

# Carer support services



## We support our carers

- In Hammersmith & Fulham we recognise the major role played by carers in supporting people in the community who are frail, ill or disabled.
- We believe that carers should have equal access to services that take full regard of age, gender, disability, race, culture, sexuality, faith and class.
- We recognise the importance of consulting with carers and believe that the services we develop should be guided by that consultation.
- We believe in the carer's right to be supported so that they can continue to care for as long as they wish.
- We aim to provide services to carers that are seamless, flexible and responsive.
- We recognise the importance of all agencies working together to plan and develop services for and with carers.
- We recognise carers as individuals who are entitled to an assessment of their own needs and we will support carers to maintain and develop the independence of the person for whom they care.

## How we can help you

If you care for someone living in Hammersmith & Fulham we can help you access advice, information and support through the following:

### **Customer Information**

**Advisor** - is employed by the council and works in H&F Advice. They are your first point of contact and they manage both the dedicated telephone help line and email address. They have a good knowledge of carers' rights and services and where to get more specialist help if it is needed.

**Carers' Support Worker** - runs the support groups and the drop in information and advice groups. They are also employed by the council and have a good knowledge of carers' rights and services.

### **Carers' Health Trainers** –

Health trainers are employed by 'Staying Put' Services, part of Shepherds Bush Housing Group. They specifically support carers and will help run some of the groups. In their caring role, health trainers are skilled at helping people develop techniques to support their own health and well-being. Health

trainers support carers to gain a balance in their lifestyle from improving eating habits to increasing exercise, learning to relax or managing time.

**Social workers** are also available to undertake a full assessment of your needs if you need regular support such as respite. They can also assist you to apply for one-off small grants to help you with your caring duties and to set up an emergency care plan.

## Carers' support groups

Meet weekly at locations across the borough. These informal groups give carers a chance to meet other people in similar situations, to talk about their experiences and alleviate some of the isolation felt by many carers.

You do not need to make an appointment to attend and you can turn up on the day. Newcomers are welcome.

You can telephone them to confirm details.

## Monday

**10.00am-12.00pm**

Old Oak Community Centre  
76 Braybrook Street  
London W12 OAP

**Bus:** 72, 283, 70, 272, 7

**Tube:** East Acton

**12.30pm-2.30pm**

Irish Cultural Centre  
Blacks Road, Hammersmith  
London W6 9DT

**Tube:** Hammersmith

**3.30-5.00pm**

St Matthews Church  
(Corner of Rosebury Road and  
Wandsworth Bridge Road)  
Wandsworth Bridge Road  
Fulham, SW6 2TZ

**Bus:** 295

## Tuesday

**2.00-3.30pm**

White City Community Centre  
1 India Way, White City Estate  
London W12 7QT

**Bus:** 95, 228 and 283

## Wednesday

### 10.30am-12.30pm

Percy Barton House  
33-35 Dawes Road, Fulham  
London SW6 7DT

**Bus:** 14, 28,211,295,391,414  
and 424

**Tube:** Fulham Broadway

### 2.00-4.00pm

Irish Cultural Centre  
Blacks Road, Hammersmith  
London W6 9DT

**Tube:** Hammersmith

## Thursday

### 10.00am-12.00pm

St Stephen's Church Hall  
Corner of Uxbridge Road &  
Coverdale Road,  
Shepherds Bush W12 8JJ

**Bus:** 283,260,607

**Tube:** Shepherds Bush  
Market Station

## Drop-in service

There are weekly drop-in services, where you can get one to one information and advice, one in the north and one in the south of the borough.

No appointment is necessary.

### Tuesday

#### 12.30pm-4.30pm

Grove Neighbourhood Centre  
7 Bradmore Park Road,  
Hammersmith  
London W6 0DT

**Bus:** 27, 94, 190, 237,266,  
267,391 and H91

**Tube:** Ravenscourt Park

### Thursday

#### 2.00-4.00pm

Springvale Tenants Hall  
Blythe Road  
(behind Thackeray Court)  
Springvale Estate, West  
Kensington, London W14 ABB

**Buses:** 9, 10, 27, 28

**Overland Train:** Kensington  
Olympia

### Friday

#### 10.00am-2.30pm

Sunberry Resource Centre  
147 Stevenage Road, Fulham  
London SW6 6PB

**Bus:** 424 **Tube:** Putney Bridge

## Support group for carers of people with learning disabilities

This group meets twice monthly.

**First Tuesday of the month**  
**11.00am-1.00pm**

*These are information sessions with an invited speaker*

H&F Mencap Stamford Brook Centre  
14-16 Stamford Brook Avenue,  
Stamford Brook  
London W6 0YD

**Tel:** 020 8748 5168

**Bus:** 94, 237 and 272

**Tube:** Stamford Brook

**Last Tuesday of the month**  
**11.00am-1.00pm**

*These are informal peer support sessions*

H&F Mencap Stamford Brook Centre  
14-16 Stamford Brook Avenue,  
Stamford Brook  
London W6 0YD

**Tel:** 020 8748 5168

**Bus:** 94, 237 and 272

**Tube:** Stamford Brook

## Support group for carers of people with substance misuse issues

This support group meets twice weekly.

