

Later Life Planning event 27 January 2021

Useful links and information sheet

Please note that this document does not cover all health and care services in Enfield. It has been designed as a supporting fact sheet for those attending the above event. We have only noted key topics and services covered in the session.

For help finding further information about health and social care services in Enfield please visit www.healthwatchenfield.co.uk or contact us:

Healthwatch Enfield information team

Phone: 020 8373 6283 (9am-4pm Mon - Fri).

Text: 07526 645 683

Post: FREEPOST RTGT-SRCL-ABRS, Healthwatch Enfield,
Community House, 311 Fore Street, London, N9 0PZ

Email: admin@healthwatchenfield.co.uk

Organisations on the panel today that you can also contact for more information included:

Age UK Enfield

Phone: 020 8375 4120

Email: customerservices@ageukenfield.org.uk

Enfield Carers Centre

Phone: 020 8366 3677

Email: info@enfieldcarers.org

North London Hospice

Phone: First Contact for all new referrals and patient related calls 020 8343 8841

Phone: General Enquiries 020 8343 6806

Email: nlh@northlondonhospice.co.uk

University College London

Centre for Ageing & Population Studies

Research Department of Primary Care & Population Health

Dr Nathan Davies
Senior Research Fellow
Tel: +44 (0)203 108 6616
Email: N.m.davies@ucl.ac.uk

Care provision & care services

Healthwatch Enfield website - Find Services page

This link takes you to a useful search tool that searches NHS information on support services in Enfield, such as supported tenancy; personal care; live in care; complex care and more. You can search by post code.

<https://www.healthwatchenfield.co.uk/find-services>

For urgent or emergency health or social care information also see our [website](#)

Help at home - directory of services

This link for Enfield Resource Centre - My Life website (part of the Enfield Council website), has a list of services that provide help at home. You can narrow your search to look for specific services, such as help with laundry, personal care, meals etc.

<https://mylife.enfield.gov.uk/Search/SearchResults?new=True&query=-xxxxx&TagCategory=433>

Elderly Accommodation Counsel (EAC),

EAC is a national charity that aims to help older people make informed choices about meeting their housing and care needs. You can contact them by email through their website:

www.eac.org.uk

How to get help from Social Services

The Enfield Council Social Care Access Team are the people to contact for help with a Needs Assessment, also known as a Community Care Plan.

Telephone: 020 8379 1001 or email: adultsocialcare@enfield.co.gov.uk

More information is available on the [Enfield Carers website](#)

Advocacy

Enfield Disability Action (EDA): Advocacy Project

This project provides independent advocacy support to disabled people living or accessing services in Enfield. Advocacy supports people to know their rights, speak up for themselves, make their own decisions, and have more choice and control in their lives.

<https://mylife.enfield.gov.uk/directory/providerdetails/211454>

Social Care Institute for Excellence

This website has information on Independent Mental Capacity Advocates (IMCA's) and how to get one, usually through Social Workers or NHS staff. It covers their involvement in accommodation decisions and care reviews

<https://www.scie.org.uk/publications/guides/guide39>

POhWER

POhWER is a charity that helps people to be involved in decisions being made about their care. Call POhWER's support centre on 0300 456 2370 for advice.

The Advocacy People

The Advocacy People gives advocacy support. Call 0330 440 9000 for advice or text PEOPLE to 80800 and someone will get back to you.

www.theadvocacypeople.org.uk

Care & nursing homes

CQC website - (Care Quality Commission).

CQC are the independent regulator of health and social care in England. You will be able to search for approved care homes by area, postcode, their rating or by specialism (for example: Dementia; physical disabilities etc)

<https://www.cqc.org.uk/what-we-do/services-we-regulate/find-care-home>

Enfield resource directory - My Life (part of the Enfield Council website)

This link takes you directly to the full list of all 82 care and nursing homes in Enfield with their CQC rating and direct links to each home website.

<https://mylife.enfield.gov.uk/Search/SearchResults?new=True&query=-xxxxx&TagCategory=441>

Enfield Care Directory

This directory is from 2019 so **please read with caution**. Most of the services will have been affected by COVID pandemic and some of the care homes listed have since closed. We have still included it in this pack as it is the most recent edition and gives useful information and guidance specific to the Enfield borough.

