

The Carer Lead Newsletter

Information to Support Carers in Harrow

Welcome from Harrow Council's Carer Lead

Welcome to this first edition of Harrow Council's Carer Lead Newsletter. My name is Allie Brice and as well as being the Carer Lead for Harrow Council's Adult Social Care department I am also an unpaid carer.

You may be asking 'What is a carer lead?'. My role is focussed specifically around unpaid carers in Harrow and how we can best be supported in our caring roles. I work alongside our partner voluntary organisations with unpaid carers at the heart of what we do.

I aim to produce a Carer Lead Newsletter twice a year. If you are interested in receiving regular updates in between newsletters relating to caring, please get in touch by emailing carers@harrow.gov.uk to subscribe to my mailing list or by calling me directly on 07871 614 747.



Covid-19

I came into post whilst Covid-19 restrictions were becoming a part of our every day lives. Despite the challenges this has presented, I have had the opportunity to work with some amazing people, including inspirational carers themselves to ensure that we can continue to support carers in these unprecedented times.

The next few pages will introduce some of our partners and some of the initiatives that have been developed over the last few months.

I do hope you find this publication helpful and I am always keen to hear from carers directly, as you are the experts.

Let me know what you think about, not only this newsletter and what content you would like to see included in future editions, but also how we can best keep connected and share information.

Happy reading,

Allie

Introduction to Adult Social Care

When people talk about the National Health Service (NHS) it seems to be something that people instantly recognise, but, they may not have the same understanding of adult social care, especially if there has not been a need to engage with their local social services department.

Adult social care provides care, support, and safeguards for those people in our communities who have the highest level of need and also for their carers. We recognise that good care and support can enhance health and wellbeing, increasing independence, choice and control.

Adult social care can also be a vital connection to other public services, including the NHS, local housing and community services. Adult social care works in partnership with community groups, voluntary and private providers and organisations that represent people who use services.

Harrow Council, as a local authority, has the main responsibility when it comes to delivering publicly funded social services in Harrow. Unlike the NHS, charges may apply to people using social care services. The main legislation that underpins adult social care is the Care Act 2014.

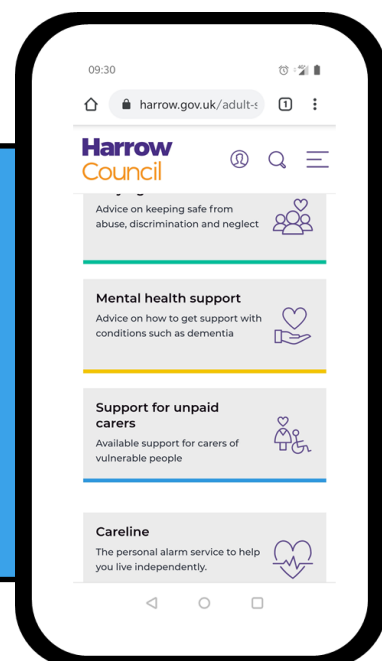
Your rights as a carer

A carer is anyone who provides unpaid care and support to a family member, partner or friend who needs help because of their illness, frailty, disability, a mental health problem or an addiction and cannot cope without their support. The care they give is unpaid.

Recognising that you are a carer is the first step to getting the support you need. If you are a carer, you have a legal right to ask for a carer's assessment. An assessment is simply a discussion with you that will help us understand what help and support you might need on a day to day basis. It also gives you choice and control over the decisions you make about the support you need. We use the information you give us in the assessment to help us to plan your support with you.

To find out more about how adult social care can support you as a carer please call Access Harrow on 020 8901 2680 alternatively you can email AHadults@harrow.gov.uk.

To find out more visit our website:
www.harrow.gov.uk/adultsocialcare



Care Act Advocacy



ADVOCACY 1ST

Harrow Care Act Advocacy

Helping you understand the choices you

An Advocate can support you with:

- Care planning
- Reviews
- Making complaints and challenging the local authority
- Safeguarding

EMPOWERMENT



**YOU HAVE A VOICE
AND THAT IS A VERY
POWERFUL THING.**



**Supporting you with your choices
and decisions made about you**

**We will help you to
express your wishes
and feelings**

For more information speak to our Advocacy team:



Tel: 0203 9480 559

Email: www.advocacy@harrowmencap.org.uk



Recognising quality
in independent advocacy

Registered Charity No 295263 A company limited by guarantee Reg No2050929

carers@harrow.gov.uk

Neighbourhood Resource Centres

Covid 19 Update

We are prioritising resources to ensure essential services for vulnerable people remain accessible. This includes continuing to provide a normal level of service in response to Care Act referrals and reviews. Our phone lines for Adult Social Care services remain open: 0208 901 2680

Due to the Government's Coronavirus guidance and current Public Health advice, our neighbourhood resource centres remain closed. (Correct at time of writing 30.11.20 please check our Coronavirus adults social care updates webpage <https://www.harrow.gov.uk/coronavirus-covid-19/coronavirus-affecting-adult-social-care-services>)

Support for NRC service users

We have contacted all eligible citizens who have used our neighbourhood resource centres and advised them as to our alternative outreach service.

