

**Worried about  
money or finding  
things difficult?**




For adults  
16yrs+

Get help to sort out day-to-day issues ▶

## Age UK Islington

Age UK Islington is here to support Islington residents (16yrs+) with any problems or issues with money, staying safe, well and independent at home, getting out and about and other issues to do with day-to-day living. We run Islington Carers Hub, a service for unpaid carers. Calling our Helpline is the first step in accessing all our services.

 Call our Helpline (Mon – Fri 9 – 5pm): 020 7281 6018

 Email: [gethelp@ageukislington.org.uk](mailto:gethelp@ageukislington.org.uk) / [info@islingtoncarershub.org](mailto:info@islingtoncarershub.org)

**Health or Socialcare Professional?** When a member of your team refers, we just need basic information i.e., full name, DOB, a contact number and details of the support need.

## Guidance & practical support

You can talk to us about anything you need help or advice about. This might be about housing or money worries, getting out and about or if you're feeling low. Examples of the areas of support that we provide: [www.ageuk.org.uk/islington/our-services/](http://www.ageuk.org.uk/islington/our-services/)

## Do you offer appointments?

Depending on what you need help with, we might book an appointment for you with one of our staff. This appointment could be by phone or at a variety of Islington locations.

With a good understanding of your circumstances and what you need help with, we'll be able to recommend the best next steps. This could be a follow-up appointment with Age UK Islington, with another organisation and/or for you to attend one of our support groups.

## Social Opportunities & Support Groups

Find things to do, keep active and join clubs, coffee mornings or groups in your area. We can provide information about local activities, groups and events, local transport options to make it easier for you to get out, or opportunities you can take part in from home including befriending. [www.ageuk.org.uk/islington/activities-and-events/get-togethers/](http://www.ageuk.org.uk/islington/activities-and-events/get-togethers/)

Our regular monthly **Let's Talk event** is a great place to share tips and guidance, with the latest information & advice and guest speakers. Call our helpline for the latest flyer.

## Support for Carers

Get support and information to help you in your caring role (where you care for an adult 18yrs+). Our Islington Carers Hub service provides unpaid carers with financial, practical

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and emotional support for you and those that you care for. It is important that carers register and we will arrange an appointment for a Carers Assessment.

Our regular monthly [Carers Get Togethers and Events](#) are a great place to meet other Islington carers and to get information & advice relevant to your caring role.

## Our Team

We have professional staff who are expert at providing information and guidance, with extensive knowledge about specialist support services in Islington. See below for examples.



### Money

- Support benefit applications
- Debt management
- Access grants e.g. winter warmth
- Power of attorney



### Social

- Find suitable social activities
- Find accessible transport & routes
- Support to start attending activities
- Befriending options



### Home

- Find cleaners & domestic support
- Manage repairs and maintenance
- Organise a housing transfer
- Find suitable accommodation
- Help organise & manage a move



### Health

- Exercise options for e.g. pain relief
- Help to find mental health support
- Re-engage with health services
- Support for substance misuse
- Support to keep warm



### Independence

- Carers assessments - identify needs
- Obtain telecare monitoring
- Fall risk assessments
- Direct payment support



### Work

- IT skills for keeping in touch & practical matters
- Help find volunteering & employment
- Finding education & training

## Subscribe to our Mailing list

Contact [gethelp@ageukislington.org.uk](mailto:gethelp@ageukislington.org.uk) to receive regular mailings and newsletters.

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## **Age UK Islington – Information for Professionals**

We have c40 professional staff who are expert at providing information and guidance, with extensive knowledge about specialist support services in Islington. They are skilled in supporting clients who might be living with a disability, a long-term health condition, low to moderate mental health conditions, have caring responsibilities and other complex situations.

### **Working in partnership**

We work closely with Islington Council, NHS and Voluntary Sector partners – in Islington and within the North Central London region. Our focus is on 'early intervention and prevention'.

### **Locations**

Our teams support clients by phone and at appointments based at our offices at 6 Manor Gardens, Upper Holloway, N7. We can arrange home visits where needed.

