



Carers  
Hub  
Lambeth

# Top Tips and Signposting Information for Unpaid Carers





# Introduction

We've created this guide to let you know about the **support on offer here at Carers' Hub**, and the different ways we can help.

Sometimes it can be hard to know what is out there for you as a carer, and what you are entitled to. That's why we've also included our **Top Tips for Carers**, which provides essential information about local support available in Lambeth. Whether you are new to caring or have been caring for a while, we hope you find these helpful.

As you read through the guide, if you have any queries or need more information, please don't hesitate to contact the Carers' Hub team. We're here to answer your questions, and to help you navigate local services and support.

## Contents

- Carers' Hub - support we offer P3
- Top tips for carers P7
- Where can I get help? P15
- Contact the team P19



# Carers' Hub support

There are lots of ways we can help if **you look after someone** who has an illness, disability, mental health condition or drug or alcohol problem. The team is here **Monday to Friday, 9 to 5 pm** so please do get in touch if we can be of help, or you would like to take part in any of the activities below.



## We offer carers **one-to-one** support

- We'll begin by **giving you a call** to find out about your situation.
- You may just need some **information**, in which case we will send you what you need via email or post.
- You may be offered a **one-to-one appointment** with a member of the team. We can meet you at your home, our offices or in a suitable community setting or chat over the phone - whichever works best for you. We will use this appointment to explore your caring role and support available.
- We'll then work alongside you to **create a plan** that is tailored to your needs, and we'll help you put it into action.



## You can also sign up for a **Lambeth Carers Card**.

Offered by Carers' Hub in partnership with MYSocial, your Lambeth Carers Card flags up **'I am Carer. Someone depends on me'** and includes space to add your emergency contact details. This means if something happens to you, people will know who to contact to help look after the person you care for.



We will also send you an **emergency plan** template and tips to help put an emergency plan into place and invite you to our regular emergency planning sessions.



Your Lambeth Carers Card also connects you to **deals and discounts** at participating local businesses.

In addition, we have a **monthly programme of groups and activities** with a mix of both in-person and online sessions, offering you a chance to meet fellow carers and take time out for you. These include:



We hold monthly **coffee mornings**, giving carers the opportunity to check in with peers and take part in fun activities with other carers.



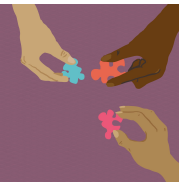
We have monthly **peer support groups** for carers looking after people with specific needs including: mental health, dementia, and learning disabilities and autism.



Our monthly **legal clinic** offers 30 minutes of free legal advice for carers from a solicitor. The theme changes every other month, between Lasting Power of Attorney and Court of Protection, offering 1:1 support to carers over the phone in either of these areas.



Our weekly **mindfulness** sessions are guided by an experienced coach and mentor, these sessions help carers to take time out for themselves for a moment of calm.



We work closely with local partners in Lambeth to provide a wide range of **workshops** for carers throughout the year. Previous workshops have looked at self-care, creativity and first aid training. Our **information sessions** seek to keep you up to date with essential information for carers.



**Advance care planning** is the process of making decisions about the kind of care you'd like in the future. It helps to make sure that anyone looking after you knows what matters to you. In our Advanced Care Planning clinic, we talk about what you can include in an Advance Care Plan, how it will be used, and how you can make one.



**Bereavement help point.** Run by St Christopher's Hospice, the weekly virtual help point offers a space for carers whose cared for person has passed away, to share experiences together.



## SUPPORT FOR YOUNG CARERS

Our young carers team works with young carers aged **5 to 21 who help look after a family member or friend**, who has an illness or condition. This might be a physical illness; mental illness; learning disability; or some form of drug or alcohol problem.

While you may be the primary carer for someone, children and young people in the home may be helping with caring too. Perhaps they help look after siblings, provide emotional support to the person you care for or do more practical work around the house to help out. If you think a young person in your family may be a young carer, please do reach out to the young carers team.

