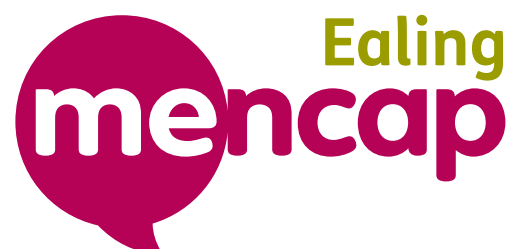




Welcome to our Services Guide



The voice of learning disability

An independent charity (No 1054061)
Care Quality Commission Registered Provider (No 1-131465411)



Caring for you in your own home

We are a local company and our care workers provide high quality care and support to enable you to maintain your independence and enjoy the quality of life you want.

We pride ourselves as being registered and commissioned by Care Quality Commission (CQC).

Domiciliary Home Care

We offer care for:

- People with Learning Disabilities and Autism
- People with Mental Health Conditions and Dementia

For Older People and Young Adults

Our services include:

- Personal Care
- Day Companionship
- Social Escorting
- Intermediate Care Post Hospital Discharge
- The Memory Service Team (People with memory difficulties or Dementia would benefit from the interventions we offer)
- Waking-night Duty
- Night Sleep-in
- Reablement Service
- Domestic Service
- Respite Support
- Live-In Care

To find out how we can care for you
or a member of your family, call:
07930 623806 or 0800 085 1254

www.whitestonecare.com Email: info@whitestonecare.com

 **Whitestone
Care**



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Introduction	4
RealMe	5 - 6
Employment	7
Travel Training	8
Travel Buddying	9
Non - FACS	10
Supported Holidays	11
Frequently Asked Questions	12 - 13
Getting A Budget	14
DAB - Disability Advice Bureau	15
How You Can Help Ealing Mencap	16 - 17
Contact Information	18
Directory Of Local Services	19



Hello and thanks for taking the time to read our new Services Brochure.

Ealing Mencap is an independent charity that has been working in west London for nearly five decades. In this time we've grown from a small team of parents, carers and volunteers looking out for the interests of people with learning disabilities, into an organisation with a vast amount of experience in supporting people and a wide range of activities and projects.

From advocacy to employment, life skills to creative expression, we offer a range of varied and innovative services that are designed around your own choices and what you want to get out of life. We believe that working in a person-centred way and listening to what you want ensures that you will get the service you expect.

We hope that this Services Brochure shows you not just all the things that you may want to be involved in, but also some ways that you can become a part of Ealing Mencap and use the skills and experiences you gain through coming to our services. For example, people have attended **RealMe** and gained employment skills that they've later gone on to use in our supported employment opportunities that run under the **Employment** banner.

We also hope this brochure supports personalisation in Ealing by giving you as many choices and options as possible. We run a lot of services but know that there may be an area of your life where a service from another provider might be a better fit for you. There is a directory of local services in this guide which might give you some choices to consider in the wider community.

If you've got any questions or want to find out more about Ealing Mencap then please get in touch with us.

You can phone on 020 8566 9575, email info@ealingmencap.org.uk or have a look at our website www.ealingmencap.org.uk as well. We'd be happy to help with any queries you might have.

I'd also like to thank Oldroyd Publishing Group for their hard work and help in putting this brochure together – we're really proud of it and are able to provide it to you free of charge thanks to them.

We look forward to welcoming you to Ealing Mencap in the future.

Yours sincerely
Lesley Dodd
Chief Executive
Ealing Mencap

RealMe

RealMe provides a range of services and activities to meet the varied needs and wishes of people with learning disabilities.

RealMe offers modern, relevant and uniquely person-centred services to deliver real outcomes for our customers. Some can be purchased with a personal budget or privately, some have a small entrance cost and some are free to people who do not receive funding from social services.

All our services present a great opportunity to access community facilities and make new friends, take part in new activities, develop life skills and move towards employment.

Personal Assistant Service

Support designed just for you

This service aims to provide the highest quality personalised support to people in their own homes and accessing the community. We work with you to match your needs, wishes and expectations to staff members who can best support you on a 1:1 basis to achieve your chosen outcomes. This service is registered and regulated by the Care Quality Commission.

