

# Minutes of Hillingdon's Older People's Assembly

25<sup>th</sup> June 2019

Council Chamber, Civic Centre, Uxbridge

<p>1.</p>	<p><b>Welcome</b></p> <p>Marion Finney from the Customer Engagement Team introduced herself as the Chair and welcomed everyone to the meeting. She went through the agenda and explained the purpose of the Older People's Assembly which is to hear about services and activities that the Council and its partners provide and also an opportunity for residents to help improve and shape services for the future.</p> <p>Marion reminded attendees if they wished to report issues and make service requests, residents should call the main switchboard number 01895 250 111 or do it online as we cannot discuss individual issues at the assembly.</p>
<p>2.</p>	<p><b>Update from Older People's Champion - Cllr Ray Puddifoot</b></p> <p>The older people's action plan is monitored every quarter. The last monitoring quarter was June 2019. Some of the headlines for the out turn up to 31<sup>st</sup> March 2019 are as follows;</p> <ul style="list-style-type: none"><li>● Burglar alarms - 10,100 alarms were fitted with another 1000 planned for this year.</li><li>● Rogue traders - 9 reports received and issues swiftly addressed by officers.</li><li>● Telecareline was previously free for the over 80's now it is free to over 75's. 5541 people subscribed to the service. 2633 for level 1 service and 2615 for level 2 service.</li><li>● Keeping in line with the council's aim to provide various wellbeing services, free swimming lessons are offered to residents over the age of 65 years across three swimming pools in the borough. To date there has been 6937 free swimming lessons delivered. Figures are up from last year and the classes have been full to capacity.</li><li>● Regular tea dances held at the Civic Centre, Winston Churchill Hall and Yiewsley Community Centre. This has included ballroom dancing and Bollywood dancing with over 1200 people in attendance.</li><li>● There are Tovertafel 'magic tables' in Uxbridge and Ruislip Manor libraries and one soon to be available at Harefield library. These tables help create moments of happiness for people living with dementia.</li></ul>

There are Dementia coffee mornings across seven locations throughout the borough.

- We provide 379 free allotments for residents over 65 years old. The council works in partnership with Age UK to support and give financial advice and support across the borough. Age UK also provides a trusted trader scheme where elderly residents can access reliable trades people that have been vetted and can provide various services at reasonable prices.
- The Brown Badge parking scheme remains popular with 12,523 active users in the borough.
- The council through the older people's initiative fund have funded a number of community events, outings, seaside trips and theatre trips.
- The heater loan scheme is still available to elderly residents where fan heaters are loaned out on a temporary basis if residents are without heating or have a problem with their heating system.
- Council Tax - This is the 13<sup>th</sup> year in Hillingdon where over 65 year olds have not seen a rise in their council tax bill. This is £566 less than a neighbouring borough; a cumulative 3394 saving per household for over 65s.
- Residents over 75 years old receive free TV licence.

**3. Presentation 1 - The Older People's Plan - John Wheatly,  
Senior Policy Officer**

The Older People's Plan covers the following themed areas

- Safety and Security
- Preventative Care
- Independence, Health and Wellbeing
- Support in the community
- Housing

Cllr Puddifoot's update covered a large area of where we are in the delivery of the plan. Below are some of the key points.

- Age UK Hillingdon services provide financial health checks which raised £1.9m for older people in the borough.
- Falls Prevention Service provides assessment to help people who are at risk of falling or feel they are unsteady on their feet.
- Hillingdon Council is the only local authority in the country to provide free burglar alarms to residents over 65 years old.

- There has been one-off improvements to buildings such as Elm Park and Dovetail dining centres which provide meals five days a week at a reasonable cost and also provides a social aspect of meeting people.
- The Leaders Initiative helped the Ruislip Royal British Legion repair its ceiling when it fell through. It was considerably old and was made out of the old lime and plaster which meant a specialist had to be called in to assess the ceiling. A day trip was also funded for the users since they were not able to use the facility whilst it underwent repairs.
- Day trips, summer and Christmas parties and various community events can be funded through the Leaders Initiative Funds for older people. Contact John Wheatley or Marion Finney if you would like to apply for funding through the Leaders initiative.

If there is anything else that should be considered in the borough, please let us know.

