

# Empowering carers to live a healthier and happier life.

Adult Carers' Strategy  
2023-2028



## Carers Definition

The term 'carer' used in the document refers to adult carers, also known as care-givers, who are not employed to provide care and support to their cared-for-person.



# Contents

Forewords	04
Introduction	06
Commitment To Carers – A Carers' Charter	08
Who Is An Adult Carer?	10
Carers In Bi-boroughs	12
How to Access Support	14
Priorities and Objectives	16
Priority 1 – Identify, Recognise and Appreciate Carers	17
Priority 2 – Information and Advice	18
Priority 3 – Care and Support	20
Priority 4 – Finance	21
Priority 5 – Housing	22
Priority 6 – Carer's Health and Wellbeing	23
Strategy Outcomes – A future carer experience	25
Making Your Voice Heard	26
Appendix 1: Helpful Information and Resources	28
Appendix 2: Context – Key National Legislation and Local Policy	36

## Working together

We are excited that this Adult Carer’s Strategy, developed through collaborative work, will empower carers to enhance their lives and the people they care for.

We will all know someone who is a carer, though they may see themselves as just a family member, a friend or neighbour. Carers provide a vital role in our communities and form an essential partnership with local services supporting vulnerable residents. The importance of this role became even more evident during the Covid-19 pandemic. Carers can be selfless in their care for others, which may impact on their wellbeing. Working together we can support Carers to further their own health and happiness. This will mean working differently, and more closely with carers and the people they care for, building on the strengths of our diverse communities, with a stronger focus on prevention and early intervention.

We are convinced that by implementing this strategy and working with our partners, we will make a real difference. Carers have told us that this strategy is very much welcomed and that they want us to work with them and come together to address the aspects of carers’ lives that impact health and wellbeing outcomes. This means ensuring carers’ health and wellbeing is considered in relation to housing, training, employment, finance, information, advice and support.

In order to do so, we must work harder together to identify and recognise adult carers to ensure they engage with us and access the support they need to care for our residents, if they want to. This strategy outlines our approach to closer collaboration.

This strategy is only the start. Achieving our ambitions will involve everyone from a whole range of professions, health partners, community organisations and carers. Through our new Carers’ Charter, we pledge to work together to deliver the very best, high quality services with a focus on improving health and wellbeing outcomes for carers and the people they care for in our boroughs.

This is a call to action to all; community organisations, local institutions, businesses, and public sector bodies, to build stronger collaborative links, to recognise the contributions of carers across the Bi-borough and the importance of supporting them. Doing so will help make our boroughs fairer, and better places for people to care and live.



**Bernie Flaherty**  
Deputy Chief Executive, Westminster City Council, Bi-borough Executive Director of Adult Social Care and Health, Co-Chair Place Based Partnership (as of July 2023)



**Josh Rendall**  
Lead Member for Adult Social Care & Public Health, Kensington and Chelsea (as of July 2023)



**Nafsika Butler-Thalassis**  
Cabinet Member for Adult Social Care, Public Health and Voluntary Sector, Westminster (as of July 2023)



**Richard G. Harrison**  
Chair of the Westminster Independent Carers’ Forum (as of July 2023)

As a newly appointed chair of local independent charity Carers Network’s Westminster Carers Forum, I want to make a positive difference by offering help, support and encouragement to carers and their loved ones. Having spent six years caring full time for my late mother, 95 who lived with dementia, I know how uniquely difficult and stressful being a carer is.

I think this strategy, informed by carers, will change things for the better, for all carers and their loved ones. Through developing and delivering this new strategy, I think we can improve the lives of those cared for and those in the caring profession; that’s not just those delivering homecare, health care and social care professions, but unpaid carers as well. We, as unpaid carers, are equally caring professionals, we do it because we love the person we care for!

This strategy is for carers: whilst it lays out the immediate priorities, we need you as carers to continue to tell us what you need and how we can improve things for both you and the people you care for. We welcome carers to get involved with the monitoring and governance of delivering this strategy and the contracts/services that are being delivered through it. Carers can be more, when they work together: we can be wiser, stronger, braver and most importantly be empowered.



**Fatima Ouanssai**  
Chair of the Kensington and Chelsea Independent Carers’ Forum (as of July 2023)

I am privileged to be the Chair of the Carers Network Forum for the Royal Borough of Kensington and Chelsea.

I hope this strategy, informed by unpaid carers will help to enrich the networking environment for both carers and their loved ones. It is intended to help identify, assess, and support carers making information and advice more available. It also aims to promote happier and healthier lives for carers.

It is important to recognise the additional mental, emotional, and physical strain carers have been under since the advent of the pandemic and to ensure that they have access to the help they need without having to struggle with unnecessary bureaucracy.

Now, more than ever, it’s essential for carers to help identify and plan the services they need, as well as to be involved in implementing this Adult Carer’s Strategy.

**“Support can be a postcode lottery – this is a good postcode!”**

Adult Carer of resident with a substance misuse

## Introduction

### Who is it for?

This strategy is for all adults who voluntarily provide care for someone in the Bi-borough without pay. It is for those who do not yet identify as a carer as well as those people who do and are familiar with information and support available to carers.

### How has it been developed?

This strategy has been co-produced with carers, and a range of stakeholders, including social workers, health partners and service providers in both boroughs. Co-production embraces carers as partners and enables them to be involved in the way that services are designed, commissioned, and delivered.

### What is the ambition?

For adult carers in Kensington and Chelsea and Westminster to be:

- identified earlier and recognised as 'experts by experience'.
- valued for the important role they play in society.
- informed about support available to them.
- supported to balance their caring role, to enjoy happy and healthy lives.

**“It is a blessing and high order thing to care as an act of humanity and what we value in community.”**

RBKC Adult Carer.

### Making it happen

This strategy has been produced in collaboration with carers, and other community stakeholders. This work has identified six key themes and priorities for strengthening the support to carers:

1. **Identify, recognise and appreciate carers**
2. **Information and advice**
3. **Care and support**
4. **Finance**
5. **Housing**
6. **Carers' health and wellbeing**

Over the next 5 years, the Councils will work with partners including the NHS, service providers and carers to address the priority areas within this strategy. The local carers and residents' independent forums will play a key role in feeding back progress and any further opportunities.

Delivery of the strategy will be overseen by the Adult Social Care and Health Senior Management Team and progress more widely reported into the Bi-borough Place Based Partnership via the Health and Wellbeing Board.

**In 2022 it was estimated that there are around 10.6 million informal or unpaid carers in the UK. Meaning that 1 in 5 adults are providing care to a loved-one, an estimated increase of 20% since 2019.**

Source: Carers UK State of Caring (November 2022)



**“It is important to recognise that caring is an important and valuable service. Support from services such as the Carers Network, district nurses, GP and my neighbours has been invaluable. The Carers Budget from the Council meant I was able to have some time out and undertake yoga and have some fun for myself.”**

Adult Carer of Partner with Dementia.

## Commitment to Carers

We are determined to provide time sensitive, high-quality services that consider the views of carers and the people they care for.

### Carers can expect that we will:

- ◆ be ambitious in the support on offer
- ◆ be compassionate
- ◆ actively listen and recognise the expertise of carers
- ◆ provide effective information, advice, support and services

### Our staff and services are committed to provide the best possible customer experience they can. Adult Social Care and partners will work with carers to ensure that they:

- ◆ are informed of their right to have a carer's assessment, either jointly with the cared for person or separately (even if the cared for person does not wish to have an assessment)
- ◆ are involved in planning and decision-making from the outset so that they and the person they care for have choice and control over their care and support;
- ◆ can maintain a balance between their caring responsibilities and a life outside caring – this includes young carers;
- ◆ can access a range of prevention and support services when they need it (for example, respite care/ carers breaks, access to carers groups, support systems and emergency care) to help sustain them in their caring role;
- ◆ are supported to maintain their own health and wellbeing.

## Who is an Adult Carer?

An adult carer is someone aged 18 or over who provides voluntary and unpaid support to another person, who could not manage without help.

### People cared for include those with:

- learning disability and autism
- physical health conditions disability
- mental health conditions/disability
- old age fragility

Adult carers include 'parent carers' who have parental responsibility for an ill or disabled child or young person.

### Am I a Carer?

You are a carer if you're looking after someone regularly because they are ill, have an impairment or disability, be it physical and/or mental health. The roles and responsibilities of carers can vary.