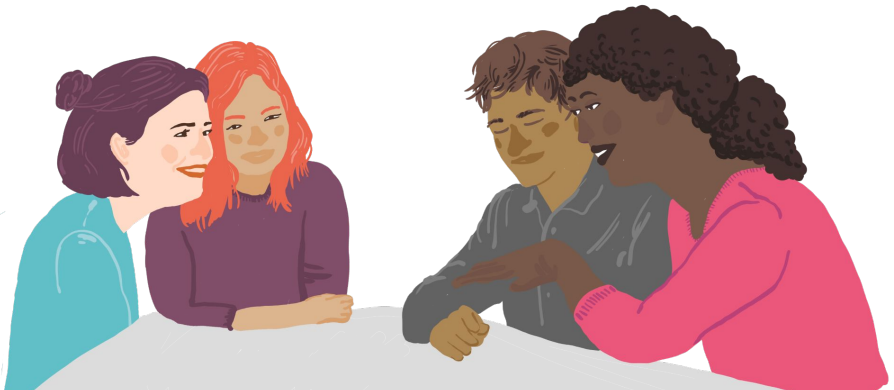
Our young carers team offers support and information to young carers and their families. Adventure, friendship and support are super important for young carers, so we split our work into four areas:

We organise a mixture of **exciting activities** throughout the year.

We provide a **listening ear** and relevant help to young carers and their families.

We run **dedicated projects** working with schools to support young carers with their education

We run **monthly young carers groups** – a space to relax and have fun.





# Top tips for Carers



## TOP TIP 1

### **REQUEST A CARER'S ASSESSMENT**

A carer's assessment is a discussion between yourself and a worker from Lambeth Council to look into how your caring role affects different aspects of your life. Whether you are caring for another adult or caring for a child **you are entitled to an assessment.**

You are entitled to have an assessment regardless of the amount of time, length of time, or type of support you provide. It does not matter if you live with the person you support or not, whether you work or not, or if you have your own care needs.

**An assessment is not to judge how 'good' you are as a carer** or to look at ways to take away your caring role. It is an opportunity for you to record the impact that caring is having on your life and better understand what support or services you need to make your life easier.

Following your assessment the worker will produce a **carer's assessment and if you are eligible a Carer's Support plan.** The plan details your needs, and if eligible generates a carer's budget.

Further information is available from the Lambeth council website:  
<https://beta.lambeth.gov.uk/adult-social-care-and-health/carers>



## IF YOU ARE CARING FOR AN ADULT

You can request an assessment by contacting the Adult Social Care team on **020 7926 5555** or by emailing [AdultSocialCare@lambeth.gov.uk](mailto:AdultSocialCare@lambeth.gov.uk)

To find out if the person you care for is **eligible for alternative care**, adult social care will need to undertake a needs assessment for the person you care for. Contact the adult social care team to arrange this.

Please note, you can ask for your carer's assessment to be undertaken at the same time as this. This helps to save you time!

Lambeth have also provided an online tool allowing you to check eligibility for adult social care: <https://mycommunity.directory/eligibility-tool>



## CARING FOR A CHILD OR YOUNG PERSON AGED UNDER 18

If the child or young person you care for has Special educational needs and/ or a disability (SEND) you are eligible for a carer's assessment. To request an assessment of your needs contact the **Children's Social Care** team on **020 7926 5555**.

## YOUNG CARERS

Young Carers are eligible for a Young Carers Assessment. Here in Lambeth, Young Carers Assessments are carried out by the Young Carers team at Carers' Hub. Contact the team on **020 7501 8972** or by emailing [youngcarers@carershub.org.uk](mailto:youngcarers@carershub.org.uk)





## TOP TIP 2 **CHECK IF YOU ARE ELIGIBLE FOR CARER'S ALLOWANCE**

Caring can have an impact on your finances, so we always suggest checking if you are eligible for Carer's Allowance.



**How** do I find out if I am eligible for Carer's Allowance?

Carer's Allowance is the main benefit for unpaid carers. You can check the eligibility criteria and make applications, by visiting the UK Government website at [www.gov.uk/carers-allowance](http://www.gov.uk/carers-allowance) or by calling the Carer's Allowance Unit on **0800 731 0297**.

You may find it helpful to undertake a benefits check. You can do this online using a benefits checker such as the one offered by Carers Trust <https://carers.org/money-and-benefits/benefits-calculator> or by contacting a local organisation for support.

