated by the Wandsworth Early Intervention for Psychosis Service	Early Intervention for Psychosis 020 3513 6571
Learning Disabilities Support Group: for Carers of adults with learning disabilities	Wandsworth Carers' Centre 020 8877 1200
Learning Disabilities Support Group: for Carers of younger adults with learning disabilities (aged 15-35)	Wandsworth Carers' Centre 020 8877 1200
Mental Health Support Group: for Carers of people with long-term mental illness	Katherine Low Settlement 020 7223 2845

Mental Health Support Group: for Carers of adults with mental illness	Wandsworth Carers' Centre & Rethink 020 8877 1200
Older People Support Group: for Carers of anyone aged over 65 years	Wandsworth Carers' Centre 020 8877 1200
Older People Support Group: for Carers of older people or older people who are Carers	Age UK Wandsworth 020 8877 8940
Stroke Support Group: for Carers of someone who has had a stroke	Wandsworth Carers' Centre 020 8877 1200
Substance Misuse Peer Support Group: for people affected by another adult's drug or alcohol misuse.	Wandsworth Carers' Centre 020 8877 1200

## 2.4 Taking a break from caring

Breaks from caring (respite) are essential, especially if you care for someone intensively. Without a break, you may become overworked, exhausted and ill. A break gives you time to recover, be yourself and do what you want to do.

Breaks can take different forms and can be for just a few hours or for several days. This section gives information about some of the ways you can get a break and about some of the organisations you may want to contact. The Adult Care Information Service (see p13) can give you further information.

### Wandsworth Carers' Centre Breaks Project

Provides support and advice to get a break from caring (see p7).

### Respite care

Respite care can be arranged either at home or away from home, A trained, paid carer can come to look after the person you care for in their home or the person can have short-term care in a care home or hospital in order to give you a rest.

Respite care can be organised through a community care assessment. Speak to the social worker, key worker or care coordinator of the person you care for, or call the Access Team on 020 8871 7707. There may be a charge for respite care, based on the financial assessment of the cared for person.

### South Thames Crossroads

Provides trained, home based care-workers to give you regular or occasional respite - call 020 8648 9677 or email [admin@souththamescrossroads.org](mailto:admin@souththamescrossroads.org)

## Tourism for All

Works to enable participation in travel and leisure and provides information and advice - visit [www.tourismforall.org.uk](http://www.tourismforall.org.uk) or call 0845 124 9971.

## Vitalise

Provides breaks for disabled adults, children and their Carers at five accessible UK centres - visit [www.vitalise.org.uk](http://www.vitalise.org.uk) or call 0303 303 0145.

Also see Share-A-Family (p28) and Wandsworth Short Breaks (p28)

## 2.5 Juggling work and care

Over three million Carers in the UK juggle work with care. As a working Carer you may be dealing with the stresses and strains of what might seem like two jobs, one paid and one unpaid – meeting the needs of both.

Carers have the right to request flexible working hours and the right to take a ‘reasonable’ amount of time off work to deal with an emergency involving someone dependant on them. Working parents also have the right to unpaid parental leave. The Equality Act protects you from direct discrimination and harassment at work due to your caring responsibilities.

You may be thinking about giving up work or reducing your hours in order to care. This is a big decision with many implications and it is important to explore whether there may be other ways to help you manage. Carers’ organisations can give you information and advice (see below) and if you have not already had one, this is the time to ask for a Carer’s Assessment (see p4).

### Where to get further information on juggling work and care

- **Carers UK** has an advice line (see p14) and web pages on work and caring, visit [www.carersuk.org/help-and-advice/looking-after-you/your-work-and-career](http://www.carersuk.org/help-and-advice/looking-after-you/your-work-and-career).
- **Wandsworth Carers’ Centre** (see p6) can provide advice and support and out of hours appointments for working Carers to suit their work/care arrangements.
- **Department for Work and Pensions (DWP)** has web pages on caring and working, returning to work, and leaving work to care for someone, visit [www.gov.uk](http://www.gov.uk).
- **Carers Direct** (see p14) has web pages on caring and work/studying, visit [www.nhs.uk/CarersDirect/workandlearning/](http://www.nhs.uk/CarersDirect/workandlearning/).
- **Jobcentre Plus** can support Carers looking for work - call 0845 6060 234 Monday to Friday, 8am - 6pm.

## 2.6 Young Carers

Young Carers may be happy helping the person they care for, but the situation they are in can sometimes be stressful; affect their education; and can make it hard to find time to relax and enjoy life with friends. Despite their caring responsibilities, Young Carers have the right to be cared for and to enjoy life in the same way other children and young people do.

### Wandsworth Young Carers' Project

Run by **Family Action** and based in Battersea, the project works with children and young people aged 5-18 who are caring for somebody who is ill, has a disability, is experiencing mental health difficulties or is affected by substance misuse. The project provides support and opportunities for Young Carers to have a break from their caring role and meet others with similar circumstances. For more information call **020 7228 2566**, email [hannah.witcomb@family-action.org.uk](mailto:hannah.witcomb@family-action.org.uk) or visit [www.family-action.org.uk](http://www.family-action.org.uk).

### Young Carers champions in schools

Most Wandsworth schools have a member of staff who is the first point of contact for support for Young Carers. To find out if your school has one, call the Family Information Service (FIS) on **020 8871 7899**, email [fis@wandsworth.gov.uk](mailto:fis@wandsworth.gov.uk) or contact the school directly.

### Carers Trust YCNet

A website and online support service for Young Carers [www.youngcarers.net](http://www.youngcarers.net).

### Children's Society

Information and resources for Young Carers and professionals working with Young Carers – [www.childrenssociety.org.uk/young-carers](http://www.childrenssociety.org.uk/young-carers). Links to other web pages such as the Young Carers in Focus which includes a social networking site for Young Carers and to the Include Programme at [www.youngcarer.com](http://www.youngcarer.com) with information about **Purple News** – a newsletter written by and for Young Carers.

## 2.7 On-line resources

If you have internet access these online resources may help you.

**Rally Round Me** is an online service that makes it easy to co-ordinate friends and family to share the caring load. Everyone invited to help can see what jobs need doing, who has agreed to do what and what jobs have already been done and by whom. For details visit [www.rallyroundme.com](http://www.rallyroundme.com). Also available as an iPhone app.

**Carewell** provides advice boards and forums to support Carers to care and cope better: visit [www.carewelluk.org](http://www.carewelluk.org)

**Carers Trust** (see p14)

**Wandsworth Carers' Centre's** website has information on services, events, support groups and more: visit [www.carerswandsworth.org.uk](http://www.carerswandsworth.org.uk)

# 3. Information, advice and help with finances

## 3.1 Local information and advice services

### Adult Care Information Service (ACIS)

ACIS is the council's on-line and telephone information service for adult care services. It has information about local organisations and services to help Carers and those they care for, arranged in 10 categories:-

- Care & Support
- Caring for Someone
- Community & Getting Involved
- Health & Wellbeing
- Housing & Care Homes
- Keeping Safe and Secure
- Money & Legal Matters
- Things to Do
- Travel & Getting About
- Working & Learning

You can search online yourself or call and a member of staff will search ACIS, tell you what you want to know, print information off and send it to you. Visit [www.wandsworth.gov.uk/acis](http://www.wandsworth.gov.uk/acis) or call 020 8871 7707.

### Family Information Service (FIS)

FIS is the council's information service for children's services, providing help to find childcare, support services for families, and activities for children and young people aged from birth to 19 years (up to 25 years for those with a disability). Visit [wandsworth.childrensservicedirectory.org.uk](http://wandsworth.childrensservicedirectory.org.uk), call 020 8871 7899, or email [fis@wandsworth.gov.uk](mailto:fis@wandsworth.gov.uk). You can also drop in to the Customer Services Centre, Ground Floor, Town Hall Extension, Wandsworth High Street, SW18 2PU.

### DASCAS (Disability and Social Care Advice Service)

Advice about benefits and services to people with disabilities, and their Carers, specialist advice on all social care issues and representation at tribunals or in complaints. Office interviews and home visits are available by appointment. Call 020 7978 7306, email [info@dascas.org.uk](mailto:info@dascas.org.uk), or visit [www.dascas.org.uk](http://www.dascas.org.uk).

## Wandsworth Citizen's Advice Bureau (WCABx)

Advice on a range of issues including benefits, housing, disability, debt, education, employment, health, tax, immigration, nationality, consumer and law. The service is free, confidential, independent and impartial. There are two WCABx offices and a telephone advice line. See below for addresses and opening times or visit [www.wandsworthcabx.org.uk](http://www.wandsworthcabx.org.uk) which also has information about outreach sessions.

	Monday	Tuesday	Wednesday	Thursday	Friday
Mission House CAB 14 York Road, SW11 3QA	10am - 1pm	1 - 4pm	10am - 12pm	1 - 3pm	10am -12pm
Roehampton CAB 166 Roehampton Lane SW15 4HR	10am -1pm	1 - 3pm	10am -1pm	10am -1pm	CLOSED
Telephone advice 020 7042 0333	2 - 3pm	10am - 2pm	2 - 4pm	11am - 12pm	1.30 - 3pm

**Wandsworth Carers' Centre** - (see p6)

## 3.2 National information services for Carers

### NHS Carers Direct

Confidential information and advice for Carers. Visit [www.nhs.uk/carersdirect](http://www.nhs.uk/carersdirect), call 0808 802 0202 free from UK landlines and mobiles, [textphone/minicom 0800 988 8657](tel:08009888657). Open 9am to 8pm Monday to Friday, 11am to 4pm at weekends and Bank Holidays.

Also offers telephone interpreting.

### Carers Trust

A web based information service on all aspects of caring, plus links to local services, discussion boards and blogs. Visit [www.carers.org](http://www.carers.org) or email [info@carers.org](mailto:info@carers.org).

### Carers UK

Advice and information for Carers, people cared for and professionals on all subjects that relate to caring. Call 0808 808 7777 Wednesdays & Thursdays 10am -12pm and 2pm-4pm, email [info@ukcarers.org](mailto:info@ukcarers.org) or visit [www.carersuk.org](http://www.carersuk.org).

### Equality Advisory and Support Service

Information and guidance for Carers about discrimination or harassment or human rights issues. Call 0800 444 205 Monday to Friday 9am-8pm and Saturday 10am-2pm or visit [www.equalityadvisoryservice.com](http://www.equalityadvisoryservice.com).