We are sorry for the inconvenience this has caused but hope you will understand that health and wellbeing is our priority.

We ask that you also follow all advice from [NHS](#) and [GOV.UK](#) to protect yourself and others. Please check back regularly for service updates.

In-House Day services have been supporting citizens and their carers with daily and weekly telephone calls, Zoom and MS Teams Sessions i.e. gentle exercise, discussion groups, quizzes, art sessions and support groups, the team have supported some citizens with door step visits, walks and community presence and trips on the minibuses. These activities have been place since March 2020.

Support for carers (whose cared for person attended an NRC)

The NRCs are currently supporting carers with various activities:

- Daily and weekly or, as and when, health check calls to carers
- Visits to local parks when weather and restrictions (subject to risk assessment and latest Covid compliance requirements)
- Food parcels
- Door to Door visits
- Zoom calls that provide: Information, contact for other resources social care teams, chair yoga, sing-a-longs, quizzes, general discussion groups, celebrating special occasions
- Currently zooms have been increased by 6 calls due to restrictions and unable to meet up (Gill West)
- Regular newsletters
- Online celebrations of festivals

A Dedicated Carers' Centre in Harrow

Support, training & advice

Did you know that Harrow has a dedicated Carers' centre?



Managed by the team at Harrow Carers, they are keen to get to know you and support you in your caring

Harrow Carers is an independent charity and voluntary organisation and the lead carers' support agency in Harrow since 1996.

Harrow Carers provides a comprehensive package of services for carers and is a focal point for carers in Harrow to obtain information, support and advice.

Services offered at the Harrow Carers centre include:

- Information and advice
- Benefit application support including form filling
- Home visits
- Advocacy
- Carer' support including drop-ins and experienced staff who will listen and understand your situation
- Activities, including yoga, fusion dance and Tai Chi with new activities introduced regularly
- Training and events including computer classes, first aid and back care
- Complementary Therapies including massages
- Wellbeing sessions, including positive psychology and mindfulness – Including access to CNWL Recovery and wellbeing college courses
- Understanding mental health
- Specialist MacMillan cancer carer support
- Counselling
- Support for young carers
- Respite care
- Grants for carers
- Breaks and holidays
- Home share
- Carer Card

Harrow Carers services are available to anyone who provides care and support for a friend or relative in the community, regardless of the amount of care you provide.

Harrow Carers can be contacted on 020 8868 5224

Or by email admin@harrowcarers.org or via the website: www.harrowcarers.org

A Guide for Carers in Harrow

Three out of five people will become carers at some point during their lifetime, and every day another 6,000 take on a caring responsibility and start to care for a family member or friend. Caring can be extremely rewarding, and if you are new to caring, you may already be starting to discover that it can come with its challenges. (Source: *A Guide for Carers in Harrow*)

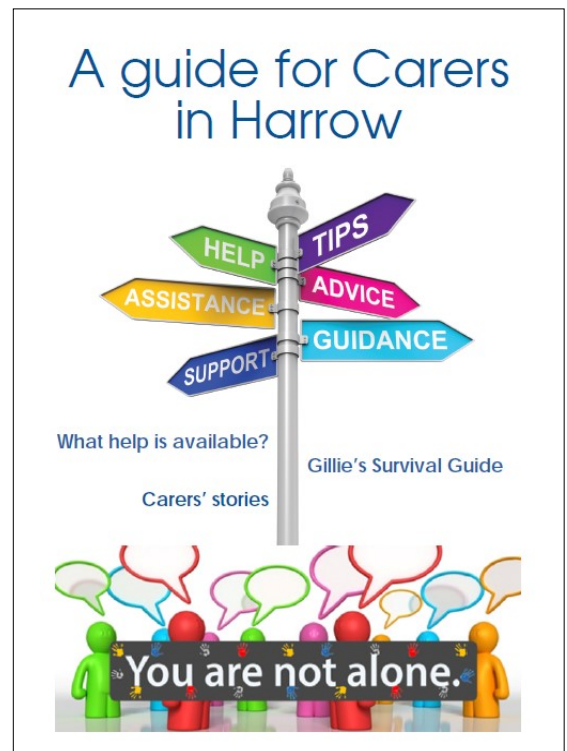
People who have been caring for some time often say they need help with things like:

- a break from the caring they do
- someone to talk to confidentially about how they are feeling
- advice about services, benefits and support for them and the person they are caring for
- some extra financial help to cope with the increased costs they experience as a result of caring for someone
- advice on housing needs and adaptations
- training courses

Getting the right advice and support as soon as you start caring can make all the difference. Even if you have been caring for a long time it's important to make sure you are aware of all the help and support you are entitled to.