### Carers help the person they care for with:

- coping with their illness, impairment or disability
- learning new skills and techniques to manage their health and wellbeing
- seeking help and support
- advocating for them
- providing emotional support
- providing support to manage money and finances
- keeping them safe

### Providing practical care such as:

- washing, dressing or taking medicines
- getting them up out of bed, going out and travelling to medical appointments
- shopping, cleaning and laundry
- sitting with someone to keep them company
- watching over someone if they can't be left alone

It is likely that every one of us will have caring responsibilities at some time in our lives. Many carers juggle their caring responsibilities with work, study and other family commitments.

### Young Carers

A young carer is any person under 18 years of age who has caring responsibilities. We know that there are incredible young people also undertaking carer's role. Children's Services are working with young carers to drive improvements and co-design the support young carers want and need. Contact details for further information are available in Appendix 1: Helpful Information and Resources on page 25.

**“What helps is knowing that there are services there to help.”**

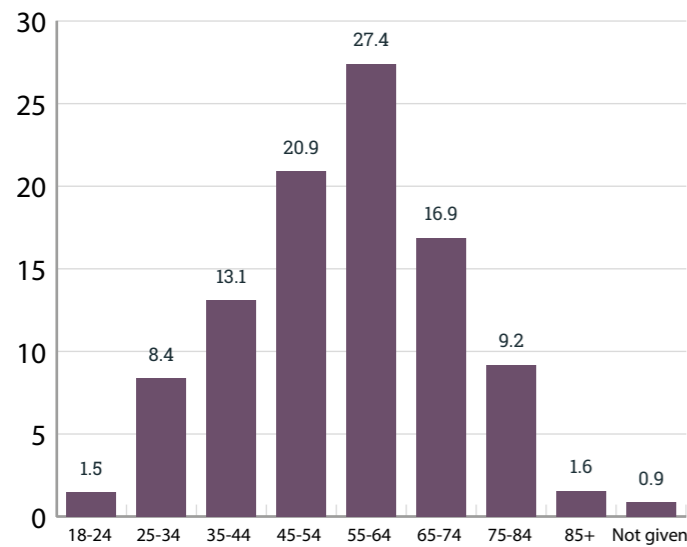
Martha Gibbs - Carer



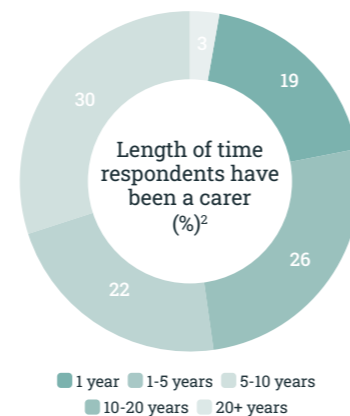
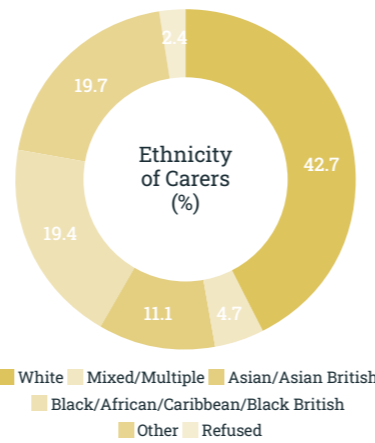
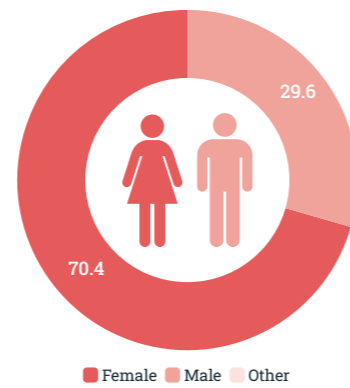
## A snapshot of adult carers in the Royal Borough of Kensington and Chelsea

## A snapshot of adult carers in City of Westminster

Age of Carers (%)



Gender of Carers (%)



**970**

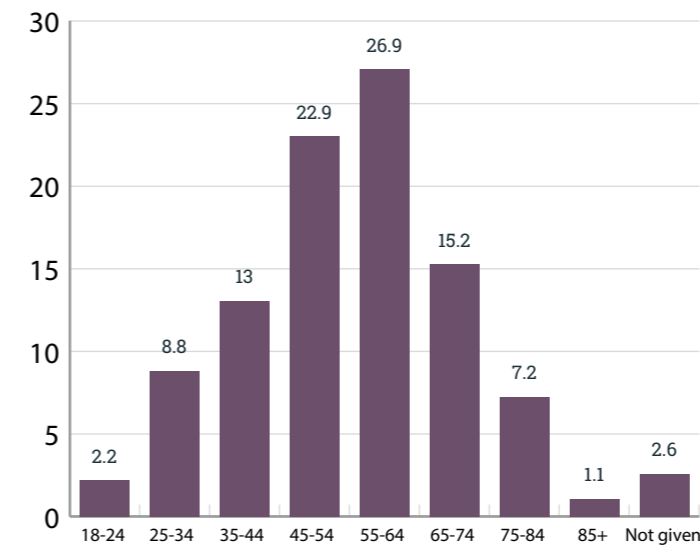
carers were known to Adult Social Care as of the 31 March 2023<sup>1</sup>

**£570,000**

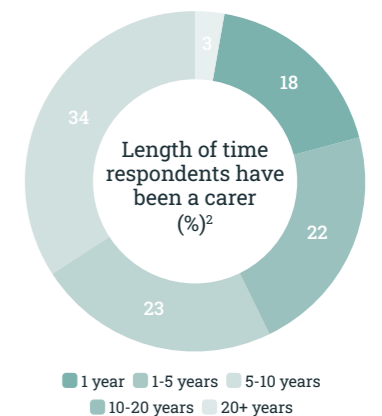
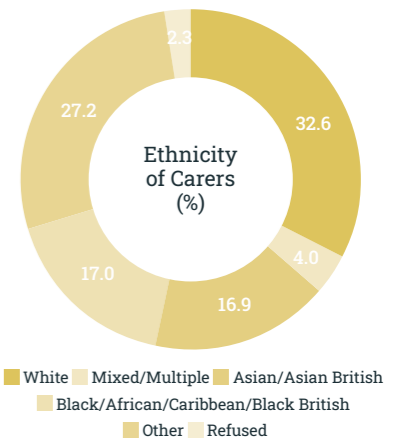
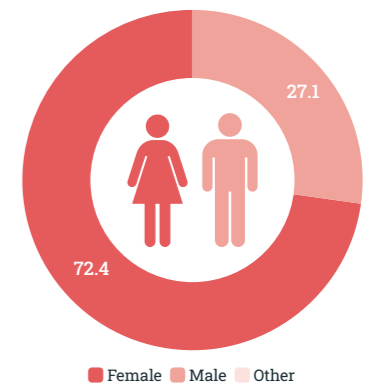
was spent on carers and carers service from 1 April 2022 – 31 March 2023

<sup>1</sup> Information is based on carers known and recorded on Mosaic (Adult Social Care database) as of 31.03.2023  
<sup>2</sup> The Carers Survey 2022 had a 28% respondent rate of all the carers known to Kensington and Chelsea (01.09.20 – 31.08.21), which means the 'length of caring' is indicative.

Age of Carers (%)



Gender of Carers (%)



**1,159**

carers were known to Adult Social Care as of the 31 March 2023<sup>3</sup>

**£700,000**

was spent on carers and carers service from 1 April 2022 – 31 March 2023

<sup>3</sup> Information is based on carers known and recorded on Mosaic (Adult Social Care database) as of 31.03.2023  
<sup>4</sup> The Carers Survey 2022 had a 28% respondent rate of all the Carers known to Kensington and Chelsea (01.09.20 - 31.08.21) which means the 'length of caring' is indicative.

## How to Access Support

There are many ways for carers to access information, advice and support in the Bi-borough, as illustrated below, contact details can be found in Appendix 1: Helpful Information and Resources on page 25.



### Government support

National Benefit: Carers' Allowance – a monthly state benefit from Department for Work and Pensions.