## 3.3 Help with finances

Being a Carer is often expensive. The cost of looking after someone cannot be measured in cash terms, but there is evidence of real financial hardship being caused when someone starts being a Carer. Lost wages, a reduced pension in old age, and extra expenses all take their toll.

### Benefits

When applying for benefits it is best to get help and advice; contact [Wandsworth Carers' Centre](#) (see p6) to make an appointment.

The Government's website [www.gov.uk](http://www.gov.uk) has information on employment, financial assessment, independent living and rights. You can find information on benefits such as Attendance Allowance, Disability Living Allowance and Carers' Allowance. There is a free benefit enquiry line – call [0800 882 200](tel:0800882200) Monday to Friday, 8am to 6pm [Textphone 0800 243 355](tel:0800243355).

For help around benefits and finding a job you can call the Jobcentre Plus phone service on [0845 6060 234](tel:08456060234), open Monday to Friday from 8am-6pm. To find or contact your nearest Jobcentre Plus call [0845 604 3719](tel:08456043719) or look on [www.gov.uk](http://www.gov.uk).

You may be entitled to a reduction in your council tax if you are caring for a disabled person. Email [counciltax@wandsworth.gov.uk](mailto:counciltax@wandsworth.gov.uk), visit [www.wandsworth.gov.uk/counciltax](http://www.wandsworth.gov.uk/counciltax) or call [020 8871 8081](tel:02088718081) to request a call back (24 hour automated line).

You must report changes that affect your benefits as soon as possible to ensure you get any increase or new benefit faster, and to avoid overpayments. For instance if you, or someone you claim for, go into hospital the benefit paid may go down for that period. You can get advice from Wandsworth Carers' Centre.

**NHS Low Income Scheme** (see p19)

### Grants

Wandsworth Council offers a **Carers' Grant** for Carers, aged 18 and over, providing regular and substantial care, to use towards something that will help improve their quality of life. A fact sheet and information about how to get the grant is available from ACIS (see p13).

Wandsworth Carers' Centre (see p6) can assist you in claiming the council grant if needed and can also provide information and support to access other grant funds that may be available.

### Money Advice Service

This service, set up by the Government, provides free, independent, unbiased information and advice about financial matters, including guides to managing money and dealing with debt. Visit [www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk) or call [0300 500 5000](tel:03005005000).

### **Wandsworth Foodbank**

Provides emergency food and support to local people in crisis. Call [020 7326 9428](tel:02073269428)  
email [info@wandsworth.foodbank.org.uk](mailto:info@wandsworth.foodbank.org.uk) or visit [www.wandsworth.foodbank.org.uk](http://www.wandsworth.foodbank.org.uk).

### **Christians Against Poverty (CAP)**

A national debt counselling charity that helps people by offering an in-depth solution, including home visits, support over the phone, and creditor negotiations and correspondence. Wandsworth CAP is a local centre opened in partnership with St Mark's Church, Battersea Rise. For more information call [020 7924 7495](tel:02079247495) Monday, Wednesday or Friday, email [wandsworth@capuk.org](mailto:wandsworth@capuk.org) or visit [www.stmarks-battersea.org.uk/pages/Training/CAP/](http://www.stmarks-battersea.org.uk/pages/Training/CAP/).

Also see information and advice services listed in section 3.

# 4. Social care, health and housing services

## 4.1 Department of Adult Social Services (DASS)

DASS has a legal duty to provide information and to look after adults in the borough of Wandsworth who are unable to care for themselves, and to support Carers. The way DASS works has changed in recent years and now the focus is on **independence and personalisation**. DASS aims to enable people to stay as independent as possible, in their own home.

### Who is eligible for help from DASS?

DASS gives information and general advice to anyone. People in need of community care services have a legal right to an assessment of what they are finding difficult and guidance or help to put in place arrangements to keep them safe. Carers should be involved in this process, provided the service user agrees and it is practical to do so. DASS is responsible for these assessments.

When someone is assessed as qualifying for services they will be encouraged, as far as possible, to choose and arrange the services they need so that the support they get suits (is personalised to) their particular needs. Services may be needed for a short or long time; needs are re-assessed at least once a year.

### The types of help that may be available include:-

- personal care, such as washing and dressing
- day activities if it is difficult to meet others and take part in social activities
- help in the home with things like shopping, housework and food preparation
- meals services (frozen meals delivered to your home)
- equipment and adaptations to help at home
- developing social skills
- developing employment skills
- help with parenting
- support for Carers

### Support for Carers includes:-

- information and advice to help you in your caring role, including telling you about other sources of support
- an assessment of your needs as a Carer (see p4)
- a Carer's Grant so you can pay for something that will help improve your quality of life as a Carer
- respite care, to give you a break from caring

## **The Access Team is the main point of contact for queries and referrals**

about adult social care services. Call 020 8871 7707 or email [accessteam@wandsworth.gov.uk](mailto:accessteam@wandsworth.gov.uk).

Outside normal office hours, an emergency social work service is available and can be contacted through the main council switchboard number, 020 8871 6000.

People with mental health, or drug or alcohol misuse should speak with their GP or their key worker or care coordinator if they have one. See also mental health services (p31) and drug and alcohol misuse services (p29).

People in hospital should ask to speak to a hospital social worker.

## **Information and Advice**

ACIS is an on-line and telephone information and advice service to help you help you find out about local care, support and related services (see p13). DASS also has a series of factsheets explaining more about their services, assessment, eligibility, direct payments, charging etc which you can get online or from the access team.

## **Occupational Therapy (OT), Equipment & Adaptations**

DASS provides OT services for people over 18 living in Wandsworth who have a permanent and substantial disability which affects their ability to live independently. An OT can provide support with daily activities within the home such as getting into and out of the bath, or safely using the stairs. This may involve the use of equipment or adaptations within the home. Simple aids to daily living may be prescribed and are available from local accredited retailers. Call the access team for more information or an assessment on 020 8871 7707.

## **Charges for community-based services**

In general, Wandsworth Council charges for community care services (although a few services are free of charge). How much you, or the person you are caring for, are charged depends on each person's personal financial circumstances. Some people won't pay anything and others will pay some or all of the cost. The amount someone pays is decided after a financial assessment. The rules about charges are complicated and are different for services at home and services in residential care. Your social worker or care co-ordinator can explain or you can ask the access team for a fact sheet.

## **Direct Payments**

If the council funds any of the cost of care services, you may get it as a direct payment, which allows you to arrange and pay for care yourself. Direct payments assist people to gain greater independence and have more control over their support arrangements. You can get a fact sheet about direct payments from the access team, see above.

## 4.2 Health Services

### Wandsworth Clinical Commissioning Group (CCG)

Wandsworth CCG commissions health care services for the people who live or work in the borough. Local GPs work with partners in the local NHS, the council, and local community groups to improve health and wellbeing, reduce health inequalities and ensure there is equal access to health care. The CCG is also responsible for monitoring health services and welcomes your feedback on whether the services you use are meeting your needs. For further information call [020 8871 5176](tel:02088715176) or visit [www.wandsworthccg.nhs.uk](http://www.wandsworthccg.nhs.uk).

### NHS 111

A 24-hour helpline to use when you urgently need medical help or advice but it is not a life-threatening situation. An advisor will ask you some questions to assess your symptoms, and give you healthcare advice or direct you to a local service. If you need an ambulance it will come as fast as if you had called 999. Like 999, calls are free from landlines and mobile phones.

Continue to use your GP or pharmacist in the usual way for less urgent health needs.

**Always call 999 if someone is seriously ill or injured, and life is at risk.**

### Patient advice and liaison services

These services can provide:

- information and advice on local NHS services for patients, their families and Carers
- support in resolving questions or concerns about NHS treatment and in using the NHS complaints procedure
- referrals to Independent Complaints Advocacy Services
- signposting to other local or national support agencies

Depending on the service concerned, contact one of the following:-

**St George's Healthcare PALS** - for services from St George's Hospital, Queen Mary's Hospital, and Wandsworth Community Services. Call [020 8725 2453](tel:02087252453) or visit [www.stgeorges.nhs.uk/patientpals.asp](http://www.stgeorges.nhs.uk/patientpals.asp).

**Customer Care for Wandsworth Residents** - for services from NHS GPs, dentists, opticians and pharmacies. Call [020 8871 5189](tel:02088715189), email [wandsworth.pals@nhs.net](mailto:wandsworth.pals@nhs.net), visit [www.wandsworth.nhs.net](http://www.wandsworth.nhs.net).

### Wandsworth Footsteps to Healthy Living

Free personalised support to help you to make a change to your lifestyle to feel fitter, healthier and happier. Services include physical activity clinic, weight management, health trainers, smoking cessation and stress management. Call [020 8871 5055](tel:02088715055) or email [footsteps@wandsworth.gov.uk](mailto:footsteps@wandsworth.gov.uk) for more information.

### NHS Low Income Scheme

If you have a low income, even if you are not exempt from NHS charges, you may be entitled to some financial help with NHS costs such as prescriptions, dental treatment, sight tests, glasses and contact lenses, travel to receive NHS treatment and NHS wigs and fabric supports. Call [0845 610 1112](tel:08456101112) and ask for a help with health costs form or visit [www.nhsbsa.nhs.uk/healthcosts](http://www.nhsbsa.nhs.uk/healthcosts).

## Primary Care Services

### Your General Practitioner (GP)

Tell your GP about your caring responsibilities so that he/she is aware of your needs and can give you the right support and information. Good communication can help to reduce the strain that you may be experiencing and will help your GP to understand your needs. Tell your GP about your past and current situation and your changing needs both as a patient and as a Carer.

GPs recognise the important role Carers play and the effect that caring can have on their health and wellbeing. All GP practices in Wandsworth now have a GP Carers Lead and keep a Carers Register. Make sure you are on the register at your practice. If you are, the practice staff will be better able to provide you with targeted support for Carers such as an annual health check and inviting you for a flu jab.

When you visit the surgery, do not be rushed. Be sure to ask all your questions (take a list) and take someone with you for support if that will make you more comfortable. It can be helpful to make notes of your visits – dates, the people you see, the discussions and outcome of the visit.

To find a GP call **020 8335 1400** or visit [www.nhs.uk](http://www.nhs.uk). If you live in Wandsworth, and you need a GP outside normal hours, call **0845 602 6292**.

### Community Pharmacists

Pharmacists have expert knowledge on medicines, how they work and how you should use them. They can advise on minor ailments such as coughs, colds, cold sores, and general aches and pains and give support with other health issues such as weight loss, giving up smoking and emergency contraception. You don't need an appointment to see the pharmacist.