If you do want to have a discussion with someone about your benefit entitlement or need other financial advice, helpful local organisations to try include:

- **Age UK Lambeth: 0333 360 3700** (open to unpaid carers aged 18+)
- **Centre 70: 020 8670 0070** or [enquiries@centre70.org.uk](mailto:enquiries@centre70.org.uk)
- **Every Pound Counts at Lambeth Council: 020 7926 5555**(option 4)or [everypoundcounts@lambeth.gov.uk](mailto:everypoundcounts@lambeth.gov.uk)



## What about **financial emergencies**?

If you are experiencing a financial emergency, the following support is available in Lambeth:

- **Household Support Scheme**

Lambeth Council has a pot of emergency funds, for residents facing hardship, a crisis, emergency or disaster, including struggling to pay bills or afford food. Applications can be made online via the Lambeth Council website:

<https://beta.lambeth.gov.uk/benefits-financial-support/extra-support-people-crisis/household-support-scheme/apply-online>

If you need assistance with the online form email [ESSteam@lambeth.gov.uk](mailto:ESSteam@lambeth.gov.uk) and ask for a call back.

- **Foodbanks** provide emergency food packages for local people in crisis. If you need to access a Foodbank, you will need a voucher from a local service. This could be from your GP, school, social worker or a service that supports you such as Carers' Hub.

For more information about local Food Banks and emergency food, visit **Lambeth Larder** at <https://www.lambethlarder.org>



---

## TOP TIP 3 **LET YOUR GP KNOW YOU ARE A CARER**

---



If you haven't already done so, it is worth telling your GP that you are a carer, so that this can be added to your **medical record**.

This helps to ensure you are informed about vaccinations that carers' are eligible for, such as the annual flu jab.

It also allows your GP Practice to share information and news of any relevant support for carers with you.

Some GP Surgeries have online forms on their website where you can register as a carer, for others you will need to call your GP Practice and register over the phone.

### **NHS Health Checks**

If you are between the ages of 40 to 74 and do not have any pre-existing conditions, your GP can invite you for an NHS Health Check. You can also call your GP to book a Health Check.

A NHS Health Check is designed to spot early signs of stroke, kidney disease, heart disease, type 2 diabetes or dementia.

The NHS Health Check gives you an opportunity to sit down with a health professional and talk about your health. During the Health Check you can discuss the risk factors for a health condition and how to make lifestyle changes to improve your health.

<https://www.nhs.uk/conditions/nhs-health-check/>



---

## TOP TIP 4 **LOOK AFTER YOUR OWN WELLBEING TOO**

---

Whether you've been a carer for years or are just stepping into the role, it's important to try to take time for yourself to build up your energy and resilience. Try these four wellbeing tips:

**1. Spend 5 minutes each day appreciating the moment:**

Mindfulness means paying attention to the present moment, however brief. It can improve wellbeing by helping us understand ourselves, and it can be done anytime, anywhere, for example:

- While making a cup of tea
- Listening to a radio station you like
- Looking out the window and watching the world pass by

**2. Look after your own sleep schedule:**

- The NHS has tips on how to manage sleep: <https://www.nhs.uk/live-well/sleep-and-tiredness/>
- For more advice, **The Sleep Charity** offers a range of resources to help with sleep hygiene: <https://thesleepcharity.org.uk/information-support/adults/sleep-hygiene/> or call their helpline on National Sleep Helpline: **03303 530 541**

**3. Speak to a friend, family member, or confide in someone and stay connected.**

**4. Remind yourself that it is OK to have down days.** Changing emotions are part of life. Sometimes when we feel low we can beat ourselves up about it. Imagine a friend was coming to you to talk about feeling low, and give yourself the same compassion you would give them.