**Wednesday**  
**11.00am-12.30pm**

Relative Connections  
Family Therapy Centre  
Unit 5

1-31 Elkstone Road  
North Kensington  
London W10 5NT

**Tel:** 020 8960 0880

**Bus:** 23, 28, 31 and 328

**Tube:** Westbourne Park

**Thursday**  
**11.00am-12.30pm**

Relative Connections  
Askham Family Centre  
Flat 1

1 Askham Road  
Shepherds Bush  
London W12 ONW

**Tel:** 020 8749 6936

**Bus:** 207, 228, 260, 266 and 272

## Support for carers of people with mental health needs

This support group meets twice monthly.

### Second Thursday of the month

12.30pm-2.30pm

H&F Mind

62 Blythe Road

Hammersmith

London W6 0HB

**Tel:** 020 7602 2336

**Bus:** 72, 220, 283 and 295

**Overland train:** Kensington  
Olympia

### Last Thursday of the month

5.30pm-7.30pm

H&F Mind

62 Blythe Road

Hammersmith

London W6 0HB

**Tel:** 020 7602 2336

**Bus:** 72, 220, 283 and 295

**Overland train:** Kensington  
Olympia

## Support for carers of people with dementia/ on going memory problems

This support group meets on the last **Wednesday of the month, 3.30pm-5.30pm.**

St Vincent's Carers' Group,

St Vincent's Day Hospital, Queen

Caroline Street, Hammersmith

London W6 9QH

## Ex-carers' support group

This support group meets every first **Tuesday of the month.**

Irish Cultural Centre

Blacks road, Hammersmith, W6 9DT

## Young carer support services

For more information about these three services, contact H&F Carers helpline (details overleaf).

## Health trainer service for carers

Our health trainer service offers one to one support to carers in Hammersmith and Fulham. They support carers with their physical and emotional wellbeing. Health trainers can help you to improve your diet, quit smoking, increase physical activity, learn to relax and help you access local services.

For more information, please call **020 8996 8939** or email **health.trainers-carers@sbhg.co.uk**

## Counselling

It can be helpful to talk things over with someone outside of your family and friends.

To access counselling services, please call Back On Track on **0300 123 1156** or visit **[www.backontrack.nhs.uk](http://www.backontrack.nhs.uk)**.

The service will arrange a convenient time for you to have a confidential telephone conversation with one of their therapists. During this call the therapist will ask you about yourself and your difficulties and will also ask you to complete some questionnaires to help decide what the best treatment for you is.

The trained therapists can help you:

- Understand why you feel as you do
- Support you through difficult times in your life
- Find out what you would like to change
- Learn new ways of coping
- Help you to accept and adjust to life changes and difficulties

If you would like more discussion about the service before you refer, please call the main number and choose option 1. You will be able

to speak to a therapist from the service and ask any questions you may have.

## Advocacy

If you require advocacy, as a first point of contact, call The Advocacy Service. This service exists to support adults, their family or carers who may be entitled to or are receiving Adult Social Care. HAFAD (Hammersmith and Fulham Action for Disability) provides the service and it is available to those who live in or use services of Hammersmith & Fulham Council.

You can refer yourself or a professional can refer you. A referral form can be completed over the telephone or sent to you by e-mail, fax or post.

**Tel:** 020 7471 8510 x 130

**Fax:** 020 7610 9786

**Email:** [advocacy@hafad.org.uk](mailto:advocacy@hafad.org.uk)

If you require more specialist advocacy, please telephone the H&F Carers Helpline (details overleaf).

## Alternative therapies

You will be able to buy these using a carers' grant.

**H&F Carer Helpline 020 8753 4616**

**Freephone 0800 996 1754**

**Fax 020 8753 5880**

**Open Monday to Friday, 9.30am - 4.30pm.**

The help line is your first point of contact if you need any information or advice about being a carer. You should also telephone this number if you want to apply for a one off carers' small grant (in most instances carers' small grant applications can be done by telephone) or be referred for a full carers' assessment to access regular packages of care such as respite breaks.

You can also contact us via email at: [carersupport@lbhf.gov.uk](mailto:carersupport@lbhf.gov.uk) and we will respond within two working days.

## Comments

We always welcome feedback from our carers.

**Please send to:** Carers Commissioning Manager,  
77 Glenthorne Road, Hammersmith, London W6 0LJ

**Email:** [carersupport@lbhf.gov.uk](mailto:carersupport@lbhf.gov.uk)

Ma daryeeshaa qof degen Hammersmith iyo Fulham, waxaan kaa caawin karnaa in aad hesho warbixin iyo gargaarka aad u baahan tahay. Fadlan soo dir taleefanka hoos ku qoran.

هل تقوم/ تقومين بعناية شخص ما في منطقة همرسمث و فولهام، نحن نستطيع أن نساعدك/ نساعدك في الحصول على المعلومات والمساعدة المطلوبة. الرجاء الاتصال بهذا الرقم

آيا در منطقه همر اسميث و فولهام (H&F) از کسی مراقبت می کنید، ما می توانیم برای دسترسی به اطلاعات و حمایت به شما کمک کنیم. لطفاً با تلفن زیر تماس بگیرید.

Si cuida de alguien en el área de H&F, podemos ayudarle a obtener información y apoyo. Por favor llame al número que aparece debajo.

Osoby opiekujące się kimś w gminie Hammersmith i Fulham mogą uzyskać pomoc w dostępie do informacji i wsparcia. Prosimy o kontakt na poniższy numer telefonu.

If you would like any part of this document interpreted into your own language, or produced in large print or braille, please telephone 020 8753 4616 or Freephone 0800 996 1754.