Structured Daytime Group Activities

Opportunities to develop

This service provides a range of structured daytime group activities to help people enjoy new experiences, showcase their talents and achieve their ambitions. All of our groups take place within the local community around Ealing. The service currently provides activities themed around Independent Living, Personal Development, Healthy Living and Creative Arts. The activities start at 10.00am and end at 4.00pm, Monday to Friday.



Pick And Mix

Clubs for friendship and fun

Preventing social isolation is important to us at Ealing Mencap and there are a number of organised evening groups for people to enjoy. Everyone over the age of 18 with a learning disability in Ealing can join them and there is only usually a small fee for the activity.

Gateway Clubs are held at Enterprise Lodge on Tuesday and Thursday evenings from 7.00 – 9.00pm, and offer the chance to socialise and take part in a range of different activities.

Gateway Active Award is a new project that encourages and supports people to try something new. Participants complete five different types of activity and complete a portfolio showing what they have done. At the end they get a Bronze Award Certificate and badge.

Tuesday Group meet up at 4.00pm and spend the evening enjoying local leisure facilities such as bowling, shopping centres, cinema and meals.

The Base is a night-club for people with learning disabilities that takes place four times a year.

Specialist Activities

Young People's Saturday Club takes place every six weeks and runs from 11.00am to 4.00pm. Activities are organised and usually led by specialist guest instructors. These could include music, exercise, computers, art and drama. The club is open to people with learning disabilities aged 13 to 19 but places must be booked.

Sunday Respite Service takes place every other Sunday from 11.00am to 7.00pm. It is a small group for people aged over 18 who have complex needs and require 1:1 specialist support. This service must be booked in advance.

A man with short brown hair, wearing a grey zip-up sweater, is focused on working on a cardboard box. He is sitting at a wooden table, and his hands are positioned to assemble or adjust the box. The background is a blue wall with a grid of small holes. The overall scene suggests a workshop or a training environment.

Employment

Running trade and enterprise to gain experience, work skills and confidence

Having a job is important to many people with learning disabilities, but it can be difficult to gain the experience and skills needed to make the leap into the world of work. This service bridges that gap and helps people move towards meaningful employment by becoming an active part in our social enterprises.

Current opportunities include gardening, cleaning, bike hire and maintenance, events management, catering, making products for sale, and public service.

inployment



Travel Training

Travel Training teaches children and adults with disabilities and additional needs to travel safely and independently using public transport.

Learning to travel independently helps to give people confidence and can open up new worlds and opportunities.

Our travel trainers work one-to-one with people to offer person-centred support and training in a challenging and exciting way.

Travel training is usually offered to students who want to travel to school or college on their own, but we also offer the service to adults with disabilities wanting to travel. This is available to purchase and can be paid for through a personal budget, SEN statements or by other means.

As well as teaching an essential life skill, travel training may also save time and money in the long run as successful trainees won't be dependent on expensive taxis or lifts from parents or carers any more!

Travel Buddying

We offer a travel buddy service for people who want to get out and about independently but still need some support getting from A to B.

A travel buddy is fully trained by the travel training project and an independent traveller. Having a buddy help you get around on public transport offers the chance for you to access day services, employment or volunteer jobs and social opportunities. The buddy will help keep you safe, not get lost and overcome anything that might go wrong on the way.

Having a travel buddy costs less than being fully travel-trained and is a good option for people who make a regular journey or have an appointment that they want to attend independently.



Activities For Everyone

Some of the funding that we get means that we can offer some services and opportunities for people who do not get any money from social services because they don't meet Fair Access to Care (FACS) rules that the local council have.

That means you can take part in Ealing Mencap opportunities that don't require a budget. There may be a small fee to join in these activities. For example, if you wanted to go swimming then you would need to pay for your own entry to the pool. We have lots of options for you to learn new things, meet friends, socialise, perhaps get a job or some work experience.

If there is something you are interested in, please get in touch so we can discuss what you are looking for and how we can help you access without FACS.



Supported Holiday Service

Ealing Mencap offers the chance for adults with learning disabilities to take a break by using the supported holiday service.

We can offer the chance to get away from it all with an independent weekend holiday experience with both daytime and evening activities for small groups.

