

## Services for Carers in Royal Greenwich

<b>The Carers' Hub (run by Greenwich Carers' Centre)</b>	
Information, advice, care navigation and a range of support options including intensive crisis support for adult carers.	
<b>Where is it?</b>	The Stables, 76 Hornfair Road, Charlton, SE7 7BD.
<b>Opening times</b>	8am-7pm Monday to Friday, occasional weekend opening.
<b>Phone number</b>	<b>0300 300 2233</b> Advice line <b>0300 555 1515</b>
<b>Email</b>	<a href="mailto:info@greenwichcarerscentre.org">info@greenwichcarerscentre.org</a>
<b>Website</b>	<a href="http://www.greenwichcarerscentre.org">www.greenwichcarerscentre.org</a>
<b>Who's it for?</b>	Carers aged 18 or above, either caring or living in the borough. Not for carers who are paid using direct payments.
<b>What's on offer?</b>	 <ul style="list-style-type: none"> <li>• Information, advice, care navigation</li> <li>• Advice line, and Keep in Touch phone call service for isolated carers</li> <li>• Buddying (carers can be matched with other carers living close by), and a number of peer support groups</li> <li>• Contingency scheme for carers (planning for an emergency)</li> <li>• Support ranging from intensive crisis support to solution focused case management Counselling service including telephone counselling</li> <li>• Informal activities such as crafts, singing, film nights etc.</li> <li>• Young Adult Carer support (from May 2015) with Princes Trust</li> <li>• Dementia carers outreach and support service</li> <li>• Sessional outreach to specific BME communities</li> <li>• Paid for services include bistro café, full spa facilities, day trips etc.</li> </ul>
<b>Anything else worth knowing?</b>	Greenwich carers' centre also runs the P2P marketplace and has a CQC registered care agency that provides a short term sitting service.

<b>S4C (run by CRi)</b>	
Information, Advice and Support for family members / carers of people with mental health problems or alcohol /drug problems.	
<b>Where is it?</b>	CRi Aspire, 821 Woolwich Road, London SE7 8LJ.
<b>Opening times</b>	Office hours and some late evenings- call for details
<b>Phone number</b>	<b>020 8316 0116</b>
<b>Email</b>	<a href="mailto:Greenwich.s4c@cri.org.uk">Greenwich.s4c@cri.org.uk</a>
<b>Who's it for?</b>	Adults supporting someone who has mental health or substance misuse issues. The carer must be caring or living in the borough.
<b>What's on offer?</b>	 <ul style="list-style-type: none"> <li>• Information, advice, care navigation</li> <li>• Peer support work with small groups of carers</li> <li>• One to one solution- focused support, specific to the condition of the cared for person, includes mental health/ substance misuse awareness (understanding the problems and more effective ways of supporting the person), setting and keeping boundaries, managing conflict, getting the best from services.</li> </ul>
<b>Anything else worth knowing?</b>	Home visits are offered and S4C also sees carers within mental health services including Ferryview and the Heights.

<b>Mencap Carer Support</b>	
Peer support service for carers of adults or young people with a learning disability or on the autistic spectrum.	
<b>Where is it?</b>	The forum @ Greenwich, Trafalgar Road, Greenwich, SE10 9EG
<b>Opening times</b>	Office hours with some evening opening- call for more details
<b>Phone number</b>	<b>020 8305 2245</b> extension 5
<b>Email</b>	<a href="mailto:Anna-maria@greenwichmencap.org.uk">Anna-maria@greenwichmencap.org.uk</a> , (carers of adults) <a href="mailto:Vanessa@greenwichmencap.org.uk">Vanessa@greenwichmencap.org.uk</a> (carers of young people 12-18)
<b>Website</b>	<a href="http://www.greenwichmencap.org.uk">www.greenwichmencap.org.uk</a>
<b>Who's it for?</b>	Adults caring for a child aged 12 or above, or an adult with a learning disability or ASD. The carer must be caring for 20 hours or more per week, and the cared for person must live in Greenwich.
<b>What's on offer?</b>	 <ul style="list-style-type: none"> <li>Specific advice relating to the cared for person's difficulties</li> <li>Support to understand and manage behaviour that can challenge</li> <li>Peer group support- in small groups matched to very local area</li> <li>Forward planning for transition to adult services, or for older carers who are concerned about the cared for person's future.</li> </ul>
<b>Anything else worth knowing?</b>	Mencap run a range of free and paid for services for adults and children with learning disabilities in the borough.