**4. Presentation 2 - University of the Third Age (U3A) Services  
Rodney Fox, PR and Communications**

University of the Third Age is a caring organisation and not a care provider. Their members benefit from;

- Mental acuity
- Physical function
- Social connectivity

U3A brings together retired (third age) people to pursue educational, social and creative interests on a self-help basis in a friendly environment. The U3A model is low-cost, defined by participants and learner-led. It is not dependent on state funding; it has a life and existence of its own. The emphasis is on inclusion, enjoyment and the stimulation of pursuing interests together.

The U3A is a UK-wide voluntary movement providing educational, creative and leisure opportunities in a friendly and informal environment for those members of the community no longer in full-time employment.

- The U3A is different from most other adult learning organisations, rather than paying people to teach members are encouraged to share their talents and knowledge with other members.
- No qualifications are sought or offered.
- U3A receives no funding from Central or Local Government, they run

solely on members' subscriptions

- A typical U3A will be home to many activity groups covering scores of different subjects - from art to zoology and everything in between, as well as other educational and social functions, all organised and run by volunteers.

Some of the interest groups in U3As across the UK include,

Ambling, archaeology, art, badminton, bird watching, book club, bowling, bowls, bridge, cinema, computing, dancing, drama film garden, German, knitting, literature, lunch meditation, opera, painting, philosophy, poetry, quilting, recorder, rummikub, science, scrabble, strolling, tai chi, travel, tennis, Ukelele, wine, yoga and much more

- Hillingdon U3A has approx 1,000 members, with a "Centre of member gravity" at Ruislip, Ickenham, also covering Pinner, Hillingdon, Uxbridge, Hayes and West Drayton.
- Annual membership fee for 2019 is £25 with email newsletter delivery, or £33 for Newsletter printed copy delivery. This entitles a member to attend unlimited Interest Group meetings (unless full), monthly meetings, social functions, and to apply for tickets for concerts, visits, opera performances, etc.

More information can be found on the U3A website at

<https://u3asites.org.uk/hillingdon/home>

## 5. **Presentation 3 - Hillingdon Carer Services**

**Denise Kelliher, Senior Manager and Carers Advisor**

Hillingdon carers give support to carers throughout the borough. A carer is defined as unpaid and provides regular support to someone else because they are ill, frail, disabled, living with a long-term condition, have a mental illness or abuse substances such as drugs and alcohol.

Statistics show:

- 6.5M people are unpaid carers in the UK.
- Everyday another 600 people take on caring responsibilities.
- Three in five people will be a carer at some point in their lives.

- 72% of carers in the UK said they had suffered mental ill health as a result of caring
- In the London Borough of Hillingdon, carers save the health and social care economy a staggering £524,000,000 a year.

When someone becomes a carer it can be quite daunting and there may be many issues to face such as reduction in income due to caring responsibilities, loss of employment, loneliness and social isolation, reduced confidence and self esteem, fatigue and ill health and depression. Hillingdon Carers are here to help and support carers. Below are some of the services on offer.

### **Information and advice – High Street, Uxbridge, outreach clinics, events**

- carer-related benefits, including appeals and tribunals
- Blue badge, taxi vouchers, Legal Advice Clinics
- Broad range of information and fact sheets
- Home-visiting service

### **Health and wellbeing services – across the borough**

- exercise and yoga, personal training, healthy lifestyle checks
- Carer Cafes, peer support groups, support groups
- Training, talking therapies, counselling
- Arts, trips, wellbeing activities and complementary therapies
- GP liaison

### **Consultation and engagement – all user-led**

- Carers Forums, AGM and Carers' Fair

The vision of Hillingdon Carers is

“for a single, integrated, borough-wide service that provides high quality, specialist and consistent support to carers of all ages through the newly-formed Hillingdon Carers Partnership (HCP)”

- A single point of access for all referrals - make one call and we will do the rest
- main contact number is 01895 811206
- Integral Carer Assessments – all new referrals receive a Carers Assessment (if they wish) at point of referral.