### General Practitioners (GPs)

- identify carers through appointments with the carer and cared-for-person
- hold a register of carers, can help carers access timely vaccinations and other local carer support
- inform carers of local advice and support agencies
- make referrals into specialist services including Admiral Nurses (dementia specialists)
- offer several types of NHS Health Checks to monitor and look after patient health and wellbeing

### NHS Hospitals

- All use the new Carers and Hospital Discharge Toolkit for London Hospitals. Depending on the hospital trust, they offer support in different ways, which can include:
- Carer's Passport in place at Imperial College Hospital Trust and being implemented at Chelsea and Westminster Hospital NHS Foundation Trust - allows access outside visiting time
  - Carers Ambassadors/Champions in Central and North West London (CNWL) NHS Foundation Trust - act as advocates for carers in hospitals
  - Carers Board and trust-wide Carers Council in CNWL NHS Foundation Trust - works to improve recognition of carers and advocate to improve support
  - Carers' Policy being developed by Chelsea and Westminster Hospital NHS Foundation Trust - to support carers in the hospital setting
  - Recovery and Wellbeing College in CNWL NHS Foundation Trust - provides practical training for carers

### Council

- identify carers through casework assessments
- signpost to other support providers
- conduct Carer's Assessments
- provide Carer Personal Budgets/grants
- co-ordinate services to provide information, advice and support
- organise care and services for the cared-for-person including homecare, respite and day centre activities
- provide advice and home modification aids

### Commissioned and Community Organisations

There are a range of provider organisations offering support to carers locally, this includes:

- practical information, advice and support
- conduct Carer's Assessments
- signposting to specialist support as relevant
- workshops, activities, training, trips and coffee mornings
- targeted exercise classes
- mental wellbeing support
- carers forums



## Priorities and Objectives

Carers, service providers and health and care practitioners working with carers, told us there were key areas that the strategy should focus on. These have informed the following 6 priorities:

**Priority 1**  
Identify, Recognise & Appreciate

**Priority 2**  
Information and Advice

**Priority 3**  
Care and Support

**Priority 4**  
Finance

**Priority 5**  
Housing

**Priority 6**  
Health & Wellbeing



## Priority 1

### Identify, Recognise & Appreciate Carers

#### Why is this important?

We need to support people to identify as carers to enable them to access the help available if they wish to. Carers need to be recognised for the expertise they have and be involved in planning and decisions for the cared for person.

Some carers have said they can struggle to balance employment and their caring role at times, they may also feel unsupported by their employers. To support carers, we need to identify them from an early stage and acknowledge and appreciate the valuable role they play in the community.

#### What action will we take?

**Objective 1:** Encourage and support carers to self-identify by working with partners to raise community awareness of who is a carer and seek a Carer Assessment.

**Objective 2:** Health and social care staff making every contact count to identify carers when interacting with the cared for person for example when undertaking assessments or at hospital discharge.

**Objective 3:** Promote compassion in communication and care within health and social care settings.

**Objective 4:** Working with local partners to encourage employers to recognise and support their employees who are also unpaid carers. Including promoting the benefits of carer ambassadors to improve 'carer-friendly' flexible working practices, which helps to support their wellbeing and retain skilled staff.

#### How will we know we have been successful?

- Carers identify themselves as carers earlier in their caring role and access information, advice and support.
- Health and care staff identify carers early and raise awareness of the support available and carers feel recognised and appreciated.
- Carers feel informed and involved in important decisions about the cared for person. For example, in the development of care and support plans and when discharged from hospital.
- Carers feel supported in their workplace.

**“A lot could change in our community if we valued care and compassion.”**

Resident Carer, February 2023

#### Did you know

Estimated that half of all carers take over a year to recognise themselves as such, and for a third it takes over three years. Two thirds of carers seeing themselves as a family member or friend was a barrier to identifying themselves as a carer.

Source: Carers UK State of Caring (November 2022)

## Priority 2

### Information and Advice

#### Why is this important?

Carers tell us one of the most important things for them is knowing where to get information, advice, and support. Sometimes this is not clear and contributes to their anxiety. We aim to identify carers as early as possible and ensure they are signposted to the support they need.

Carers tell us that it is not easy to attend carer information and advice sessions when they are face to face and they are busy caring. There is a need for written information and other formats, such as podcasts that they can review in their own time.

#### What action will we take?

**Objective 1:** Carers' welcome pack to be developed and maintained with up-to-date information and contact details.

**Objective 2:** Improve the central point of information, through reviewing the current contents of the People First information pages and encouraging local support organisations to update their information.

**Objective 3:** Improve health and care staff knowledge of the support available for carers.

**Objective 4:** Enhance the accessibility of information and advice by using different methods including for digitally excluded carers and those with English as an additional language.

**Objective 5:** Adult Safeguarding Team will work to improve carers' understanding of how to spot adult abuse, neglect and raise a safeguarding alert with the council.

**Objective 6:** Statutory and community organisations to promote the bereavement and after-caring support available.

#### How will we know we have been successful?

- Community organisations (voluntary, statutory, commercial) all have better awareness of the range of services and can signpost carers to the support they need.
- Carers feel better informed at an earlier stage on what information and advice is available to them.
- Carers find the information that they require quicker and easier.
- By being better informed, can plan ahead more effectively.

**“Caring is more than just a job. It’s more than going for the prescriptions; it’s more than doing the shopping or helping the person you care for dress. It’s a commitment to someone you love. It’s supporting their emotional and physical needs and helping them retain their pride and dignity.”**

Brian Jones, Carers Network CEO

**“If it wasn’t for Carers Services such as Carers Network I would not know where to get advice and guidance for myself to help me navigate the challenges of an unpaid carer.”**

Westminster Adult Carer

#### Case Study

Mr B, a Bi-borough resident carer looks after his 54 year old wife who is diagnosed with early onset dementia. He is self-employed and a parent to two teenage children. The diagnosis came as a shock and he found it challenging to come to terms with it. His life significantly changed with lots of new responsibilities and uncertainty where to find help.

Mr B was referred to Carers Network, by a social worker for the help and support he needed. The Advice and Information Officer:

- Explained how the health and care system worked, what type of support was available and how a Carer's Assessment would help identify what was needed to support his wellbeing whilst caring for his wife.
- Discussed carer support services and the Carer's Personal Budget/Grant.
- Made a referral for him to attend the Carers Counselling Project to talk about the shock, the impact of the new additional role and coping mechanisms.

- Discussed how Direct Payments could help him and his wife choose the right care for her.
- Informed him of activities on offer to carers and peer support through events such as the monthly coffee mornings.
- Discussed state benefits that could be available to both him and his wife, as well as how to apply for a Council Tax Exemption due to his wife's condition.
- Provided with information on emergency planning and what was important to him and his wife in the event of an emergency that prevented him caring for his wife.

Mr B and the Advice and Information Officer are in regular contact, he is comfortable emailing and calling if he has any questions.

Mr B's health and wellbeing has benefitted from the information, practical advice and support on offer, as well as having a listening ear to reach out to for emotional support during stressful times.



## Priority 3

### Care and Support

#### Why is this important?

Carers undertake invaluable work, and we are committed to providing support. Carers tell us the quality of services the cared-for-person receives, is also important to the wellbeing of the carer. When they have concerns about quality and reliability of services it can make them anxious.

Carers would like to be involved in the decisions made around the services for the cared-for-person. A service arrangement that includes the carer's preferences support them in their caring role and allows for time away when needed.

#### What action will we take?

**Objective 1:** Improve awareness of the care and support options available including Carer's Assessments, Carer's Personal Budgets/ Grants.

**Objective 2:** Include carers in the review and future commissioning of carer support services and homecare agency contracts.

**Objective 3:** Review the Carers Personal Budget/Grant amount.

**Objective 4:** Co-produce care and support plans by involving carers in the development of the cared for person's care package when the cared for person consents to this or it is in their best interests to do so if they lack capacity to provide consent.

**Objective 5:** Promote the availability and utilisation of Direct Payments. Improve guidance and support on Direct Payments. Sharing with carers links to personal assistants and care providers.

**Objective 6:** Raise awareness of organisations that can provide personal assistants.

**Objective 7:** Update emergency planning information recorded as part of annual reviews (carer and cared for person). Promote the information and support available to carers for crisis and emergency situations including safeguarding.

#### How will we know we have been successful?

- Carer's Assessment / Reviews are conducted based on change in carer need and no less than annually, with decisions made and communicated timely.
- More carers are involved in the design of care and support packages.
- Carers are involved in the re-commissioning of services.
- Carers and cared for people feel confident in choosing a Direct Payment.
- Carers worry less about emergency planning, and plans are in place.

#### Did you know

A Carer's Assessment identifies any specific needs a carer has, they may be eligible for a Carer's Personal Budget/Grant to address these needs. It is typically an annual payment from the council to help you, this could include money to:

- Take a short break away from caring
- Book a course to learn new skills
- Pay for driving lessons
- Pay for technology to support the carer and the cared for person's wellbeing

## Priority 4

### Finance

#### Why is this important?

Finance is an issue for many, the cost-of-living crisis has impacted on our day to day lives. Caring can create additional financial pressures, particularly if it impacts on their employment and ability to continue to work.

It is important to support carers to maximise their income, manage their household finances and continue to work or re-enter employment when they are able/want to.

