

# AGE UK ISLINGTON – Wellbeing in 1 Service

[Published 28.9.20]

## Who can we support?

All Adults **16 years** and above – who are an Islington resident and or those registered with an Islington GP.  
AUKI operates Islington Carers Hub – therefore we also support unpaid Carers

## What can we help with?

Our Wellbeing in 1 service provides a simple route to providing adults (16 yrs+) with support to overcome issues that are getting in the way of an improvement in their health & wellbeing, e.g, helping with debt, housing issues, emotional or bereavement support, social isolation and much more.

We provide simple information and guidance or a more intensive one-to-one support to help where people have limited coping ability or are dealing with complex issues e.g. mental / multiple health conditions. We help people to build social connections, gain confidence and skills.

**Inform:** Helpline: first point of contact, general enquiries, "How to" guides, regular mailings and activities.

**Advise & Guide:** One-to-one sessions providing in-depth advice & guidance on single topics, e.g. housing, grants etc; link to Peer Support Groups: meetings to share support and advice.

**Support Carers:** Carers assessments, supported connections to activities, breaks, income support, peer support groups.

**Reable & Socially Prescribe:** One-to-one casework: problem solving and removal of practical barriers/issues preventing wellbeing; focus on building skills; supported connections to activities & events.

**Navigate & Co-ordinate:** One-to-one casework: problem resolution and co-ordination of care; helping people to take control of their situation and build skills.

## How can I refer patients?

**Call our Helpline 020 7281 6018** (or encourage clients to call) Mon to Fri, 9 - 5pm.

**What do we need?** The client's name, date of birth, contact details and a basic outline of their situation and what support they are looking for

**Via Egress:** [gethelp@ageukislington.org.uk](mailto:gethelp@ageukislington.org.uk) (to provide simple guidance / to triage to identify the best Age UK Islington team to provide support)

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

**PCN Central 1 & South:** [socialprescribing.southc1pcn@nhs.net](mailto:socialprescribing.southc1pcn@nhs.net)

**For GPs in PCNs South / Central 1 – you can refer directly to your Age UK Islington Social Prescribing Link Worker via EMIS. Or use the Age UK Islington Helpline above.**  
We can provide support to all GP practices.

**Supporting patients with a breadth of issues**

 <b>Money</b> <ul style="list-style-type: none"><li>• Benefit checks</li><li>• Support benefit applications</li><li>• Debt management</li><li>• Access grants e.g. winter warmth</li><li>• Power of attorney</li></ul>	 <b>Social</b> <ul style="list-style-type: none"><li>• Network of social &amp; exercise</li><li>• Find suitable social activities</li><li>• Find accessible transport &amp; routes</li><li>• Support to start attending activities</li><li>• Befriending options</li></ul>
 <b>Home</b> <ul style="list-style-type: none"><li>• Find cleaners &amp; domestic support</li><li>• Manage repairs and maintenance</li><li>• Organise a housing transfer</li><li>• Find suitable accommodation</li><li>• Help organise &amp; manage a move</li></ul>	 <b>Health</b> <ul style="list-style-type: none"><li>• Exercise options for e.g. pain relief</li><li>• Help to find mental health support</li><li>• Re-engage with health services</li><li>• Support for substance misuse</li><li>• Support to keep warm</li></ul>
 <b>Independence</b> <ul style="list-style-type: none"><li>• Carers assessments - identify needs</li><li>• Obtain telecare monitoring</li><li>• Fall risk assessments</li><li>• Direct payment support</li><li>• Support following hospital discharge</li></ul>	 <b>Work</b> <ul style="list-style-type: none"><li>• IT skills for keeping in touch &amp; practical matters</li><li>• Help find volunteering &amp; employment</li><li>• Finding education &amp; training</li></ul>

## Are your operations affected by Covid-19?

Age UK Islington is delivering our full Wellbeing in 1 service. We're still continuing to support clients by phone, but providing some face-to-face support through home visits and from our offices in Manor Gardens N7. These are by appointment only where this is the only realistic method of support.

## Can you support patients with complex needs?

The Age UK Islington Helpline is the simplest way to get in touch. It's staffed by experienced case workers & they can triage to more complex / ongoing support.

## Questions/Difficulties?

Any questions or difficulties, please get in touch with:

**Carers & Community:** Ismail – [ibahriyeli@ageukislington.org.uk](mailto:ibahriyeli@ageukislington.org.uk) / 020 7281 3317

**Personalised Care & Support:** Michael – [modwyer@ageukislington.org.uk](mailto:modwyer@ageukislington.org.uk) / 020 7281 3315