- Carers only having to tell their story once – the Hillingdon Carers Partnership will wrap around support as needed.
- Improved intelligence about caring in Hillingdon

**Partners offer:**

- Specialist dementia support – **Alzheimer’s Society**
- Replacement care and respite breaks – **Harlington Care**
- Specialist support for carers of someone with a mental health condition – **Hillingdon Mind**
- Extensive therapeutic care and wellbeing programme – **Harlington Hospice**
- All other carer and young carer support services – **Hillingdon Carers**

6. The following questions were asked and answers given:

**Q1.** With the new company taking on the installation of burglar alarms, will they be doing the battery replacement?

**A1.** When your alarm is fitted you are entitled to the free alarm and one free maintenance service. It is the responsibility of the homeowner to replace the batteries themselves. Homeowners become responsible for the cost after the council's contract exceeds. The new company has taken on the old company responsibilities. You can call 0345 257 4000 to book a service.

**Q2.** Are you required to pay for the service in advance although the appointment might be 4/5 weeks later?

**A2.** It is more efficient for business practices. The engineers cannot collect cash therefore it is easier to book in advance. It is the way the company operates.

**Q3.** Hillingdon Hospital is falling apart what is the council doing about it?

**A3.** At the last Assembly, Dr Ian Goodman, the Chair of Hillingdon Clinical Commissioning Group (CCG) was a guest speaker and he provided answers to a number of questions around provision of health care services in the borough to meet the needs of the growing population.

**Q4.** Does U3A have any links with Brunel?

**A4.** No, they are completely independent and have no links with the

university.

**Q5.** Do carers have anything to do with matrons?

**A5.** No, carers have nothing to do with matrons however they should be aware of the services provided by Hillingdon Carers.

**Q6.** With reference to alarms servicing, annual service of boilers and chair lifts, would the new company be open to providing an annual contract for servicing?

**A6.** That is a very good idea, one we can take back for discussion with the company.

**Q7.** I've been waiting to hear from the falls clinic for a while and no one has contacted me, what can I do?

**A7.** The service is run by Age UK but you can provide us with your details and we will make sure someone gets in touch with you.

**Q8:** I have lost my sight therefore can no longer read Hillingdon's People Magazine. I used to enjoy reading this and catching up on what is going on. Can this be put online in Audio form or maybe just the news items?

**A8:** That's a very good idea, we can look into that.

A resident also suggested getting 'Bolinda audiobooks' from the library as that might be of great help.

**Q9:** Tudor Lodge in Eastcote is being turned into a convalescent home, can you give more detail?

**A9:** You can approach your local Councillor who can give you greater detail and give representation at planning?

**Q10.** How do you apply for a brown badge?

**A10.** This can be done via the council's website or by contacting the contact centre.

**Q11.** Does U3A operate a waiting list to join its activities?

**A11.** There is currently no waiting list.

<b>8.</b>	<b>Date of the next Assembly:</b>  Tuesday 17 <sup>th</sup> September 2019 From 2pm to 3.30pm (registration from 1.30pm) The assembly will be held in the Council Chamber





HILLINGDON



HILLINGDON  
LONDON

Assembly For Older People



Rodney Fox

*Learn, Laugh, Live*



## **Helping our members to Sustain Wellbeing in Later Life**

- **Mental acuity**
- **Physical function**
- **Social connectivity**
  - **A caring organisation, but NOT a care provider**

# What are we.....?

**U3A brings together retired (third age) people to pursue educational, social and creative interests on a self-help basis in a friendly environment. The U3A model is low-cost, defined by participants, and learner-led. It is not dependent on state funding; it has a life and existence of its own. The emphasis is on inclusion, enjoyment and the stimulation of pursuing interests together.**

# University?

- **1973: The original French U3A model was a type of University extension with courses initially offered in the university summer break by members of various faculties; its main objective was to improve the quality of life of the elderly.**
- **It focussed on two main areas of activity: providing courses for retired people, and promoting research into the process of ageing.**

# University?

1981: Unlike in France with its formal, direct links to universities, the UK developed a model based on **relatively informal, self-directed and self-funded study groups**. It also incorporated the concept of **peer-to-peer lifelong learning** – there was to be no distinction between teachers and the taught, and **members would as far as possible be both teachers and learners**

# Third Age?

The U3A is a UK-wide voluntary movement providing educational, creative and leisure opportunities in a friendly and informal environment for **those members of our community no longer in full-time employment.**



Childhood / Education



Family / Career



Retirement

# What is the **Third Age**?

- **The Third Age** is the time to:
  - Learn something new
  - Keep an active mind and body
  - Meet new friends
- Members can make their U3A as educational as they want, and/or as physical as they want and/or as social as they want.