To find a pharmacy near you visit [www.nhs.uk](http://www.nhs.uk) or call **020 8335 1400**. If you need a pharmacy out of hours call **111** to find out which pharmacies are open.

**If you have to pay for prescriptions** it may be cheaper to buy the medicines over the counter or to buy a prepayment certificate. Prepayment certificates are like season tickets, they can save you money if you need more than 14 items a year or 4 items in three months. Your pharmacist can advise you.

**Emergency supply of medication:** In an emergency, your pharmacist may be able to provide up to five days supply of regular prescription drugs, providing certain conditions are met.

### Dental Care

To find a dentist call **0300 1000 897**. If you need urgent treatment, out of normal hours, call **0845 602 6292**.

**Community Dental Services** are available for adults and children with complex needs who have difficulty getting treatment in a local dental practice, for reasons other than cost. People who may use this service include the elderly, and those with mental health problems or severe learning difficulties. Call **0208 700 0588**.

## Community health services

### Community nursing and community matrons

Community nurses visit housebound people in their own homes or in residential care homes, providing nursing care for patients and supporting Carers. Community matrons specialise in supporting housebound people with long term conditions. Call **0300 130 3048** for more information.

### Community Specialist Nurses

Specialist nurses support people with certain conditions – see below.

- **Diabetes Specialist Nurses** offer assessment, treatment and advice for people with diabetes both in clinics and at home. You need to be referred by your GP.
- **Community Heart Failure Nurse Specialists** help manage symptoms, offer lifestyle advice to help people live with their condition and co-ordinate or manage their treatment plans. Call **020 8812 5219/5459** for more information.
- **Community Respiratory Nurse Specialists** provide support for patients with respiratory disease to help them manage their conditions. They run weekly nurse-led clinics across the borough and visit patients at home if they are housebound. Call **0300 130 3048** for more information.
- **HIV specialist nurses** offer nursing care, advice, information, support and counselling for anyone affected by HIV or AIDS. For further information call **020 8725 3353/4** or **020 8487 6861** and ask to speak to a health advisor.

### Community Neurology Team **020 8812 4060**

This team offers co-ordinated services to people with a neurological diagnosis, such as stroke, brain injury, Multiple Sclerosis, Motor Neurone Disease, Cerebral Palsy, Parkinson's disease, and others. It is for those who need specialist therapy from a multi-disciplinary team to improve function, independence and quality of life for themselves and/or their Carers. You can self refer.

### Community Wards

Community Wards aim to help people with chronic long-term conditions to avoid going to hospital or to get discharged sooner. The community wards bring together a range of health professionals including GPs, community matrons, specialist nurses, district nurses, palliative care, physiotherapy, occupational therapy, pharmacists, intermediate care, mental health and drug and alcohol teams, adult social services and the ambulance service. There are 4 community wards in Wandsworth; patients must be referred by a GP or hospital consultant.

### Continence Promotion Service

The service offers treatment, advice and support for people experiencing bladder or bowel problems. Incontinence is a distressing condition, which affects independence and dignity. It can affect all ages, is not an inevitable part of ageing and it is not incurable. Contact community nursing for more information. You may also like to contact the Bladder and Bowel Foundation (see p33).

### **Dieticians** 020 8812 4155

The dietetics service offers assessment, treatment and advice for people who want to change their diet to improve their health. It treats patients of all ages who are registered with a Wandsworth GP and offers one-to-one support, group education sessions, health promotion, and home visits for housebound people.

### **Integrated Falls Team** 020 8812 4080

This team helps older people who have had a fall to become more independent and confident and aims to reduce the incidence of falls. You can self refer.

### **Intermediate Care**

Intermediate care provides short-term intensive nursing, therapy and care at home or in intermediate care beds to help people recover from illness more quickly and avoid or reduce hospital admissions. You can self refer. The team will do an assessment and agree a personalised care plan to help the person regain their independence. Call **0300 130 3048**.

### **Podiatry Services** 020 8487 6426

Podiatry services help prevent, diagnose, and treat problems with the feet and lower limbs. Podiatry services are offered at community clinics and home visits are available for housebound patients. To be eligible, you need to have a podiatric problem that you cannot treat yourself and be registered with a Wandsworth GP. You can self refer.

### **Primary Care Therapy Team** 020 8812 4070

This team provides physiotherapy and occupational therapy assessment, advice, treatment and review in community settings. You can self refer.

### **St John's Therapy Centre 162 St John's Hill, Battersea, SW11 1SW**

Provides a range of services, including the Primary Care Therapy Team, the Community Neurology Team, the Integrated Falls Team; physiotherapy; podiatry; dietetics, drug & alcohol services, specialist nursing services, a day hospital for older people and walk in X-ray and blood testing. Many services can be accessed directly, call **020 8812 4000** to enquire.

### **Sexual health services**

Clinics in Tooting and Roehampton offer sexual health screening services and free emergency contraception for anyone, with a sexual health concern. Separate under 18's clinics are held at these venues and in Battersea. Clinics offer both walk-in and appointment only services. Call for details: Roehampton **020 8487 6861**, Tooting **020 8725 3353**, Battersea **020 8812 5700**.

### **Wheelchair Service**

Based at Queen Mary's Hospital, Roehampton, this service provides wheelchairs for people with permanent mobility problems and specialist seating systems for people with severe disabilities. Talk to your GP, occupational therapist or physiotherapist if you need the service.

## Hospital services

### Choose and Book

When you, or the person you care for, need to see a specialist you can choose the hospital or clinic to use. You will get a letter with a reference number and password and then you call and make the appointment for a day and time to suit you. For more information visit [www.chooseandbook.nhs.uk](http://www.chooseandbook.nhs.uk).

### Admission to hospital

Hospital staff should always ask if the patient has a Carer, and as a Carer, you should be informed about and involved in any decisions. If you think you may have problems looking after the person you care for when they return home say so as soon as possible. Speak to the doctor, nurse in charge, the care coordinator or the hospital social worker so that your needs and the needs of the person you care for can be assessed.

If you, or the person you care for, receive benefits, remember to report changes in circumstances. Most benefits are paid to help with day-to-day needs, so a hospital stay may affect entitlement. Wandsworth Carers' Centre can give advice call **020 8877 1200**.

### Discharge from hospital and discharge plans

Hospital staff should work closely with community professionals such as social workers, key workers, care coordinators, and housing officers to provide a discharge plan that considers the health and social care needs of each patient once they leave hospital.

As a Carer, you should have information about the patient's condition and be involved in their treatment plan, including medication and possible side effects, and what is likely to be involved in caring. You should also be involved in any home visits, and in discussions about support, equipment or adaptations that may help when the person goes home. All essential services for ongoing care, including assistance for you in the task of caring, must be in place on the day of discharge. You should be given information about charges for services.

You should not feel pressurised to agree to discharge before services have been put in place or if you do not feel ready. You should have a chance to talk to someone about the discharge plan in good time so that you are clear about the arrangements and are satisfied with them. You should be given a minimum of 24 hours' notice that the person you care for is coming home and you should have agreed to this. You should also be told what to do if the person relapses or there is a crisis.

### If the person you care for cannot return home after discharge from hospital

If the person you care for is unable to return to their previous home, you should get assistance and guidance from a hospital social worker, key worker or care coordinator. Staff must not make assumptions about the amount of help you can offer.

Moving home is an important decision – whether it is to move into a residential care setting, supported housing or other type of housing. You and the person you care for should not feel pressurised into agreeing to anything and you should be given sufficient time to visit potential homes.

If you require any assistance during this process in order to know your rights, procedural guidelines and financial implications contact The Relatives and Residents Association on **020 7359 8136**. For information about care homes see p25.

## Walk-in and Minor Injuries services

### The Junction Health Centre Walk-in Service

Clapham Junction Station, SW11 2NU (by Grant Road exit)

Walk-in service for minor injuries and illnesses, no appointment needed. Open every day from 8am to 8pm - last patients at 7:30pm. Call 0333 200 1718, email [enquiries.thejunction@nhs.net](mailto:enquiries.thejunction@nhs.net) or visit [www.junctionhealthcentre.nhs.uk](http://www.junctionhealthcentre.nhs.uk).

### Minor Injuries Unit, Queen Mary's Hospital

Roehampton Lane, Roehampton, SW15 5PN

Treatment for minor injuries for anyone who is aged two or over. If in doubt about whether to use the unit, call 020 8487 6999/6499 for advice and guidance. Examples of treatments include:

- tetanus immunisations following an injury
- injuries to hands, wrists, elbows, feet and ankles and minor head injuries
- cuts and grazes, bites and stings, removal of splinters, wound stitching
- superficial burns and scalds
- removal of foreign bodies from eyes, ears and nose and other minor ear and eye problems
- cystitis

## 4.3 Housing and care homes

### Community alarms & telecare

**WATCH Lifeline** is an emergency home response alarm service provided by Wandsworth Council. Pressing an alarm pendant button sends an alarm signal to the response centre which operates 24 hours a day. Call 020 8871 8198 for details. There is a charge for this service, with discounts for those on benefits.

**Wandsworth Telecare** can help to manage risks surrounding falls, wandering, fire, flood, carbon monoxide and gas. It consists of a range of sensors which, when activated, will send an alert to a response centre. Telecare can help to support Carers, and improve people's safety and independence at home. Wandsworth telecare is available for those who qualify for help from Wandsworth adult social services, call 020 8871 7707 for details.

ACIS (see p13) can supply a factsheet and details of other alarm and telecare providers.

### Housing Advice Service

This council service provides housing advice and assistance to residents and landlords in the private sector and assesses the needs of homeless households, providing temporary accommodation where necessary. Open Monday to Friday from 9am-4.30pm for personal callers, 8.30am-5pm for telephone calls. Call 020 8871 6840 or email [housingadvice@wandsworth.gov.uk](mailto:housingadvice@wandsworth.gov.uk). For information about housing for older people and disabled people call 020 8871 6812.

## Supported housing

Aims to enable vulnerable people to live more independently, both in their own home and in the community, through the provision of housing related support services. Support is delivered by staff often known as key workers, wardens or support workers. Services include support for people living in hostels, sheltered housing, shared homes and visiting support packages to people in their own homes. For more information call the housing options advice line on **020 8871 6840** or email [housingadvice@wandsworth.gov.uk](mailto:housingadvice@wandsworth.gov.uk)

## Care homes

Care homes can provide short-term care for the person you look after to give you a break. If Adult Social Services help pay toward short term breaks in residential care, your benefits and those of the person that you look after may be affected. Wandsworth Carers' Centre can advise you further, telephone **020 8877 1200**.