We can also provide appointments at a community centre near you – please see below.

Contact the Age UK Islington Helpline - Monday to Friday 9am - 5pm - 020 7281 6018; [gethelp@ageukislington.org.uk](mailto:gethelp@ageukislington.org.uk).

- ARC Community Centre, 98b St Paul Street, N1 7DF
- St Luke's Community Centre, 90 Central St, EC1V 8AJ
- Brickworks Community Centre, 42 Crouch Hill, N4 4BY
- Elizabeth House Community Centre, 2 Hurlock St, N5 1ED
- Mildmay Community Centre, Woodville Rd, N16 8NA

Our Social Prescribing Link Workers, Navigators and Mental Health Outreach Workers work regularly from GP practices.

### **Our Teams**

**Helpline:** the first point of contact for Age UK Islington, our helpline can signpost clients to local services, activities and provide transport information. They also provide information & advice appointments and refer internally to relevant Age UK Islington teams for further one-to-one support.

**Information & Advice:** Provides money-saving guidance, support with consumer rights and help with applications for emergency financial support. Monthly Let's Talk Peer Event is a forum to share advice from staff, guest speakers and amongst peers.

**Islington Carers Hub:** Provide Carers assessments, carer information packs, supported connections to events, breaks, income support, Carers support groups and much more.

**Planning for the Future Service:** Information and support putting in place 'end of life' plans such as care home options, hospices, funeral planning, making a will and recording health and financial wishes using Advance Care Plans and Lasting Powers of Attorney.



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**Enablement:** Helping people resolve issues around the home and with getting out and about. This may involve reporting repairs, arranging online shopping, community transport options, exploring activities and socialising and even support to attend venues to help build confidence.

**PCN Social Prescribing Link Workers:** GP referrals to assist with resolving practical barriers and issues and then supported connections to community events, opportunities to socialise and keep active, development of skills to support longer term self-management.

**Proactive Aging Well Navigation:** GP Referrals ONLY – Supporting people who may be frail with one-to-one support with any non-health related issues and help to keep connected and active.

**Navigation:** Enable people to take control of their health, both physical and mental health, coordinating between a range of other professionals, who may be involved with the person's care or support and to explore alternate ways for people to take control of their situation and build skills.

**Community Mental Health Key Workers:** To work within the community mental health multidisciplinary/multiagency core teams, that integrates services across health, social care and the Voluntary Community Sector.

**Counselling Service:** All individuals 18+ can apply for counselling, we provide up to 12 sessions of in-person counselling or online if that meets the client's needs. The counselling is free of charge. We are open to other organizations 'signposting' to their clients but not to referrals from other organisations.

## How to refer?

### Professional Referrals

One point of contact, no need to figure out which service. Signpost or refer - we only need basic information and we'll take it from there (and remember we're 16 yrs+)

Email: [gethelp@ageukislington.org.uk](mailto:gethelp@ageukislington.org.uk) (or [info@islingtoncarershub.org](mailto:info@islingtoncarershub.org) for carers) using Egress to send securely. Or call our Helpline on 020 7281 6018

When a member of your team refers, we just need basic information i.e., full name, DOB, a contact number and details of the support need.

### GPs & Health Professionals, prefer to contact us by NHS email?

Locality Navigation Team: [islccg.navigationservice@nhs.net](mailto:islccg.navigationservice@nhs.net)

Social Prescribing Link Work service (PCN South or Central 1) via EMIS Form to: [Socialprescribing.southc1pcn@nhs.net](mailto:Socialprescribing.southc1pcn@nhs.net).

## Questions or feedback?

Head of Service – Personalised Care & Support: Michael O'Dwyer – [modwyer@ageukislington.org.uk](mailto:modwyer@ageukislington.org.uk) or Tel: 020 7281 3315

Head of Service - Carers & Community: Ismail Bahriyeli – [ibahriyeli@ageukislington.org.uk](mailto:ibahriyeli@ageukislington.org.uk) or Tel: 020 7281 3317