<b>Oxleas groups for carers</b>	
Support groups for carers of working-age adult mental health service users and adults with dementia run by Oxleas NHS Trust.	
<b>Where is it?</b>	<ul style="list-style-type: none"> <li><b>Reminiscence Reunion Club (dementia carers)</b> Minnie Bennett House, 164 Shooters Hill Rd, London SE3 8RW</li> <li><b>Oxleas House Carer Support Group (carers of mental health inpatients)</b> Oxleas House, Queen Elizabeth Hospital, Stadium Road, London SE18 4QH.</li> <li><b>Oxleas Carer Support Group</b> (carers of mental health outpatients) Charlton House, Charlton Rd, London SE7 8RE</li> </ul>
<b>When is it?</b>	<ul style="list-style-type: none"> <li><b>Reminiscence Reunion Club</b>, Last Tuesday of month 2-4pm.</li> <li><b>Oxleas House Carer Support Group</b>, Wednesdays 7-8pm</li> <li><b>Oxleas Carer Support Group</b>, Last Wednesday of month, 12-2pm.</li> </ul>
<b>Phone number</b>	<b>Reminiscence Reunion Club</b> , Adrian Dassrath, <b>020 8836 8671</b> <b>Oxleas House Carer Support Group</b> , Claire Tobias, <b>020 8836 6282</b> <b>Oxleas Carer Support Group</b> , Linda Wasley, <b>020 8269 4160</b>
<b>Who's it for?</b>	Must be caring for someone from relevant group.
<b>What's on offer?</b>	 <ul style="list-style-type: none"> <li>Support groups provide peer group emotional support</li> <li>Social networks develop through peer group</li> <li>Education and advice about dementia / mental health issues.</li> </ul>
<b>Anything else worth knowing?</b>	The support groups are for carers only, however Oxleas works to support the family as a whole.

## Expert Patient Programme for Carers – Greenwich Healthy Living Service

“Looking After Me” A training course for carers about making time to look after your own health needs, taking more control over the situation and making a positive difference to your life. The course lasts 6 weeks and involves a 2½ hour weekly session.

<b>Where is it?</b>	Various venues - phone for details
<b>When is it</b>	Various times during the year depending on demand. Usually October and February but call to check.
<b>Phone number</b>	Vitta Curtis on <b>020 8921 5528</b>
<b>Email</b>	<b><a href="mailto:Vitta.Curtis@royalgreenwich.gov.uk">Vitta.Curtis@royalgreenwich.gov.uk</a></b>
<b>Who's it for?</b>	Carers in Greenwich who care for an adult with a long-term health condition or disability, and whose own health has been affected in some way as a result, i.e. stress or back pain
<b>What's on offer?</b>	 <ul style="list-style-type: none"> <li>• Support to improve health and wellbeing</li> <li>• Accessing employment, training and education (can be a good introduction to accessing training after a long break)</li> <li>• Developing family or other personal relationships (carers develop friendships with other attendees, and there is a regular reunion event, and also the course looks at prioritising relationships. )</li> </ul>
<b>Anything else worth knowing?</b>	There are expert patient programme courses for adults with mental health problems, Type 2 diabetes, persistent pain and long-term conditions. Many carers also fall into these groups. The same referral route applies.

## Care Together Programme and other Carers' Training

The Care Together programme is jointly run by NHS Greenwich Clinical Commissioning Group and Royal Borough of Greenwich. Up to 6 events a year are put on, providing carers with a range of training “tasters”- sometimes with a theme- past training has included nutrition, dementia, managing behaviour that can challenge, and relaxation techniques. We also commission other full and half day training courses from a variety of trainers including the Recovery College. Courses include first aid, food hygiene, moving and handling, understanding autism / dementia, relaxation. The programme is online (see website below)

<b>Where is it?</b>	Various venues across the borough. The next one is themed around dementia and is at the Carers' Centre (The Stables) on 20 <sup>th</sup> May.
<b>Phone number</b>	<b>Care Together Events</b> contact <b>020 8921 2579</b> <b>Other courses</b> , contact Jason Topping on <b>020 8921 6285</b>
<b>Email</b>	<b>Care Together Events</b> , <b><a href="mailto:GreCCG.carers@nhs.net">GreCCG.carers@nhs.net</a></b> <b>Other courses</b> , <b><a href="mailto:Jason.Topping@royalgreenwich.gov.uk">Jason.Topping@royalgreenwich.gov.uk</a></b>
<b>Website</b>	<b><a href="http://www.royalgreenwich.gov.uk/info/200015/carers/1533/free_training_for_unpaid_carers">http://www.royalgreenwich.gov.uk/info/200015/carers/1533/free_training_for_unpaid_carers</a></b>
<b>Who's it for?</b>	Any carer caring or living in the borough who wants to learn more about the person they're caring for.
<b>What's on offer?</b>	<ul style="list-style-type: none"> <li>• Support to improve health and wellbeing – e.g. relaxation classes</li> <li>• Accessing employment, training and education (can be a good introduction to training after a break, the food hygiene certificate can be used for accessing catering work, and first aid/ moving and handling skills can help with going into the caring profession.</li> <li>• Information on nutrition, dementia, difficult behaviour, managing medicine safely</li> </ul>

## Young Carers' Service (Family Action)

This service is for carers who are under 18 years old. They provide drop ins, peer group support and a range of respite activities including sports and social events. They can also refer into their young people's counselling service if appropriate.