## Is it time for a permanent move?

If you feel that the person you care for needs, or will need, permanent care in a home it is wise to get as much advice as possible to help you find the right home for the individual's needs. If the person will be funding the cost of the care home, seek independent financial advice. If the person will need financial help to live in a care home, arrange a community care assessment by contacting their social worker, key worker or care co-ordinator, or the access team (see p18). If they agree that a care home is necessary, and the person qualifies for financial help from the council, adult social services will advise you through the process.

This can be a very stressful experience and you may want support to help you make satisfactory decisions and to be aware of problems and pitfalls that you may encounter. You can get advice and support from **Wandsworth Carers' Centre** on **020 8877 1200** or **Carers UK** on **0808 808 7777**. **Age UK** has useful factsheets about care homes, visit [www.ageuk.org.uk](http://www.ageuk.org.uk) or call **0800 169 65 65**.

Contact **ACIS** (see p13) for information about care homes. You can also find lists of care homes on-line at [www.nhs.uk/service-search](http://www.nhs.uk/service-search) or [www.carehome.co.uk](http://www.carehome.co.uk).

## Care Quality Commission

Regulates and checks care homes (and other care and health services) and publishes reports of their inspections. Visit [www.cqc.org.uk](http://www.cqc.org.uk) or call **03000 616 161** Monday to Friday 8.30am to 5.30pm.

## Relatives & Residents Association

Provides information and support on selecting a care home, paying for care, adjusting to being in care, or complaining about the quality of care received. Call **020 7359 8136** Monday - Friday 9:30am - 4:30pm or visit [www.relres.org](http://www.relres.org).

For advice and information around housing you can also call **Wandsworth Carers' Centre** on **020 8877 1200** or **South West London Law Centres** on **020 8767 2777**.

# 5. Specialist care and support services

## 5.1 Black and minority ethnic communities

### **The Afiya Trust**

A BME-led national charity that works to reduce inequalities in health and social care. Promotes BME health and social care issues and supports networks such as the National BME Mental Health Network and the National Black Carers and Carers Workers Network (see below). Call 0207 803 1180, email [info@afiya-trust.org](mailto:info@afiya-trust.org), or visit [www.afiya-trust.org](http://www.afiya-trust.org).

**Beyond Barriers Mentoring Service** (see p31)

### **Chinese Mental Health Association**

Community based mental health assistance and support to the Chinese community in the UK, including a user social group, a befriending service, and counselling. Call 020 7613 1008 or visit [www.cmha.org.uk](http://www.cmha.org.uk).

### **London South West Chinese Community Association**

Promotes Chinese culture, hosts weekly group meetings for older people to keep fit and socialise, youth groups with outings and activities, and Tai Chi classes. Cantonese and Mandarin spoken - call 020 8648 9551, email [lswcca@live.com](mailto:lswcca@live.com).

### **Mushkil Aasaan**

Offers community care services for Asian families including information and advice, befriending, parenting support; and English language help. Call 020 8672 6581 or email [mushkilaasaan@btconnect.com](mailto:mushkilaasaan@btconnect.com).

### **National Black Carers and Carers' Workers Network**

A network of BME Carers and care workers aiming to improve services, policies and practice and meet the needs of BME Carers. The network is hosted by the Afiya Trust - call 0207 803 1180 or visit [www.afiya-trust.org](http://www.afiya-trust.org).

### **Solace Community Care (formerly Asian Elders Support Scheme)**

Services for older people and for those with learning and physical disabilities, primarily in Asian communities: home care, day centre, outings and vegetarian lunch club. Call 020 8767 5455 or visit [www.solacecommunitycare.org.uk](http://www.solacecommunitycare.org.uk).

### **Wandsworth Carers' Centre**

Offer specialist support to Asian Carers (see p6).

## 5.2 Children

### Children's Services Department

This council department is responsible for a number of services for children and young people including Education, Youth Services, Student Finances and Social Care Services (Children's Specialist Services). Call [020 8871 6622](tel:02088716622).

### Children's Specialist Services (social care services)

Welbeck House, 43-51 Wandsworth High Street, SW18 2PS, call [020 8871 6622](tel:02088716622)

This service is open for telephone enquiries and referrals 9am - 5pm and for callers in person 9.30am - 4.30pm Monday to Friday.

### Community Children's Audiology

For children of all ages where there is concern about their hearing or those who are at risk of hearing loss. You can self-refer, call [020 8875 4524](tel:02088754524).

### Connexions

Information, advice and opportunities to help young people aged 13-19 (or up to 25 years old if they have a learning difficulty, disability or special need) get into learning, training or jobs.

For more information: Connexions @ Roehampton Base, call [020 8871 5222](tel:02088715222) Tuesday - Friday 3pm - 9pm and Saturday 1pm - 5pm; Connexions @ Tooting Hub, call [020 8871 5381](tel:02088715381) 3pm - 9pm Monday - Friday.

### Contact a Family Wandsworth (see p8)

### Early Years

Provides help for young children experiencing delay or difficulties in their development or who have a disability. Offers a multi-disciplinary, inter-agency approach and services can include assessment, therapy, advice, specialist services and support and contact with other parents. Call [020 8871 8866](tel:02088718866).

### Family Information Service (FIS) (see p13)

### George Shearing After School Club

A specialist service for young people aged 13-25 with severe learning disabilities and complex needs, Monday to Wednesday 4pm-6pm. Also activities during half term and summer holidays. Call [020 7228 2230](tel:02072282230), or contact FIS (see p13).

### Hemihelp

Information and support for children with hemiplegia; newsletters, leaflets, sports and activity days, workshops and conferences. Helpline [0845 123 2372](tel:08451232372) Monday to Friday 10am - 1pm during school term time, email [helpline@hemihelp.org.uk](mailto:helpline@hemihelp.org.uk) or visit [www.hemihelp.org.uk](http://www.hemihelp.org.uk).

### Lady Allen Adventure Playground

Encourages and enables children aged 5-14 with special needs and disabilities, as well as their siblings, to play adventurously in a safe and stimulating environment. Visit [www.kids.org.uk](http://www.kids.org.uk) or call [020 7228 0278](tel:02072280278).

### **Parent Partnership Service**

For parents and Carers of a child who has special educational needs. Aims to provide information, help and support with any issue relating to a child's special educational needs. Call **020 8871 8065** or email [cspps@wandsworth.gov.uk](mailto:cspps@wandsworth.gov.uk).

### **Portage**

Home teaching programme for pre-school children with a significant developmental delay or disability. Helps children to develop their communication and sensory skills; physical skills; thinking and learning abilities; and social and self help skills. Call **020 8871 8866** or contact FIS (see p13).

### **RD4U**

A helpline and website for bereaved young people (designed by young people with experience of bereavement) Call **0808 808 1677** or visit [www.rd4u.org.uk](http://www.rd4u.org.uk).

### **Share-A-Family**

Information, support and short-term breaks to Carers of children aged 0-19 years with autism, physical, learning, sensory or multiple disabilities. Services include monthly clubs for young people, a domiciliary worker providing home visits and a sitting service, call **020 8947 5317** or email [shareafamily@hotmail.com](mailto:shareafamily@hotmail.com).

### **The WAND card**

Enables disabled children and young people aged 0-19 to get concessions and extra support at venues throughout Wandsworth. It also provides a form of ID, saving parents or Carers having to explain their child's disability every time they go out. Contact FIS (see p13) for more information.

### **Wandsworth Primary Play Association (WPPA)**

An umbrella organisation for over 50 voluntary playgroups in Wandsworth, also runs a toy library. Call **020 7738 1952** or email [wppa@wppa.co.uk](mailto:wppa@wppa.co.uk).

### **Wandsworth Short Breaks**

Offers parents and Carers of children with disabilities a break from caring to rest, spend time with other children, or to enjoy a leisure activity. Also gives children the chance to spend time away from their families, gain independence, learn new skills and have fun. Call **020 8871 7899** or email [fis@wandsworth.gov.uk](mailto:fis@wandsworth.gov.uk).

### **Wandsworth Young Carers' Project** (see p12)

### **Wandsworth Children Continuing Care Team** (see p30)

### **Young Minds**

Information about child and adolescent mental health for parents, Carers and professionals online at [www.youngminds.org.uk](http://www.youngminds.org.uk). YoungMinds Parents' helpline open Monday to Friday 9.30am-4pm, call **0808 802 5544** or email [parents@youngminds.org.uk](mailto:parents@youngminds.org.uk).

### **Welcare**

Voluntary organisation offering preventative social work support services to families who need to be referred by a health care professional, local authority professional or school. Call **020 8875 2398**, email [wandsworth@welcare.org](mailto:wandsworth@welcare.org) or visit [www.welcare.org](http://www.welcare.org).

## 5.3 Drug and alcohol misuse

People who misuse drugs and/or alcohol can obtain help from adult social services, health services and the voluntary sector, plus national helplines. You can find out more information about services through ACIS (see p13).

### **Wandsworth Carers' Centre**

Offers specialist support to people affected by another adult's drug or alcohol misuse (see p7).

### **Wandsworth Integrated Drug and Alcohol Service (IDAS)**

Offers advice and treatment for drug and/or alcohol use, call **0208 875 4400**. You can access the service directly, or through your GP.

### **Battersea Alcohol Service**

A charity offering free therapeutic one-to-one, group work and peer support to adults with alcohol issues. You can self-refer. The service is provided on an appointment only basis. Call **020 3668 3730** Monday to Friday 9am-5pm.

### **ADFAM**

Provides information and publications for families affected by an addiction, visit [www.adfam.org.uk](http://www.adfam.org.uk).

### **Drinkline**

Helpline open 9am-8pm Monday - Friday and 11am-4pm on Saturday and Sunday, call **0800 917 8282**.

### **Talk to FRANK,**

A 24 hour drugs helpline, call **0800 77 66 00** or email [frank@talktofrank.com](mailto:frank@talktofrank.com).

## 5.4 End of life care and bereavement

### **Marie Curie Cancer Care**

Provides care at home, which may be used to relieve a Carer of someone with chronic or terminal illness (any age group). You need a referral from the district nurse, ask at your GP surgery. Visit [www.mariecurie.org.uk](http://www.mariecurie.org.uk) for more information.

