



City and Hackney Guide for Carers, Families and Friends of People Living with Dementia

'This guide is for carers, families and friends of people living with dementia and is designed to put you in touch with the right people or organisation who can provide support or information if you have any concerns about the person you are caring for or are worried about your neighbour or someone you think might need care in the future'



Who is a Carer?

A carer is someone, who, without payment (unpaid), provides help and support to a partner, child, relative, friend or neighbour, who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability.

A young carer is someone who is under the age of 18 and may be looking after his/her parents, brother or sister, grandparent or other relative who needs support

Awareness Raising (finding out more)

"I've heard about dementia, but I'm not sure what it is – or if it applies to my Mum. Where can I find out more?"

What is available / who to talk to

Your GP or any visiting health or social care professional

Alzheimer's Society (National Helpline)

Age UK East London

Adult Social Care Team London Borough of Hackney

Adult Social Care Team City of London

City and Hackney Dementia Service Duty Desk

Contact Details

0300 150 3456
www.alzheimers.org.uk

020 8981 7124
www.ageuk.org.uk/eastlondon

020 8356 6262
access@hackney.gov.uk

020 7332 1224
adultsduty@cityoflondon.gov.uk

020 3222 8500
elt-tr.mhcop.duty@nhs.net

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Awareness Raising (finding out more) *cont.*

“I’ve heard about dementia, but I’m not sure what it is – or if it applies to my Mum. Where can I find out more?”

What is available / who to talk to

Carers First

- Information & Advice
- Specialist Support
- Groups and activities

City and Hackney Carers Centre

Dementia UK

Carers UK

NHS Health

Contact Details

030 0303 1555
www.carersfirst.org.uk

020 8533 0951
www.hackneycarers.org.uk

0800 888 6678
www.dementiauk.org

020 7378 4999
www.carersuk.org

www.nhs.uk

Pre-diagnostic support
(information about
someone close to me)

“I’m worried about my Mum. She’s getting very forgetful / behaving differently. Who should I talk to?”

“There is something going on with Dad / Mum / family member / neighbour but they do not think there is. What do I do?”

What is available / who to talk to

Your GP or any visiting health or social care professional

Adult Social Care Team London Borough of Hackney

Adult Social Care Team City of London

City and Hackney Dementia Service Duty Desk

- Carers First
- Information & Advice
 - Specialist Support
 - Groups and activities

City and Hackney Carers Centre

Ward staff at any hospital (if in hospital)

Contact Details

020 8356 6262
access@hackney.gov.uk

020 7332 1224
adultsduty@cityoflondon.gov.uk

020 3222 8500
elt-tr.mhcop.duty@nhs.net

030 0303 1555
www.carersfirst.org.uk

020 8533 0951
www.hackneycarers.org.uk

Pre-diagnostic support
(the process of
diagnosis)

“The doctor says my Mum needs a memory assessment. What does this mean?”

What is available / who to talk to

Your GP

City and Hackney Dementia Service Duty Desk

Homerton Psychological Medicine (Mental Health Hospital Liaison Team), for people in hospital

Contact Details

020 3222 8500
elt-tr.mhcop.duty@nhs.net

020 8510 8980

Support for carers at
time of diagnosis

“My Dad has an appointment for a memory test and brain scan. Can I go with him?”

“How do I prepare for what comes next?”

What is available / who to talk to

Your GP

City and Hackney Dementia Service Duty Desk

Contact Details

020 3222 8500

Carers' Assessment and on-going support with caring activities

"I'm looking after my partner. Does this mean I am her Carer?"

"I don't get much time to myself, as I am caring for my Mum. How can I get some help?"

"What am I entitled to as a Carer?"

"I'd like to do more things with my Dad. Who can I ask and where can we go together, where me and my Dad will feel supported?"

"Will my entitlement to benefits as a Carer affect Mum's money?"

