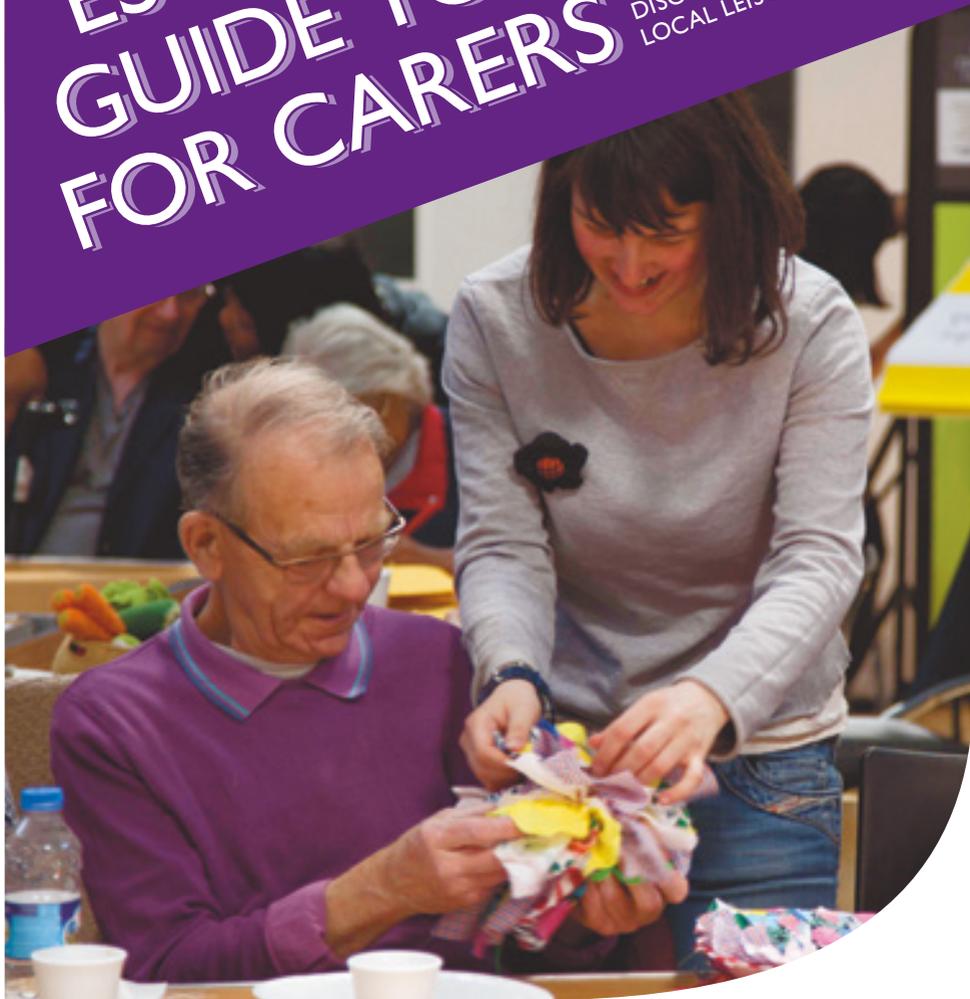


YOUR ESSENTIAL GUIDE TO SERVICES FOR CARERS

SERVICES AND SUPPORT
DISCOUNTS
LOCAL LEISURE FACILITIES



Westminster City Council westminster.gov.uk

Westminster City Hall
64 Victoria Street
London SW1E 6QP



City of Westminster

ARE YOU A CARER?

Recognising you are a carer is the first step to getting the support you need.

If you are looking after a parent, partner, relative or friend, or are still at school and helping to care for your mum, dad or sibling, you may be a carer and eligible for support from the council.

There are a range of council services available that are free of charge, including:

- ◆ An assessment to see how you can be supported
- ◆ A one-off annual payment to spend on the services you feel you need to support you as a carer
- ◆ Events and activities for carers
- ◆ Support groups
- ◆ Information and advice about health, housing, benefits, finance and employment
- ◆ Volunteering opportunities to use your skills to support other carers in return for support for yourself
- ◆ A carer's emergency card – for use in the event of emergencies

I recognise that as a carer, you may face many challenges in delivering this crucial but demanding role. I also recognise that it is important for us to offer you the right support to help you maintain your quality of life, health and wellbeing and that of the person you care for.

