



# **City and Hackney Guide for Carers, Families and Friends of People Living with Dementia**

'This guide is for carers, families and friends of people living with dementia and is designed to put you in touch with the right people or organisation who can provide support or information if you have any concerns about the person you are caring for or are worried about your neighbour or someone you think might need care in the future'



## **Who is a Carer?**

**A carer is someone, who, without payment (unpaid), provides help and support to a partner, child, relative, friend or neighbour, who could not manage without their help. This could be due to age, physical or mental illness, addiction or disability.**

**\*A young carer is someone who is under the age of 18 and may be looking after his/her parents, brother or sister, grandparent or other relative who needs support\***

## Awareness Raising (finding out more)

*"I've heard about dementia, but I'm not sure what it is – or if it applies to my Mum. Where can I find out more?"*

## What is available / who to talk to

Your GP or any visiting health or social care professional

Alzheimer's Society (national)

- Helpline
- Website

Alzheimer's Society City and Hackney or join a 'Dementia Friends session nearby

Age UK East London

Adult Social Care Team London Borough of Hackney

Adult Social Care Team City of London

City and Hackney Dementia Service/Community Mental Health Team for Older People Duty Desk

## Contact Details

0300 222 1122

[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

020 8533 0091

020 8981 7124 /  
[www.ageuk.org.uk/eastlondon](http://www.ageuk.org.uk/eastlondon)

020 8356 6262 /  
[access@hackney.gov.uk](mailto:access@hackney.gov.uk)

020 7332 1224 /  
[adultsduty@cityoflondon.gov.uk](mailto:adultsduty@cityoflondon.gov.uk)

020 3222 8500

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## Awareness Raising (finding out more) *cont.*

*"I've heard about dementia, but I'm not sure what it is – or if it applies to my Mum. Where can I find out more?"*

## What is available / who to talk to

Carers First

City and Hackney Carers Centre

Hackney Citizens Advice Bureau

Toynbee Hall (City of London) for advice and information about local community support groups

Your Local Lunch Club

Carers' Education and Support Group, Homerton Hospital (if in hospital)

Dementia UK

Carers UK

## Contact Details

030 0303 1555 /  
[www.carersfirst.org.uk](http://www.carersfirst.org.uk)

020 8533 0951 /  
[www.hackneycarers.org.uk](http://www.hackneycarers.org.uk)

020 8525 6350

020 7392 2953 /  
[www.toynbeehall.org.uk](http://www.toynbeehall.org.uk)

[www.hackneyicare.org.uk](http://www.hackneyicare.org.uk)

020 8510 8817

0800 888 6678 /  
[www.dementiauk.org](http://www.dementiauk.org)

020 7378 4999 /  
[www.carersuk.org](http://www.carersuk.org)



Awareness Raising  
(finding out more) *cont.*

*"I've heard about dementia, but I'm not sure what it is – or if it applies to my Mum. Where can I find out more?"*

What is available / who to talk to

Disability Rights UK

NHS Choices

Contact Details

020 7250 8181 /  
[www.  
disabilityrightsuk.org](http://www.disabilityrightsuk.org)

[www.nhs.uk](http://www.nhs.uk)



Pre-diagnostic support  
(information about  
someone close to me)

*"I'm worried about my Mum. She's getting very forgetful / behaving differently. Who should I talk to?"*

*"There is something going on with Dad / Mum / family member / neighbour but they do not think there is. What do I do?"*

What is available / who to talk to

Your GP or any visiting health or social care professional

Alzheimer's Society City and Hackney

Adult Social Care Team London Borough of Hackney

Adult Social Care Team City of London

City and Hackney Dementia Service/Community Mental Health Team for Older People Duty Desk

Carers First

City and Hackney Carers Centre

Contact Details

020 8533 0091 /  
[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

020 8356 6262 /  
[access@hackney.gov.uk](mailto:access@hackney.gov.uk)

020 7332 1224 /  
[adultsduty@cityoflondon.gov.uk](mailto:adultsduty@cityoflondon.gov.uk)

020 3222 8500

030 0303 1555 /  
[www.carersfirst.org.uk](http://www.carersfirst.org.uk)

020 8533 0951

Pre-diagnostic support  
(information about  
someone close to me)

*"I'm worried about my  
Mum. She's getting  
very forgetful / behaving  
differently. Who should I  
talk to?"*

*"There is something  
going on with Dad /  
Mum / family member /  
neighbour but they do  
not think there is. What  
do I do?"*

What is available / who to talk to

Toynbee Hall (City of London) for advice and  
information about local community support groups

Ward staff at any hospital (if in hospital)

Contact Details

020 7392 2953 /  
[www.toynbeehall.org.uk](http://www.toynbeehall.org.uk)



## Pre-diagnostic support (the process of diagnosis)

*"The doctor says my  
Mum needs a memory  
assessment. What does  
this mean?"*

## What is available / who to talk to

### Your GP

Alzheimer's Society City and Hackney

City and Hackney Dementia Service/Community  
Mental Health Team for Older People

Homerton Psychological Medicine (Mental Health  
Hospital Liaison Team), for people in hospital.