#### What action will we take?

**Objective 1:** Promote awareness of the Carer's Allowance.

**Objective 2:** Promote the use of benefit checkers/calculators and referrals to income maximisation services.

**Objective 3:** Improve awareness of travel subsidies that carers and cared for people can be entitled to, such as those offered by TFL and London Councils including 60+ Oyster Photocard, Freedom Pass, Taxicard and Dial-a-Ride services.

**Objective 4:** Promote cost of living support information and include in carers information pages on websites and carers' welcome pack.

#### How will we know we have been successful?

- Carers have increased awareness of the national Carer's Allowance and know where to find support if they need help applying.
- Carers have more information on the wider financial benefits and income support services.
- More carers will have accessed the benefits and financial support they are entitled to.

#### Did you know

Carer's Allowance is a national weekly benefit, carers may be entitled to £76.75 per week (2023). The Government has a criterion, but carers do not have to be related to, or live with, the person they care for.

Visit [www.gov.uk/carers-allowance](http://www.gov.uk/carers-allowance)

#### Case Study

Mrs A is a 47 year old borough resident carer, she cares for her husband. Her own health deteriorated over the years.

The cost-of-living crisis has impacted Mrs A and her husband, like many people, with some carers more vulnerable to the impact on energy and food prices.

Mrs A and her family moved to a [new Council flat] and she turned to the Carers Network for advice on how to suitably furnish it.

The Carers Network Advice and Information Officer applied to three charities for help with carpeting the stairs. They were all successful and Mrs A and her husband was awarded £1200 that covered the full cost of laying new carpet.

Mrs A's financial situation got worse several weeks later, struggling to cover the basics for her family contacted the Advice and Information Officer again several weeks later.

The Advice and Information Officer referred her to the Hardship Fund and the North Paddington Food Bank for support with food vouchers.

Mrs A was advised on how to claim PIP for herself and was offered an appointment with a benefits specialist to help her apply for it.

This support made a massive difference, Mrs A was not only able to purchase food when in crisis, it made her feel better and less alone. Her overall mental health, physical and financial wellbeing benefited from the support.

## Priority 5

### Housing

#### Why is this important?

Carers have shared with us a number of concerns around housing needs, such as the suitability of housing, the level of service they receive from housing providers and private landlords, and tenancy rights, for example when they live with the person they care for who is at the end of life.

Assistive technology, equipment and housing adaptations can all improve the suitability of accommodation and enhance the independence of the cared-for-person and support the carer in their caring role. There are also trusted handyman services that can carry out minor adaptations or repairs.

#### What action will we take?

**Objective 1:** Improve awareness and access to aids and adaptations available through holistic assessments offered by Adult Social Care.

**Objective 2:** Increase awareness of the adaptation and repair options available or of transfers and housing applications should the person wish to move.

**Objective 3:** Promote awareness of the Carers Network, Citizens Advice Bureau, Shelter and Groundswell services to assist people in finding advice and advocacy in matters such as housing benefits and housing arrears.

**Objective 4:** Improve awareness of social housing tenancy succession rights, including the Council's Tenancy Policy, statutory succession rights under relevant legislation for qualifying family members and partners, and any succession rights under social housing providers' tenancy agreements and housing policies. Include references within the carers' welcome pack.

**Objective 5:** Increase awareness of support for housing repairs by working with service providers to promote handyman schemes available.

**Objective 6:** Work with partners and service providers to promote awareness of the Government's Right to Repair Standards which set out expectations for repairs and timelines and the Housing Ombudsman Service when complaints need to be escalated.

#### How will we know we have been successful?

- Improved signposting to the social housing allocations schemes.
- There is enhanced take up of aids and adaptations improving the suitability of accommodation.
- Carers tell us they are aware of the Council housing tenancy succession process and make timely applications if they are a qualifying family member/partner.
- Carers and cared for people know the housing service standards they should expect and how to complain if they are not happy.
- Carers know where to find suitable tradespeople to carry out minor repairs/maintenance.

#### Did you know

Westminster City Council Housing tenants can report housing repairs by email to:

[housing.enquiries@westminster.gov.uk](mailto:housing.enquiries@westminster.gov.uk)  
or call **0800 358 3783**

Royal Borough of Kensington and Chelsea (Council) Housing tenants can report housing repairs via:

[www.rbkc.gov.uk/housing/repairs-and-major-works/report-housing-repair](http://www.rbkc.gov.uk/housing/repairs-and-major-works/report-housing-repair)  
or call **0800 137 111**

## Priority 6

### Health and Wellbeing

#### Why is this important?

When caring for someone else, a carer can neglect their own physical and mental health. This can cause a deterioration in the carer's health and wellbeing which may impact on their ability to look after the cared-for-person.

There are a range of services available both in person and online that can support carers maintain their own wellbeing. Services are there to help carers to relax, socialise with other carers, build peer support networks and/or explore employment opportunities, if they want to.

Carers say they can feel overwhelmed and that they don't have time to think about themselves and their needs. Services such as homecare, day opportunities and residential respite stays can be organised for the cared for person through their social worker, to allow the carer to take a break from their caring responsibilities.

#### What action will we take?

**Objective 1:** Encourage carers to register as a carer with their GP, this can be helpful in accessing timely flu and Covid-19 vaccines, and any other additional local carer offers such as dedicated support groups.

**Objective 2:** Work with social care, health and service provider staff to improve carers' understanding of homecare, day centres and residential respite services for the cared for person. All of which can provide carers a break from caring.

**Objective 3:** Support carers to maximise their physical, emotional health and wellbeing by promoting training opportunities in partnership with social care, health, and service provider staff.

**Objective 4:** Support carers to maximise the social, training and employment opportunities by working with social care, health and service provider staff. Promote developing digital skills through access to software, hardware and training to use technology.

**Objective 5:** Promote the wellbeing benefits of commissioned and universal services including gyms, adult learning, museums, libraries and galleries.

#### How will we know we have been successful?

- Increased understanding of services for the cared for person that will enable a carer a break from caring.
- Increased awareness of the carer services available for physical and emotional wellbeing, social, education and employment activities.
- Carers tell us they are more confident that the knowledge and skills developed through their caring role can support them with employment opportunities.
- Carers are confident using technology and have benefitted from self-development opportunities and are able to use these skills to enhance their wellbeing.

#### Did you know

NHS Health Checks through GP surgeries provide a good opportunity for carers to monitor and address their own mental and physical health. They offer referrals into existing healthy lifestyle programmes in the borough such as healthy eating, weight management, falls prevention and other exercise classes. For more information visit:

[www.nhs.uk/conditions/nhs-health-check](http://www.nhs.uk/conditions/nhs-health-check)  
or  
[www.oneyou-rbkc-westminster.org.uk](http://www.oneyou-rbkc-westminster.org.uk)



**“Just such a great support, doing an amazing job. It’s fantastic, a great help to me, and lots of other carers. I don’t know what I’d do without it.”**

WCC Adult Carer

## Case Study

“I started caring when my son developed epilepsy, and now look after my husband, who has Alzheimer’s. I’m a 24 hour carer. I’ve felt quite down, and burdened, at times.

As a carer you’re often quite isolated. Your world becomes very small, and you’re not able pull yourself out of it. The ‘Open Age -Time for Me’ service helps you to do that, and really makes you feel included, that you’re not alone doing this caring, which can be quite demanding. If I didn’t have this, I’d feel quite alone. I’ve become good friends with carers I’ve met. We support each other away from Time for Me too.

It’s fantastic all the things that become possible, the opportunities we get. You can go out, meet other carers, have a laugh, a moan, an exchange, and do activities. Activities are wonderful, a great distraction. They really feed your soul, and body, change your state of mind. You feel so much better afterwards. It really lifts you up, gives you energy to continue. Great outings, like beach trips, lift you up for a long time. It’s something you look back on, you look forward to. It’s so important for our sanity, keeps you in a very positive vibe, supports both mental and physical health.

I definitely recommend it. It’s absolutely essential. Just such a great support, doing an amazing job. It’s fantastic, a great help to me, and lots of other carers. I don’t know what I’d do without it.”

## A future carer experience

The following example demonstrates what a carer’s experience in the Bi-borough could look like when this strategy has been implemented.

### Being recognised

My mum’s GP recognised I am also her carer. I just thought I was her daughter. The GP told me there is lots of information available and where to find it. I informed work I am my Mum’s ‘carer’ - they were really understanding and they told me they are signed up to the Carer’s Charter. They allowed me to alter my hours, so I can have a longer lunch break to check-in on Mum and have a day off to catch up on housework and rest.

### Easily finding information and advice

I contacted the Carer’s Network and they gave me a Carer’s Welcome Pack. This contained information on caring, how to look after myself, organisations offering specialist support and planning for the future.