The council and NHS fund Carers Network, Westminster Society and others to provide services and support such as short breaks for carers, social events and support groups. You may also be eligible for an annual payment to help you to take a break from your caring role.

This booklet will give you all the information you need to access this support and other services available to you or the person you care for as a Westminster resident, including discounts and leisure opportunities.



Councillor
Rachael Robathan

**Cabinet Member
for Adults and
Public Health**

A handwritten signature in black ink, appearing to read 'Rachael Robathan'.

GETTING THE SUPPORT YOU NEED

Carer's Assessments

The first step to using the services available is to have a Carer's Assessment. You will meet with either the team at Carers Network or the council's Adults Services department, who will help you look at your own needs and how we can support you.

After your assessment, they will help you to draw up a plan of the support that you need.



Carers Network **020 8960 3033**
Westminster Council's Adults
Services **020 7641 2500**



Carer's personal budgets

After your assessment you may be eligible for a one-off annual payment from the council for services to help you.

Your assessment will help you to identify what this money could be best used for. You could:

- ◆ take a short break from your caring role
- ◆ join a gym to help you get active
- ◆ book a course to learn a new skill
- ◆ pay for driving lessons
- ◆ pay for treatments or therapies
- ◆ pay for household items that would help you around the home.



Carers Network
020 8960 3033
info@carers-network.co.uk

Remember

Let your GP know you are a carer. Being a carer can affect your health and your GP will be able to take this into account when treating you. Pick up a carer's ID card from Carers Network.

YOUR GUIDE TO SERVICES

Advice, information and support

Carers Network are the first point of contact for advice, information and support to help you in your caring role. They provide telephone, one-to-one and group support and also offer home visits, drop-in sessions, training, events, activities and a newsletter. There is also support for those caring for someone at the end of their life.



Carers Network
020 8960 3033
info@carers-network.co.uk
carers-network.co.uk

Short breaks

You could be eligible for a short break or other support to give you a break from your caring role.

Alternatively the person you care for could be given offered a short break away from home or receive support in the community or family home so you can have a break from caring.



Adult Services
020 7641 2500

Carer's Emergency Card

To provide alternative care arrangements in an emergency.



Carers Network
020 8960 3033
info@carers-network.co.uk

Free events for carers over 50

If you are over 50 you can attend free or low-cost events at our Community Hubs including social events, pilates, computer classes, zumba and much more.



**Church St and Regent's Park
Community Hub**
020 8762 3082
penfoldhub@nhhg.org.uk



**Queen's Park and Harrow
Road; Westbourne; and
Churchill Community Hubs**
020 8962 4141
[westminster.gov.uk/
community-hubs](http://westminster.gov.uk/community-hubs)

Carers Time Bank

Utilise and share your skills with other carers. For each hour you volunteer you will earn an hour of support from another member.



020 8960 3033
info@carers-network.co.uk

Community Transport

Low-cost transport for residents over 65 or with disabilities. **FREE** to register and only £1.10 per mile.



020 8964 4928 (1-4pm weekdays)
info@westwayct.org.uk
westwayct.org.uk

YOUNG CARERS

If you are five to 19-years-old and support and care for a family member with a long-term illness or disability, contact the council to find out about the support available to help you learn, develop and thrive while caring for others.

Some of the ways you might care for someone are:

- ◆ staying in the house a lot to be there for them
- ◆ helping them to get up, get washed or dressed
- ◆ doing lots of the household chores like shopping, cleaning and cooking
- ◆ looking after younger brothers and sisters
- ◆ providing emotional support or a shoulder to cry on.

You can contact the council directly. Or, if you prefer, you can ask someone you know to contact them for you - maybe a friend or relative, a teacher, or your family doctor.

The council's Early Help Team can provide:

- ◆ one-to-one support for young carers with a high-level of need
- ◆ advice to support young carers in their caring role
- ◆ Information about other services that can help.

Remember, as a young carer you have the same rights as other carers.