# U3A Guiding Principles

- **The U3A is non-religious and non-political organisation, and it has three main principles which were established by our UK founders at the outset:**
  - **The Third Age Principle**
  - **The self-help Learning Principle**
  - **The Mutual Aid Principle**



# The Third Age Principle

- **Membership of a U3A is open to the whole spectrum of qualifying older people in their communities**
- **Members promote the values of lifelong learning and the positive attributes of belonging to a U3A.**
- **Members should do all they can to ensure that Third Agers wanting to join a U3A can do so.**

# The self-help Learning principle

- The U3A is different from most other adult learning organisations - rather than paying people to teach us, we encourage members to share their talents and knowledge with other members.
- Our learning is led by our members themselves, and we learn for the enjoyment of discovery, with others.
- No qualifications are sought or offered.

# The Mutual Aid Principle

- Each U3A is a mutual aid organisation, operationally independent but a member of The Third Age Trust, which requires adherence to the guiding principles of the U3A movement.
- No payments are made to members for services rendered to any U3A.
- Each U3A is self-funded with membership subscriptions, and costs kept as low as possible.

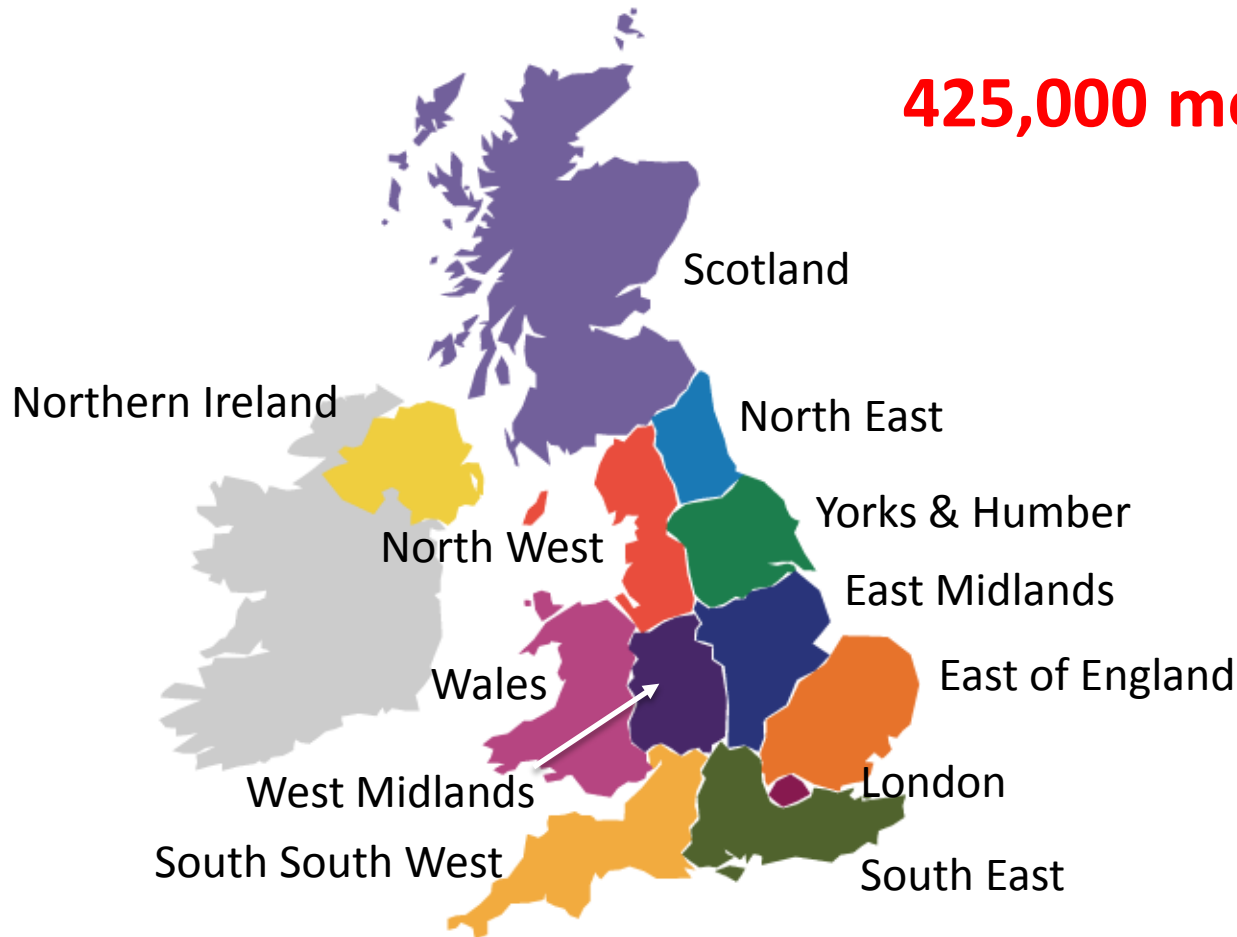
# So.....