Here is the link to the online version:

<https://www.londoncaresdirectories.co.uk/wp-content/uploads/2019/01/Enfield-Care-Directory-2019.pdf>

The paper version is attached in this pack “Enfield Care Directory 2019”

Link to the government care act legislation

<https://www.legislation.gov.uk/ukpga/2014/23/contents/enacted>

Support for carers

The speaker on the panel at the Q&A Event on 27th January 2021 was Corina Codrea, Healthcare Trainer and Registered Nurse from Enfield Carers Centre.

Enfield Carers Centre

Enfield Carers Centre is a local charity offering support and advice for all unpaid carers in the London Borough of Enfield.

A carer is someone of any age who provides unpaid support to family, a partner or close friend who could not manage without help. This could be because of illness, frailty, disability, mental ill health or substance misuse problems.

Registering with them will give you full access to their expert team and full range of services.

<https://enfieldcarers.org/>

The latest copy of their newsletter is in the attachments and is called:

- ECC Newsletter Jan-Mar 21

North London Hospice - link for family and carers

Information about the range of care and support they can provide to the family and carers of patients including our Carers newsletter and their Compassionate Neighbours scheme.

<https://northlondonhospice.org/our-care/#for-families-and-carers>

Compassionate Neighbours:

A free referral service, run from North London Hospice but taking referrals from a wide range of agencies. It helps support people living with chronic or life-limiting illness stay connected to their community to prevent loneliness and isolation.

<https://northlondonhospice.org/work-for-us/compassionate-neighbours/>

National carers' information:

<https://www.carersuk.org/>

Enfield resource directory - My Life (part of the Enfield Council website)

<https://mylife.enfield.gov.uk/Search/SearchResults?new=True&query=-xxxxx&TagCategory=434>

Living with a life-limiting illness

North London Hospice

The speaker on the panel at the Q&A Event on 27th January 2021 was: Hannah Newton, Community Development Ambassador at North London Hospice.

North London Hospice is committed to providing the highest quality palliative and end of life care and support for patients and families living with a life limiting illness.

<https://northlondonhospice.org/>

Link to their most recent publications

[January 2021 magazine](#)

[Hospice magazine - autumn/winter 2020](#)

Some broader reading suggestions about managing end of life and what makes a good death:

- Atul Gawande: Being Mortal: Illness, Medicine and What Matters in the End
- Atul Gawande: The Reith Lectures 2014 on BBC Sounds
<https://www.bbc.co.uk/sounds/play/b04tjdlj>
- Kathryn Mannix: With the end in Mind: Dying, Death and Wisdom in an Age of Denial

Information on Advanced Care Statements/Decisions

Produced by Healthwatch Enfield in collaboration with Age UK; University College London; Enfield Carers Centre and the North London Hospice

Last updated: January 2021

www.mydecisions.org.uk

www.mylivingwill.org.uk

<https://www.england.nhs.uk/coronavirus/publication/advance-care-planning-guidance-and-template>

NHS website - end of life care

Information about what end of life care means, when it starts, what happens during Coronavirus, links to resources and information about legal power of attorney, different types of care settings and more.

<https://www.nhs.uk/conditions/end-of-life-care/what-it-involves-and-when-it-starts/>

Dementia information & resources

The speaker on the panel at the Q&A Event on 27th January 2021 was: Dr Nathan Davies, University College London - Senior Research Fellow specialising in Dementia care.

Dementia carers support group - see Enfield Carers Centre (page 4)

Age UK Enfield

Age UK Enfield has a variety of Dementia-specific services including Memory care Navigators, Day Centre for People living with Dementia, fortnightly Memory club.

There is lots of information about them on their website including the type of activities and events they run.

www.ageuk.org.uk/enfield

In the attachments there is also Information about activities and services they run

- Empowering older people in Enfield Print version
- Jan - March 2021 Online Activities Age UK
- Talks on Planning for Later Life-Age UK Enfield

For guides and factsheets on a range of topics (including Dementia), please visit:

<https://www.ageuk.org.uk/services/information-advice/guides-and-factsheets/>

or call 0800 169 65 65

Alzheimer's society

- Excellent online search tool to help you find support near you by post code and specify what type of support you are looking for (care homes; transport; groups; activities; equipment etc.)
- Dementia guides and information
- Fact sheets, support, online community
<https://www.alzheimers.org.uk>