Ealing Mencap will arrange transport and accommodation, so you just need to book your place and let us handle the rest! And of course our trained and qualified staff will be on hand to make sure that the holiday is safe and secure.

The Supported Holiday Service is available to anyone. You don't need to be FACS eligible or have a budget from social services and can pay independently.

For more information and to be told about planned holidays in the future, call us on 020 8566 9575.

Do I have to live in Ealing?

Not necessarily. Most of our services are delivered in West London but usually people living in any area can purchase our services. Please ask us for more information.

Do I have to have a learning disability?

Most Ealing Mencap customers have learning disabilities but we are able to provide services to some people who do not have a learning disability. Speak to the Customer Referral Coordinator on 020 8566 9575 to discuss how we could support you.

How do I pay?

You can pay privately or the council can fund your service through a Direct Payment or Personal Budget.

Do you arrange transport to and from your services?

Ealing Mencap does not provide transport to and from our services.

However we can arrange support to use public transport through our Travel Buddy and Travel Training projects.

Can you provide emergency respite?

Yes, although it is dependent on the availability of staff if the request is made at short notice.

How can I keep my costs down?

When you are planning your service we can look at creative ways to minimise the cost. For example, you could share a support worker with another customer who is interested in the same activity. You could also target support hours to meet your needs.

Can you provide respite for my son/daughter while I go on holiday?

Yes. We can provide respite in the family home as long as there is adequate provision for personal assistants to stay there during the respite period.

I don't have an individual budget and cannot afford to pay for services. What are my options?

Ealing Mencap does have some services which do not incur a cost to customers as they are funded by grants, but there are usually limitations on who they are available to. We also run a number of social enterprises which can be an option for customers who are interested in gaining work experience or are looking for employment. Please speak to the Customer Referral Coordinator for more information.

Can you provide me with a personal assistant?

Yes. RealMe can arrange personalised support. Have a look at page 5 for details.



Getting A Budget

For some, but not all, Ealing Mencap services you will need a **Personal Budget**. This is money that your local Social Services has agreed that you can have to meet your needs. We can give you advice on who to contact and what to expect during the process. The following guidelines are advised:

1. Contact your local Social Services department. They are part of your local council and will be the people who will decide if you are eligible for a personal budget.
2. Explain your situation to Social Services. Make sure you tell them about what you are doing now, your living arrangements, your family and any other support you receive. It will help if you talk about the things that you would like to do and why you need a budget to help you do them.
3. Social Services will arrange an assessment. This means they will ask you questions about your life and try to gather some relevant details about your overall situation. They use this assessment to decide how much money you can get in your Personal Budget and what kind of things this can be used for. They may also use the assessment to put together a Support Plan. This shows what changes you want to make and how your budget will help you do this.
4. Social Services will then make a decision and let you know if you are eligible for a budget. If you are, they will tell you how much you have to spend and what kind of activities you can spend the money on.

If you do not have anyone to support you in applying for a budget, you can get in touch with the Disability Advice Bureau (DAB) on 020 8840 8573 for advice, support and advocacy needs.

You don't need to apply for a budget before speaking to us though. Sometimes it can help your application if you have already seen services that you would like to attend. To arrange a meeting and an initial assessment with us, please contact Claudia, our Referrals Coordinator, on 020 8566 9575 or email referrals@ealingmencap.org.uk and someone will get back to you.



The Disability Advice Bureau works with some of Ealing's leading voluntary sector organisations to offer a pan-disability support planning service and provides advice about direct payments and personal budgets.

DAB partners have experience of providing advice and support to people who have a wide range of needs including learning disabilities, physical disabilities, mental health issues and autistic spectrum conditions. Our support planners are professionals with extensive training and experience in the social care sector.

If you choose to manage your own personal budget, our support planning service can help you write a plan that will meet your needs. Our service includes:

- Involving you every step of the way and taking the time to get to know you, your wants, and your needs
- **Taking care of the details** - guiding you through paperwork, procedures and policies of managing a budget
- Helping you understand your rights and responsibilities as a personal budget holder - especially if you plan to employ a personal assistant
- Finding the right services for you, negotiating the costs and making the most of your budget
- **Advocating for you** - whether it's help with talking to banks, Ealing Council, or service providers, we can help you get your message across clearly.
- Finalising arrangements with services once your plan has been completed and approved

**For advice on support planning and personal budgets contact
DAB on: 020 8840 8573 / 07837 186733**

Or email: Matthew.coulam@ealingmencap.org.uk





How You Can Help Ealing Mencap

Opportunities to fundraise and volunteer with us

As government cuts continue to be made to funding and services, donations are becoming increasingly essential for Ealing Mencap to continue its work. We appreciate all donations, large or small.