Caring responsibilities can have an adverse impact on your physical and mental health. Good support networks are essential in helping carers maintain their health and wellbeing, which is key to continuing a person's ability to provide care.

It's important that carers feel confident, safe and supported and your GP surgery and Harrow Carers can provide an invaluable source of support, advice and information for carers. As a carer there is lots of help, advice and support available, the problem is knowing where to find the information,



This guide will outline your rights as a carer and give you details, information and guide you to where you can get practical help and support in Harrow. Written and Produced by Harrow Carers and Harrow Patients Participation Network.

A Guide for Carers in Harrow – click on the link to find out more about support for carers
<https://harrowcarers.org/wp-content/uploads/2020/01/A-guide-for-carers-in-Harrow.pdf>

SWiSH Information and Advice

Support and Wellbeing Information Service Harrow

Information and advice services enable people, carers and families to take control of, and make well-informed choices about their care and support and how they fund it. Not only does information and advice help to promote people's wellbeing by increasing their ability to exercise choice and control, it is also a vital component of preventing or delaying people's need for care and support.

Adult social care services has partnered with Support and Wellbeing Services in Harrow also known as SWiSH. It aims to help people in Harrow to access information about local services and advice about ways to keep safe and well.



FREE information and advice for anyone in Harrow aged 18+ to support your wellbeing

020 8515 7867

support@SWISHHarrow.org.uk | SWISHHarrow.org.uk
Open 9am-5pm Monday to Friday



Harrow Community Action (HCA) consortium oversees this service, which is run in collaboration by five local charities: Age UK Harrow, Harrow Association of Disabled People, Harrow Carers, Harrow Mencap and Mind in Harrow.

Support & Wellbeing Information Service Harrow

Harrow Community Action (HCA), a consortium of local voluntary organisations, is running this exciting new service with five local charities. You can contact these **SWiSH** specialist information & advice services directly, if you prefer:

For people who are 60 years+ and people with dementia

Age UK Hillingdon Harrow & Brent
Tel: 020 8861 7980 | email: enquiries@ageukhbb.org.uk

For people with disabilities

Harrow Association of Disabled People (HAD)
Tel: 020 8861 9920 | Textphone: 07985 244 177
email: general@had.org.uk

For carers

Harrow Carers
Tel: 020 8868 5224 | email: admin@harrowcarers.org

For people with learning disabilities and/or autism and their carers

Harrow Mencap
Tel: 020 8423 7382 | email: iag@harrowmencap.org.uk

For people with mental health problems

Mind in Harrow
Tel: 020 8426 0929 | email: info@mindinharrow.org.uk



Who can use SWiSH?

Anyone aged 18 or over living in Harrow or are considering moving to Harrow can call SWiSH for information and advice.

This includes people looking for help for themselves, as well as carers, staff in local organisations and anyone with concerns about someone else.

support@swishharrow.org.uk

Healthwatch Harrow

Your Views on Health and Social Care

Healthwatch Harrow has a legal mandate under the provision of the Health and Social Care Act (2012) to be an independent voice for local people.

Healthwatch Harrow do this by speaking to you and collecting information about your experiences of using health and social care services. They then make recommendations to influence service changes or improvements in health and social care.

All views are important.

To find out more, please visit <https://www.healthwatchharrow.co.uk>

email info@healthwatchharrow.co.uk

phone 020 3432 2889

As an unpaid carer, what help can you get from your GP?

As soon as you become a carer you should let your GP know about the caring you are doing. There is help and assistance that they can give you, for example:

- Providing information and advice on medical conditions and treatments for the person you care for to help you feel more confident in your caring role
- Available NHS services such as patient transport to hospital appointments
- You may be eligible for a free annual flu vaccination
- Home visits to you or the person you care for if you're caring responsibilities make it difficult to attend appointments at the surgery
- Arranging appointments for both you and the person you care for at the same time to avoid having to visit the surgery twice
- Flexibility with appointments, should you need a little longer with your GP
- Providing supporting letters and information to enable you and the person you care for to access benefits and other services.

Harrow Careline

Harrow Council's Careline Alarm Services

What is Careline?

Harrow Council's Careline alarm services can provide you or your loved ones the support they need to live safely at home, knowing that help is on hand at the touch of a button

WHY USE CARELINE?

- 8,000 elderly or vulnerable people will fall over at night every day*
- 200 will break a hip
- 8 will die from injuries/trauma

Careline has kept thousands of people safe and independent to prevent this from happening.

