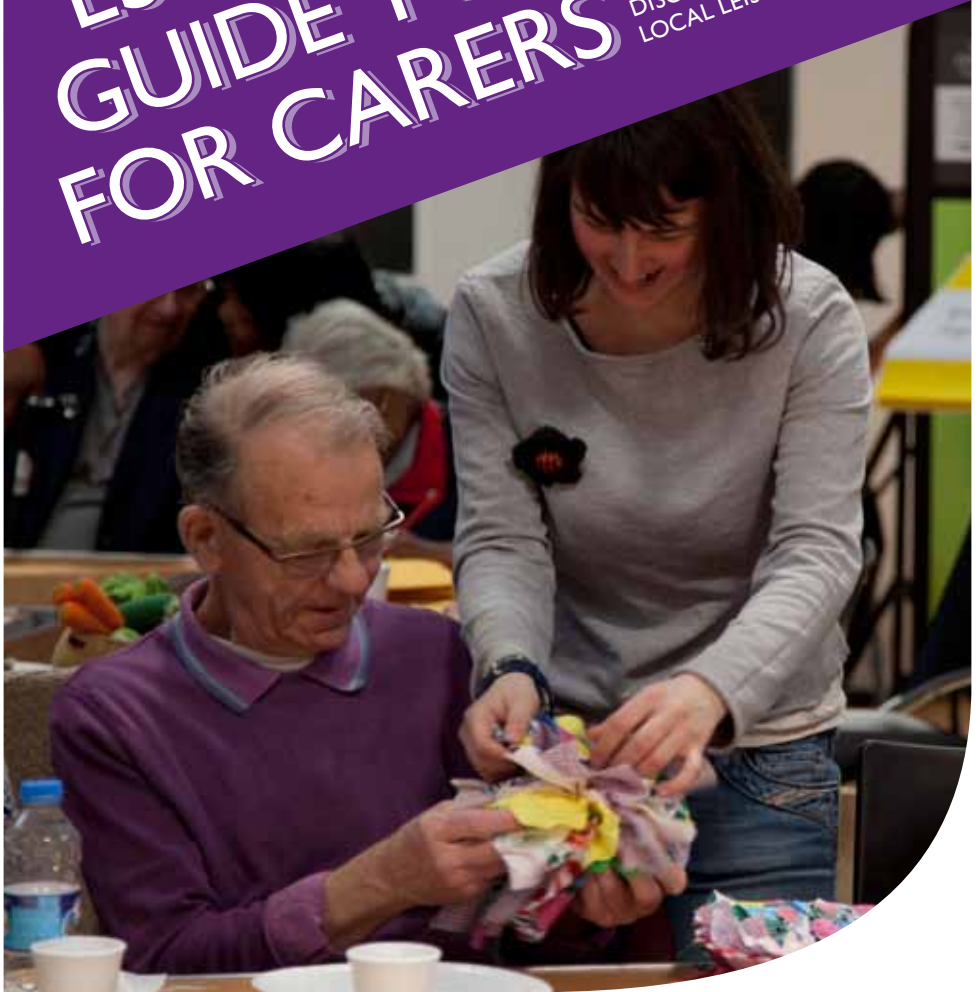


# YOUR ESSENTIAL GUIDE TO SERVICES FOR CARERS

SERVICES AND SUPPORT  
DISCOUNTS  
LOCAL LEISURE FACILITIES



**Westminster City Council**

Westminster City Hall  
64 Victoria Street  
London SW1E 6QP

020 7641 6000  
[westminster.gov.uk](http://westminster.gov.uk)



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 a 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
- ◆ Short breaks to give you respite from your caring responsibilities
- ◆ Events and activities for carers over the age of 50
- ◆ 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 – to plan for emergencies

I recognise that as a carer, you 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, Spurgeons 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 as a Westminster resident, including discounts and leisure opportunities.



Councillor  
Rachael Robathan  
**Cabinet Member  
for Adults and  
Public Health**

# 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 Carer's Network or the council's adult social care 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.

 Carer's Network **020 8960 3033**  
Westminster Council's Adults  
Services **020 7641 1175**



## Carer's personal budgets

After your assessment you may be eligible for a one-off annual payment from the council of up to £600, 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

 Carer's 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 carers 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. They also offer home visits.