Please think of Ealing Mencap if you are taking part in a sponsored event - whether this is a run, round of golf, skydive, or whatever your imagination can come up with. Contact our Business Development Team to get advice and support about organising a sponsored activity or visit our JustGiving page at www.justgiving.com/ealing-mencap

Alternatively, if you would like to send a cheque, please make it payable to Ealing Mencap and send it to the address shown on page 18. Ealing Mencap also welcomes donations of materials and equipment. Let us know if you have items to donate, particularly arts and crafts materials, old bicycles or gardening equipment.

Stuck for an idea for a gift? Instead of flowers or a present for a loved one, a donation to Ealing Mencap will guarantee that you'll be making, on their behalf, a lasting difference that will really benefit someone. To acknowledge your gift and show our appreciation, Ealing Mencap has a selection of cards made by our social enterprises.



Donating your time

Ealing Mencap has a long history of volunteers taking the lead and supporting our organisation. We've always found that volunteers offer unique skills and experiences that can enrich the experience of customers and staff alike. As a volunteer you can work with people with learning disabilities, campaign for their rights, fundraise or even make decisions about the direction that Ealing Mencap takes in the future.

For more information please email volunteer@ealingmencap.org.uk or call us on 020 8566 9575 to find out more. Just a few hours of your time a week could open up a whole new world for someone with a learning disability.

Leaving a legacy

The funeral of a loved one is an opportunity to keep their memory alive through a positive and lasting act. As an alternative to flowers, a donation can be made to Ealing Mencap in the knowledge that it will be used to benefit local people with learning disabilities.

By leaving a donation in your will to Ealing Mencap, your kind action can have a lasting impact and help the charity to continue to support people with learning disabilities, and their carers, for years to come. Ealing Mencap appreciates every donation and in addition to contributing to the work carried out by the charity, donors will have the opportunity to be remembered in the Enterprise Lodge memorial garden with a plaque, tree or flowers.

Please contact the Business Development team on 020 8566 9575 for more information or if you have any enquiries about gift cards, the memorial garden, how to donate in remembrance of a loved one or how to include a donation in your will.



For information about RealMe, Inployment, getting a budget and referrals:

Enterprise Lodge

Stockdove Way, Greenford, Perivale UB6 8TJ 020 8566 9575

For information about Travel Training and Travel Buddying:

The Lido Centre

63 Mattock Lane, West Ealing, London W13 9LA 020 8280 2222

For information about advocacy and advice:

DAB

44 South Ealing Road, Ealing, London W5 4QA 020 8840 8573

For more information, you can also try our website:

www.ealingmencap.org.uk or email: info@ealingmencap.org.uk

Follow us on Twitter  **@ealingmencap**



The following pages contain details of companies and organisations whose services you may find relevant and helpful. Ealing Mencap would like to thank all the various advertisers for their participation in this guide.

We would, however, like to point out that the accuracy of any statements cannot be warranted nor any products or services advertised be guaranteed or endorsed.

Local Services

Page

Home Care, Home Support & Respite Care	2, 20 - 22 & 24
Legal Services	22
Other Quality Services	22

Specific support for children and young people

Caremark is a national provider, delivering high quality support services to children, young people and adults with special needs, from birth, through their journey of life.

We support and empower them to have fulfilled and meaningful lives at home, school, college, work and within their chosen community.

We are available 365 days a year, 24 hours a day!

Our services include:

- Personal care
- Support with daily living skills
- Travel training
- Support in school, college and work
- Being a "buddy" for social activities and inclusion
- Respite services
- Support on holiday
- Sleep monitoring
- Assistance with benefit claims



Scan with smart phone to access our website.