## What **mental health services** are available to me?

- The **Living Well Network Alliance** supports people in Lambeth who are experiencing mental illness or distress. Find out about self-help, how to get crisis support, talking therapies, and who to contact if you need more support than your GP can provide at: [www.lambethtogether.net/living-well-network-alliance/get-help](http://www.lambethtogether.net/living-well-network-alliance/get-help).
- **Solidarity In a Crisis** is a peer delivered emotional listening support service for people going through very difficult life events and experiencing feelings of emotional or mental health crisis. Carers based in Lambeth can access their out of hours crisis helpline and support from their community team. Find out more at <https://www.certitude.london/what-we-do-2/solidarity-in-a-crisis/>  
The helpline is open: Monday to Friday from 6pm until midnight, Saturday and Sunday from midday to midnight.  
Freephone: **0300 123 1922**
- **Free Your Mind** is offered to residents across South London to access wellbeing tips and digital resources to access help for themselves or the person they care for. The information ranges from links to online support to self-referral forms. Whether you are facing stress at work, at home or feeling sad or stressed sometimes. Don't suffer in silence.  
Visit Free Your Mind at <https://nhsfreeyourmind.co.uk>
- **Samaritans**. If you would like someone to listen to you. No judgement or pressure. You can talk about whatever is on your mind, whatever you're going through at any time from any phone.  
Call them on **116 123**.



---

## TOP TIP 5 **TRY AND TAKE TIME OUT FOR YOU**

---

We know carers' lives are often incredibly busy. With so much to juggle, often our own needs drop to the bottom of the pile. If you can, we always encourage carers to try to grab some me time. Whether that's by calling a friend, taking some exercise or making time for a hobby you like.

Getting together with others can be a real boost too, why not pop along to one of the groups and activities hosted by Carers' Hub. This could be our weekly online 30 minute mindfulness session, joining a monthly peer support group or coming along to a workshop to learn a new skill. We would love to see you there!

### **MYsocial**

You could also check out what's happening over at MYsocial! Our friends at MYsocial offer a calendar of events, these range from regular events, such as exercise classes, creative writing class and computer clubs, to set piece events which include theatre trips, dances, visiting galleries and exhibitions, to trips out of London.

To find out more or to sign up:

Visit the website at <https://mysocial.london/>

Email on [members@mysocial.london](mailto:members@mysocial.london)

Or call **0203 1435 695**





# Where can I get help?



If you have a particular issue you would like advice on, here are a few key contacts that might be able to help.

---

## LAMBETH COUNCIL

---

- Contact **Adult Social Care** for accessing care and support services for adults and carers of those aged 18 plus.
  - Call **020 7926 5555**
  - Email [adultsocialcare@lambeth.gov.uk](mailto:adultsocialcare@lambeth.gov.uk)
  - <https://beta.lambeth.gov.uk/adult-social-care-health>
- Contact **Special Educational Needs and Disability (SEND) Local Offer** for children and young people with SEND aged 0 to 25.
  - Call **020 7926 9460** or **020 7926 7754**
  - Email [sendsupport@lambeth.gov.uk](mailto:sendsupport@lambeth.gov.uk).
  - <https://beta.lambeth.gov.uk/lambeths-send-local-offer>
- Contact **Lambeth Information Advice Support Service (LIASS)** for confidential advice about a child's special educational needs.
  - Call **020 7926 1831** or **020 7926 9835**
  - Email [lambethiass@lambeth.gov.uk](mailto:lambethiass@lambeth.gov.uk)
  - <https://www.lambethiass.org.uk/>
- Contact **Early Help** for early years or child protection help or support
  - Call **020 7926 3100** or **020 7926 5555 (out of hours)**
  - Email [helpandprotection@lambeth.gov.uk](mailto:helpandprotection@lambeth.gov.uk)
  - <https://beta.lambeth.gov.uk/children-young-people-families/early-help-services>



---

## NHS TRUSTS' PATIENT ADVICE AND LIAISON SERVICE

---

A Patient Advice and Liaison Service (PALS) provides a point of contact for patients, their families and their carers. Offering confidential advice, support and information on health-related matters.

- Guy's and St Thomas' NHS Trust **020 7188 7188**
- King's College Hospital NHS Trust **020 3299 9000**
- South London and Maudsley NHS Trust (mental health services) **0203 228 6000** (Option 2)

---

## LOCAL CHARITIES AND ORGANISATIONS

---

- **MYcommunity Gateway** for people in need of support. Open to Lambeth residents aged 18 +. Support line open Monday - Friday 9am - 5pm excluding bank holidays, **0333 360 3700**
- **Carers4Carers** are wellbeing specialists for carers. They offer a range of in person and online services including: Health Checks, Complementary Therapies, Sports & Fitness Classes, Personal Development & Coaching, Health & Wellbeing Workshops & Training and Family Activities & Trips. For more information please contact **07884 966 276**
- **Citizens Advice Merton and Lambeth** offer advice on a wide range of topics including benefits, debt, housing and more. **0800 254 0298** - Freephone Monday to Friday 10am-4pm excluding public holidays. Submit an online advice query at: <https://www.caml.org.uk/advice-contact/>. Or for general information, email [informationsupport@caml.org.uk](mailto:informationsupport@caml.org.uk)