- **It's our money!:** No funding from Central or Local Government, we rely solely on members' subscriptions
- **It has very low running costs:**
- **It's all voluntary!:** a typical U3A will be home to many activity groups covering scores of different subjects - from art to zoology and everything in between, as well as other educational and social functions... all organised and run by volunteers.

**2019**

**1039 U3A organisations**

**425,000 members**



**Consistently 20,000 new members each year**

# National Umbrella Organisation

- The U3A national body – the **Third Age Trust** - looks after all the U3As in the UK, providing educational and administrative support and best practice guidance.
- Resources
- National Newsletter
- Promotional support
- Summer schools, etc

# Some Interest Groups in U3As across the UK.....

ambling archaeology architecture **art** badminton bird watching **book**  
bowling bowls **bridge** canasta card making chess cinema computing  
**craft** cribbage crochet croquet cryptic crossword current affairs cycling dancing  
dining **discussion** drama drawing film flower arranging **french** games  
**garden** genealogy geology **german** golf guitar **history** ipad  
italian jazz knit natter knitting latin literature london **lunch** mah jong  
meditation **music** opera out painting patchwork petanque philosophy  
**photography** poetry psychology quilting quiz **reading** recorder  
rummikub science **scrabble** shakespeare singing social spanish  
strolling tai chi **tennis** theatre travel trips ukulele visits **walking**  
whist wine **writing** yoga



## Hillingdon U3A

- **One of 44 U3As in the London Region, which represents nearly 25,000 U3A members.**
- **Hillingdon U3A has approx 1,000 members, with a “Centre of member gravity” at Ruislip, Ickenham, also covering Pinner, Hillingdon, Uxbridge, Hayes, West Drayton.**
- **Bordered by Harrow, Northwood, Ealing and Hillingdon South U3As**



# Membership

- **Annual membership fee for 2019 is £25 with email Newsletter delivery, or £33 for Newsletter printed copy delivery.**
- **This entitles a member to attend unlimited Interest Group meetings (unless full), Monthly meeting, social functions, and to apply for tickets for concerts, visits, opera performances, etc.**

# Interest Group Meetings

- Choice of around **90 Interest Groups**.
- Each Group has a Leader.
- Typically meet once or twice each month.
- Smaller groups meet in member's homes, larger Groups meet in Church Halls.



# Range of events

- Visits



- Opera

## Opera Holland Park Theatre



Tuesday 11<sup>th</sup> June  
Manon Lescaut by Giacomo Puccini

Thursday 27<sup>th</sup> June  
Un ballo in maschera by Giuseppe Verdi



# Range of events

- Theatre Trips



- Concerts





# Monthly Meetings

- **Winston Churchill Hall in Ruislip, 10.00-12.00**
- **Administrative / operational update**
  - then
- **Refreshment break**
  - then
- **Guest speaker**



# Keeping up to date....

- Hillingdon U3A provides regular **Newsletters** and **Bulletins** to members, in addition to a quarterly Third Age Trust magazine that goes to all U3A members nationwide.

February 2019

HILLINGDON UNIVERSITY OF THE THIRD AGE

## Newsletter

Website [www.u3asites.org.uk/Hillingdon](http://www.u3asites.org.uk/Hillingdon) Registered Charity no. 1086758

**Welcome**

We all hope that you have enjoyed another year with Hillingdon U3A.