### Finance guidance and support

The Carer’s Network told me about different benefits available to Mum and I, including the Carer’s Allowance. The Council’s Cost of Living Hub and other online advice, help us to manage our finances better and worry about it less.

### The right care and support

Mum’s social worker asked if I wanted a Carer’s Assessment. This identified the things I need, to help me to carry on caring. The Council gave me a Carer’s Personal Budget, which is a one off grant for me to spend on myself. I used mine for a relaxing weekend away. My Mum and I opted to use direct payments to arrange her care. It allowed us to choose who provides her homecare on a daily basis and which day centres she attends.

### My health and wellbeing

The NHS Health Check at my GP helps me monitor my health. My GP has referred me to the Healthy Lifestyles Programme which includes classes to lose weight, quit smoking and cook healthier. I attend monthly coffee mornings just for carers, and Mum goes to a Day Centre as part of her care package. This gives me a chance to socialise with other carers, and learn about other activities offered by the Carer’s Network.

### Housing

The Occupational Health Social Workers assessed Mum’s flat and arranged for some modifications and equipment. This has helped both Mum and I. We know about the tenancy succession and the Council’s Tenancy Assignment Application Process and can make informed decisions.

## Making Your Voice Heard

As a Bi-borough Council Adult Social Care Service. We always try our best to provide a high quality of service to the carer and the person they care for.

However, if they feel that the quality of service hasn't been good enough and that we have failed either the carer or the person they care for.

**In the first instance, they can complain to their local council:**

### Royal Borough of Kensington and Chelsea

**Email:** ASCCustomerEngagement@rbkc.gov.uk

**Phone:** 020 7361 2661

### Westminster City Council

**Email:** ASCCustomerEngagement@westminster.gov.uk

**Phone:** 0800 587 0072

**In writing to:** Adult Social Care Customer Engagement (CE) Team  
12th Floor Westminster City Hall, 64 Victoria Street, London SW1P 6QP

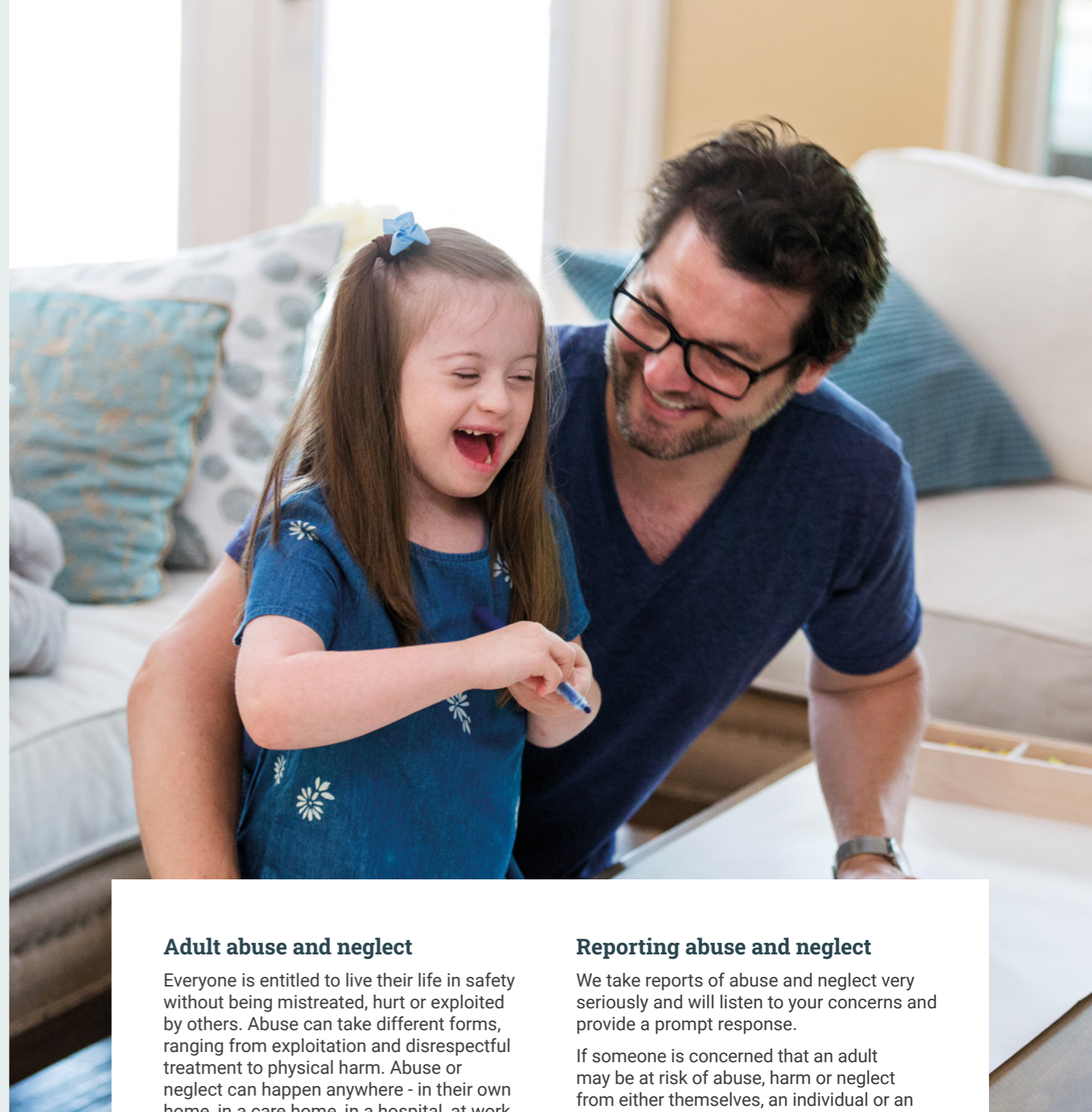
If the carer or person they care for is not happy with the way the council has handled their complaint, they can then take it to the local government and social care ombudsman. An ombudsman is an independent person who's been appointed to look into complaints about organisations.

Visit [www.lgo.org.uk](http://www.lgo.org.uk) or call **0300 061 0614**

The NHS, Hospitals and GP Surgeries all have their own procedures for the carer/cared for person to follow in order to raise a concern/comment on the quality of service they have received. In the first instance please contact them, details of key local

health providers are in Appendix 1: Helpful Information and Resources. If however, they are not happy with how that complaint has been handled, they can take it up with the Parliamentary and Health Service Ombudsman [www.ombudsman.org.uk](http://www.ombudsman.org.uk) or call **0345 015 4033**.

External service providers will have their own complaints procedures. If the carer or person they care for are not happy with the quality of service being provided by the external provider they are advised to follow the provider's complaints procedure.



### Adult abuse and neglect

Everyone is entitled to live their life in safety without being mistreated, hurt or exploited by others. Abuse can take different forms, ranging from exploitation and disrespectful treatment to physical harm. Abuse or neglect can happen anywhere - in their own home, in a care home, in a hospital, at work, at a day centre or educational establishment, in supported housing or in the street. It can be deliberate, or the result of ignorance or a lack of proper training.

Whatever the type of abuse, and wherever it happens, it is not acceptable.

Visit the council's People First website to find out more information, what to do if you suspect someone is being abused or neglected and different sources of help.

### Reporting abuse and neglect

We take reports of abuse and neglect very seriously and will listen to your concerns and provide a prompt response.

