

# Our Health in Our Hands

Case studies of  
voluntary groups  
working towards a  
healthier Redbridge

December 2015



RedbridgeCVS 

**NHS**  
**Redbridge**  
**Clinical Commissioning Group**

# Contents

Introduction . . . . .	3
Action on Hearing Loss . . . . .	5
Age UK Redbridge, Barking and Havering: Redbridge Falls Prevention Service . . . . .	9
Haven House Children’s Hospice . . . . .	11
Ilford and District Diabetes UK Voluntary Group . . . . .	14
Imagine Redbridge . . . . .	17
Redbridge Carers Support Service . . . . .	19
Redbridge Forum . . . . .	23
Redbridge Jewish Community Care . . . . .	26
Redbridge Faith Forum . . . . .	30
Saint Francis Hospice . . . . .	33
Sikh Community Care Project . . . . .	36
STAAR: Supporting Those with Autism and Aspergers in Redbridge . . . . .	40
Welcome Project . . . . .	43

# Introduction

The NHS Five Year Forward View published in October 2014 stresses the importance of illness prevention and public health. It states that, “The future health of millions of children, the sustainability of the NHS and the economic prosperity of Britain all now depend on a radical upgrade in prevention and public health.” The document also focuses on the importance of empowering patients, saying that “with the help of voluntary sector partners, we will invest significantly in evidence-based approaches such as group-based education for people with specific conditions and self-management educational courses, as well as encouraging independent peer-to-peer communities to emerge.” The document further mentions building stronger partnerships with charitable and voluntary sector organisations. “When funding is tight, NHS, local authority and central government support for charities and voluntary organisations is put under pressure. However, these voluntary organisations often have an impact well beyond what statutory services alone can achieve... often they are better able to reach under-served groups, and are a source of advice for commissioners on particular needs.”

Voluntary and Community Sector (VCS) organisations are usually established in response to an unmet need where public or private sector interventions have not fully addressed the needs of a population. VCS organisations often work with the most disadvantaged communities – both in terms of geographic localities and communities of interest. Many VCS organisations work directly in health and social care, whilst others work to improve the wider determinants of health. Work may focus on a particular part of the life course or on people with particular protected characteristics. Small community-based charities provide excellent examples of how national health issues can be tackled at a local level.

VCS organisations in Redbridge contribute greatly towards improving the health and wellbeing of their members, as well as reducing health inequalities. The sector is known for its diversity and flexibility, and develops services to meet needs that are not being met by the statutory or private sectors. In addition, voluntary groups help in achieving public health targets by engaging communities on illness prevention and self-management of health conditions as well as adopting healthy lifestyles.

I am delighted to present the fourth edition of Our Health in Our Hands, which gives inspiring examples of how local communities have taken ownership of promoting and maintaining a healthy lifestyle amongst their members. It includes case studies of 13 community and voluntary sector groups working with different communities and on a range of issues including diabetes, hearing loss, mental health, learning disability, dementia, falls prevention for the elderly population, carers, children and adults with life limiting conditions and homelessness.

The purpose of this document is to help Redbridge NHS Clinical Commissioning Group (CCG), Public Health and Social Care professionals to have a glimpse of some of the services offered by the voluntary and community sector in Redbridge and how they impact on improving the health and wellbeing of local communities. It will hopefully give them an opportunity to think more about ways they can work with the voluntary sector.

The last three editions of Our Health in Our Hands have been well received and generated a great deal of interest amongst NHS colleagues and GPs, and led to RedbridgeCVS being invited to talk to GPs about how they can work in partnership with the voluntary sector. Many of the groups highlighted here have received visits from Redbridge CCG’s Lay Member for Patient and Public Engagement, Patient and Public Engagement Advisor and/or their Clinical Director for Engagement. As a follow up of these visits, groups have been linked to strategic discussions on a range of health issues being undertaken by Redbridge CCG. I hope this

document will lead to more joined-up working between Redbridge CCG and the voluntary sector to achieve common goals of illness prevention, improving clinical outcomes and greater patient satisfaction.

### **More information**

If you need any more information about the groups mentioned in this document or any of the hundreds of voluntary and community groups working on health in Redbridge, please email

#### **Swati Vyas**

Health Partnerships Manager

swati@redbridgecvs.net

020 8514 9626

#### **Ross Diamond**

Chief Officer, RedbridgeCVS

December 2015

# Action on Hearing Loss

## Introduction and brief history

In 1911 Leo Bonn, inspired by his personal experience of deafness, founded the organisation that would become RNID, now Action on Hearing Loss. From the start, his aims were to support and care for people with hearing loss, to educate those at risk of damaging their hearing and to raise awareness of how isolating hearing loss can be.