Children's and Families'

Assessment Team

**AccesstoChildrensServices@
westminster.gov.uk**

020 7641 4000



SERVICES FOR THE PERSON YOU CARE FOR

If the person you care for is eligible for support from the council's Adults Services department, they will be given a personal budget to use for services that are right for them. This support may also benefit you as a carer.

This could include:

- ◆ home support services, like help with personal care, washing and dressing
- ◆ day care or day time activities
- ◆ a short respite break
- ◆ trained staff to spend time with the person you care for to allow you to do other things.



To book an assessment for the person you care for, contact Westminster Council's Adults Services team on **020 7641 2500**



HELP AND ADVICE

Help with finances

You may be entitled to benefits including a carer's allowance, currently **£62.10 per week**. This is a taxable benefit and you do not have to be related to, or live with the person that you care for.

You may also be eligible for a reduction in your council tax, a grant to adapt your home to meet the needs of the person you care for, or help to manage utility bills.



Carer's allowance **carers-network.co.uk/welfare-and-benefits**



Council tax reductions
westminster.gov.uk/benefits
0800 072 0042



Advice on other help available
Carers Network **020 8960 3033**

Health advice

Get advice on staying healthy including relaxation techniques, stress management and healthy eating.



0800 988 5560
selfmanagementuk.org

Individual or group sessions on preventing injuries.



Central London Community
Healthcare **020 7641 4001**

Working and caring

Holding down a job whilst caring can be difficult. You do not have to tell your employer about your caring responsibilities, but it might help you to manage your two roles if you do.



To get advice on balancing your work arrangements, contact Carers Network
020 8960 3033

Support Groups

Become a member of the Carer's Action Forum to discuss services, consultations and how to improve life in Westminster. You can also join a Carers Network support group.



Carers Network
020 8960 3033

Stroke support service – support and information for carers of people who have had a stroke.



020 7641 6627
WRSNeuroTeam@clch.nhs.uk

Weekly Family Services advice sessions, case work or home visits for parents and carers of children, young people and adults with disabilities.



Westminster Society
398a Harrow Road
020 8968 2690

DISCOUNTS

ActiveWestminster card

FREE swimming and discounts on other leisure activities at council leisure centres for:

- ◆ carers (the Carer's Emergency Card is required as ID)
- ◆ young residents aged 0-19
- ◆ residents aged 60+
- ◆ disabled people
- ◆ residents who are seeking work.

Pick up an application form from your local council leisure centre.

Open Westminster

Open Westminster gives you the chance to get free tickets to enjoy the outdoors and the arts. Previous offers include:

- ◆ 250 free tickets for London Zoo
- ◆ 60 free tickets to a tea dance at the Royal Opera House
- ◆ 40 free tickets to an exhibition at the National Portrait Gallery.

Tickets go fast so check regularly for offers or sign up to our enewsletters.

Open Westminster is the charity of Cllr Angela Harvey, former Lord Mayor of Westminster.



 Offers are advertised at westminster.gov.uk/citysave and in our Value for Money newsletter.



Westminster City Save

You can get offers and discounts with a free Westminster City Save card for Westminster residents. With over 70 offers to choose from, it makes getting out and about a lot cheaper.

If you are a ResCard holder you can exchange your card at your local library or leisure centre by filling in a short application form. You will be given a new Westminster City Save card on the spot.

For a full list of offers please visit **westminster.gov.uk/citysave** or pick up a brochure from your local library.



To register for a card:

Apply online

westminster.gov.uk/citysave

Call **020 7641 6000**



60% off Swimming
From £2 with a Westminster City Save card
Usual cost £3.30 approx



Westminster Abbey
FREE entry with a Westminster City Save card
Usual cost £18



National Portrait Gallery
50% off all exhibitions with a Westminster City Save card

Value for Money Friday

Every two weeks we email special, time limited offers on our Value for Money Friday enewsletter. Previous offers include two for one theatre tickets, free swimming at council leisure centres and shopping discounts.

We also let you know about:

- ◆ free and low cost council and community services
- ◆ events taking place across the city
- ◆ competitions.



Sign up to receive fortnightly Value for Money Friday enewsletters from the council at **westminster.gov.uk/vfm** and scroll to the bottom of the page.

FIND YOUR LOCAL...

Council leisure centre

Get value for money by using one of our low-cost leisure centres. Visit **westminster.gov.uk/active** to find out more.