If someone is concerned that an adult may be at risk of abuse, harm or neglect from either themselves, an individual or an organisation, they can contact the council on:

#### Safeguarding helplines

Westminster

**Phone:** 020 7641 2176

**Email:** [adultsocialcare@westminster.gov.uk](mailto:adultsocialcare@westminster.gov.uk)

Kensington and Chelsea

**Phone:** 020 7361 3013 (office hours)

**Phone:** 020 7361 3013 (out-of-hours)

**Email:** [socialservices@rbkc.gov.uk](mailto:socialservices@rbkc.gov.uk)

# Helpful Information and Resources

(as of June 2023)

<b>Young Carers Children's Services</b>	<p>Provide a range of support services for carers under 18 years of age. Further details on support for young carers in the borough they live can be found:</p> <p><b>Kensington and Chelsea</b> Young carers   Royal Borough of Kensington and Chelsea (rbkc.gov.uk)</p> <p><b>Early Help for Families Team</b> Email: earlyhelp@rbkc.gov.uk Phone: 020 7598 4601 or 020 7361 4129</p> <p><b>Westminster</b> <a href="http://www.westminster.gov.uk/children-and-families/young-carers">www.westminster.gov.uk/children-and-families/young-carers</a> Phone: 020 7641 4000 (9am-5pm weekdays), Access to Children's Services Team</p>
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Identify, Recognise and Appreciate	
New Pan-London Hospital Discharge Toolkit	Sets out tools and options for hospitals to improve identifying, recognising and appreciating carers in the hospital setting. <a href="http://www.carers.org/resources/all-resources/142-carers-and-hospital-discharge-toolkit-for-london-hospitals-and-community-providers">www.carers.org/resources/all-resources/142-carers-and-hospital-discharge-toolkit-for-london-hospitals-and-community-providers</a>
Chelsea and Westminster Hospital NHS Foundation Trust	<a href="http://www.chelwest.nhs.uk">www.chelwest.nhs.uk</a> Phone: 020 3315 8000
Imperial College Healthcare NHS Trust	<a href="http://www.imperial.nhs.uk">www.imperial.nhs.uk</a> Phone: 020 3311 3311
Central and North West London (CNWL) NHS Foundation Trust	<a href="http://www.cnwl.nhs.uk">www.cnwl.nhs.uk</a> Phone: 020 3214 5700
Central London Community Healthcare NHS Trust	<a href="http://www.clch.nhs.uk">www.clch.nhs.uk</a> Phone: 020 7798 1300
North West London Integrated Care Board	<a href="http://www.nwlondonicb.nhs.uk/about-us/ICB">www.nwlondonicb.nhs.uk/about-us/ICB</a> Feedback and complaints Phone: 020 3350 4567 Email: nhsnw.complaints@nhs.net

Information and Advice	
Alzheimer's Society	Provide information on treatment & support of Alzheimer's and dementia. <a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a>
Blind Aid	Provide information, advice and support including home visits and occasional grants for people with visual impairment in London. <a href="http://www.blindaid.org.uk">www.blindaid.org.uk</a>
British Deaf Association	Provide accessible information and advocacy for deaf people. <a href="http://www.bda.org.uk/">www.bda.org.uk/</a>
Carers Network	Provide information and advice to all carers. <a href="http://www.carers-network.org.uk">www.carers-network.org.uk</a> Phone: 020 8960 3033

Carers UK	Provide expert information, advice and support. <a href="http://www.carersuk.org">www.carersuk.org</a> Useful online benefits checker. <a href="http://www.carersuk.org/help-and-advice/financial-support/benefits-calculator">www.carersuk.org/help-and-advice/financial-support/benefits-calculator</a>
Citizens Advice Bureau	Free advice to find a way forward, whatever the problem. <a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a> Phone: 0800 144 8848
Council Websites	Kensington and Chelsea: <a href="http://www.rbkc.gov.uk">www.rbkc.gov.uk</a> Westminster: <a href="http://www.westminster.gov.uk">www.westminster.gov.uk</a>
Council Adult Social Care Customer Engagement Team	<b>Freephone:</b> 0800 587 0072
Dementia UK	Provide dementia information, advice and support. <a href="http://www.dementiauk.org">www.dementiauk.org</a>
Full of Life	Provide information, advice, advocacy, support, and day opportunities for parent carers of young people with learning disabilities in Kensington and Chelsea. <a href="http://www.fulloflifekc.com">www.fulloflifekc.com</a>
Independent Age	Provide clear, free and impartial advice for older people and their families. <a href="http://www.independentage.org">www.independentage.org</a>
People First	Council Adult Social Care website with library of information and advice documents and signposting to other support. <a href="http://www.peoplefirstinfo.org.uk">www.peoplefirstinfo.org.uk</a>
Royal Association for Deaf People	Provide information, advice and support including training for deaf people. <a href="http://www.royaldeaf.org.uk/">www.royaldeaf.org.uk/</a>
Royal National Institute of Blind People	Provide information advice and support for people affected by sight loss. <a href="http://www.rnib.org.uk/">www.rnib.org.uk/</a>

Advocacy	
The Advocacy People	National health advocacy provider. <a href="http://www.theadvocacypeople.org.uk/services">www.theadvocacypeople.org.uk/services</a>
The Advocacy Project	Provide free, independent and confidential health, wellbeing and social care advocacy services. <a href="http://www.advocacyproject.org.uk">www.advocacyproject.org.uk</a> Phone: 020 3960 7920
Disability Law Service	Provide free legal advice for disabled people. <a href="http://www.dls.org.uk/">www.dls.org.uk/</a>
Full of Life	Provide support including advocacy for families and young people with complex needs in Kensington and Chelsea. <a href="http://www.fulloflifekc.com">www.fulloflifekc.com</a>
POhWER	Provide independent Mental Capacity, Care Act and Independent Health Complaints Advocacy. <a href="http://www.pohwer.net/kensington-and-chelsea">www.pohwer.net/kensington-and-chelsea</a> <a href="http://www.pohwer.net/westminster">www.pohwer.net/westminster</a> Phone: 0300 456 2370
Shelter	Provide independent housing advocacy. <a href="http://www.england.shelter.org.uk/get_help">www.england.shelter.org.uk/get_help</a>

Care and Support	
Careline Personal Alarm Pendant Service	Provide options for fall alarm services. <a href="http://www.careline.co.uk">www.careline.co.uk</a>
Carers Direct	Find paid-for carers in your local area. <a href="http://www.carersdirect.org">www.carersdirect.org</a>
Care4Carers Club	Online support community. <a href="http://www.care4carersclub.co.uk">www.care4carersclub.co.uk</a>
Change Grow Live	Provide support for people coping with substance abuse and their carers. <a href="http://www.changegrowlive.org">www.changegrowlive.org</a> Phone: 0800 014 7440
CNWL NHS Trust Recovery and Wellbeing College	Provide self-help and courses on medical conditions for carers and patients with mental health conditions. <a href="http://www.cnwl.nhs.uk/services/recovery-and-wellbeing-college/recovery-and-wellbeing-college-london">www.cnwl.nhs.uk/services/recovery-and-wellbeing-college/recovery-and-wellbeing-college-london</a> Phone: 020 3214 5686
Curam Care	Help people find self-employed Personal Assistants. <a href="http://www.curamcare.com">www.curamcare.com</a>
Family Action	Provide family and parent support with supported housing and social prescribing services in Kensington and Chelsea. <a href="http://www.family-action.org.uk">www.family-action.org.uk</a> Phone: 020 7254 6251
MacMillan Cancer Support	Provide physical, financial and emotional support. <a href="http://www.macmillan.org.uk">www.macmillan.org.uk</a> Phone: 0808 808 00 00
Mencap	Provide learning disability advice and support. <a href="http://www.mencap.org.uk">www.mencap.org.uk</a>
Mind	Provide support for those with mental health conditions and their carers. Kensing and Chelsea: <a href="http://www.kcmind.org.uk">www.kcmind.org.uk</a> Phone: 020 8964 1333 Westminster: <a href="http://www.bwwmind.org.uk">www.bwwmind.org.uk</a> Phone: 020 7259 8100
Novus Homeshare	Matches unpaid carer in need of accommodation to person in need of care. <a href="http://www.novus-homeshare.org.uk">www.novus-homeshare.org.uk</a>
Personal Health Budget	Allows people to manage their healthcare and support such as treatments, equipment and personal care. <a href="http://www.nhs.uk/nhs-services/help-with-health-costs">www.nhs.uk/nhs-services/help-with-health-costs</a>
Rethink	Provide advice and support on mental health and carers hub. <a href="http://www.rethink.org/advice-and-information/carers-hub/">www.rethink.org/advice-and-information/carers-hub/</a>
Westminster Society (London Disability Network)	Provide support for people with learning disabilities. <a href="http://www.ldnlondon.org">www.ldnlondon.org</a> Phone: 020 8968 7376