### **Paul's Cancer Support Centre** (see p34)

### **St George's Palliative Care Service**

Provides care for adult inpatients with life limiting conditions at the hospital. Nurses provide advice and support on pain and symptom control, psychological support and act as an information resource for patients, Carers, families and professionals. Call **020 8725 3321** for more information.

### **Trinity Hospice**

Provides end of life care to individuals and support for their families. Services are provided at home or at the hospice (inpatient and day care). They include nursing and medical care, emotional and practical support, welfare advice, occupational and physiotherapy, complementary therapies, spiritual care and creative activities. Call **020 7787 1000**, or visit [www.trinityhospice.org.uk](http://www.trinityhospice.org.uk).

## Wandsworth Children Continuing Care Team

Flexible, culturally sensitive, home based care for children and young people with a life limiting illness, to support them and their families, call **020 8812 539**.

### After a death

If someone dies at home call your GP. They will visit to confirm that death has taken place and will tell you how to get the death certificate. Contact a funeral director who will be able to advise you on registration procedures.

If someone dies in hospital contact a funeral director to let them know that their services will be required. Collect the doctor's death certificate from the hospital.

Make an appointment to register the death. Take the death certificate to the registrar's office for the area where the death took place. In Wandsworth, this is at Wandsworth Town Hall, call **020 8871 6120**. The registrar will issue a green form to give to the funeral director.

If you or your partner get a low-income benefit, you may be eligible for a **Funeral Payment**. You can apply up to three months after the funeral. You can get a form sent to your local Jobcentre by calling **0845 6060 234** or visit [www.gov.uk](http://www.gov.uk).

The Department for Work and Pensions publishes a useful booklet "What to do after a death (in England and Wales)". Call **0845 731 3233** or visit <http://www.dwp.gov.uk/docs/dwp1027.pdf>.

## Coping with bereavement

### RD4U

A helpline and website for bereaved young people (designed by young people with experience of bereavement) Call **0808 808 1677** or visit [www.rd4u.org.uk](http://www.rd4u.org.uk).

**Wandsworth Bereavement Service** helps bereaved people of any age. Call **020 7223 3178**, email [enquiries@wandsworthbereavement.org.uk](mailto:enquiries@wandsworthbereavement.org.uk) for adults and [children@wandsworthbereavement.org.uk](mailto:children@wandsworthbereavement.org.uk) for children.

**Wandsworth Carers' Centre** offers counselling to registered Carers who have suffered bereavement, call **020 8877 1200**.

There are several **other local help lines and services** that you may find helpful, contact **ACIS** for details (see p13).

## 5.5 Learning disability

### Arts and Entertainment

There are a number of Wandsworth based groups listed in section 6.3.

### Down's Syndrome Association

Information and support to people with Down's Syndrome, their families and Carers and the professionals who work with them. Helpline open 10am-4pm Monday to Friday, call **0845 230 0372**. Website [www.downs-syndrome.org.uk](http://www.downs-syndrome.org.uk)

### Generate

Supports people with learning disabilities: courses, training, clubs, employment, holidays. Call **020 8879 6333** or visit [www.generate-uk.org](http://www.generate-uk.org).

## **Mencap**

A national organisation supporting people with learning disabilities, their families and Carers. The **helpline 0808 808 1111** is open 9am-5pm on weekdays, **website [www.mencap.org.uk](http://www.mencap.org.uk)**. See p8 for Wandsworth Mencap local services.

## **National Autistic Society**

Advice and information on autism, including Asperger syndrome: a helpline, parent to parent support, an online community and details of local services. Call **0808 800 4104** 10am-4pm Monday to Friday (free from landlines and most mobiles) or visit **[www.autism.org.uk](http://www.autism.org.uk)**.

## **Wandsworth Community Learning Disability Team**

A specialist health and social care team providing support to people with severe learning disabilities (IQ less than 70), their family and Carers. They offer information and advice and help to find support with caring. Call **020 8812 5270** Monday to Friday between 9.30am and 4.30pm. Out of hours emergencies call **020 8871 6000**.

# **5.6 Lesbian, gay, bisexual and transgender (LGBT)**

## **Alzheimer's Society**

Factsheets and a webpage aimed at Carers and people with dementia from the LGBT community. Call **0300 222 1122** or visit **[www.alzheimers.org.uk](http://www.alzheimers.org.uk)**.

## **Beyond Barriers Mentoring Service**

For Carers who identify as being LGBT and those from Black and other Minority communities, refugees and asylum seekers. Trained volunteers from the same communities provide mentoring for six weeks and give practical and emotional support. Call **020 8648 9677** or email **[debbier-n@souththamescrossroads.org](mailto:debbier-n@souththamescrossroads.org)**.

## **Opening Doors London**

For men and women who identify as LGBT and are aged 50 plus; social activities, a telephone information and signposting service and befriending. For further details contact one of the co-ordinators below.

Men: **020 7239 0446** or email **[odl.men@ageukcamden.org.uk](mailto:odl.men@ageukcamden.org.uk)**

Women: **020 7239 0447** or email **[odl.women@ageukcamden.org.uk](mailto:odl.women@ageukcamden.org.uk)**

Befriending: **020 7239 0442** or email **[odl.befriending@ageukcamden.org.uk](mailto:odl.befriending@ageukcamden.org.uk)**

# **5.7 Mental health**

## **Wandsworth Psychological Therapies and Wellbeing Service**

Provides services for adults in Wandsworth with common mental health problems including anxiety, depression, obsessive compulsive disorder, eating disorders and more. Self or GP referrals. Call **020 8682 6264** Monday to Friday, 9am-5pm.

## Community Mental Health Teams

Offer specialist support for people with mental health problems (including occupational therapy and psychology). Anyone with a mental health problem should contact their GP first and they will refer on to other specialist services if necessary. If you do not have a GP, contact South West London and St George's Mental Health NHS Trust for advice, call **020 3513 5000** or visit [www.swlstg-tr.nhs.uk](http://www.swlstg-tr.nhs.uk). People already under the care of specialist mental health services should call **020 8767 3411**. There is also a crisis line – see below.

## Crisis Line

An out of hours service, open 5pm-9am every day (including bank holidays), providing information and advice to people experiencing a mental health crisis, such as feeling suicidal, or being concerned that someone is becoming very unwell. Call **0800 028 8000** - if you get an answer phone leave a message and someone will call you back. The Crisis Line covers the boroughs of Wandsworth, Sutton, Merton, Richmond and Kingston.

## Wandsworth Home Treatment Team

Provides more intensive support to enable someone to come home earlier from hospital or to prevent admission. The team can be organised through the hospital ward or the community mental health team. Speak to ward staff or the care coordinator. Wandsworth Carers' Centre Mental Health Project can also assist.

## Wandsworth Carers' Centre - (see p7)

Offers specialist support to Carers of people with a mental health condition,

## Rethink Mental Illness

Local services: support group and advocacy for mental health service users including advocacy on the forensic wards at Springfield Hospital; call **020 3513 6739** or **020 3513 6055**. National services: advice and information on mental health issues, benefits, the law and individual rights and getting a second opinion; and a Carers' education and training programme. Call **0300 5000 927** 10am-1pm Monday to Friday, email [info@rethink.org](mailto:info@rethink.org) or visit [www.rethink.org](http://www.rethink.org).

## Big White Wall

A supportive online community that members can access anonymously to share their worries in a safe environment, with trained staff to provide advice and information. Visit [www.bigwhitewall.com](http://www.bigwhitewall.com).

## Bipolar UK

Support and advice for individuals affected by bipolar and their families, friends and Carers. Self-help groups across the UK and online forum for discussion and support. For more information, visit [www.bipolaruk.org.uk](http://www.bipolaruk.org.uk) or call **020 7931 6480**.

## SANE

A national, out-of-hours helpline offering specialist emotional support and information to anyone affected by mental illness, including Carers, and online support forums. Call **0845 767 8000** - open every day 6pm to 11pm, email [info@sane.org.uk](mailto:info@sane.org.uk) or visit [www.sane.org.uk](http://www.sane.org.uk).

## Mind

Locally, Wandsworth Mind has a centre in SW18 open 8.30am - 4pm Monday to Friday offering a range of activities and outreach; and counselling and supported housing. Call **020 8875 9156** or visit [www.wandsworthmind.org.uk](http://www.wandsworthmind.org.uk). Nationally, Mind provides information, advice and support to empower anyone experiencing a mental health problem. Call **0845 7660 163** Monday to Friday 9am-6pm, visit [www.mind.org.uk](http://www.mind.org.uk), or for legal advice service call **0300 466 6463**.

## 5.8 Older people

### Age UK Wandsworth

Offers a wide range of services including information and advice, befriending, groups, outings, garden partners, a handyperson service, and a Carers' support service. Call **020 8877 8940**, visit [www.ageuk.org.uk/wandsworth](http://www.ageuk.org.uk/wandsworth) or email [info@ageukwandsworth.org.uk](mailto:info@ageukwandsworth.org.uk). Nationally, Age UK has on-line resources including a chat forum, The Wireless, factsheets and guides, and an advice line visit [www.ageuk.org.uk](http://www.ageuk.org.uk) or call **0800 169 6565**.

### Open access hubs

The council supports a network of open access hubs for people aged 60 plus offering a wide range of activities. Call, email or visit the website for more details of what is available at each of the hubs: -

- **Asian Women's Association, SW18**  
call **020 8875 9465** (Mondays and Tuesdays only, or email [wandsworthasianwomen@gmail.com](mailto:wandsworthasianwomen@gmail.com)).
- **Furzedown Project, SW16**  
call **020 8677 4283**, visit [www.furzedownproject.org](http://www.furzedownproject.org) or email [manager@furzedownproject.org](mailto:manager@furzedownproject.org).
- **Hestia Age Activity, SW17**  
call **020 8767 8426**, email [info@hestia.org](mailto:info@hestia.org) or visit [www.hestia.org](http://www.hestia.org).
- **Regenerate-RISE, SW15**  
call **020 8780 9330**, visit [www.regenerate-rise.co.uk](http://www.regenerate-rise.co.uk) or email [info@regenerate-rise.co.uk](mailto:info@regenerate-rise.co.uk).
- **St Michael's Day Centre, SW11**  
call **020 7228 0245**

**For information about other local services and activities for older people contact ACIS** (see p13).

## 5.9 Physical illness, disability and sensory impairment

### Bladder and Bowel Foundation

A confidential helpline providing information and advice on bladder or bowel issues. Call **0845 345 0165** or visit [www.bladderandbowelfoundation.org.uk](http://www.bladderandbowelfoundation.org.uk).