- St. Augustine's Sports Centre
Oxford Road, NW6 5AW
- Jubilee Sports Centre
Caird Street, W10 4RR
020 8960 9629
- Little Venice Sports Centre
10 Crompton Street, W2 1ND
020 7641 5111
- Marshall Street Leisure Centre
15 Marshall Street, W1F 7EL
020 7871 7222
- Paddington Recreation Ground
Randolph Avenue, W9 1PD
020 7641 3642
- The Porchester Centre
Queensway, W2 5HS
020 7792 2919
- Queen Mother Sports Centre
223 Vauxhall Bridge Road, SW1V 1EL
020 7630 5522
- Seymour Leisure Centre
Seymour Place, W1H 5TJ
020 7535 2020

Community Hub

If you're over 50 you can take part in over 100 free and low cost activities every week at your local community hub.

- Church Street and Regent's Park (Penfold Hub)
60 Penfold Street, NW8 8PJ
020 8762 3082
penfoldhub@nhhg.org.uk

There are also activities in other local venues including St. John's Wood Library, Ada Court and Greenside Community Centre.

- Queen's Park and Harrow Road Community Hub
Room 9b, Beethoven Centre,
Third Avenue, W10 4JL
020 7266 2776
choggan@openage.org.uk
- Westbourne Community Hub
1 Thorpe Close, W10 5XL
020 3713 8737
jbloodworth@openage.org.uk
- Churchill Community Hub
Churchill Gardens Youth Club,
Churchill Gardens Road, Churchill
Gardens Estate SW1V 3AL
020 7976 6354
jpgrieve@openage.org.uk

Library

- Charing Cross Library
4-6 Charing Cross Road, WC2H 0HF
- Church Street Library
67 Church Street, NW8 8EU
- Little Venice Sports Centre Library
10 Crompton Street, W2 1ND
- Maida Vale Library
Sutherland Avenue, W9 2QT
- Marylebone Library
Macintosh House,
54 Beaumont Street, W1G 6DW
- Mayfair Library
25 South Audley Street, W1K 2PB
- Paddington Library
Porchester Road, W2 5DU
- Pimlico Library
Lupus Street, SW1V 3EY
- Queen's Park Library
666 Harrow Road, W10 4NE
- St. John's Wood Library
20 Circus Road, NW8 6PD
- Victoria Library
160 Buckingham Palace Road,
SW1W 9UD
- Westminster Music Library
160 Buckingham Palace Road,
SW1W 9UD
- Westminster Archives Centre
10 St. Ann's Street, SW1P 2DE
- Westminster Reference Library
35 St. Martin's Street, WC2H 7HP

How to join your local library

Fill in a form at your local library, just bring along proof of address. Or visit westminster.gov.uk/libraries. It's free to join. 24-hour renewals online at westminster.gov.uk/247 or call **020 7641 6200**

Use your card for more than just books to make sure you get value for money from your library:

- ◆ free internet and online access to a range of exclusive resources
- ◆ hire DVDs and games
- ◆ take an online learning course
- ◆ use the Home Library Service if you're a carer, over 65 or have a disability which makes it difficult to get out
- ◆ join a reading group
- ◆ download free e-audiobooks, e-books and e-magazines.



CONTACTS AT A GLANCE

Financial help

Carer's allowance benefit

- [carers-network.co.uk/
welfare-and-benefits](http://carers-network.co.uk/welfare-and-benefits)

Reduction in council tax and eligibility for other benefits

- [westminster.gov.uk/
benefits](http://westminster.gov.uk/benefits)
0800 072 0042

Leisure and events

Free events for carers over 50

- Open Age
020 8962 4141
openage.org.uk

Find your local leisure centre

- westminster.gov.uk/active

Find your local library

- [westminster.gov.uk/
libraries](http://westminster.gov.uk/libraries)
020 7641 6200

Services

Assessments and support for the person you care for

- Westminster Council
020 7641 2500

Advice, home visits and carer's assessment

- Carers Network
020 8960 3033
carers-network.co.uk

Services and support for young carers

- Children's Services
020 7641 4000

Information to help you make decisions about your support needs and those of the person you are looking after

- NHS Carers Direct
0300 123 1053