Using Careline means I am able to live in my house without the need of someone else looking after me. I have peace of mind that I am safe and have my privacy and dignity."

Terence, 60

"Careline makes me feel safe – my family and I feel assured I'll get help any time I need it from professional and friendly staff 24 hours a day, 7 days a week."

Srinathambiy, 79

"Careline means I don't have to remember telephone numbers – I just press the button when I get panicked or feel unwell."

Juliet, 47

*Source: Tunstall Healthcare UK

For more information about Careline

Call
0208 861 3242

Email
careline@harrow.gov.uk

Web
Harrow.gov.uk/careline

HARROW CARELINE

YOUR 24 HOUR PERSONAL ALARM SERVICE

SAFETY & INDEPENDENCE AT THE TOUCH OF A BUTTON

ABOUT CARELINE

Harrow Council's Careline alarm services can provide you or your loved ones the support they need to live safely and independently at home, knowing that help is on hand at the touch of a button.

Our trained Careline operators are available 24 hours a day, 365 days a year to give you peace of mind and security.

Careline supports you at home when:

- You have fallen
- You need medical attention
- You need emergency services
- You need reassurance
- You are in danger

Careline costs as little as £4.33 per week

EASY TO USE

- Harrow Council install an alarm unit and provide you with a pendant.
- Press the button on the pendant if you need help.
- Our trained staff will talk to you via the speaker on the alarm unit.

We will call one of your nominated contacts or medical assistance should you need it.

KEEPING YOU SAFE

WE CAN ALSO PROVIDE:

- Weekly reassurance calls
- Keysafes
- Fall detectors
- Epilepsy sensors
- Bed and chair sensors
- Bedside pull cords
- Property exit sensors
- Smoke detectors
- GPS watches
- Medication dispensers

For more information about Careline:

Call: 0208 861 3242
Email: careline@harrow.gov.uk
Web: harrow.gov.uk/careline

For more information about Careline:

Call: 0208 861 3242 Email: careline@harrow.gov.uk

Web: <https://www.harrow.gov.uk/adult-social-care/careline-personal-alarm-service>

Online Activities



Help Hour

Are you parent of someone with additional needs or a carer?

Do you need advice about finding wellbeing and support services in Harrow?

Harrow Mencap and SWISH are here to help you get to the support you need.

If you would like to speak to us, you can join our online help hour on Zoom at 5pm every Thursday.

To join please use this link and meeting ID:

<https://us02web.zoom.us/j/86592162573>
Meeting ID: 865 9216 2573

If you have trouble joining, call 020 8423 7382 or email lag@harrowmencap.org.uk

Harrow  

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Help Hour Sessions for carers and parents)

Help Hour every Thursday at 5pm: <https://us02web.zoom.us/j/86592162573> Meeting ID: 865 9216 2573

Carers Elevate Group — A message from Kevin

July 4 years ago I decided to give up my job working at Brent Council Social Services to care for my mother in law (who I refer to as mum). She lives with us and was showing signs of dementia and experiencing mobility issues. My wife agreed to continue working.

I have never regretted my decision to be mum's carer, but I was not prepared for the many challenges. The biggest issue was keeping her safe. She would pack her bags daily thinking she was going to visit her mother (whom if she was alive would be 140) in Jamaica. I was suffering with Carer's stress not knowing where to turn. I did contact Harrow Social Services. They were able to assist with OT advice, and left me with a list of valuable contact numbers. Thankfully on the list of these numbers was Elevate, a support group for carers. I joined their fortnightly meetings and was able to share my personal issues in a confidential space and found it helpful learning about other carer's challenges.

I have benefitted greatly for this shared space and have move forward to the point where I now facilitate our sessions. All carers are welcome to join. Kev.
Due to current restrictions Elevate carers meetings are currently being held on Zoom. Contact Kevin for the link : kevez2009@live.co.uk These meetings are an opportunity to meet socially with other carers in a confidential setting. **Everyone is welcome.**

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ELEVATE GROUP

FOR ALL CARERS

<p>TIME/DATE 11AM-12.30PM Every week on Tuesday via Zoom</p>	<p>LOCATION Harrow Mencap: 3/Jardine House/Harrowian Business Village HA1 3EX</p>	
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DEVELOP
Learn skills and
rediscover who you
are outside your
caring role



SUPPORT
Meet other carers like
you and share your
experiences in a
supportive
environment



EMPOWER
Find your voice, gain
confidence and move
forwards with
your life

COME ON JOIN US. DON'T BE SHY.

PHONE 07496494379 EMAIL Jordan.Creed@harrowmencap.org.uk
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Online Activities



Harrow mencap
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Positive Steps Outreach

Come along to our online activities for adults with learning disabilities and their family carers.

One session a week for two hours plus other opportunities to engage such as a carers only support group.