- **Healthwatch Lambeth** is a local charity which seeks to use your experience of health and social care to bring around positive change.  
Call **020 7274 8522**  
Email [info@healthwatchlambeth.org.uk](mailto:info@healthwatchlambeth.org.uk)
- **Lambeth Parent Forum** supports families with children and young people with Special Educational Needs and Disabilities Call **07903 248077**  
Email: [info@lambethparentforum.com](mailto:info@lambethparentforum.com)
- **The Gaia Centre** offers support and advice to anyone, men and women, children and young people from the age of 11, who live in Lambeth and who are experiencing or have experienced forms of gender-based abuse including domestic abuse and violence, trafficking and modern slavery, Female Genital Mutilation (FGM), stalking and harassment, sexual violence (including Child Sexual Exploitation), sexual exploitation (including harm associated to prostitution/sex work), so called 'honour'-based abuse and forced marriage.  
Call **020 7733 8724**  
Email [lambethvawg@refuge.org.uk](mailto:lambethvawg@refuge.org.uk)
- **Working for Carers** supports unpaid carers and former carers in London, who are aged 25 or over, to move closer to employment. They do this through support from a Personal Employment Advisor, Volunteering placements and free Training and Workshops  
Call **020 8699 8686**  
Email [workingforcarers@carerslewisham.org.uk](mailto:workingforcarers@carerslewisham.org.uk)
- **LGBTQ+ Carers project** offers peer support and wellbeing events for LGBTQ+ Carers from across London.  
Call 07729 105 305  
Email [abinaya@wandsworthcarers.org.uk](mailto:abinaya@wandsworthcarers.org.uk)



---

## DIRECTORIES

---

There is a huge list of organisations, services, and projects that can help you and the person you care for. It can be difficult to know where to start the search for the right one. Directories are a list of organisations, services, and projects in an easily searchable format. Here are a few of the directories of Lambeth services.

- **MYcommunity Directory** from Age UK. Lists local organisations in different categories, such as residential care, travel and disability. <https://mycommunity.directory/>
- **Mind Lambeth and Southward**  
Lists over 600 organisations to help support your mental health. <https://www.lambethandsouthwarkmind.org.uk/directory-home/>
- **Lambeth Council Family Information Directory**  
Lists activities and services for children and young people. <https://beta.lambeth.gov.uk/children-young-people-families/family-information-directory>
- **Lambeth Larder** connects local people in financial need to emergency food and other services like advice, debt, and mental health support. <https://www.lambethlarder.org/the-directory>



# Contact the Carers' Hub team

---

## ADULT CARERS & GENERAL ENQUIRIES

**T 020 7501 8970**

**E [connect@carershub.org.uk](mailto:connect@carershub.org.uk)**

---

## YOUNG CARERS

**T 020 7501 8972**

**E [youngcarers@carershub.org.uk](mailto:youngcarers@carershub.org.uk)**

---

## FOLLOW US ON SOCIAL MEDIA AND ONLINE

**W <https://www.carershub.org.uk/>**



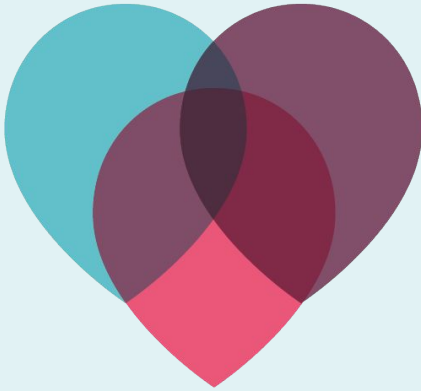
@CarersHub



@CarersHub



@LambethYCP



# Carers Hub Lambeth

**Publication 2022**

Charity No. 1182120. A company limited by guarantee registered in England and Wales No. 11403363