Finance	
Benefits and Work	Provide information and guidance on benefits claims and appeals. <a href="http://www.benefitsandwork.co.uk">www.benefitsandwork.co.uk</a>
CarerSmart	Provide a discount club card for carers. <a href="http://www.carers.org/grants-and-discounts/carersmart-discount-club">www.carers.org/grants-and-discounts/carersmart-discount-club</a>
Citizens Advice Bureau	Offer financial capability training to give people the skills, knowledge and confidence to make financial choices that are right for them and help avoid a crisis. <a href="http://www.citizensadvice.org.uk">www.citizensadvice.org.uk</a>
Community Transport Scheme	Provide a range of transport options for older and disabled residents living in the boroughs. <a href="http://www.westwayct.org.uk">www.westwayct.org.uk</a> Phone: 020 8964 4928 (option 1) to speak to someone
Council Cost of Living Advice Hub	Provide information, advice and links to other resources to enable residents to cope with the cost of living crisis. <a href="http://www.rbkc.gov.uk/cost-living-support-hub/help-your-bills">www.rbkc.gov.uk/cost-living-support-hub/help-your-bills</a>
Council Tax Reduction	Helps people on low income with their Council Tax bills. <a href="http://www.rbkc.gov.uk/council-tax/discounts-reductions-and-exemptions/people-are-not-counted-council-tax">www.rbkc.gov.uk/council-tax/discounts-reductions-and-exemptions/people-are-not-counted-council-tax</a> Phone: 020 7361 3005 <a href="http://www.westminster.gov.uk/council-tax/council-tax-discounts-and-exemptions/carers-discount">www.westminster.gov.uk/council-tax/council-tax-discounts-and-exemptions/carers-discount</a>
Debt Respite Scheme (Breathing Space)	The Government has created the Debt Respite Scheme. It is designed for people to take control of their finances. <a href="http://www.breathing-space.uk">www.breathing-space.uk</a>
Disability Grants	Provide online disabled grants finder including those for carers. <a href="http://www.moneyhelper.org.uk">www.moneyhelper.org.uk</a>
Disabled Persons Rail Card	Provide 1/3 off rail tickets. <a href="http://www.disabledpersons-railcard.co.uk">www.disabledpersons-railcard.co.uk</a>
Resident Discount Card	Provides Westminster residents with discount from local retailers. <a href="http://www.westminster.gov.uk/westminster-city-save">www.westminster.gov.uk/westminster-city-save</a>
Local Support Payment	Can provide resident with qualifying welfare benefit and have savings of less than £3,000: Tenants moving to new accommodation with the cost of white goods (for example fridges and cookers), furniture, and bedding. <b>OR</b> Households dealing with exceptional hardship or an emergency with the cost of replacement white goods, furniture, bedding, clothing, fuel key top-up, and food. <a href="http://www.rbkc.gov.uk/benefits/benefits-provided-council/local-support-payments">www.rbkc.gov.uk/benefits/benefits-provided-council/local-support-payments</a> <a href="http://www.westminster.gov.uk/benefits/apply-local-support-payment">www.westminster.gov.uk/benefits/apply-local-support-payment</a>
London Taxi Card Scheme	Provide subsidised taxi scheme for mobility and sight impairment. <a href="http://www.londoncouncils.gov.uk/services/taxicard">www.londoncouncils.gov.uk/services/taxicard</a>
NHS Prescriptions Scheme	Save money with pre-payment prescription certificate. <a href="http://www.nhs.uk/nhs-services/prescriptions-and-pharmacies/">www.nhs.uk/nhs-services/prescriptions-and-pharmacies/</a>
Telephone line and Internet Price reductions	low-cost telephone line packages for people on some benefits. <a href="http://www.ofcom.org.uk/phones-telecoms-and-internet">www.ofcom.org.uk/phones-telecoms-and-internet</a>
Transport for All	Provide travel advice helpline and information for people with disabilities. Phone: 020 7737 2339



Transport for London (TFL) Freedom Pass	Provides free travel for disabled or London residents aged over 66. <a href="http://www.londoncouncils.gov.uk/services/freedom-pass">www.londoncouncils.gov.uk/services/freedom-pass</a> Phone: 0300 330 1433
The Trussell Trust	Advice on accessing foodbanks. <a href="http://www.trusselltrust.org/get-help/find-a-foodbank">www.trusselltrust.org/get-help/find-a-foodbank</a> Phone: 0808 208 2138
Turn 2 Us	Assist people to find welfare benefits and grants information that is relevant to their circumstances. People can search by their situation or use the A-Z of benefits if they know the name of the benefit they want to find out about. <a href="http://www.turn2us.org.uk">www.turn2us.org.uk</a> Phone: 0808 802 2000
Water Sure and Social Tariffs	Capped water bills for those on benefits with health condition. <a href="http://www.thameswater.co.uk/help/account-and-billing/financial-support/waterhelp">www.thameswater.co.uk/help/account-and-billing/financial-support/waterhelp</a> Phone: 0800 009 3652

## Housing

British Red Cross	Provide disabled equipment loans. <a href="http://www.redcross.org.uk/get-help">www.redcross.org.uk/get-help</a>
Council Housing	If you live with the person you care for in social housing, the tenancy can only be passed down once under the statutory Succession Policy and this can take time, plan ahead and start the process now with your housing provider. <a href="http://www.rbkc.gov.uk/housing">www.rbkc.gov.uk/housing</a> Phone: 020 7361 3008 <a href="http://www.westminster.gov.uk/housing">www.westminster.gov.uk/housing</a> Phone: 0800 358 3783 (freephone)
Home Improvement Agency	Provide advice and assistance with repairs, improvements and adaptations for clients whose homes require works, applying for financial grant aid on your behalf for works recommended by occupational therapists. <a href="http://www.westminster.gov.uk/housing/housing-adaptations-grants-and-assistance/westminster-home-improvement-agency-whia">www.westminster.gov.uk/housing/housing-adaptations-grants-and-assistance/westminster-home-improvement-agency-whia</a> <a href="http://www.findmyhia.org.uk/london/home-improvement-agency/the-royal-borough-of-kensington-chelsea">www.findmyhia.org.uk/london/home-improvement-agency/the-royal-borough-of-kensington-chelsea</a> Phone: 020 7745 6704
Homes4health Energy Advice Service	Health and financial advice to some of Kensington and Chelsea's most vulnerable households. <a href="http://www.rbkc.gov.uk/environment/climate-change/free-home-energy-service-homes4health">www.rbkc.gov.uk/environment/climate-change/free-home-energy-service-homes4health</a>
Housing Ombudsman	If you are a social housing tenant and you are not satisfied with a service from your landlord and their response you can escalate it to the Housing Ombudsman. This could include: <ul style="list-style-type: none"> <li>• repairs and maintenance</li> <li>• issues with communal areas</li> <li>• health and safety issues</li> <li>• anti-social behaviour</li> <li>• customer service</li> </ul> <a href="http://www.housing-ombudsman.org.uk/residents/make-a-complaint/">www.housing-ombudsman.org.uk/residents/make-a-complaint/</a>
Kensington and Chelsea Age UK Practical Help Service	Provide practical help volunteers offering DIY support with small tasks around the house to Kensington & Chelsea residents over the age of 55. Email: <a href="mailto:gsimpson@aukc.org.uk">gsimpson@aukc.org.uk</a> Phone: 07508 329 194
Kensington and Chelsea Council Housing Solutions Service	Provides a range of housing advice and assistance to residents in Kensington and Chelsea. Phone: 020 7361 3008

Kensington and Chelsea Council Housing Health and Disability Team	Provide advice and support for residents in Kensington and Chelsea on accessible housing – assessing health needs. If you are already on the Housing Register and your health has greatly deteriorated, or if you have been diagnosed with a significant health problem, you can ask us to look at your priority for rehousing, based on health grounds. <a href="http://www.rbkc.gov.uk/housing/help-housing-homelessness-and-finding-new-home/applying-councils-housing-register/accessible-housing">www.rbkc.gov.uk/housing/help-housing-homelessness-and-finding-new-home/applying-councils-housing-register/accessible-housing</a> Phone: 020 7361 3008 Email: <a href="mailto:housingsolutions@rbkc.gov.uk">housingsolutions@rbkc.gov.uk</a>
Shelter	Provide advice and support services including one-to-one, personalised help with housing issues and homelessness. Their solicitors can provide free legal advice and attend court to help people who've lost their homes or are facing eviction. <a href="http://www.england.shelter.org.uk">www.england.shelter.org.uk</a> Phone: 0808 800 4444
Westminster City Council Housing Options Service	Provide information on housing options, support with homelessness and how to apply for council housing. <a href="http://www.westminster.gov.uk/housing">www.westminster.gov.uk/housing</a> Phone: 020 7286 7412
Westminster Handy Person Scheme	Provide minor works to a home such as replacing light bulbs and other small DIY jobs for Westminster residents over 60 or receiving a disability allowance. It is not means tested. <a href="http://www.westminster.gov.uk/handyperson">www.westminster.gov.uk/handyperson</a> Phone: 020 7641 8959
Westminster Homelessness Solutions Service	Provide support for those experiencing (or at risk of) homelessness, please contact the Homelessness Solutions Service online. <a href="http://www.westminster.gov.uk/contact-housing-solutions-service">www.westminster.gov.uk/contact-housing-solutions-service</a> Phone: 020 7641 1000.
Westminster Single Homeless Project	SHP Westminster Floating Support offers qualifying residents of Westminster personalised, short-term support to help maintain their well-being within their own home. <a href="http://www.shp.org.uk">www.shp.org.uk</a> Phone: 020 7619 2630