<b>Where is it?</b>	Family Action Greenwich, 217, Maryon Road, Charlton, SE7 8DB
<b>Phone number</b>	Phone: <b>020 8853 9065</b> Mobile: <b>07527 500052</b>
<b>Email</b>	<a href="mailto:greenwich@family-action.org.uk"><b>greenwich@family-action.org.uk</b></a>
<b>Who's it for?</b>	Young carers (aged under 18 years old) who live in the borough.
<b>What's on offer?</b>	 <ul style="list-style-type: none"> <li>• One-to-one and peer-group support</li> <li>• Respite activities</li> <li>• Advocacy with schools and other services</li> <li>• Referral to counselling</li> </ul>
<b>Anything else worth knowing?</b>	Family Action takes a whole family approach and works collaboratively with parents, children and young people, the wider community, schools and statutory services

## Greenwich Volcare (provided by Carers' Support Bexley)

Volcare provides flexible respite support using volunteers who live for a year in accommodation provided by the charity and receive training and an allowance- in return they offer 35 hours of respite each per week. The volunteers develop relationships with the carer and cared for person, and the same volunteer provides the respite throughout the year. Mostly they offer a day per fortnight but they will also cover holidays of up to 2 weeks with 24-hour care. This means that carers or cared for people who will not access traditional respite or domiciliary care can get something that suits them better.

<b>Where is it?</b>	Provided at the service user's home- volunteers can take the person out if risk assessment allows for this. The head office is at The Manor House, Sidcup, DA14 6BY.
<b>Phone number</b>	<b>020 8302 8011</b>
<b>Email</b>	<a href="mailto:greenwichvolcare@carerssupport.org"><b>greenwichvolcare@carerssupport.org</b></a>
<b>Website</b>	<a href="http://www.carerssupport.org"><b>www.carerssupport.org</b></a>
<b>Who's it for?</b>	Cared for person must live in Greenwich, and must be in need of replacement care in order to give the carer a break. Volcare needs to assess risks and may not be able to take clients with severely challenging behaviour. Cared for person must have been assessed by RBG or be willing to undertake a carer assessment.
<b>What's on offer?</b>	 <ul style="list-style-type: none"> <li>• Support to improve health and wellbeing: allowing carer to have some time off</li> <li>• Respite can support the carer care for a child or another adult, participate in recreational activities, develop family or other relationships, access education or employment.</li> </ul>
<b>Anything else worth knowing?</b>	Carers' Support (Bexley) is a network member of CarersTrust and is funded in part by the Royal Borough of Greenwich.

## Greenwich Welfare Rights Carers Project

This is a specially commissioned part of the Welfare Rights Service provided by the Council. It provides carers with an enhanced advice service, including some face-to-face appointments, a follow-up call to see whether the carer has managed to follow up on the actions, and referral for help filling in forms if this is needed. Carers can call about their own benefit entitlement or the person they care for.

**Where is it?** Greenwich Council offices, Woolwich. It is not possible to access a face to face service via RBG offices.

**Phone number** **020 8921 6375**

**Email** [welfare-rights@royalgreenwich.gov.uk](mailto:welfare-rights@royalgreenwich.gov.uk)

**Website** [www.royalgreenwich.gov.uk/welfarerights](http://www.royalgreenwich.gov.uk/welfarerights)

**Who's it for?** Carers or cared for people who live in Royal Greenwich

**What's on offer?**

- Benefit advice
- Face-to-face or telephone appointments
- Follow-up appointment
- Referrals to other services

**Anything else worth knowing?** In its first year, the Carers' Welfare Rights recovered over £1m of money for carers by ensuring they claimed their entitlements and appealed unfair decisions.

## Crossroads Care Memory Lane Cafe

Memory Lane Café provides a space where people with dementia and their carers can come together and share experiences, exchange information and socialize. Staff and volunteers are on hand for support. Lunch is available at a small charge and there is also the opportunity to take part in activities.

**Where is it?**

- **Middle Park Café** is at Middle Park Community Centre, Middle Park Avenue, Eltham, London SE9
- **Sherard Road Café** is at Age UK Bromley & Greenwich Resource Centre, 2-6 Sherard Road, Eltham, London SE9 6EX.

**When is it?**

- **Middle Park Café** is every Tuesday, 10am-2.30pm
- **Sherard Road Café** is every Wednesday, 10am-2.30pm

**Phone number** **01322 346979** or **07903 517253**

**Email** [s.hutton@ccsel.org.uk](mailto:s.hutton@ccsel.org.uk)

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

**Who's it for?** Carers of people with dementia

**What's on offer?**

- Support groups provide peer group emotional support
- Social networks develop through peer group
- Education and advice about dementia



**Anything else worth knowing?** Crossroads Care South East London provide a range of services to carers of Children and Adults with support needs in the London Borough of Bexley, Royal Borough of Greenwich and the London Borough of Lewisham.