### ClearVision Library

Specialist Braille/large print book lending service for children with visual impairment or visually impaired adults reading with sighted children. Call **020 8789 9575**, email [info@clearvisionproject.org](mailto:info@clearvisionproject.org) or visit [www.clearvisionproject.org](http://www.clearvisionproject.org).

## Connect

Long-term support services to people with the communication disability aphasia, which usually occurs after a stroke, and their Carers. A weekly conversation group, home and hospital befriending, and advice and information. Call [0207 367 0874](tel:02073670874), visit [www.ukconnect.org](http://www.ukconnect.org) or email [wandsworth@ukconnect.org](mailto:wandsworth@ukconnect.org).

## Diabetes UK

Runs several voluntary support groups across London, call [020 7424 1116](tel:02074241116) for a list of groups, email [london@diabetes.org.uk](mailto:london@diabetes.org.uk) or visit [www.diabetes.org.uk](http://www.diabetes.org.uk).

## Headway South West London

Support, information and advice for people who have had head injuries, their relatives and Carers. National information line [0808 800 2244](tel:08088002244), or email [helpline@headway.org.uk](mailto:helpline@headway.org.uk). Local monthly support group and newsletter, call [07722 861 642](tel:07722861642) or email [info@headwayswLondon.org](mailto:info@headwayswLondon.org).

## Multiple Sclerosis Society – Wandsworth Branch

Help and advice for people with MS and their Carers - call [020 8874 4373](tel:02088744373) or email [msswands@jackwood.demon.co.uk](mailto:msswands@jackwood.demon.co.uk) for details of local services. National helpline [0808 800 800](tel:0808800800) and website [www.mssociety.org.uk](http://www.mssociety.org.uk).

## Parkinson's UK - Wandsworth Branch

Information, support, and social activities for local people with Parkinson's, their families and Carers. Meetings are usually held on the last Tuesday of each month from 2pm - 4pm. Call [0844 225 3705](tel:08442253705), email [nelliot@parkinsons.org.uk](mailto:nelliot@parkinsons.org.uk), or visit [www.parkinsons.org.uk](http://www.parkinsons.org.uk).

## Paul's Cancer Support Centre

Helps anyone affected by cancer: those who have cancer, their family and friends, and professionals. Services include support groups, a telephone support line, one-to-one services such as therapies and counselling, and a home visiting service for housebound people and their Carers. Call [020 7924 3924](tel:02079243924) or email [info@pauldauriacentre.org.uk](mailto:info@pauldauriacentre.org.uk) or visit [www.pauldauriacentre.org.uk](http://www.pauldauriacentre.org.uk).

## StrokeCare.co.uk

A website offering information and guidance for people who have been affected by stroke, provided by the clinical stroke team at St George's Hospital and St George's Patient and Public Involvement Forum, visit [www.strokecare.co.uk](http://www.strokecare.co.uk).

## Thomas Pocklington Resource Centre

Advice, activities and support for people with visual impairment; the Wandsworth talking news; an audio transcription service; and readers/befriending home visits. Call [0208 675 4246](tel:02086754246), email [brc@pocklington-trust.org.uk](mailto:brc@pocklington-trust.org.uk) or visit [www.pocklington-trust.org.uk](http://www.pocklington-trust.org.uk).

# 6. Other services

## 6.1 Access and transport

### Accessible toilets

Wandsworth residents can purchase a key from the Customer Service Centre at the Town Hall. You can also buy a key from RADAR at Disability Rights UK, either online at [www.radar-shop.org.uk](http://www.radar-shop.org.uk) or by calling 020 7250 3222.

### DisabledGo

Provides access information for disabled people in Wandsworth and across the UK at [www.disabledgo.com](http://www.disabledgo.com).

### Parkat

Provides guidance for disabled and mobility restricted passengers travelling through UK airports - visit [www.parkat.co.uk/disabled](http://www.parkat.co.uk/disabled).

### Shopmobility

Provides wheelchairs and scooters for the disabled and elderly and an escort service. Works with Wandsworth Community Transport; based in Sainsbury's in SW18. Call 020 8875 9585 or email [shopmobility@garrattlane.fsnet.co.uk](mailto:shopmobility@garrattlane.fsnet.co.uk).

### Freedom passes, blue parking badges and Taxicards

Call the council's Concessionary Travel Team for information, 020 8871 8871.

### Transport for London

Provides a travel assistance scheme to help gain confidence and enable independent travel. The scheme can support local journeys to the shops, library, college, using local accessible routes. For information visit [www.tfl.gov.uk/gettingaround/transportaccessibility](http://www.tfl.gov.uk/gettingaround/transportaccessibility).

### Wandsworth Community Transport

Runs a shopping shuttle service and day outings to places of interest for people who are disabled or elderly. Call 020 8675 7460, email [w.c.t@btconnect.com](mailto:w.c.t@btconnect.com) or visit [www.wctbus.co.uk](http://www.wctbus.co.uk) for more information.

### Wandsworth Sport and Physical Disability Directory

Designed to help remove barriers to access sport and physical exercise, the directory is aimed at people with disabilities or special needs and their Carers. Call 020 8871 6857 or email [sportsdevelopment@wandsworth.gov.uk](mailto:sportsdevelopment@wandsworth.gov.uk).

## 6.2 Education and learning

### Library services

As well as books, DVDs, videos and CDs for loan, libraries offer free internet access, computer training, fax and photocopier services and an online catalogue. Visit [www.wandsworth.gov.uk](http://www.wandsworth.gov.uk) for a list of local libraries or call 020 8871 6369.

### Multi-Cultural Library and Information Service

Tooting Library has a large collection of fiction and non-fiction in 14 different Asian languages - call 020 8871 7175. Battersea Library has the borough's African Caribbean Community collection - call 020 8871 7466.

### Home Delivery Library Service

Requests for books, audio books and music from the home library service are free for people physically unable to get to a library - call 020 8871 6350.

### Housebound Learners

Provides access to adult education for Carers and others who are unable to attend classes. Volunteers take part in classes and then pass on what they have learned to the home students. Free for both volunteers and home students. Also provides some courses in community venues and via teleclasses. Call 020 7228 2752, email [mailbox@hblearners.org.uk](mailto:mailbox@hblearners.org.uk) or visit [www.hblearners.org.uk](http://www.hblearners.org.uk)

### National Extension College

Provides courses through distance learning to give Carers the chance to get back to learning. With no requirement to attend classes, you can study where and when you choose, taking control of your own learning. Offers a range of courses including GCSEs, A Levels and vocational subjects together with creative writing and counselling. Call 0800 389 2839 or visit [www.nec.ac.uk](http://www.nec.ac.uk).

### Volunteering Wandsworth

The charity **Groundwork London** provides this service supporting volunteering throughout Wandsworth. Volunteering can assist in developing new skills, interests and self-confidence. For more information call 0300 365 9950, email [enquiry@volunteeringwandsworth.org.uk](mailto:enquiry@volunteeringwandsworth.org.uk) or visit [volunteeringwandsworth.org.uk](http://volunteeringwandsworth.org.uk).

### Wandsworth U3A (University of the Third Age)

An opportunity for shared learning for sheer enjoyment and for its own sake for those in their Third Age: a range of interest groups and a monthly members meeting which welcomes prospective members. For more information visit [www.u3a.org.uk](http://www.u3a.org.uk).

## 6.3 Things to do - arts, sport, leisure etc

### Action Space

Specialises in working in the arts with people with learning disabilities. Call 020 7209 4289 or visit [www.actionspace.org](http://www.actionspace.org).

### Artsline

Promotes access to arts and entertainment venues for people with disabilities. Call 020 7388 2227 or visit [www.artsline.org.uk](http://www.artsline.org.uk).

### care4me

A community directory for organisations in Wandsworth offering services and activities including social and health care, wellbeing and fun, visit [www.care4me.org.uk](http://www.care4me.org.uk)

### Day centres and clubs

There are numerous local clubs and centres catering for different groups. Contact ACIS (see p13) for details of services to suit you.

### Dolphins Swimming Club

Swimming tuition for people with learning or physical disabilities at Latchmere Leisure Centre on Fridays between 7.30-9pm in term time. Call 020 7223 2002.

### Putney School of Art and Design

Numerous arts courses with full support given to learners with disabilities. Call 020 8788 9145 or visit [www.wandsworth.gov.uk](http://www.wandsworth.gov.uk).

### Shape Arts

Access to the arts and culture for deaf and disabled people and opportunities for deaf and disabled artists. Call 020 7619 6160 or visit [www.shapearts.org.uk](http://www.shapearts.org.uk).

### South Thames College

Offers a range of academic, vocational, and leisure courses in the day, evenings and weekends, including 'Living and Learning' courses help people to improve their well-being and mental health. Call 020 8918 7777, email [info@south-thames.ac.uk](mailto:info@south-thames.ac.uk) or visit [www.south-thames.ac.uk](http://www.south-thames.ac.uk).

### Sports Development, Community Links Team

Works with groups who do not traditionally participate in sport or physical activity including people over 50 and those with disabilities. Call 020 8871 6373 or visit [www.wandsworth.gov.uk/sport](http://www.wandsworth.gov.uk/sport).

### Wandsworth Events

A free event-listing service provided by Wandsworth Council with details of local events, sports, clubs and societies. Visit [www.wandsworth.gov.uk/events](http://www.wandsworth.gov.uk/events).

# 7. Legal matters

## 7.1 Legal services

### Civil Legal Advice

If you are eligible for legal aid you can get advice on: benefit appeals, debt, special education needs, housing, discrimination issues, mediation, separating from your partner, domestic violence. Call **0845 3454 345** Monday to Friday, 9am to 8pm and Saturday, 9am to 12:30pm or visit [www.gov.uk/civil-legal-advice](http://www.gov.uk/civil-legal-advice).

### Coram Children's Legal Centre

Information for parents, Carers and professionals on all aspects of child law. Call **08088 020 008** Mon-Fri 8am-8pm or visit [www.childrenslegalcentre.com](http://www.childrenslegalcentre.com).

### Disability Law Service

Offers free legal advice for adults with disabilities, their families and Carers in six areas of law: goods and services; disability discrimination; employment; community care; Special Educational Needs and welfare benefits. Call **020 7791 9800** Tuesdays and Thursdays or visit [www.dls.org.uk](http://www.dls.org.uk). Also provides a casework service for people with disabilities.

### South West London Law Centres

Offers free legal advice and support on housing, benefits, employment, immigration, asylum and debt. Call **020 8767 2777** 9am-5pm Monday to Friday or visit [www.swllc.org](http://www.swllc.org).

