



## Modality Lewisham

We provide GP-led services based at Bellingham Green Surgery, Jenner Health Centre and South Lewisham Health Centre

## Unpaid Carer Information Pack

An unpaid carer is someone of any age (adult or child) who looks after a friend or family member who, due to illness, frailty, disability, mental health problems or addiction, cannot cope without their support. The care they give is unpaid.

## Help and support is available

This pack provides general advice and guidance to unpaid carers about what type of support is available and where to find it

## You are important – Take care of yourself

Looking after someone often means we neglect to look after ourselves. Be aware of your own physical and mental health. It will help you maintain your emotional wellbeing and the quality of care you give.

## Why this pack might help you

It contains details of local and national agencies that offer a wide range of support, advice and guidance, along with practical help and wellbeing services for unpaid carers.

## Register as an unpaid carer at Modality Lewisham

If you feel you need help, please contact us so that we can work with you to understand your specific needs. A simple registration process can provide access to additional services.

- By phone – just call and give your details including preferred method of communication to our staff.
- Face to face at your preferred site – speak to our reception team.
- Online registration will be available soon.

Bellingham Green Surgery 24 Bellingham Green London SE6 3JB  Tel: 020 8697 7285	Jenner Health Centre 201 Stanstead Road Forest Hill London SE23 1HU  Tel: 020 3474 6111	South Lewisham Health Centre 50 Conisborough Crescent London SE6 2SP  Tel: 020 3474 5959
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## What support can Modality Lewisham offer you?

Our services are there to support you. They include:

- **Practical help** so that Modality services are accessible for you and the person you care for, to print forms and enable you to manage medical services for the person you care for online via linked profiles (proxy access)
- **Digital inclusion hub** to help you use our online services
- **Pharmacist** for expert advice about medication
- **Physiotherapist** for help with joint and muscle issues
- **Information and advice** via tables in our waiting area
- **Carer peer support** including coffee and chats with other carers
- **Well-being coordinator** to connect with local activities
- **Mental Health Practitioner** for guidance and referral for more help if needed

## Other steps you can take to get support you may need:

### Register with Imago Community

Lewisham Council contracts with Imago Community to provide information, support, advice and guidance to unpaid carers. Services include:

- A walk-in support hub and telephone helpline
- A **Carer's Assessment** to determine your needs and get a personal support plan
- Emotional support including access to free counselling and peer support groups

- Financial support and benefits advice
- Social activities and day trips
- A digital newsletter for carers who choose to register

<https://www.imago.community/carers-services/lewisham-carers>

[ucwellbeing@imago.community](mailto:ucwellbeing@imago.community) Tel: 0300 373 5769

## Know how to contact Lewisham Adult Social Care

The law says that supporting carers is as important as supporting the people they care for. Information from Lewisham Council explains your right to a **Carer's Assessment**

<https://lewisham.gov.uk/myservices/socialcare/adult/carers/help-and-support-for-carers>

But you may want to know more.

- The person you care for may benefit from a **Care Needs Assessment** to identify what support they need
- You may want to explore care options with them, such as care at home, equipment and adaptations and occupational therapy to help independence
- A range of services are available to provide support, including emergency care and respite breaks

<https://lewisham.gov.uk/myservices/socialcare/adult> Tel: 020 8314 7777

[gateway@lewisham.gov.uk](mailto:gateway@lewisham.gov.uk) Minicom: 020 8314 3309 (if hard of hearing)

## Other support for you and the person you care for

Get help with day-to-day living due to illness or disability

<https://www.nhs.uk/social-care-and-support/>

## Emergency Support

### What if something happens when I'm not there?

Linkline Telecare is a button activated alarm system that the person you care for can use to contact help in an emergency

<https://lewisham.gov.uk/myservices/socialcare/adult/myhome/help-at-home/community-alarm-system--linkline-telecare> Tel: 020 8314 3141

[linkline@lewisham.gov.uk](mailto:linkline@lewisham.gov.uk)

### What if something happens to me?

Carer's emergency card. By carrying one in your purse or wallet you can be confident that in an emergency the person you care for won't be left without the support they need. The card is free to all Lewisham carers.

<https://lewisham.gov.uk/myservices/socialcare/adult/carers/advice-for-carers-who-suddenly-can-t-care-for-someone>

### What if I am struggling emotionally or with my own mental health?

You can self-refer to **Talking Therapies**, an NHS service that can treat conditions like depression, anxiety, panic and stress

[www.lewishamtalkingtherapies.nhs.uk](http://www.lewishamtalkingtherapies.nhs.uk) Tel: 020 3228 1350

### What if I need to talk to someone?

At any time of the day there is always someone on the end of the line to listen <https://www.modalitylewisham.co.uk/health-information/talking-saves-lives/> or call the Samaritans on Freephone 116 123

## Other support agencies

There are many other agencies that can offer you the specific help you need as a carer. Here are just a few:

- **South London and Maudsley** – Our local Mental Health Trust works with and offers support for carers, families and friends of people dealing with mental health or addiction challenges <https://slam.nhs.uk/carers>
- **Dementia Clinical Nurse Specialists** work with people living at home who have an existing diagnosis of dementia, and with their carers. Tel: 020 3228 0921 [DementiaCNS@slam.nhs.uk](mailto:DementiaCNS@slam.nhs.uk)
- **Alzheimer's Society** runs Lewisham Dementia Service with Age UK. Includes information and peer support for carers <https://www.alzheimers.org.uk/> Tel: 020 7423 5107 [lewisham@alzheimers.org.uk](mailto:lewisham@alzheimers.org.uk)
- **Age UK Lewisham and Southwark** offers a range of services to support older people's independence and well-being including an information and advice line <https://www.ageuk.org.uk/lewishamandsouthwark/> Tel: 020 7701 9700
- **Carers UK** – Dedicated support for unpaid carers including information and guidance on your rights in health and social care, employment and benefits; helpline and online chats to connect carers. <https://www.carersuk.org/> Telephone Helpline available on 0808 808 7777 from Monday to Friday, 9am – 6pm (including Bank Holidays).
- **British Heart Foundation** supports carers of people with a heart or circulatory condition Helpline (9-5pm) 0808 802 1234 <https://www.bhf.org.uk/information-support/support/support-for-carers> <https://www.bhf.org.uk/information-support/heart-helpline>

- **Diabetes UK** support includes a helpline Tel: 0345 123 2399  
<https://www.diabetes.org.uk/living-with-diabetes/supporting-someone-with-diabetes>
- **Lewisham Parent and Carer's Forum (LCPF)** can signpost and support families to get the best possible services for children and young people with special/ additional needs and disabilities (SEND). Tel: 07534 568020  
[info@lewishamparentcarer.org.uk](mailto:info@lewishamparentcarer.org.uk) <https://lewishamparentcarer.org.uk/>

### Do you need help with travel?

- **Dial a ride** – a membership scheme for people with long term disabilities <https://tfl.gov.uk/modes/dial-a-ride/>
- **Blue Badge** - helps people with disabilities or health conditions park close to their destination. Tel: 020 8314 6000 (switchboard)  
<https://lewisham.gov.uk/myservices/parking/disabled-parking>
- **Taxi card** – subsidised transport service for people with difficulty using other transport. Tel: 020 7934 9791  
<https://www.londoncouncils.gov.uk/services/taxicard>
- **Patient Transport.** Hospitals have non-emergency patient transport services available for those that have specific mobility needs. Eligibility will be assessed. For Lewisham or Queen Elizabeth Hospitals Tel: 020 3929 4088  
<https://www.lewishamandgreenwich.nhs.uk/patienttransport> Please contact out-of-borough hospitals if referred to them
- **Freedom Pass** – In London this is free for London residents over 66 or with eligible disabilities such as sensory impairment, physical or learning disability  
<https://www.londoncouncils.gov.uk/services/freedom-pass/apply-freedom-pass> Tel: 0300 330 1433

## Do you need help with finances?

Citizens Advice Lewisham

<https://citizensadvicelewisham.org.uk/> Tel: 0800 231 5453. Drop in 2<sup>nd</sup>

Thursday of every month 2-5pm at South Lewisham Health Centre for Modality registered patients.

## Do you need help planning for the future?

Please remember, when your caring responsibilities change - such as a care home placement or a bereavement - support for you can continue.

## Have you considered lasting power of attorney (LPA)?

A lasting power of attorney (LPA) is a legal document that lets the cared for person (the 'donor') appoint one or more people (known as 'attorneys') to help them make decisions or to make decisions on their behalf. There are two types of LPA: 'Health and Welfare' and 'Property and Financial Affairs'. They can choose to make one type or both.

This can help carers have more control over what happens to the person they care for if they have an accident or an illness and cannot make their own decisions (they 'lack mental capacity'). [www.gov.uk/power-of-attorney](http://www.gov.uk/power-of-attorney)

Contact the Office of the Public Guardian if you need help.

[customerservices@publicguardian.gov.uk](mailto:customerservices@publicguardian.gov.uk) Tel: 0300 456 0300

Please note: There are costs involved with these documents. Financial advice is available from Citizens Advice (see above) and other support agencies



## Do you want to know more about residential care homes?

Care Quality Commission (CQC) list all the care homes details along with their inspection reports and ratings

<https://www.cqc.org.uk/> Tel: 03000 616161

Please note: In common with some other services provided by Lewisham Adult Social Care, care home fees are means-tested. Lewisham Adult Social Care can carry out a financial assessment as part of a **Care Needs Assessment** which will determine who will be responsible for paying any care home fees

## What support can you call upon if the person you care for becomes frail or has more complex needs?

- **NHS continuing healthcare.** Some people with long term complex health needs qualify for free health and social care arranged and funded solely by the NHS.  
<https://www.nhs.uk/social-care-and-support/money-work-and-benefits/nhs-continuing-healthcare/>
- **Beacon.** The process involved in continuing healthcare assessments can be complex. Free, independent advice is available. <https://beaconhc.co.uk/> Tel: 0345 548 0300 for free helpline
- **St Christopher's** offer a range of palliative and end of life care services, including dedicated support for carers.  
<https://www.stchristophers.org.uk/supporting-you/your-support/carers-support/> Tel: 020 8768 4500
- **Marie Curie** - provides frontline nursing and hospice care, a free support line and information and support on all aspects of dying, death and bereavement.  
<https://www.mariecurie.org.uk/services/london> Tel: 020 3370 2208

## Do you need bereavement support?

- **Bereavement Advice Centre** offers practical help when someone dies. <https://www.bereavementadvice.org/>
- **St Christopher's Lewisham Bereavement Support** provides information and 1:1 support.  
<https://www.stchristophers.org.uk/lewisham-bereavement-counselling/>  
Tel: 020 8768 4500

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