Ward staff at any hospital (if in hospital)

## Contact Details

020 8533 0091 /  
[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

020 3222 8500

020 8510 8980





## Support for carers at time of diagnosis

*"My Dad has an appointment for a memory test and brain scan. Can I go with him?"*

*"How do I prepare for what comes next?"*

## What is available / who to talk to

Your GP

Alzheimer's Society City and Hackney

City and Hackney Dementia Service/Community Mental Health Team for Older People Duty Desk

## Contact Details

020 8533 0091

020 3222 8500



## Carers' Assessment and on-going support with caring activities

*"I'm looking after my partner. Does this mean I am her Carer?"*

*"I don't get much time to myself, as I am caring for my Mum. How can I get some help?"*

*"What am I entitled to as a Carer?"*

*"I'd like to do more things with my Dad. Who can I ask and where can we go together, where me and my Dad will feel supported?"*

*"Will my entitlement to benefits as a Carer affect Mum's money?"*

## What is available / who to talk to

### Alzheimer's Society City and Hackney

- Carers' information Talks
- Dementia Navigation service
- Hackney Coffee Club / Singing for the Brain™

### Carers First

- Information & Advice
- Specialist Support
- Groups and activities

### City and Hackney Carers Centre

- Dementia Discussions (Online Information and Support Group)
- Workshops, talks and social events
- LGBTQI+ carers

### Carers Network (City of London)

### City Carers Service (Delivered by Age UK East London)

- Expert information and advice on carers rights
- Help with Navigation
- Monthly Carers Support Group

## Contact Details

020 8533 0091 /  
[www.alzheimers.org.uk](http://www.alzheimers.org.uk)

030 0303 1555 /  
[www.carersfirst.org.uk](http://www.carersfirst.org.uk)

020 8533 0951 /  
[www.hackneycarers.org.uk](http://www.hackneycarers.org.uk)

020 8960 3033 /  
<https://carers-network.org.uk/>

0203 957 9844 /  
<https://cityconnections.org.uk>

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## Carers' Assessment and on-going support with caring activities *cont.*

*"I'm looking after my partner. Does this mean I am her Carer?"*

*"I don't get much time to myself, as I am caring for my Mum. How can I get some help?"*

*"What am I entitled to as a Carer?"*

*"I'd like to do more things with my Dad. Who can I ask and where can we go together, where me and my Dad will feel supported?"*

*"Will my entitlement to benefits as a Carer affect Mum's money?"*

## What is available / who to talk to

Toynbee Hall (City of London) for advice and information about local community support groups

Homerton Hospital Social Work Team (if in hospital)

Homerton Hospital Carers' Support Specialist (if in hospital)

Lead Nurse Dementia Care

## Contact Details

020 7392 2953 /  
[www.toynbeehall.org.uk](http://www.toynbeehall.org.uk)

020 8510 5555

020 8510 8817  
[www.homerton.nhs.uk/patients-and-visitors/carers-at-homerton](http://www.homerton.nhs.uk/patients-and-visitors/carers-at-homerton)

020 8510 5555

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Carers' Assessment and on-going support with caring activities *cont.*

*"I am being badly treated by the person I am caring for. Who can I talk to?"*

*"I am worried because I am losing my temper with the person I am caring for. Who can I talk to?"*

What is available / who to talk to

Your GP or any visiting health or social care professional

Safeguarding Team London Borough of Hackney

Safeguarding Team City of London

Hackney Domestic Violence and Hate Crime Team

Victim Support (City of London)

City and Hackney Dementia Service/Community Mental Health Team for Older People Duty Desk

Integrated Learning Disability Service

City and Hackney Adult Social Care Team Out of Hours (Weekdays - 5pm to 9am. 24 hours at weekends and on bank holidays)

Contact Details

020 8356 5782

020 7332 1224

0800 056 0905 / 020 8356 4458

<https://hackney.gov.uk/domestic-violence>

0808 168 9111 / [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

020 3222 8500

020 8356 7444 / [earningdisabilitiesduty@hackney.gov.uk](mailto:earningdisabilitiesduty@hackney.gov.uk)

020 8356 2300

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Carers' Assessment and on-going support with caring activities *cont.*

*"I need to plan for the future. Who can I talk to?"*

*"What does Do Not Attempt Resuscitation mean (also written as DNAR) and where can I find out more?"*