Contact Hannah Roques for more information
by phone: **07951 324730**

or email: **Hannah.Roques@harrowmencap.org.uk**

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The Steps project is all about supporting adults with learning disabilities and their carers to stay healthy, happy and socially engaged. Every week we'll gather together online to do fun activities, connect socially and learn new ways to stay safe and healthy.

We'll also run a separate session just for families and carers to come together and support one another as well as a weekly help hour for signposting, information and advice support. Support will be available to help you use Zoom the digital platform we run our sessions on.


Join us on Thursdays at 2pm on Zoom.
<https://us02web.zoom.us/j/84671039896>
Meeting ID: 846 7103 9896

The Steps program, tailored around helping carers/parents with their health and wellbeing, is every Thursday at 4pm: <https://us02web.zoom.us/j/84671039896>
Meeting ID: 846 7103 9

Online Activities

Harrow me.ncap
Providing opportunity - Promoting change



Active Online



Join our online activities for adults with learning disabilities.

Learn how you can improve your own health and wellbeing, meet new friends and enjoy fun activities together.

 Several sessions a week for an hour and a half each

Contact
 07951 324730  Hannah.Roques@harrowmencap.org.uk

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Active Online is about providing a space for adults with learning disabilities to socialise online, do fun activities together and to learn new ways of improving their health and wellbeing.

We'll also be sending out activity packs to compliment the sessions with art and craft supplies, worksheets and baking ingredients.

There will also be opportunities for family carers to attend a carers support group as well as a weekly help hour for signposting, information and advice support.

Support will be available to help you use Zoom the digital platform we run our sessions on.



Monday 3pm Activity

(for example, crafts or baking).

<https://us02web.zoom.us/j/85750857350>

Meeting ID: 857 5085 7350



Thursday 7pm Social

(for example, games and quizzes).

<https://us02web.zoom.us/j/89155108149>

Meeting ID: 891 5510 8149



Friday 4pm Workshop

(for example, on topics like relationships and work)

<https://us02web.zoom.us/j/83186483328>

Meeting ID: 831 8648 3328



Active online

Monday 3pm (This session will involve craft sessions and baking): <https://us02web.zoom.us/j/85750857350> Meeting ID: 857 5085 7350

Thursday 7pm (This session will involve games and quizzes): <https://us02web.zoom.us/j/89155108149> Meeting ID: 891 5510 8149

Friday 4pm workshop topics like relationships and work: <https://us02web.zoom.us/j/83186483328> Meeting ID: 831 8648 3328

Online Activities

To attend any of the ZOOM sessions below and further details about upcoming events, please email

wellbeing@harrowcarers.org for the link. 020 8868 5224

Mini Mindfulness & Wellbeing Sessions with Michelle

Every Wednesday 12.30 pm-1pm (until Christmas)

The sessions are a chilled blend of breathing, relaxation, visualisation and mindfulness – drop in when you can

Counselling for carers:

Free sessions are led by experienced, qualified, professional practitioners who are members of the UK's leading counselling regulatory body, the British Association for Counsellors and Psychotherapists (BACP).

They are accustomed to helping people from many different backgrounds and cultures and with a wide range of personal and work issues!

Mental Health Carers Group - every 2nd and 4th Friday at 1.30pm

Do you care for someone with a mental health condition?

If so come and join us

Take a break from caring and socialise with other carers,

Exchange tips and methods of coping with caring for a loved one with a mental health conditions

Parent Carers

Do you care for a child with a disability, then please join our new group and interact with other parent carers in a friendly and welcoming environment.

Stroke Support

There can be a great amount for people to deal with whilst recovering from a stroke. For example, physical disability, aphasia, psychological wellbeing, potential loss of memory and financial concerns requiring support and assistance.

Ramandeep Gill is the Harrow Community Stroke Co-ordinator who works in partnership with other organisations, including the stroke association, where they jointly provide the "Harrow community stroke programme", aimed at those who have had a stroke alongside their appointed carers. This well received programme offers practical, emotional and financial support to those in attendance (currently not running due to COVID-19)

For more information contact : ramandeep.gill@harrow.gov.uk

A New 'Carer Card' for Harrow

Recognition of the Carer's Role

The idea for a Carer Card came from carers in Harrow and has been developed in collaboration.

The aim of the Carer Card is for carers to be recognised and supported in their caring capacity by the local community. The card is available now and we aim to add more benefits for card holders over time.

INTRODUCING
THE CARER CARD

Carer card

I am a carer and someone depends on me

Name: _____
Ref: _____

Emergency Contacts

Name: _____
Number: _____
Name: _____
Number: _____

If this card is lost, stolen or damaged contact:
Tel: 02088685224 Email: admin@harrowcarers.org

"The Carer Card Scheme recognises the carers role in providing support to a vulnerable person and the contribution they make to their local community"

What are the benefits?