### Springfield Law Centre

Free, confidential advice and legal representation on mental health, housing, debt and community care to users of the South West London and St George's Mental Health NHS Trust and their Carers. Call **020 8767 6884**.

### Wandsworth Citizens Advice Bureau (CAB) (see p14)

## 7.2 Managing someone else's affairs

As a Carer, you may need to take steps to manage the legal and financial affairs of the person you care for. There are different ways to do this. Always take advice before taking responsibility for someone else's affairs. Wandsworth Carers' Centre (see p6) can provide more information on these matters.

### Appointeeship

You can apply for the right to deal with the benefits of someone who cannot manage their own affairs because they are mentally incapable or severely disabled. As an appointee you will be responsible for making and maintaining any benefit claims. How to apply depends on the benefit:

- Attendance Allowance - call the benefit enquiry line [0800 882 200](tel:0800882200)
- Disability Living Allowance - call the benefit enquiry line [0800 882 200](tel:0800882200)
- State Pension - call your local pension centre [08456 060 265](tel:08456060265)
- All other benefits - call Jobcentre Plus [0845 6060 234](tel:08456060234)

### Lasting Power of Attorney (LPA)

An LPA can be set up only whilst someone has mental capacity. An LPA gives a nominated person the authority to make decisions on someone else's behalf. This person is known as an attorney, while the person who makes the LPA is called the donor. There are two types of LPA.

- A Property and Financial Affairs LPA covers decisions about the donor's property and money.
- A Personal Welfare LPA covers decisions about the donor's healthcare and personal welfare.

For more information contact the Office of the Public Guardian. Call [0300 456 0300](tel:03004560300), visit [www.justice.gov.uk/about/opg](http://www.justice.gov.uk/about/opg), or email [customerservices@publicguardian.gsi.gov.uk](mailto:customerservices@publicguardian.gsi.gov.uk).

### Deputyship

A deputy is someone appointed by the Court of Protection to make decisions for someone who is unable to make their own. A deputy is usually a close friend or relative of the person who needs help making decisions but they can also be a professional. To become a deputy you must apply to the Court of Protection. Call [0300 456 4600](tel:03004564600), email [courtofprotectionenquiries@hmcts.gsi.gov.uk](mailto:courtofprotectionenquiries@hmcts.gsi.gov.uk) or visit [www.gov.uk/apply-to-the-court-of-protection](http://www.gov.uk/apply-to-the-court-of-protection).

### Further information

Age UK's factsheet "Arranging for someone to make decisions about your finance or welfare" covers all these types of arrangements in detail: visit [www.ageuk.org.uk](http://www.ageuk.org.uk) or call [0800 169 65 65](tel:08001696565). Rethink Mental Illness also has useful factsheets including "Options for dealing with someone else's financial affairs" and "Wills and Trusts - Planning for the Future": visit [www.rethink.org](http://www.rethink.org) or call [0300 5000 927](tel:03005000927).

## 7.3 Making a will

Everyone should make a will. A will ensures that when a person dies, their money and possessions go to the people of their choice. A "living will" is a legal document that sets out an advance statement of a person's wishes regarding their future medical treatment should they lose their capacity to be consulted.

You should take advice and make sure your will is properly drawn up. Useful factsheets to help you to think through what you want your will to include and about how to go about making one include the Rethink fact sheet mentioned in section 7.2 above and Age UK's "Making a will" and "Advance decisions, advance statements and living wills" - call [0800 169 65 65](tel:08001696565) or visit [www.ageuk.org.uk](http://www.ageuk.org.uk).

# 8. Having your say

## 8.1 If you are not satisfied with services

It is important that you make your views known. Do not be afraid to let the organisation involved know if you are unhappy with the service that you receive. Organisations want to know when things go wrong so that they can make changes and put it right.

It is often best to talk to the person you are directly involved with, or their manager, and see if things can be sorted out. If you feel unable to do this, or you are not happy with the response you get, ask for a copy of the organisation's complaints policy, follow the procedures outlined below, or seek assistance from Wandsworth Carers' Centre on [020 8877 1200](tel:02088771200).

### NHS Services

Talk to the manager of the service or speak to the complaints manager. See p19 for details of services that can help with complaints about NHS services.

### Wandsworth Adult Social Services

First of all, speak to your main contact person, for example your social worker or occupational therapist. If you don't want to do that, or you are still unhappy, call the customer service and information team on [0800 023 2011](tel:08000232011) (free phone), email [ssdcomplaints@wandsworth.gov.uk](mailto:ssdcomplaints@wandsworth.gov.uk), or write to the Customer Service and Information Team, FREEPOST LON 17512, Town Hall, Wandsworth High Street, London, SW18 2PU.

### Wandsworth Children's Services

First of all, speak to your main contact, for example your social worker. If you don't want to do that, or you are still unhappy, talk to their manager. Or you can call the Complaints Unit on freephone [0800 389 8257](tel:08003898257) or [0800 587 7787](tel:08005877787), email them at [childrenscomplaints@wandsworth.gov.uk](mailto:childrenscomplaints@wandsworth.gov.uk), or write to Information and Complaints Unit, Children's Services, FREEPOST, Wandsworth Council, Town Hall, Wandsworth High Street, London, SW18 2PU.

### Department of Work and Pensions (DWP)

Each of the DWP businesses has its own complaints procedure for its customers. Please complain first to the manager of the office that you have been dealing with. Their contact details should be at the top of any letters you have received from them. If you are not sure which office to contact or you are still unhappy with the response call the following numbers:

- Carers' Allowance Unit – call [0845 608 4321](tel:08456084321)
- Child Support Agency – call [0845 713 3133](tel:08457133133)
- Debt management – call [0845 830 0293](tel:08458300293)
- Disability benefits – call [08457 123 456](tel:08457123456)
- Pension Service – call [0845 606 0265](tel:08456060265)
- Vaccine Damage Payments Unit – call [0845 60 45 312](tel:08456045312)

Further information at [www.dwp.gov.uk/contact-us/complaints-and-appeals/](http://www.dwp.gov.uk/contact-us/complaints-and-appeals/).

## DWP Appeals

If you think a decision about your benefits claim is wrong, you can ask for an explanation. If you still think it is wrong after the explanation, they will look at it again. For some decisions, you may also be able to appeal to an independent tribunal who can change the decision if they agree that it is wrong. There are time limits for asking them to look at decisions again and for appealing.

It is a good idea to get help from an advice agency before making your appeal such as Wandsworth Citizen's Advice Bureaux (see p14), Wandsworth Carers' Centre (see p6), Age UK Wandsworth (see p8), or DASCAS (see p13).

## Councillors and Members of Parliament

You may contact your local Councillor or your MP for help to sort out problems and complaints with services you get from any of the statutory agencies. For details and surgery times of Wandsworth councillors call 020 8871 6060 or visit [www.wandsworth.gov.uk](http://www.wandsworth.gov.uk). Contact details for Wandsworth MPs are:

Battersea: Jane Ellison, 020 7219 3000, [jane.ellison.mp@parliament.uk](mailto:jane.ellison.mp@parliament.uk)

Putney: Justine Greening MP, 020 7219 8300, [greeningj@parliament.uk](mailto:greeningj@parliament.uk)

Tooting: Sadiq Khan MP, 020 7219 6967, [sadiqkhanmp@parliament.uk](mailto:sadiqkhanmp@parliament.uk)

## 8.2 Getting involved in improving services

You may want to use your experience and expertise to help improve services. Many Carers do this. To find out how you could get involved ask someone at the service concerned or contact one of the following representative groups.

### Healthwatch Wandsworth

Unhappy with the care, treatment or support you have received? Healthwatch gives people a voice about local health and social care services by representing their views. Any individuals and organisations that want to help make local health and social care services better can join. For more information call 020 8516 7767, email [enquiries@healthwatchwandsworth.co.uk](mailto:enquiries@healthwatchwandsworth.co.uk) or visit [www.healthwatchwandsworth.co.uk](http://www.healthwatchwandsworth.co.uk).

### Wandsworth Care Alliance

Promotes the views of local care service users, their Carers and the voluntary sector and operates service user involvement projects to give people the opportunity to get involved in local health and social care services. Call 020 8682 3004, email [director@wandcareall@org.uk](mailto:director@wandcareall@org.uk) or visit [www.wandcareall.org.uk](http://www.wandcareall.org.uk).

### Wandsworth Community Empowerment Network

A network of community and faith based organisations working to improve the way public services are designed and delivered: call 0207 720 9110 or visit [www.spaa.info](http://www.spaa.info).

**Wandsworth Carers' Centre** - see p7 for details of the Carer Participation Project.

# 9. Safeguarding and child protection

If you have any concerns about the safety or welfare of a child or young person, or of a vulnerable adult then please do not hesitate to contact the relevant team.

## **Children and Young People**

Duty Team, Referral and Assessment Service  
Children's Specialist Services  
Welbeck House  
43-51 Wandsworth High Street  
London SW18 2PU

Call **020 8871 6622** or email [childreferralmanager@wandsworth.gov.uk](mailto:childreferralmanager@wandsworth.gov.uk)

## **Adults**

Safeguarding Team  
Adult Social Services  
The Town Hall  
Wandsworth High Street  
London, SW18 2PU

Call **020 8871 7707** or email [accessteam@wandsworth.gov.uk](mailto:accessteam@wandsworth.gov.uk)

Outside office hours call **020 8871 6000** (after 5pm weekdays or at weekends).

**In an emergency call the police on 999.**

## **Action on Elder Abuse**

Offers information and support for anyone concerned about the abuse of an older person.  
Call **0808 808 8141** 9am-5pm Monday to Friday, email [enquiries@elderabuse.org.uk](mailto:enquiries@elderabuse.org.uk) or visit [www.elderabuse.org.uk](http://www.elderabuse.org.uk).