Carer's Network  
**020 8960 3033**  
[info@carers-network.co.uk](mailto:info@carers-network.co.uk)

## Short breaks

You could be eligible for a grant from the council for a short break or to buy something that will help you in your caring role. This is administered by Carer's Network, who also organise group holidays for carers.



Carer's Network  
**020 8960 3033**  
[info@carers-network.co.uk](mailto:info@carers-network.co.uk)

## Free events for carers over 50

If you are over 50, you can attend free events with Open Age, including Tai Chi, stress management, crafts and computer courses.



**0208 964 1900**  
[mail@openage.org.uk](mailto:mail@openage.org.uk)  
[openage.org.uk](http://openage.org.uk)

## Carers Emergency Card

To provide alternative care arrangements in an emergency.



Carer's Network  
**020 8960 3033**

## Westminster Carer's 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.



**0207 434 0670**  
[westcarers@westcarers.co.uk](mailto:westcarers@westcarers.co.uk)  
[westcarers.org.uk](http://westcarers.org.uk)

## Community Transport

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



**020 8964 1114**  
(1-4pm weekdays)  
[info@westwayct.org.uk](mailto:info@westwayct.org.uk)

# YOUNG CARERS

If you are aged 5 to 19 and give physical or emotional support to a family member, you could be eligible for free support from the council's young carer's service. As a young carer you have the same rights as other carers.

We can help you:

- ◆ get advice and information
- ◆ get referred to other services that can help
- ◆ with one to one support and advice
- ◆ with free activities and events to meet other young carers both in term time and school holidays
- ◆ get into specialist workshops for carers on health, wellbeing and other key areas.



Spurgeons  
**0208 969 7812**  
[londonyoungcarers@spurgeons.org](mailto:londonyoungcarers@spurgeons.org)  
[spurgeons.org](http://spurgeons.org)




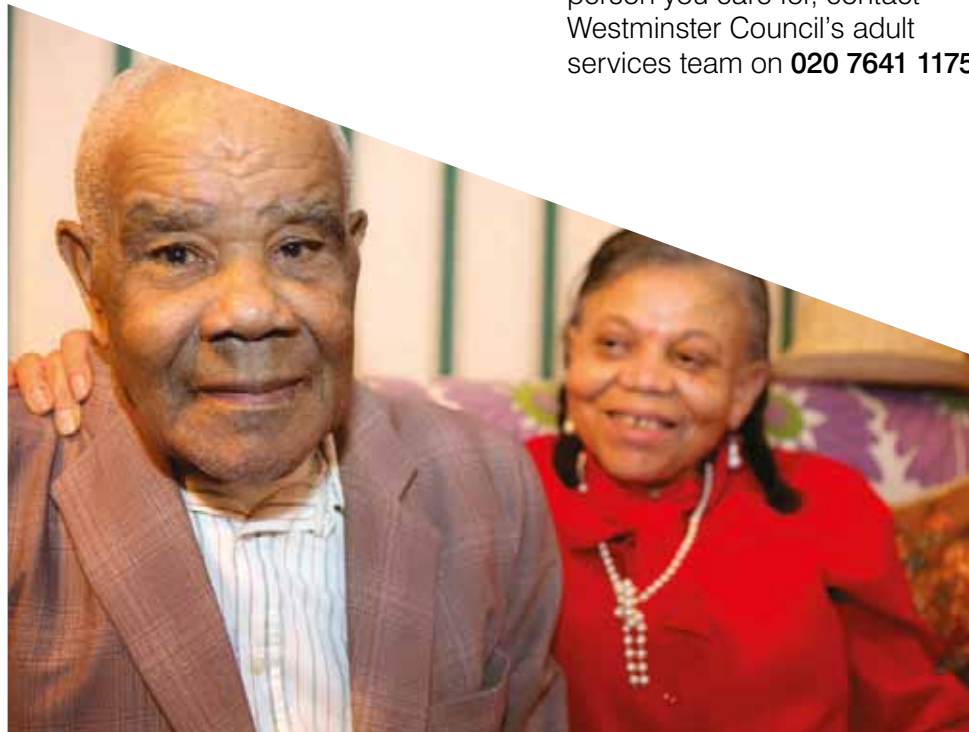
# SERVICES FOR THE PERSON YOU CARE FOR

If the person you care for is eligible for support from the council's adult social care 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 adult services team on **020 7641 1175**