- Recognition**
Confirming status as a carer who is providing invaluable support to a vulnerable person
- Contingency**
Confirmation of who to contact in the event of an emergency
- Discounts**
For the carer from local businesses as a thank you for all that you do

To get an application form please contact Harrow Carers on **020 8868 5224** or via email at admin@harrowcarers.org or visit our website at <https://harrowcarers.org/carers-card/>

To apply for a Carer Card contact Harrow Carers

Phone : 020 8868 5224 Email : admin@harrowcarers.org

Website www.harrowcarers.org to apply online

A Poem by a Carer in Harrow

Who Am I?

I am a Carer.

I have gone from working full time, solving other people's issues, To caring for my loved one and having issues I need other people to solve. I just wish they would, Without the endless phone calls and forms to be filled. OK!

I am a Carer.

During lockdown Support Groups have been my lifeline, I have made new friends and they have saved my sanity. We laugh and joke, and give each other advice and support, We're there for each other. Support Groups are the best. OK!

I am a Carer.

He has been told to shield, so the only place I go to is the supermarket, gloved, masked, and sanitised! No visits to family or friends, no hugs other than virtual. Can't wait for things to be "safe", I miss those hugs. Zoom rules OK!

I am a Carer.

I have learnt more patience than I thought I possessed. Plans are now 'fully flexible', and even then will change At the merest request such as "I need to go to the bathroom". Bodily fluids rule, Eeuw!

I am a Carer.

Do the bad times outweigh the good? Probably. But when they do, I close my eyes and remember the good. I go to my "happy place". Our first trip to America when he planned visits to all those places I had told him I dreamt of as a child. Happy memories rule, OK!

I am a Carer.

Would I change anything? You damn well bet I would! I would have my darling back fully functioning, mind, body and soul!

However, he is still MY man, MY love, MY life, And were the situation reversed I know he would be My Carer. Carer's Rule OK!!

Who am I?

I am Me. I am a person, I have my own needs, wants, and wishes, However, they all get side-lined because I am a Carer, And his needs take precedence, without question!

Oh, and did I mention, I am an Unpaid Carer?

Anon.

Are you budding poet or wish to share a caring story? Then I would love to hear from you.

Please get in touch at carers@harrow.gov.uk

Online Resources

The amount of information available online can be overwhelming so over the next few pages are some of my favourites that have been tried and trusted and I hope you find helpful.

Carers UK www.carersuk.org

Carers UK provide information and guidance to unpaid carers. This covers a range of subjects including:

- Benefits and financial support
- Your rights as a carer in the workplace
- Carers' assessments and how to get support in your caring role
- Services available to carers and the people you care for
- How to complain effectively and challenge decisions

Carers UK telephone Helpline is available on **0808 808 7777** from **Monday to Friday, 9am – 6pm** or you can contact Carers UK by email (advice@carersuk.org)

Carers Trust www.carers.org

Carers Trust is a major charity for, with and about carers. They work to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems. Our vision is that unpaid carers count and can access the help they need to live their lives.

Alzheimer's Society www.alzheimers.org.uk

Alzheimer's Society is the UK's leading dementia charity. Campaigning for change and funding research to find a cure and support people living with dementia today. There are plenty of useful factsheets and resources available on their website as well as the Dementia Connect online tool to find relevant information and support for memory loss and dementia.

There is also the Dementia Connect telephone support line 0333 150 3456

Mobilise www.mobiliseonline.co.uk

Written by carers, for carers, Mobilise offers emails, blogs, podcasts, virtual cuppas and other resources to support carers.

Useful Contacts and Resources

The contacts are correct at time of writing although availability may be affected due to Covid-19

ADHD & Autism Support

The aim of the charity is to support parents, carers, professionals and individuals affected by a diagnosis of Attention Deficit Hyperactivity Disorder (ADHD) and/or Autism Spectrum Disorder (ASD).

Tel: 020 8901 8009

Email: adhd@adhdandautismharrow.co.uk

Web: <http://www.adhdandautism.org>

Age UK Harrow

Age UK provides a wide range of practical services to assist older people, focussed on keeping people healthy and living independently in their own home.

Tel: 020 8861 7980

Email: enquiries@ageukharrow.org.uk

Web: www.ageuk.org.uk/harrow

The Alzheimer's Society

Providing information and advice, funds research, training and links to local support groups.

Tel: 01923 823 999

Web: <https://www.alzheimers.org.uk/>

ASAP

ASAP in Harrow works to enable adults with Asperger's Syndrome and high functioning autism to live independent fulfilled lives in the community and to relieve their carers.