What is available / who to talk to

Your GP or any visiting health or social care professional

City and Hackney Dementia Navigation Service

- Singing for the Brain
- CST group
- Carers Forum
- signpost to relevant initiatives e.g. the Dream Start study
- Support to access community resources
- Support after hospital discharge

Carers First

- Information & Advice
- Specialist Support
- Groups and activities

City and Hackney Carers Centre

- Workshops, wellbeing activities, talks and social events
- Welfare benefit advice and form filling

Contact Details

020 3222 8500
elt-tr.mhcop.duty@nhs.net

030 0303 1555
www.carersfirst.org.uk

020 8533 0951
www.hackneycarers.org.uk

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Carers' Assessment and on-going support with caring activities

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What is available / who to talk to

Carers Network for practical, personal and financial support for unpaid carers

City Connections for City residents and workers

- Help you to find and access support and information
- Linking people to health and wellbeing services in the Square Mile.
- Community Care Navigator-provides support to people when in hospital and when you are discharged from hospital

City Carers Support Service (Delivered by Imago)

- Support and guidance on Carer's Assessments
- Information, advice and guidance on carers rights
- Support to access specific advice on finance, debt, grants and benefits
- Contingency planning and crisis support arrangements
- Weekly drop in sessions
- Carer groups - online and in person
- Free training and peer support

Contact Details

020 8960 3033
<https://carers-network.org.uk/>

0203 957 9844
<https://cityconnections.org.uk>

0300 011 1965
<https://www.imago.community>

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Carers' Assessment and on-going support with caring activities *cont.*

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"Will my entitlement to benefits as a Carer affect Mum's money?"

What is available / who to talk to

City Advice-provides free advice services for people who live, work or study in the City of London Square Mile

- Advice on with Benefits, Housing, Debt, Employment rights and more
- Weekly drop-in sessions

Homerton Hospital Social Work Team (if in hospital)

Lead Nurse Dementia Care, Homerton Hospital

Contact Details



Carers' Assessment and on-going support with caring activities *cont.*

"I am being badly treated by the person I am caring for. Who can I talk to?"

"I am worried because I am losing my temper with the person I am caring for. Who can I talk to?"

What is available / who to talk to

Your GP or any visiting health or social care professional

Safeguarding Team London Borough of Hackney

Adult Safeguarding Team City of London

Hackney Domestic Abuse

National Domestic Violence Helpline (24hrs)

Victim Support

City and Hackney Dementia Service Duty Desk

Contact Details

020 8356 5782

020 7332 1224

0800 056 0905 /
020 8356 4458 /
4459

<https://hackney.gov.uk/domestic-abuse-support>

0808 200 0247

0808 168 9111
www.victimsupport.org.uk

020 3222 8500
elt-tr.mhcop.duty@nhs.net

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Carers' Assessment and on-going support with caring activities *cont.*

What is available / who to talk to

Contact Details

"I am being badly treated by the person I am caring for. Who can I talk to?"

Integrated Learning Disability Service

020 8356 7444
learningdisabilities
duty@hackney.gov.
uk

"I am worried because I am losing my temper with the person I am caring for. Who can I talk to?"

- City and Hackney Emergency Out of Hours Team (Weekdays - 5pm to 9am. 24 hours at weekends and on bank holidays)

020 8356 2300

Carers First

- Information & Advice
- Specialist Support
- Groups and activities

030 0303 1555
www.carersfirst.org.
uk

"I need to plan for the future. Who can I talk to?"

Your GP or any visiting health or social care professional

City and Hackney Dementia Service Duty Desk (Dementia nurse or dementia navigator)

020 3222 8500
elt-tr.mhcop.duty@
nhs.net

Carers' Assessment and on-going support with caring activities *cont.*

What is available / who to talk to

Contact Details

"What does Do Not Attempt Resuscitation mean (also written as DNAR) and where can I find out more?"

Your GP or any visiting health care professional e.g. District Nurse or Community Therapist

Hospital Doctor/Consultant and the person in charge of the ward e.g. ward sister (if in hospital)



Carers' Assessment and on-going support with caring activities *cont.*

"I need a break. What support will I get and what will happen to my Dad?"

"How do I help Mum get more support at home?"

"I have suddenly fallen ill. What do I do?"