First of all, as is explained in the page accompanying the Renewal Form earlier, those of you for whom we hold an email address, were sent a personalised Renewal Form in the second week of January.

You were invited to print and sign the form which would make it easier for both of us because, if all is correct, you only need to sign the form and return it (with payment of course). If there is a problem with any information we hold, just correct it. We will have a much easier task of checking your application against our files.

HILLINGDON U3A SINGERS 

Present

### February Sing Fest



Our special offer is FREE! We are offering you a special offer of £10.00 for the first 100 members who sign up to the new look Bulletin for March. This offer is available until the end of February 2019. If you are not a member of Hillingdon U3A, please contact us for more information.

FEI We Mo -- Fri Bon Mo! Th MA Sat Mo! -- Fri We Mo! AP1 Mo! -- Fri TUR Mo! MA Th

THIRD AGE TRUST

## Third Age Matters

ALL THE WAY WITH MALVERN U3A - BRIAN CHESNEY IS BRITAIN'S MASTERMIND

NME or NRM? Which music newspaper did you read



Year Fee £10.00 plus £2.00 and work on a secret wartime project in 1945.

MARCH 2019

HILLINGDON UNIVERSITY OF THE THIRD AGE

## Bulletin



Website [www.u3asites.org.uk/Hillingdon](http://www.u3asites.org.uk/Hillingdon)

Registered Charity no. 1086758

**The Editorial Team:**

Editor: Jim Hall ([jhall194911@gmail.com](mailto:jhall194911@gmail.com))

Asst. Editor: Mary Morgan ([marymorgan.home@sky.com](mailto:marymorgan.home@sky.com))

Welcome to our new look Bulletin for March.



<https://u3asites.org.uk/hillingdon/home>

# HILLINGDON





## Welcome

### Welcome to the Official Website of Hillingdon U3A

**Registered Charity Number 1086758**

A self-help, shared learning organisation for people no longer in full time employment, **Hillingdon U3A** (University of the Third Age), is part of the national network of independent U3A branches.

Across the UK there are 1,039 local U3A organizations, with a combined membership of over 425,000 members.

Hillingdon U3A, based in western London, provides many educational, creative and leisure opportunities for its members in a friendly environment.

Hillingdon U3A was established in 2001, and eighteen years later we have over 900 members across the Ruislip, Ickenham, Uxbridge, Hillingdon, Hayes and West Drayton area. These members can join their choice of over 90 Interest Groups covering many subjects. These Groups meet either in members' homes, or for larger Groups in rooms in local halls.

Run entirely by volunteers, we have an active social programme of monthly meetings, visits, walks, concerts, theatre trips and a regular members' newsletter.

**If you want to join us**, you can request an application form from the **link to the right of this page**.

## Links

- [Membership Application](#)
- [Membership Renewal Applications](#)
- [Our Committee](#)
- [HU3A GDPR Document](#)
- [HU3A Privacy Policy](#)
- [HU3A Safeguarding Policy V2](#)



## Group List

Antiques & Collectables	Monday p.m. Last Mon.-Ickenham	Art - Mixed Media	Monday a.m. 1st & 3rd Mon.-West Drayton
Art Appreciation	Thursday p.m. 4th Thur - Ickenham	Backgammon	Friday a.m. Every Other Fri.-Hillingdon
Badminton	Wednesday p.m. Weekly-Ickenham	Ballroom & Sequence Tea Dance	Wednesday p.m. 1st Wed.-Ickenham
Bird Watching	Monday p.m. 1st & 3rd Mon.-Ruislip	Book Group	Thursday p.m. 3rd Thur.-Ruislip
Book Group 1	Friday p.m. 4th Fri.-Uxbridge	Book Group 2	Friday p.m. 4th Fri.-Ickenham
Book Group 3	Monday a.m. 3rd Mon.-Eastcote	Book Group 4	Wednesday a.m. 1st Wed.-South Ruislip
Bridge Beginners	Monday a.m. 1st, 3rd,4th & 5th Mon.-Ruis	Bridge Improvers	Monday a.m. 1st, 3rd,4th & 5th Mon.-Ruis
Canal Art and Culture	Friday p.m. 2nd Fri.-Ickenham	Canasta	Friday a.m. Fortnightly-Hillingdon
Chamber Concerts	Various as per Newsletter	Chess	Thursday a.m. Fortnightly-Ickenham
Chinese Beginners Mandarin	Thursday a.m. Weekly-Ruislip	Computer Club	Monday p.m. 3rd Mon-Hillingdon
Concerts (Sunday)	Sunday	Creative Writing	Thursday p.m. Every 2 weeks-Eastcote
Cribbage		Current Affairs	Wednesday p.m.

