

SUPPORT FOR UNPAID CARERS

Our vision: 'Working to identify "Hidden Carers" in Tower Hamlets'



Quality support services for unpaid carers

The Carers Centre

21 Brayford Square, London E1 0SG

Tel: 0207 790 1765

Email: enquiries@carerscentretowerhamlets.org.uk

Web: www.carerscentretowerhamlets.org.uk

For any carer who cares for a Tower Hamlets adult resident

- Adult Carers Support Service - information, advice, emotional & social support , advocacy and onward referral and signposting
- Welfare Benefits Advice Service
- Crisis Intervention & Safeguarding
- Carers Independent Advocacy Support (Care Act 2014)
- Mental Health Carers Support Service
- Monthly Relaxation Days & complementary therapies
- Monthly Carers Forums
- Individual counselling & 1:1 emotional support (Compass Wellbeing)
- Quarterly newsletter (by post or email)

Carers Forums

The Carers Forum is a monthly carer-led meeting of carers and professionals to exchange ideas, and learn from each other for the benefit of everyone. It is a place where views can be passed on to local and national Government, to Health Professionals and to Social Services. It is also the place where carers can make their voices heard.



Relaxation Day & Therapy Day

The Carers Centre hosts a Relaxation Day on the last Wednesday of every month. This is an opportunity for Carers to have complementary therapies such as body massage and reflexology, this is also an opportunity to relax and socialise with other Carers. In addition, a Therapy Day is provided on the second Monday of each month. This service is available to any carers who care for 35 hours or more who are registered with the Carers Centre.



Carers Independent Advocacy Service

The Carers Centre provides an independent advocate to facilitate the involvement of a carer in their assessment and support planning. The service is available to all adult carers caring for an adult living in Tower Hamlets. The Carers Centre as independent advocate has the a right to challenge or raise concerns about the decision made by the Council. The ultimate goal of the independent advocate representing a carer is to secure a carer's rights, promote their well-being and ensure that their wishes are taken fully into account.



Welfare Benefits, IT training etc..

Welfare Benefits Advice

Being a Carer often means living for years on welfare benefits. Our full time Welfare Benefits Advisor ensures that Carers claim their full entitlement and represents them throughout the Appeals & Tribunal process.

IT Training

We have our own 'open access' computer suite where we train carers in Basic Computer skills to enable them to find information for themselves, setting up email addresses to enable them to monitor their utility bills etc. Carers can use the computers at any time during our opening hours

Newsletter & Website

The Carers Centre produces a quarterly newsletter, sent to both Carers and professionals in Tower Hamlets. Giving information on the centre's activities and with articles on current issues affecting Carers via the newsletter and the website is a vital resource for all involved with Carers and caring within the borough.

Who is a Carer?

A Carer is someone, who, without payment, provides regular and substantial help and support to a partner, relative, friend or neighbour, who could not manage without their help.

This could be due to age, physical or mental illness, addiction or disability.

The Carers Centre supports Carers from Transition (16-17) up to 99 (our oldest carer), who, without payment, provides regular and substantial help and support to a partner, relative, friend or neighbour, who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability.

Referral Pathways

- ▶ If the carer is an adult aged 18 years onwards or at transition age (16-17 years) and carers for an adult living in Tower Hamlets, make a referral by email or request a referral form at enquiries@carerscentretowerhamlets.org.uk (remember to obtain the carer's permission first).
- ▶ If the cared for lives outside the borough, we cannot register the carer but will signpost them as best as we can e.g. Carers UK, Carers Trust.
- ▶ If the carer is below 16 years of age, he or she is a Young Carer. Young Carers Services are provided by the council – check their website for referral details
- ▶ If the cared for is a child aged 17 years and under, contact the Children with Disabilities Team at the council.

ABOUT LBTH CARERS

- ▶ Current carers @16.02.2017 =1799
Female =1255 (69.76%) Male =544 (30.24%)
- ▶ Age of Carers
 - 17-64=1528(84.93%)
 - 65-74=155(8.62%)
 - 75+ =116(6.45%)
- ▶ Live outside London = 68 (3.78%)
Resident in London = 1731(96.22%)
- ▶ LBTH carers' health affected by caring = 882 (48.0%)
- ▶ 1799 carers care for 1971 disabled /sick adults living in Tower Hamlets

ETHNICITY

Asian / Asian British: Bangladeshi = 850 (47.2%)

Asian / Asian British : Other = 54 (3.0%)

White British = 549 (30.5%)

White Irish = 21 (1.2%)

White Others = 47 (2.6%)

Black / Black British : Caribbean= 61 (3.4%)

Black / Black British: Somali = 44 (2.4%)

Black / Black British : Others = 43 (2.4%)

Black / Black British: African = 35 (1.9%)

Mixed Race= 30 (1.7%) Other Ethnic Groups = 39 (2.2%)

Chinese = 10 (0.5%) Vietnamese = 8 (0.4%) Prefer Not to Say= 2 (0.1%)

CARERS TIME SPENT CARING

- ▶ 100 hrs + pw = 678 (37.6%)
- ▶ 50-99 hrs pw = 531 (29.5%)
- ▶ 35-49 hrs pw = 327 (18.2%)
- ▶ 20-34 hrs pw = 40 (2.2%)
- ▶ 10-19 hrs pw = 16 (0.8%)
- ▶ Total 138,056 hours per week or 7,178,912 hours per year

If costed @ £10 per hour , 1799 LBTH carers contribute to their community the equivalent of :

£71,789,120 per year

CARERS NEEDS

Carers tell us that they need:

- ▶ Information & advice
- ▶ Respite for cared for when carers need a break from caring
- ▶ Social & health workers who listen to carers & regard them as an expert in the care of their cared for,
- ▶ Timely support i.e. help when needed not 3 months later
- ▶ Help to navigate health & social care systems
- ▶ An occasional break (time for themselves)
- ▶ Time to offload their concerns, when necessary, to someone who is demonstrably on their side.