Tel: 07983 543 948

Email: ascthecentre@asapharrow.oxfordsystems.co.uk

Bipolar UK Support Group

Monthly support group for people with Bipolar Disorder, carers/ friends. 2nd Thursday of the month, 7.30-9.30pm, Honeypot Lane

Tel: 0845 434 9813

Web: <http://www.bipolaruk.org.uk/>

Carers Direct

For confidential information and advice for carers

Tel: 0300 123 1053

Web: <http://www.nhs.uk/conditions/social-care-and-support-guide/pages/carers-direct-helpline.aspx>

Carers UK

Carers UK provides information, advice and support for carers, and campaigns for improvements to the life of carers.

Tel: 0808 808 7777

Email: advice@carersuk.org

Web: <http://www.carersuk.org/>

Useful Contacts and Resources

The Harrow Gateway Club

The Harrow Gateway Club provides services and activities for young people, adults and parents/carers, including leisure and sporting activities.

Web: <http://www.harrowgateway.co.uk/>

Harrow Memory Service

Provides assessment and diagnosis of dementia and provides ongoing information and support for those with memory problems and their carers.

Tel: 020 8424 7764 or 020 8242 7765

Web: <https://www.cnwl.nhs.uk/harrowmemory>

Harrow Mencap

Mencap supports people with learning disabilities (including those with a dual diagnosis with mental health) and their families.

Tel: 020 8869 8484

Email: mencap@harrowmencap.org.uk

Web: <http://www.harrowmencap.org.uk/>

Harrow Mental Health Service

CNWL is an NHS Foundation Trust, caring for people with severe and enduring mental health issues. Carers Support Workers: One to one support, sign-posting, carers' assessments and information.

Tel: 020 8422 9443 or 020 8424 7730 out-of-hours: 0800 0234 650

Web: <https://www.cnwl.nhs.uk/services/mental-health-services>

Macmillan Cancer Support

If you look after someone with cancer, Macmillan can also support you as a carer.

Tel: 0808 808 00 00

Web: <http://www.macmillan.org.uk/>

Middlesex Association for the Blind

Services to blind, partially sighted and deaf-blind people in 9 London boroughs, including Harrow.

Tel: 020 8423 5141

Email: info@aftb.org.uk

Web: <http://aftb.org.uk/>

Citizen Advice Harrow

Providing information and advice to anyone living in the London Borough of Harrow, on problems including: welfare benefits, debt, employment, housing and other legal issues.

Tel: 020 8427 9477

Web: <https://www.citizensadvice.org.uk/local/harrow/>

Dementia UK

Uniting Carers is a network of family carers of people with dementia. The aim of the network is to give carers the opportunity to raise awareness and increase people's understanding of dementia

Tel: 020 7874 7209

Web: <https://www.dementiauk.org>

help and mutual support. Information for carers is also available.

Tel: 0845 130 7172 or 01908 317 618

Useful Contacts and Resources

Different Strokes

A service for young survivors of strokes in the UK. It is run by stroke survivors for stroke survivors, for active self

<https://differentstrokes.co.uk/>

Information Line: 0345 1307172

Email: info@differentstrokes.co.uk

Flu jabs for carers

As a carer you may be worried about getting the 'flu because it would affect your ability to care for the person you are looking after. Contact your GP to find out if you fall into one of the clinical risk groups.

Web: <http://www.nhs.uk/conditions/vaccinations/pages/flu-influenza-vaccine.aspx>

Harrow Adult Social Care

If you are supporting a vulnerable person who is not in receipt of any services, contact Adult Social Care to discuss what support may be available.

Tel: 020 8901 2680

Web: www.harrow.gov.uk/adultsocialcare

Harrow Association of Disabled People (HAD)

The aim of HAD is to promote a fully inclusive society where disabled people enjoy equality of opportunity as a right and not a privilege.

Tel: 020 8861 9920/ txt 07985 244 177 / minicom 020 8861 4547

Email: general@had.org.uk

Web: www.had.org.uk

Harrow Bereavement Care

A group of trained volunteers who support adults and children through bereavement.

Tel: 020 8427 5720

Web: <http://www.bereavementcareandsupport.co.uk/>

Harrow Carers

Harrow Carers provides information and advice on carers support services and social care and welfare benefits advice.

Tel: 020 8868 5224

Email: admin@harrowcarers.org

Harrow Association of Somali Voluntary Organisations

HASVO is an independent not for profit organisation that is dedicated to supporting ethnic minority residents in Harrow and is the Centre for the Somali Community in Harrow and aims to strengthen the links between all community groups within Harrow.

Address: 66 Lower Rd, South Harrow, Harrow HA2 0DH

Hours: Open 10:00 -15:00 by appointment

Phone: 020 8423 5948

Useful Contacts and Resources

Mind

Mind is a mental health charity that provides advice and information, and campaigns to improve services and raise awareness.