"I am not happy about the quality of care I am getting"

What is available / who to talk to

Adult Social Care Team London Borough of Hackney / Adult Social Care Team City of London

- Access to paid carers
- Arranging respite care
- Day centres

Hackney CVS for information about local community support groups

AgeUK East London

Carers First

- Information & Advice
- Specialist Support
- Groups and activities

City and Hackney Carers Centre

- Welfare Benefits Advice
- Counselling and Listening Ear (emotional support) Service

Contact Details

020 8356 6262 /
020 7332 1224

020 7923 1962
Hackney CVS
(hcvs.org.uk)

020 8981 7124
www.ageuk.org.uk/eastlondon

0300 303 1555
www.carersfirst.org.uk

020 8533 0951
www.hackneycarers.org.uk

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Carers' Assessment and on-going support with caring activities *cont.*

What is available / who to talk to

Contact Details

"I need a break. What support will I get and what will happen to my Dad?"

City and Hackney Emergency Out of Hours Team (Weekdays - 5pm to 9am. 24 hours at weekends and on bank holidays)

020 8356 2300

"How do I help Mum get more support at home?"

Homerton Hospital Social Work and Discharge Planning Team (if in hospital)

020 8510 7622

"I have suddenly fallen ill. What do I do?"

Any visiting health or social care professional e.g. District Nurse or Community Therapist

"I am not happy about the quality of care I am getting"



Carers' Assessment and on-going support with caring activities *cont.*

What is available / who to talk to

Contact Details

"I need guidance with lasting power of attorney. Who should I talk to?"

Office of the Public Guardian

0300 456 0300
Office of the Public Guardian - GOV.UK
(www.gov.uk)

Compassion in Dying

0800 999 2434
www.compassionindying.org.uk

"I need guidance about managing my husband's benefits. Who should I talk to?"

Department for Work and Pensions

0800 055 6688
Department for Work and Pensions - GOV.UK
(www.gov.uk)

Hackney Citizens Advice Bureau for advice and information

020 8525 6350
eastendcab.org.uk

City Advice-provides free advice service for people who live work or study in the City of London Square Mile

020 7392 2953
www.toynbeehall.org.uk

- Advice on with Benefits, Housing, Debt, Employment rights and more
- Weekly drop-in sessions

Carers' Assessment and on-going support with caring activities *cont.*

"How can I maintain my own wellbeing?"

What is available / who to talk to

Your GP or any visiting health or social care professional

City and Hackney Community Pharmacies

Five to Thrive

St Joseph's Hospice Friends and Family Peer Support group

Hackney CVS for information about local community support groups

City Advice:

- For confidential advice on Benefits, Housing, Debt, Employment rights and more
- Weekly drop-in sessions

Carers First

- Information & Advice
- Specialist Support
- Groups and activities

Contact Details

<http://fivetothrive.net>

020 8525 6026
carers@stjh.org.uk

020 7923 1962
Hackney CVS (hcv.org.uk)

020 7392 2953
www.toynbeehall.org.uk

0300 303 1555
www.carersfirst.org.uk

Support available as things change

"What will happen as my mum's dementia progresses?" - Who will be there to help and support me?"

"I'm tired and need a break. I haven't had a holiday for ages. But how can I go on holiday when there's no-one to look after my partner?"

"Who's going to look after my Dad's finances?"

"Who can I trust to advise me on financial matters?"

"I need to plan for the future. Who can I talk to?"

What is available / who to talk to

City and Hackney Dementia Service Duty Desk
(Dementia nurse / dementia navigator)

Adult Social Care Team London Borough of Hackney

Adult Social Care Team City of London

Any health or social care professional visiting you/
your family/friend at home

Contact Details

020 3222 8500
elt-tr.mhcop.duty@nhs.net

020 8356 6262

020 7332 1224

020 8533 0951



Support for a Carer during times of crisis

"I'm at my wits end. Mum keeps leaving the house / getting lost / being aggressive"

"I'm ill and can't look after my son at the moment. What should I do?"

"I'm really struggling. I don't know how much longer I can continue as my brother's carer"

"I have suddenly fallen ill. What do I do?"