What is available / who to talk to

Your GP or any visiting health or social care professional

City and Hackney Dementia Service/Community Mental Health Team for Older People Duty Desk

Alzheimer's Society City and Hackney

Your GP or any visiting health care professional e.g. District Nurse or Community Therapist

Hospital Doctor/Consultant and the person in charge of the ward e.g. ward sister (if in hospital)

Contact Details

020 3222 8500

020 8533 0091

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## Carers' Assessment and on-going support with caring activities *cont.*

*"I need a break. What support will I get and what will happen to my Dad?"*

*"How do I help Mum get more support at home?"*

*"I have suddenly fallen ill. What do I do?"*

*"I am not happy about the quality of care I am getting."*

## What is available / who to talk to

Adult Social Care Team London Borough of Hackney / City of London

- Access to paid carers
- Arranging respite care
- Day centres

Hackney CVS for information about local community support groups

AgeUK East London

Carers First

- Information & Advice
- Specialist Support
- Groups and activities

City and Hackney Carers Centre

- Welfare Benefits Advice
- Dementia Discussions
- Counselling and Coaching Service
- LGBTQI + carers

## Contact Details

020 8356 6262 /  
020 7332 1224

020 7923 1962 /  
[www.hcvvs.org.uk](http://www.hcvvs.org.uk)

020 8981 7124 /  
[www.ageuk.org.uk/eastlondon](http://www.ageuk.org.uk/eastlondon)

0300 303 1555 /  
[www.carersfirst.org.uk](http://www.carersfirst.org.uk)

020 8533 0951  
[www.hackneycarers.org.uk](http://www.hackneycarers.org.uk)

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Carers' Assessment and on-going support with caring activities *cont.*

What is available / who to talk to

Contact Details

*"I need a break. What support will I get and what will happen to my Dad?"*

City and Hackney Emergency Duty Team  
(Weekdays - 5pm to 9am. 24 hours at weekends and on bank holidays)

020 8356 2300

*"How do I help Mum get more support at home?"*

Homerton Hospital Carers' Support Specialist (if in hospital)

020 810 8817

*"I have suddenly fallen ill. What do I do?"*

Homerton Hospital Social Work and Discharge Planning Team (if in hospital)

[www.homerton.nhs.uk/patients-and-visitors/carers-at-homerton](http://www.homerton.nhs.uk/patients-and-visitors/carers-at-homerton)

*"I am not happy about the quality of care I am getting."*

Any visiting health or social care professional e.g. District Nurse or Community Therapist

020 8510 5555

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Carers' Assessment and on-going support with caring activities *cont.*

What is available / who to talk to

Contact Details

*"I need guidance with lasting power of attorney. Who should I talk to?"*

Office of the Public Guardian

0300 456 0300  
[www.gov.uk/government/organisations/office-of-the-public-guardian](http://www.gov.uk/government/organisations/office-of-the-public-guardian)

Compassion in Dying

0800 999 2434  
[www.compassionindying.org.uk](http://www.compassionindying.org.uk)

*"I need guidance about managing my husband's benefit. Who should I talk to?"*

Department for Work and Pensions

0800 055 6688  
[www.gov.uk/government/organisations/departments-for-work-pensions](http://www.gov.uk/government/organisations/departments-for-work-pensions)

Toynbee Hall (City of London) for advice and information about local community support groups

020 7392 2953 /  
[www.toynbeehall.org.uk](http://www.toynbeehall.org.uk)

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Carers' Assessment and on-going support with caring activities *cont.*

*"How can I maintain my own wellbeing?"*

## What is available / who to talk to

Your GP or any visiting health or social care professional

City and Hackney Community Pharmacies

Five to Thrive

St Joseph's Hospice Friends and Family Peer Support group

Hackney CVS for information about local community support groups

Toynbee Hall (City of London) for advice and information about local community support groups

## Contact Details

<http://fivetothrive.net>

020 8525 6026 /  
[carers@stjh.org.uk](mailto:carers@stjh.org.uk)

020 7923 1962 /  
[www.hcvs.org.uk](http://www.hcvs.org.uk)

020 7392 2953 /  
[www.toynbeehall.org.uk](http://www.toynbeehall.org.uk)



Support available as things change

What is available / who to talk to

Contact Details

*“What will happen as my mum’s dementia progresses?” - Who will be there to help and support me?”*

*“I’m tired and need a break. I haven’t had a holiday for ages. But how can I go on holiday when there’s no-one to look after my partner?”*

*“Who’s going to look after my Dad’s finances?”*

*“Who can I trust to advise me on financial matters?”*

*“I need to plan for the future. Who can I talk to?”*

- Alzheimer’s Society City and Hackney
- City and Hackney Dementia Service/Community Mental Health Team for Older People Duty Desk
- Adult Social Care Team London Borough of Hackney
- City of London Adult Social Care Team
- City and Hackney Carers Centre
- Any health or social care professional visiting you/ your family/friend at home