Tel: 020 8515 7878

Web: <https://www.mindinharrow.org.uk>

Multiple Sclerosis Society

The MS Society is working with the Carers Trust and Crossroad Care Scheme to offer supported holidays for people with MS and their carers, who wish to holiday in mainstream hotels and guest houses.

Web: <https://www.mssociety.org.uk/near-me/branches/harrow-and-district-branch>

National Self Harm Network

Supports individuals who self-harm to reduce emotional distress and improve quality of life, and supports and provides information to families and carers of individuals who self-harm.

Tel: 0800 622 6000

Email: info@nshn.co.uk

Web: <http://www.nshn.co.uk/>

Parkinson's UK

Offering practical help and support for people caring for someone with Parkinson's disease.

Email: bvso.n london@parkinsons.org.uk

Web: <http://www.parkinsons.org.uk/>

Rethink

Rethink is a mental health charity that provides advice and information, support services and campaigns for policy change and to get people the support they need locally.

Tel: 0300 5000 927

Web: <http://www.rethink.org/>

Samaritans

If you are a carer who needs some emotional support you can call Harrow Samaritans to talk to someone about your worries and problems.

Contact 116 123 free from any phone | 0330 094 5717 local call charges apply

<https://www.samaritans.org/branches/harrow/>

Stroke Association

Information and support for survivors of strokes and their families and carers.

Web: <https://www.stroke.org.uk/>

The Carers Trust

Working to raise awareness of unpaid carers in the UK

Web: <https://carers.org/>

The Disability Foundation

TDF aims to positively improve the health and wellbeing of disabled people and carers through pain management therapies.

Tel: 020 8954 7373

Email: info@tdf.org.uk

Web: <http://www.tdf.org.uk/>

Harrow Parent Forum

Harrow Parent Forum

Our Power is your Voice

Harrow Parent Forum (HPF) are a friendly motivated, supportive, and empowered community of parents with a child and/or young person with Special Education Needs and/or Disability (SEND) living in the borough of Harrow. We represent families of **any** or emerging SEND (with or with diagnosis) children from birth to 25 years.

Our Steering group is made up of parents that have children and/or young people with SEND. We volunteer our own time to work on behalf of local families, helping shape local services for families of SEND children and/or young people. We do this by consulting with parents in the forum and passing on the feedback to the relevant professionals from the departments of Education, Health and Social Care. To ensure your voices are heard and help shape the way forward in these fields.

The best way to contact us is by email:

info@harrowparentforum.org

We also have direct contact with local professionals and pass updates and information on local services to parents through our Harrow SEND Noticeboard and other Social media pages

[Harrow Parent Forum](#) website (updating at the present time)

[Twitter: @HpHarrow](#)

[Instagram: @harrowparentforum](#)

[Facebook: @HarrowParentForum](#)

[Facebook: Harrow SEND Noticeboard](#)

What we do

- A safe and understanding place to talk openly and honestly about thoughts and feelings and meet other parents to share their stories.
- Send out newsletters with the view to keep you updated in what is going on in Harrow and way for you to get involved (if you would like)
- Influence decision makers through consultations
- Work with professionals and sitting on strategy boards to improve and co-design services
- Give feedback to professionals and request information from them on behalf of parents
- Provide parent with up to date information
- Have Coffee morning/evening (due to COVID we do this via Zoom at the moment) to help share our knowledge and understanding of your journey in the SEND world
- Provide information on Harrow Local Offer and signpost parents to the correct services to ensure that families are supported in the right way
- Outreach in to Schools to meet with as many families as possible

Harrow Talking Therapies Service (IAPT)

Harrow Talking Therapies are part of the national NHS 'Improving Access to Psychological Therapies' (IAPT) service within the Central and North West London NHS Foundation Trust.

They provide a range of talking therapies in Harrow for people who feel anxious and worried or down and depressed.

Given the current guidance on social distancing, Talking Therapies (IAPT) are currently offering support by

To find out more please visit:

<https://talkingtherapies.cnwl.nhs.uk/harrow>

Contact details

Address:

Harrow Talking Therapies Service (IAPT)
12-14 Station Road,
Harrow,
HA1 2SL

Telephone: 020 8515 5015

Email: harrow.iapt@nhs.net

And finally...

A Social Care Jargon Buster

Whether you are new to social care, or not, there may be times that you experience commonly used words and terms that need further explanation. Think Local, Act Personal is a national partnership of more than 50 organisations committed to transforming health and care. I recommend visiting their website and while you are there you can download their jargon busting guides.

<https://www.thinklocalactpersonal.org.uk/>

[Click to download a copy of the Think Local, Act Personal Social Care Jargon Buster](#)

Click to download [Jargon-Buster-Covid-doc.pdf](#) (thinklocalactpersonal.org.uk)

www.harrow.gov.uk