# Recap.....

**U3A brings together retired (third age) people to pursue educational, social and creative interests on a self-help basis in a friendly environment. The U3A model is low-cost, defined by participants, and learner-led. It is not dependent on state funding; it has a life and existence of its own. The emphasis is on inclusion, enjoyment and the stimulation of pursuing interests together.**

# **U3A Member Experiences**

- **As a U3A member, time passes so quickly, you can't be bored" "U3A gave me a chance to expand my interests and learning"**
- **"Belonging to a U3A has taught me that it's never too late to try something new"**
- **"I have been a U3A member for five years and what a godsend that has been"**

# **U3A Member Experiences**

- **"The U3A provided me with an anchor in the bleak time after retirement"**
- **"U3A means I never have any spare time any more"**
- **"The U3A taught me things I have missed along life's way"**

**Thank**



**You**

HILLINGDON

**U3A**

*Learn, Laugh, Live*

# The Older People's Plan 2019



HILLINGDON  
LONDON

## Topics covered in the Plan:

1. Safety and Security
2. Preventative Care
3. Independence, health and wellbeing
4. Support in the community
5. Housing





## Older People's Plan

- Free burglar alarms
- Tackling rogue traders
- Telecareline
- Free swimming
- Activities for people with dementia
- Brown Badge parking







# Older People's Plan

- Free allotment plots
- Heater loans
- Age UK Hillingdon services
  - Trusted Traders
  - Financial Health checks
  - Falls Prevention



# Leader's Initiative for Older People

- Provides funding for:
  - Free burglar alarm scheme
  - One-off improvements to buildings, e.g. Elm Park and Dovetail dining centres
  - Day trips, summer & Xmas parties



# Elm Park dining centre - before



HILLINGDON  
LONDON

# Elm Park dining centre - after



HILLINGDON  
LONDON

# Ruislip Royal British Legion



HILLINGDON  
LONDON



# Events



HILLINGDON  
LONDON



**Denise Kelliher**  
**Senior Manager and Carers Advisor**  
**Hillingdon Carers**

**Older Peoples Assembly**  
**25 June 2019**





# What is a carer?

A carer is unpaid and provides regular support to someone else because they are ill, frail, disabled, living with a long-term condition, have a mental illness or abuse substances such as drugs and alcohol. Providing support to someone else frequently has a significant impact on the life of the carer.

Carers are parents, siblings, sons, daughters, partners, spouses, friends and neighbours and are from all social and cultural backgrounds. Most importantly many carers do not realise they are carers....





## THE BIG PICTURE OF CARING IN THE UK TODAY:

# 6.5 MILLION PEOPLE ARE UNPAID CARERS IN THE UK

(That's 1 in every 8 adults) 



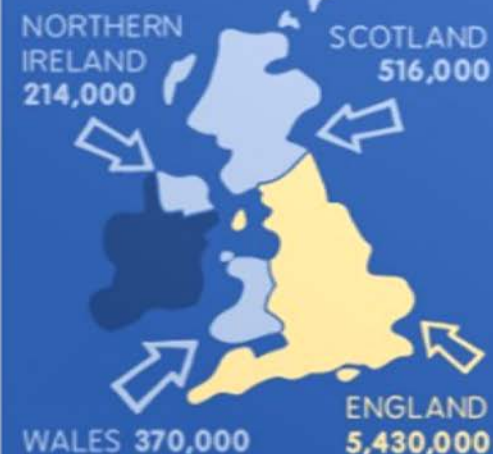
By 2037, it's anticipated that the number of UK carers will increase to

 **9 million**

More than one in five people aged 50–59 provide some unpaid care

  
(1.5 million across the UK)