# 10. Acronyms

- ACIS** – Adult Care Information Service
- BME** – Black and minority ethnic
- CAP** – Christians Against Poverty
- CCG** – Clinical Commissioning Group
- CESS** – Carers' Emergency Support Scheme
- DASCAS** – Disability and Social Care Advice Service
- DASS** – Department of Adult Social Services
- DWP** – Department for Work and Pensions
- FIS** – Family Information Service
- IDAS** - Integrated Drug and Alcohol Service
- LGBT** – Lesbian, Gay, Bisexual and Transgender
- LPA** – Lasting Power of Attorney
- MP** – Member of Parliament
- OT** – Occupational Therapy/Therapist
- U3A** – University of the Third Age
- WCABX** – Wandsworth Citizen's Advice Bureaux

# 11. Index

- Access and transport **35**
- Access Team **18**
- Accessible toilets **35**
- ACIS **13**
- Action on Elder Abuse **42**
- Action Space **37**
- Adaptations **18**
- ADFAM **29**
- Admission to hospital **23**
- Adult Care Information Service (ACIS) **13**
- Adult Social Services **17**
- Afiya Trust **26**
- Age UK Wandsworth **8,33**
- Age UK Wandsworth Carers' Support Service **8**
- Alcohol misuse **29**
- Alzheimer's Society **8,31**
- Alzheimer's Society South West London Office **8**
- Aphasia **34**
- Appointeeship **38**
- Arts **37**
- Artsline **37**
- Asian Carers Support Group **9**
- Asian Development Project **6**
- Asian Women's Association **33**
- Asperger syndrome **31**
- Aspergers Carers Support Group **9**
- Audiology **27**
- Autism **31**
- Back Care Project **6**
- Battersea Alcohol Service **29**
- Benefits **15**
- Bereavement **29**
- Beyond Barriers Mentoring Service **31**
- Big White Wall **32**
- Bipolar UK **32**
- Black and Minority Ethnic Communities **26**
- Bladder and Bowel Foundation **33**
- Blue parking badges **35**
- Breaks Project **7**
- Bulletin **6**
- Care homes **25**
- Care Quality Commission **25**
- care4me **37**
- Carer's Allowance **5**
- Carer's Assessment **4**
- Carers' breaks **10**
- Carers' Breaks Project **7**
- Carers' Bulletin **6**
- Carers' Centre **6**
- Carers Direct **14**
- Carers' Grant **15**
- Carer Participation Project **7**
- Carers' rights **4**
- Carers' strategy **3**
- Carers Trust **14**
- Carers Trust YCNet **12**
- Carers UK **14**
- Carewell **12**
- Child protection **42**
- Children **27**
- Children Continuing Care Team **30**
- Children's Specialist Services (social care services) **27**
- Children's Services Department **27**
- Children's Society **12**
- Chinese Mental Health Association **26**
- Choose and Book **23**
- Christians Against Poverty (CAP) **16**

Civil Legal Advice **38**  
Citizens Advice Bureau **14**  
ClearVision Library **33**  
Clinical Commissioning Group **18**  
Clover Café **8,9**  
Community alarms & telecare **24**  
Community care **17**  
Community children's audiology **27**  
Community dental services **20**  
Community health services **21**  
Community learning disability team **31**  
Community matrons **21**  
Community mental health teams **32**  
Community neurology team **21**  
Community nursing **21**  
Community pharmacists **20**  
Community specialist nurses **21**  
Community wards **21**  
Complaints **40**  
Complementary therapies **7**  
Connect **34**  
Connexions **27**  
Contact a Family **8**  
Continence promotion service **21**  
Coram Children's Legal Centre **38**  
Councillors **41**  
Counselling **7**  
Crisis Line **32**  
Crossroads **10**  
Customer Care for Wandsworth Residents **19**  
DASCAS (Disability and Social Care Advice Service) **13**  
Day centres and clubs **37**  
Dementia cafés **8,9**  
Dementia support group **9**  
Dental care **20**  
Department for Work and Pensions (DWP) **11,40**  
Department of Adult Social Services (DASS) **17**  
Deputyship **39**  
Diabetes specialist nurses **21**  
Diabetes UK **34**  
Dieticians **22**  
Direct Payments **18**  
Disability **33**  
Disability Law Service **38**  
Disabled toilets **35**  
DisabledGo **35**  
Discharge from hospital **23**  
Dolphins Swimming Club **37**  
Down's Syndrome Association **30**  
Drinkline **29**  
Drug and alcohol misuse **29**  
DWP Appeals **41**  
Early Intervention for Psychosis Service **9**  
Early Years **27**  
Education and learning **36**  
End of life care **29**  
Entertainment **37**  
Equality Advisory and Support Service **14**  
Equipment and adaptations **18**  
Falls Team **22**  
Family Action **12**  
Family Information Service (FIS) **13**  
Finance **15**  
Foodbank **16**  
Footsteps to Healthy Living **19**  
Freedom passes **35**  
Funeral Payment **30**  
Furzedown Project **33**  
General Practitioner (GP) **20**  
Generate **30**  
George Shearing After School Club **27**  
Grants **15**

Groundwork London **36**  
 Head injury **34**  
 Headway South West London **34**  
 Health Services **19**  
 Healthwatch Wandsworth **41**  
 Heart Failure Nurses **21**  
 Hemihelp **27**  
 Hestia Age Activity **33**  
 HIV specialist nurses **21**  
 Home Delivery Library Service **36**  
 Hospital services **23**  
 Housebound Learners **36**  
 Housing **24**  
 Housing Advice Service **24**  
 Incontinence **21**  
 Information and advice **13**  
 Integrated falls team **22**  
 Intergrated Drugs and Alcohol Service (IDAS) **29**  
 Intermediate care **22**  
 Jobcentre Plus **11,15**  
 Juggling Work and Care **11**  
 Lady Allen Adventure Playground **27**  
 Lasting Power of Attorney (LPA) **39**  
 Learning disabilities support group **9**  
 Learning disability **30**  
 Legal matters **38**  
 Legal services **38**  
 Leisure **37**  
 Lesbian, Gay, Bisexual and Transgender (LGBT) Community **31**  
 Library services **36**  
 Local information and advice services **13**  
 London South West Chinese Community Association **26**  
 Making a will **39**  
 Managing someone else's affairs **38**  
 Marie Curie Cancer Care **29**  
 Members of Parliament **41**  
 Mencap **31**  
 Mental health project **7**  
 Mental health services **31**  
 Mental health support group **9,10**  
 Mind **33**  
 Minor injuries services **24**  
 Minor Injuries Unit, Queen Mary's Hospital **24**  
 Money Advice Service **15**  
 Multi-Cultural Library and Information Service **36**  
 Multiple Sclerosis Society – Wandsworth Branch **34**  
 Mushkil Aasaan **26**  
 National Autistic Society **31**  
 National Black Carers and Carers' Workers Network **26**  
 National Extension College **36**  
 National information services for Carers **14**  
 NHS 111 **19**  
 NHS Carers Direct **14**  
 NHS Low Income Scheme **19**  
 NHS services **19**  
 Occupational therapy **18**  
 Older people **33**  
 Older people support group **10**  
 Open access hubs **33**  
 Opening Doors London **31**  
 Out of hours emergency social work service **18**  
 Out of hours GP **20**  
 Out of hours pharmacy **20**  
 Palliative care **29,30**  
 Parent Partnership Service **28**  
 Parkat **35**  
 Parkinson's UK – Wandsworth Branch **34**  
 Patient advice and liaison services **19**

Paul's Cancer Support Centre **34**  
 Peer support groups for Carers **9**  
 Pharmacists **20**  
 Physical illness **33**  
 Podiatry services **22**  
 Poppy Café **8,9**  
 Portage **28**  
 Power of Attorney **39**  
 Primary care services **20**  
 Primary care therapy team **22**  
 Putney School of Art and Design **37**  
 Purple News **12**  
 Rally Round Me **12**  
 RD4U **28,30**  
 Regenerate-RISE **33**  
 Relatives & Residents Association **25**  
 Respiratory nurse specialists **21**  
 Respite care **10**  
 Rethink Mental Illness **32**  
 Rights at work **5**  
 Safeguarding **42**  
 Sane **32**  
 Sensory impairment **33**  
 Sexual health services **22**  
 Shape Arts **37**  
 Share-A-Family **28**  
 Shopmobility **35**  
 Social care **17**  
 Solace Community Care **26**  
 South Thames College **37**  
 South Thames Crossroads **10**  
 South West London Law Centres **38**  
 Specialist nurses **21**  
 Sport **37**  
 Sports Development,  
 Community Links Team **37**  
 Springfield Law Centre **38**  
 St George's Healthcare PALS **19**  
 St George's Palliative Care Service **29**  
 St John's Therapy Centre **22**  
 St Michael's Day Centre **33**  
 Stroke Support Group **9**  
 StrokeCare.co.uk **34**  
 Substance Misuse Peer Support Group **9**  
 Substance Misuse Project **7**  
 Sunflower Café **8,9**  
 Support groups for Carers **9**  
 Support services for Carers **6**  
 Supported housing **25**  
 Taking a break from caring **10**  
 Talk to FRANK **29**  
 Taxicards **35**  
 Telecare **24**  
 The Junction Health  
 Centre Walk-in Service **24**  
 Things to do **37**  
 Thomas Pocklington  
 Resource Centre **34**  
 Tourism for All **11**  
 Transport for London **35**  
 Trinity Hospice **29**  
 U3A (University of the Third Age) **36**  
 Visual impairment **33,34**  
 Vitalise **11**  
 Volunteering Wandsworth **36**  
 Walk-in services **24**  
 WAND card **32**  
 Wandsworth Adult Social Services **17**  
 Wandsworth Bereavement Service **30**  
 Wandsworth Care Alliance **41**  
 Wandsworth Carer's Grant **15**  
 Wandsworth Carers' Centre **6**  
 Wandsworth Carers' Strategy **3**  
 Wandsworth Children  
 Continuing Care Team **30**  
 Wandsworth Children's Services **27**  
 Wandsworth Citizen's

Advice Bureau (WCABx) 14

Wandsworth Clinical  
Commissioning Group (CCG) 18

Wandsworth Community  
Empowerment Network 41

Wandsworth Community Learning  
Disability Team 31

Wandsworth Community Transport 35

Wandsworth Events 37

Wandsworth Foodbank 16

Wandsworth Footsteps to Healthy Living 19

Wandsworth Home Treatment Team 32

Wandsworth Integrated Drug and Alcohol  
Service (IDAS) 29

Wandsworth Mencap 8

Wandsworth Primary Play Association 28

Wandsworth Psychological  
Therapies and Wellbeing Service 31

Wandsworth Short Breaks 28

Wandsworth Sport and Physical Disability  
Directory 35

Wandsworth Telecare 24

Wandsworth U3A 36

Wandsworth Young Carers' Project 12

WATCH Lifeline 24

Welcare 28

Wheelchair service 22

Work and care 11

YCNet 12

Young Carers 12

Young Carers champions in schools 12

Young Minds 28

# Notes