- 020 8533 0091 / [www.alzheimers.org.uk](http://www.alzheimers.org.uk)
- 020 3222 8500
- age020 8356 6262
- 020 7332 1224
- 020 8533 0951



## Support for a Carer during times of crisis

*"I'm at my wits end. Mum keeps leaving the house / getting lost / being aggressive".*

*"I'm ill and can't look after my son at the moment. What should I do?"*

*"I'm really struggling. I don't know how much longer I can continue as my brother's carer".*

*"I have suddenly fallen ill. What do I do?"*

## What is available / who to talk to

City and Hackney Dementia Service/Community Mental Health Team for Older People Duty Desk

Carers' Emergency card

City and Hackney Carers Centre

Adult Social Care Team -London Borough of Hackney / City of London

City and Hackney Emergency Duty Team  
(Weekdays - 5pm to 9am. 24 hours at weekends and on bank holidays)

St Joseph's Hospice

- Carers Service
- 24/7 Advice and Support line

## Contact Details

020 3222 8500

020 8533 0951

020 8533 0951

020 8356 6262 /  
020 7332 1224

020 8356 2300

020 8525 6026 /  
carers@stjh.org.uk  
0300 303 0400

Support for a Carer  
when the person you are  
caring for needs full time  
residential care

What is available / who to talk to

Contact Details

*"My Dad has care  
needs that we can't  
meet at home now.  
Where do we go to for  
advice and support in  
finding a residential or  
nursing home for him to  
move to?"*

Adult Social Care Team London Borough of  
Hackney

Adult Social Care Team City of London

Mental Health Care of Older People duty desk

Homerton Hospital Community Nursing Team

020 8356 6262

020 7332 1224

020 3222 8500

020 7683 4144



## Support for a Carer during end of life

*"I've been told my Mum is nearing the end of her life. I'm so upset. Who can help me now?"*

### What is available / who to talk to

Homerton Hospital Palliative Care Team

The Royal London Palliative Care Team

St Joseph's Hospice

- Carers Service
- Namaste care
- 24/7 Advice and Support line

### Contact Details

020 8510 7819

020 8535 6604

020 8525 6026 /  
carers@stjh.org.uk

020 8525 3165 / 074  
8305 1044

030 0303 0400

## Support if the person I am caring for has a learning disability

*"My sister has a learning disability and has been struggling with changes in her memory / language. Who can I speak to about this?"*

### What is available / who to talk to

Integrated Learning Disability Team

Your GP

Alzheimer's Society City and Hackney

### Contact Details

020 8356 7444 /  
learningdisabilities  
duty@hackney.gov.  
uk

020 8533 0091

Advice and Information  
on benefits for carers  
who are either in  
employment or not  
working

*"What benefit am  
I entitle to if I am a  
working or non-working  
carer?"*

What is available / who to talk to

Hackney Citizens Advice Bureau for advice and information

City Advice for advice and information

City and Hackney Carers Centre for information and advice

Hackney Community Law Centre for advice and information

- The telephone advice line (opens between 10am and 1pm and 2-5pm; Monday to Friday)
- Welfare Benefits

Halkevi for advice and information for Kurdish and Turkish

Contact Details

020 8525 6350 /  
<http://www.eastendcab.org.uk>

020 7392 2953 /  
[www.toynbeehall.org.uk](http://www.toynbeehall.org.uk)

020 8533 0951 /  
[www.hackneycarers.org.uk](http://www.hackneycarers.org.uk)

<https://hclc.org.uk>

020 8985 5236

020 7633 4531

0207 249 6980

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Advice and Information on benefits for carers who are either in employment or not working *cont.*

*"What benefit am I entitled to if I am a working or non-working carer?"*

What is available / who to talk to

An Viet Foundation for advice and information for Vietnamese community in Hackney

Department for Work and Pensions (Mon to Fri, 8am – 6pm)

Contact Details

020 7275 7780

0800 731 7898 /  
<https://www.gov.uk/government/organisations/department-for-work-pensions>







St Joseph's  
Hospice



**NHS**  
City and Hackney Clinical Commissioning Group  
East London NHS Foundation Trust  
Homerton University Hospital Foundation Trust



This guide is also applicable for someone with a learning disability.

You can contact mainstream services or the Integrated Learning Disability Service on 020 8356 7444 for support.

*Please note: response times may vary among organisations, for further information about response time and services provided please contact the relevant organisation directly. This guide is for reference only*

To provide feedback or request additional copies of this guide, please contact:  
Alzheimer's Society City and Hackney on 020 8533 0091