# HELP AND ADVICE


## Help with finances

You may be entitled to benefits including a carer's allowance of **£59.75 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  
**gov.uk/carers-allowance**

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


 Advice on other help available  
Carer's Network **020 8960 3033**

## Health advice

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


 **0207 922 7862**  
**expertpatients.co.uk**

Individual or group sessions on preventing injuries.

 Central London Community  
Healthcare **0207 641 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 Carer's Network **020 8960 3033**

## Support Groups


Carer's Action Forums to discuss services, consultations and how to improve life in Westminster.

 Carer's Network  
**020 8960 3033**


Six Steps Forward – support for carers of people with dementia.

 **0370 192 4265**

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

 **0207 641 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 8962 2690**

# DISCOUNTS

## Active Westminster Card

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

- ◆ Carers
- ◆ 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. The ActiveWestminster card replaces the concession card and Active Passport.



## 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 newsletters.

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



Offers are advertised at [westminster.gov.uk/citysave](http://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](http://westminster.gov.uk/citysave) or pick up a brochure from your local library.

To register for a card:  
Apply online  
[westminster.gov.uk/citysave](http://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 with a Westminster City Save card  
Usual cost £18



Westminster Walking Tours  
£5 with a Westminster City Save card  
Usual cost £8

## Value for Money Friday – plus special offers just for carers

Every two weeks we email special, time limited offers on our Value for Money Friday newsletter and we keep some aside just for carers. 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 the MyWestminster and Value for Money newsletters at [westminster.gov.uk/vfm](http://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 nine low-cost leisure centres. For full sport and leisure listings pick up an Active Westminster Guide at your local leisure centre.

Plus keep an eye out for our annual Active Westminster Weekend when you can take part in free sports activities. Ask at your local leisure centre for details or visit [westminster.gov.uk/activeweekend](http://westminster.gov.uk/activeweekend).

- St. Augustine's Sports Centre  
Rudolph 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, W1 7EL  
**020 7871 7222**
- Moberly Sports Centre  
The Quadrant, Kilburn Lane, W10 4AH  
**020 7641 4807**
- 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 7723 8019**

## 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)  
**020 8762 3082**  
[penfoldhub@nhhg.org.uk](mailto:penfoldhub@nhhg.org.uk)  
60 Penfold Street, NW8 8PJ

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  
**020 7266 2776**  
[gblackwood@openage.org.uk](mailto:gblackwood@openage.org.uk)  
Room 9b, Beethoven Centre,  
Third Avenue, W10 4JL
- Westbourne Community Hub  
**020 8964 1900**  
[Mwhyberd@openage.org.uk](mailto:Mwhyberd@openage.org.uk)  
1 Thorpe Close, W10 5XL
- Churchill Community Hub  
**020 7976 6354**  
[JGrieve@openage.org.uk](mailto:JGrieve@openage.org.uk)  
Churchill Gardens Youth Club,  
Churchill Gardens Road, Churchill  
Gardens Estate SW1V 3AL

## 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 Reference Library  
35 St. Martin's Street, WC2H 7HP3

## 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](http://westminster.gov.uk/libraries). It's free to join. 24-hour renewals online at [westminster.gov.uk/247](http://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 get free 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 and e-magazines.



# CONTACTS AT A GLANCE

## Advice

Carer's Allowance benefit

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

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 8964 1900**

Find your local leisure centre

■ [westminster.gov.uk/active](http://westminster.gov.uk/active)

Find your local library

■ [westminster.gov.uk/  
libraries](http://westminster.gov.uk/libraries)

## Services

Assessments, support for  
the person you care for

■ Westminster Council  
**020 7641 1175**

Advice, home visits,  
carers assessment

■ Carer's Network Westminster  
**020 8960 3033**

Services and support for  
young carers

■ Spurgeons  
**020 8969 7812**

## Health

NHS carer's direct

■ **0300 123 1053**