### CARERS ACROSS THE UK:



CARERS SAVE THE UK ECONOMY **£119 BILLION** EVERY YEAR 



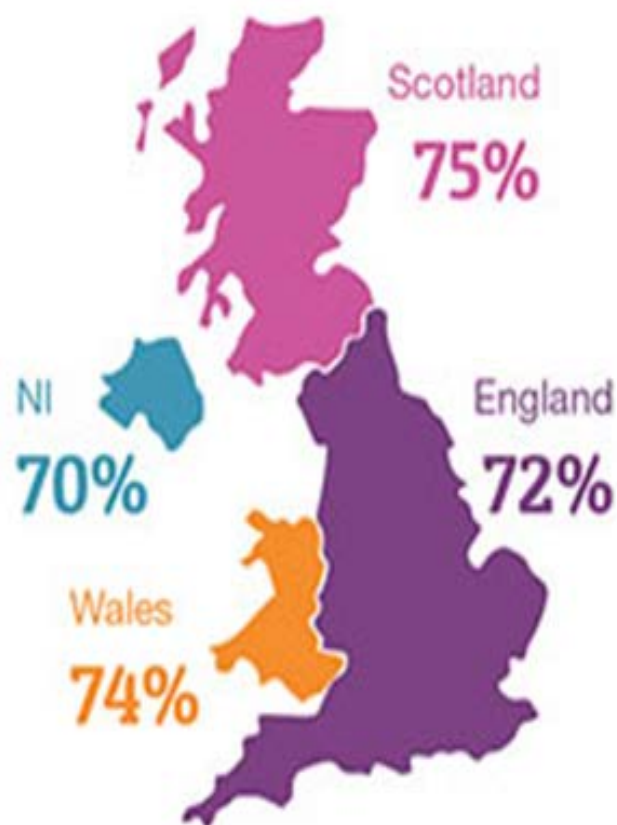
EVERY DAY ANOTHER **6,000**

PEOPLE TAKE ON A CARING RESPONSIBILITY  
(That's over 2 million people a year)

**THREE IN FIVE OF US WILL BE A CARER AT SOME POINT IN OUR LIVES**



**72%**  
of carers in the UK  
said they had  
suffered mental ill  
health as a result  
of caring.





**In the London Borough of Hillingdon carers save the health and social care economy a staggering**

**£524,000,000**

**(this is calculated at a replacement care cost of a conservative £17.50 per hour)**





# The issues

- **Reduced income**
- **Loss of employment**
- **Loneliness and social isolation**
- **Reduced confidence and self esteem**
- **Fatigue and ill health**



- » **Lack of choice**
- » **Discrimination**
- » **Relationship breakdown, either with the person cared for or within the extended family**
- » **Impact on children**
- » **Depression and low-level mental health problems**





# Our response





# Adult Carers services

## ❖ Information and advice – High Street, Uxbridge, outreach clinics, events

- carer-related benefits, inc. appeals and tribunals
- Blue badge, taxi vouchers, POAs, Legal Advice Clinics
- Broad range of information and fact sheets
- Home-visiting service

## ❖ Health and wellbeing services – across the borough

- exercise and yoga, personal training, Healthy Lifestyle checks
- Carer Cafes, peer support groups, support groups
- Training, talking therapies, counselling
- Arts, trips, wellbeing activities and complementary therapies
- GP liaison

## ❖ Consultation and engagement – all user-led

- ❖ - Carers Forums, AGM and Carers' Fair





# Hillingdon Carers Partnership

Working together for unpaid carers



“Our vision is for a single, integrated, borough-wide service that provides high quality, specialist and consistent support to carers of all ages through the newly-formed Hillingdon Carers Partnership (HCP)”





# What does this mean?

- ❖ A single point of access for all referrals - make one call and we will do the rest

**01895 811206**

- ❖ Integral Carer assessments – all new referrals receive a CA (if they wish) at point of referral
- ❖ Carers only having to tell their story once – the HCP will wrap around support as needed
- ❖ Improved intelligence about caring in Hillingdon



## The Partners offer

- ❖ Specialist dementia support –  
**Alzheimer's Society**
- ❖ Replacement care and respite breaks –  
**Harlington Care**
- ❖ Specialist support for carers of someone with MH condition –  
**Hillingdon Mind**
- ❖ Extensive Therapeutic care and wellbeing programme –  
**Harlington Hospice**
- ❖ All other carer and young carer support services –  
**Hillingdon Carers**



offer



**Questions?**