## Health and Wellbeing

Adult Social Care	If a carer needs a break from caring as it is getting too much, from a few hours a day to a week or more, they should contact the cared-for-person's Social Worker or Adult Social Care Advice and Information Service. They can provide information about a range of local services and organisations to support adults and carers living in the community. Organisations can provide services for either the carer or the adult, or provide information to help them decide what alternative care services to use. Phone: 020 7361 2661 Phone: 0800 587 0072
Age UK	Provide a variety of activities, including support for carers. <a href="http://www.ageuk.org.uk/kensingtonandchelsea">www.ageuk.org.uk/kensingtonandchelsea</a> Phone: 020 8969 9105 <a href="http://www.ageuk.org.uk/westminster">www.ageuk.org.uk/westminster</a> Phone: 020 3004 1602
Bizybox Lending Project	Allows carers to borrow a fantastic range of activity products specially designed to help people living with dementia, recovering from a stroke or heart attack or living with autism or a learning disability that you can enjoy from the comfort of own home together with your loved one. Find out more from the Carers Network: <a href="http://www.carers-network.org.uk">www.carers-network.org.uk</a> Phone: 020 8960 3033
Carefree	Offer free short breaks to fulltime carers, for a minimal admin fee (£25) to support the charity. <a href="http://www.carefreespace.org">www.carefreespace.org</a>

Carers Network	Provide regular online and in-person workshops including a monthly online mental health workshop being delivered by Community Living Well. These have a different focus each month, such as managing stress and worry and getting a good night's sleep. Other recent workshops have included Bread and Soap making sessions. They have a busy programme of events and activities for carers throughout the year including free trips to galleries, museums, and theatres, weekly online Yoga Classes for carers to focus on their own health and wellbeing. To find out more information visit <a href="http://www.carers-network.org.uk">www.carers-network.org.uk</a> Phone: 020 8960 3033
CEA Card	Provide National Disabled Cinema Complimentary Guest Access Scheme. <a href="http://www.ceacard.co.uk">www.ceacard.co.uk</a>
CNWL Community Living Well Scheme	Provide mental health and wellbeing therapies, employment/peer support and service navigation (in Kensington and Chelsea and North Westminster only). <a href="http://www.communitylivingwell.co.uk">www.communitylivingwell.co.uk</a> Phone: 020 3317 4200
Everyone Active	Provides free gym membership to carers in Kensington and Chelsea. <a href="http://www.everyoneactive.com">www.everyoneactive.com</a>
Family Action	Provide Change for Life activities for families with SEND young people (up to 25) to live happy and healthy lives in Kensington and Chelsea. <a href="http://www.family-action.org.uk">www.family-action.org.uk</a> Phone: 020 7254 6251
Full of Life	Provide a carers' forum and day services for young people with complex needs in Kensington and Chelsea. <a href="http://www.fullloflifekc.com">www.fullloflifekc.com</a>
Make It Happen	Provide a carer's forum and weekly drop-in sessions for parents/carers of young people with learning disabilities in Westminster. <a href="http://www.wppg.org.uk">www.wppg.org.uk</a> Phone: 020 7641 2314
NHS Health Checks	Allow carers and their doctor to monitor their own health, diagnose conditions early and social prescribing helps them maintain their mental wellbeing. Contact GP Surgery for details. <a href="http://www.nhs.uk/conditions/nhs-health-check">www.nhs.uk/conditions/nhs-health-check</a>
One Westminster	Provide a local service directory for residents connecting people to the Voluntary and Community Sector to support their health and wellbeing and occasionally to navigate statutory services. <a href="http://www.onewestminster.org.uk/directory">www.onewestminster.org.uk/directory</a>
Open Age Time for Me	Provide a wide variety of activities to support unpaid carers aged 50+ in Kensington and Chelsea and Westminster. Offer online, in person and telephone support. Activities include outings to galleries, theatres, music and gardens; exercise, relaxation and wellness workshops, IT and creative writing courses and social groups. <a href="http://www.openage.org.uk/carers-time-me">www.openage.org.uk/carers-time-me</a> Phone: 020 4516 9976
People First website	Has details of lots of day opportunities for the cared for person, so carers can get some time for themselves. <a href="http://www.peoplefirstinfo.org.uk">www.peoplefirstinfo.org.uk</a>
Rethink	Offer information, advice and support (including respite) to both the carer and people severely affected by mental illness. <a href="http://www.rethink.org/advice-and-information/carers-hub/">www.rethink.org/advice-and-information/carers-hub/</a>
Revitalise	Charity offering holiday, respite and break packages to carers and disabled people they care for. <a href="http://www.revitalise.org.uk">www.revitalise.org.uk</a> Phone: 030 3303 0145

Third Age	Offer open ended counselling to anyone aged 50+. Visit <a href="http://www.thirdagecounselling.com">www.thirdagecounselling.com</a> Phone: 020 7976 6667
Volunteer Centre Kensington and Chelsea	Provide volunteering opportunities in Kensington and Chelsea. <a href="http://www.voluntarywork.org.uk/volunteering/find-an-opportunity">www.voluntarywork.org.uk/volunteering/find-an-opportunity</a>
Westminster Carers Time Bank Scheme	Provide self-help and skill sharing in Westminster. <a href="http://www.carers-network.org.uk">www.carers-network.org.uk</a> Phone: 020 8960 3033
Westminster Council Volunteering Service	Provide volunteering opportunities in Westminster. <a href="http://www.westminster.gov.uk/jobs-and-volunteering/volunteering/westminster-connects">www.westminster.gov.uk/jobs-and-volunteering/volunteering/westminster-connects</a>

**“The ability to have contact with the Carers Network can be invaluable to me when I feel I am struggling.”**

Henrietta Constance - Carer



## National Legislation and Local Policy: How this Strategy fits in and delivers

There is a range of legislation, policies and guidance all of which help inform services for carers. The key ones are listed and summarised below:

### The Care Act 2014

- Right to a Carer's Assessment based on the appearance of need
- Right for carer's eligible needs to be met
- Duty on local councils to provide information and advice to carers in relation to their caring role and their own needs

### The Health and Social Care Act 2022

- NHS hospital trusts in England must ensure that unpaid carers are involved as soon as possible when plans for a patient's discharge after treatment are being made. This covers all carers of adults needing care and support following hospital discharge, including health and care support such as continuing healthcare.

### NHS 10 Year Longterm Plan

- Carers will benefit from greater recognition and support
- Continue to identify and support carers, particularly those from vulnerable communities
- Carers should not have to deal with emergencies on their own
- Ensure that initiatives around personalised care are fully reflective of carers' needs
- Patients, clinicians and the carers working with them will have technology designed to help them

### National Institute for Health and Care Excellence Guidelines

- Information and support for carers
- Identifying carers
- Carers Assessments
- Helping Carers stay in, enter or return to work, education and training
- Social and community support for carers
- Support during changes to caring role and during end of life

### National Carers Action Plan 2018 (Government Policy Paper)

- Services and systems that work for carers
- Employment and financial wellbeing
- Recognising and supporting carers in the wider community
- Building research and evidence to support outcomes for carers

### Carers and Hospital Discharge: Toolkit for London Hospitals and Community Providers: January 2023

- Identifying carers
- Welcoming carers in decision making and recognising them as expert partners in care
- Providing assessments and support
- Involvement in cared for person's care when consent given, to devise individual care and support packages for the patient before discharge
- Collaborative working when transitioning from the hospital to home

### Kensington and Chelsea and Westminster's Health and Wellbeing Strategy 2023-2033

- We can all be active in our health
- We support people to look after their mental wellbeing
- We have access to the best services when and where needed
- We are all treated with fairness and able to shape decisions that affect us
- We are supported and empowered to live as independently as possible

### Royal Borough of Kensington and Chelsea Council. Plan 2023 - 27

- Work with the NHS to make sure that people can come out of hospital as soon as possible and are supported in a safe environment
- Champion and improve mental health of everyone in our community
- Remodel our mental health service provision to focus more on prevention services which support and improve the mental health of our residents.
- Deliver excellent care to our residents by working closely with the Care Quality Commission, to support all our care providers.
- Continue to strengthen our approach for children and young people with additional needs transitioning from Family and Children's Services into Adult Services.

### Westminster City Council. Fairer Westminster Plan 2022-26

- Provide excellent public health and social care services to ensure all adults can stay healthy and thrive as they age.
- Our tenants and lessees are consistently satisfied with our housing services
- Residents have the right skills to take advantage of the city's employment opportunities
- People can find the information and services they need to improve their lives more easily





## City of Westminster

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