Dementia UK - Admiral nursing

- Help and information line 0800 88 6678
- Advice leaflets & videos
- Practical, legal, financial and health/wellbeing information
- Admiral Nurse Service (must be referred by a health professional).
<https://www.dementiauk.org/service/enfield-admiral-nurse-service/>

Marie Curie

Information and advice about caring for someone with dementia through to the end of life

<https://www.mariecurie.org.uk/professionals/palliative-care-knowledge-zone/condition-specific-short-guides/dementia>

Decision guide

UCL have developed a really useful guide with carers, people with dementia and experts on making decisions for someone who has dementia and lack capacity who have COVID. It looks at making decisions for care homes, at home or in hospital. It includes decisions about hospital admissions. It is probably helpful for those without dementia too.

The guide is in the attachments and it is called:

- ENDEMIC decision aid 09 12 20

Practical and legal matters

The speaker on the panel at the Q&A Event on 27th January 2021 was: Kate Reader, Later Life Advisor and Health and Well-Being Navigator at Age UK Enfield.

Age UK Enfield Later life Service

Age UK Enfield offer free Planning for Later Life sessions (currently via Zoom) for people 50+ or carers of people aged 50+. These are information-giving sessions and we are unable to offer legal advice or recommendations.

The session covers Wills, Power of Attorney, Advanced Decisions/Statements and Bereavement Services.

Please contact Kate Reader on 0208 375 4120 or kate.reader@ageukenfield.org.uk to book your place.

Solicitors for the Elderly (SFE)

SFE is a community of trusted advisers - professionally highly qualified and regulated and who also have additional skills to enable them to work with older and vulnerable clients. You are able to do a postcode search and find solicitors local to you. <https://sfe.legal/who-are-sfe/>

Solicitors Regulation Authority (SRA) <https://www.sra.org.uk/>

The Law Society <https://www.lawsociety.org.uk/>

For information on free wills schemes available visit

<https://freewillsmoonth.org.uk/>

<https://www.willaid.org.uk/>

For information on Lasting Power of Attorney visit

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<https://www.gov.uk/government/organisations/office-of-the-public-guardian>

For information on **making decisions on someone else's behalf** visit

<https://www.gov.uk/courts-tribunals/court-of-protection>

For information on **Wills and Trusts specific to Learning Disabilities**, visit

<https://www.mencap.org.uk/advice-and-support/wills-and-trusts-service>

For information on **Personalised care plans** (available for all London residents)

<https://www.healthwatchenfield.co.uk/news/2021-01-26/personalised-care-plan>

NHS Mental Capacity Act information

- <https://www.nhs.uk/conditions/social-care-and-support-guide/making-decisions-for-someone-else/mental-capacity-act/>
- <https://www.alzheimers.org.uk/get-support/legal-financial/dementia-mental-capacity-act#content-start>
- <https://www.gov.uk/make-decisions-for-someone/assessing-mental-capacity>
- <https://www.carersuk.org/help-and-advice/practical-support/managing-someone-s-affairs/mental-capacity-in-england-and-wales>
- <https://www.mentalhealth.org.uk/a-to-z/m/mental-capacity>

Support & activity groups

Activities & things to do

Enfield resource directory - My Life (part of the Enfield Council website)

This link to Enfield Resource Centre - My Life website, has a list of groups and activities running in the area - you can search by activity such as social, day care, fitness etc.

<https://mylife.enfield.gov.uk/Search/SearchResults?new=True&query=-xxxxx&TagCategory=432&refine=VGV4dCxuYXZpZ2F0b3JfdGhpbmdzdG9kb19zcyxPbGRlcitQZW9wbGUzVGhpbmdzK3RvK2Rv>

Age UK Enfield

Age UK Enfield is an independent local charity. They've been working in the local community to help older people for 30 years. They have 40 dedicated staff and over 100 volunteers helping them to deliver services and activities for older people in Enfield.

www.ageuk.org.uk/enfield

In the attachments there are Information about activities and services they run:

- Empowering older people in Enfield Print version
- Jan - March 2021 Online Activities Age UK
- Talks on Planning for Later Life-Age UK Enfield

Enfield Carers Centre

(See page 4)