What is available / who to talk to

City and Hackney Dementia Service Duty Desk

Carers' Emergency card

City and Hackney Carers Centre

Carers First

- Information & Advice
- Specialist Support
- Groups and activities

Adult Social Care Team -London Borough of Hackney / Adult Social Care Team City of London

City and Hackney Emergency Out of Hours Team (Weekdays - 5pm to 9am. 24 hours at weekends and on bank holidays)

St Joseph's Hospice

- Carers Service
- 24/7 Advice and Support line

Contact Details

020 3222 8500
elt-tr.mhcop.duty@nhs.net

020 8533 0951

020 8533 0951

0300 303 1555
www.carersfirst.org.uk

020 8356 6262 /
020 7332 1224

020 8356 2300

020 8525 6026
carers@stjh.org.uk
Carers Lead: Jo Bedford/j.bedford@stjh.org.uk
0300 303 0400

Support for a Carer when the person you are caring for needs full time residential care

What is available / who to talk to

Contact Details

“My Dad has care needs that we can't meet at home now. Where do we go to for advice and support in finding a residential or nursing home for him to move to?”

Adult Social Care Team London Borough of Hackney

Adult Social Care Team City of London

Homerton Hospital Community Nursing Team

020 8356 6262

020 7332 1224

020 7683 4144



Support for a Carer during end of life

"I've been told my Mum is nearing the end of her life. I'm so upset. Who can help me now?"

What is available / who to talk to

Homerton Hospital Palliative Care Team

The Royal London Palliative Care Team

St Joseph's Hospice

- Dementia Wellbeing East London
A sensory programme for people living with dementia
- Carers Service

- 24/7 Advice and Support line

Contact Details

020 8510 7819

020 8535 6604

020 8525 3165

020 8525 6026
carers@stjh.org.uk
Carers Lead: Jo
Bedford / j.bedford@
stjh.org.uk

030 0303 0400

Support if the person I am caring for has a learning disability

What is available / who to talk to

Contact Details

“My sister has a learning disability and has been struggling with changes in her memory / language. Who can I speak to about this?”

Integrated Learning Disability Team

Your GP

Carers First

- Information & Advice
- Specialist Support
- Groups and activities

020 8356 7444
learningdisabilities
duty@hackney.gov.
uk

0300 303 1555
www.carersfirst.org.
uk



Advice and Information on benefits for carers who are either in employment or not working

“What benefit am I entitled to if I am a working or non-working carer?”

What is available / who to talk to

Hackney Citizens Advice Bureau for advice and information

City Advice for advice and information

City and Hackney Carers Centre for information and advice

Carers First

- Information & Advice
- Specialist Support
- Groups and activities

Hackney Community Law Centre for advice and information-Monday to Thursday 10:00-12:00

Contact Details

020 8525 6350
<https://eastendcab.org.uk>

020 7392 2953
www.toynbeehall.org.uk

020 8533 0951
www.hackneycarers.org.uk

0300 303 1555
www.carersfirst.org.uk

020 8985 5236
<https://hclc.org.uk>

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Advice and Information on benefits for carers who are either in employment or not working *cont.*

What is available / who to talk to

Contact Details

“What benefit am I entitled to if I am a working or non-working carer?”

Halkevi for advice and information for Kurdish and Turkish people in Hackney

An Viet Foundation for advice and information for Vietnamese community in Hackney

Department for Work and Pensions (Mon to Fri, 8am – 6pm)

020 7249 6980

020 7275 7780

0800 731 7898
Department for Work and Pensions - GOV. UK (www.gov.uk)





St Joseph's
Hospice



**Carers
First**

#Fairer Hackney
**hackney
cvs**

 **Hackney**



City & Hackney Carers Centre



Homerton Healthcare
NHS Foundation Trust



East London
NHS Foundation Trust



North East London

This guide is also applicable for someone with a learning disability.

You can contact mainstream services or the Integrated Learning Disability Service on 020 8356 7444 for support.

Please note: response times may vary among organisations, for further information about response time and services provided please contact the relevant organisation directly. This guide is for reference only

To provide feedback, please email: m.ago@nhs.net

To request additional copies of this guide, please contact: Dementia Service on 020 3222 8500