(Smart phone app required)



T 020 8961 2221

W www.caremark.co.uk/ealing

E Email: ealing@caremark.co.uk

Dephna House, 214 Acton Lane, Park Royal, London NW10 7NH



We provide skilled and specialist support for individuals with:

- Autism/Asperger's
- Complex needs
- Severe challenging behaviour

We are able to offer:

- Personalisation
- Emergency placements
- A safe and motivating environment
- Supporting calculated risk taking
- Management plan for behaviour reduction
- Increased and combined communication strategies
- Greater independence and skill sets
- Opportunities for a Better Quality of Life
- Highly skilled, trained and passionate staff with related degrees and Masters such as psychology, neuro sciences and occupational therapy.



Our aim and objective is to improve the quality of life of those we support.

For more information, visit www.salisburyautisticcare.com

Tel: **0800 368 9433 / 07904 926668** Email: jenine@salisburyautisticcare.com

28 Holt Road, Wembley HA0 3PS



Sunrise Care

Caring with a difference



INVESTORS
IN PEOPLE



Person centred support for customers with disabilities, autism and behaviours that may challenge

- Residential Living
- Respite Breaks
- Home Care
- Outreach
- Activity Hub for day service provision
- Supported Living
- Transport

Sunrise Care provides a holistic and person centred approach to provide support to customers and their circle of support. We are customer led in working towards achieving their dreams and aspirations.

Individuals are supported to build confidence, individuality and self-worth, empowering them to make informed choices where ever possible. Customers are involved in the support they receive and we work together to achieve their goals.

Give us a call to discuss your requirements:

Call 0208 903 2010

email us at info@sunrisecare.co.uk

or visit www.sunrisecare.co.uk



Let us help you!

We provide help with the following:

- Washing and dressing • Getting up and going to bed
- Meal preparation and help with feeding
- Medication review from Doctor or Pharmacy
- Taking medication regularly • Contenance care
- Escorts for shopping trips and other social visits

All our carers are CRB checked and security cleared. They are polite and will treat you with respect.

Telephone: 020 3380 7582

Email: odessacarers@gmail.com



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130-132 Uxbridge Road, Hanwell, London W7 3SL



'My carers look after me very well. I am now more independent and get to travel on aeroplanes with my co-housemate. My carers provide a safe environment for me to live in.'



Could you be a Shared Lives carer?

Have you ever thought about supporting someone with a learning disability in your home?

Ealing Shared Lives gives adults with learning disabilities the opportunity to live with a carer in their home, either as a long-term placement or for short breaks. We also have a range of day support opportunities too.

Ealing Shared Lives recruit and train carers who live in the borough, each are unique with a wide range of skills and experience. However, the one thing they all have in common is their dedication and a desire to make a difference. Shared Lives carers are paid and receive ongoing training and support.

Our carers support adults to develop their independence, achieve their dreams and goals and to participate in the local community.

For more information about how to become a Shared Lives carer visit www.ealing.gov.uk/sharedlives or call: 020 8825 5436



To place a business-generating feature in both the printed & eBook versions of our essential and influential Services Guide



Simply call Jenny Mellenchip now on 0800 612 1516.



**SERVICES GUIDES are specially prepared
by Neighbourhood Direct Ltd**

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(est 2003)

Adolphus Care

"There is nothing like a dream to create the future."
Victor Hugo

- Does your support provider remember that you are an individual?
- Have the government cuts impacted on your care provision?
- Do you want to be respected and supported to lead an independent life and explore new opportunities?
- Concerned about someone when you are not around or just need support with, or a break from caring?
Plan for the future by providing new skills or respite support to maintain your peace of mind.

Chose a CQC registered service of individualised assessment, support and care planning, providing the services you need from a provider small enough to care.

WE'LL PLACE YOU AT THE CENTRE OF OUR SERVICE.

We support complex individuals with learning disabilities, mental health issues, autism and behaviours that challenge.

Support for you

Supported Living (including night cover)
Home/Shared Ownership Support
Child to Adult Transition
Emergency Cover
Holiday and Respite Support
Homecare
Day Activities
Holidays
PA Payroll Services/Advice (employ your own carer)
Independence Skills

Our Team

Reference/History Checked
Culturally and Gender Diverse
DBS Checked
Fully Trained
Committed and Empowering

Tel: 020 8426 1616

Email: info@adolphus.org.uk www.adolphus.org.uk