Action on Hearing Loss still urgently need to reach those with hearing loss, those at risk of losing their hearing, and those who do not realise how isolating hearing loss can be. Action on Hearing Loss has been working for a world where hearing loss doesn't limit or label people, where tinnitus is silenced and where people value and look after their hearing.

## Description of the organisation's activities/projects at a local level

Action on Hearing Loss won the contract and started working 14 years ago to provide a Sensory Service in the London Borough of Redbridge for people living with sight loss, hearing loss, those with both sight and hearing loss and Deaf people. The Redbridge Sensory Team provides a statutory service including:

- Assessment of needs e.g. alert to doorbell, TV listening devices, amplified telephones, smoke alarms, mobility and orientation, daily living skills (e.g. pouring a hot drink safely)
- Information, advice, guidance and signposting to relevant services
- Personalised rehabilitation programmes (daily living skills training and orientation and mobility training in and outdoors) to maintain independence in the home
- Free equipment provision on loan
- Demonstration and advice on specialist sensory equipment
- Lighting assessment and adaptation
- Low vision assessments and training
- Support with developing communication skills
- Awareness training for families supporting someone with sensory loss
- Lip reading and Braille classes
- Monthly macular disease group
- Fortnightly Deaf and hard of hearing social club on Fridays
- Provision of a drop-in service (Mondays, Wednesdays and Thursdays 9:30am-12:30pm). It is advisable to book an appointment for hearing aid support
- Weekly British Sign Language (BSL) drop in service every Friday morning from 9.30am-12.30pm for local Deaf community to access a registered qualified BSL interpreter to assist with interpreting letters and making phone calls
- The organisation also provides communication support such as BSL interpreters for Deaf people to access community services, and for social workers and other community based workers to be able to communicate with Deaf people using British Sign Language or Deafblind Manual

Action on Hearing Loss works in partnership with other voluntary organisations such as Guide Dogs, ActivEyes and East London Vision. It also works in partnership with Healthwatch Redbridge.

Action on Hearing Loss is currently funding a Hear to Help service offering after care, maintenance and advice to people with hearing aids. They run various hearing aid drop in clinics in Redbridge for those with an NHS hearing aid or aids living in Redbridge only.

## **Need for setting up the organisation**

The aim of setting up the organisation is to support and care for people with hearing loss, to educate those at risk of damaging their hearing, and to raise awareness of how isolating hearing loss can be.

## **What were the aims and objectives of the organisation?**

Action on Hearing Loss is focused 100 percent on how they can reach and support people with hearing loss. Until everyone understands the extent to which hearing loss can damage people's lives, costing jobs and relationships, causing isolation and depression, it's all too easily seen as a minor inconvenience.

- There are endless ways that small interventions – such as information and advice, peer support, technical devices and communication support – can bring about radical improvements in quality of life. The organisation believes everyone should have choice and control over how they live their lives
- The organisation is working towards a set of goals which they firmly believe are achievable and will change people's lives for the better. In particular, as the number of older people in our population increases, they want no one to be isolated by their hearing loss
- The organisation's many conversations with people who are Deaf or have hearing loss or tinnitus have led them to create "outcome statements" that sum up their vision of how they believe people want to be supported

The organisation's plans are split into three programmes, which are now called:

- Support and care
- Technology and treatments
- Equality

A team of people from different parts of the organisation leads each programme and makes sure everyone is working towards the same goals. This means the organisation has experts from different backgrounds sharing their knowledge and experience in order to meet our goals for people with hearing loss.

To succeed in their charitable goals, they are supported by the following services:

- Fundraising, Marketing and Communications
- Commercial Services
- Corporate Resources

All the work at Action on Hearing Loss will be focused on achieving the following outcomes:

### **Everyone has the right information, advice, care and support**

- I value my hearing and protect it
- I manage my hearing loss and I know where to go if I need support
- I've got all the information, advice and access to communication and technology that I need

## **There is a range of equipment, treatments and cures available**

- I can hear well
- My tinnitus has been silenced
- My grandchildren won't suffer because of hearing loss or tinnitus

## **Equality and life choices are not limited**

- I've got the right communication support, equipment and information
- I'm a valued member of society, treated with dignity and respect
- People understand my hearing

## **Benefits for service users**

- The organisation ensures that service users achieve positive outcomes including safety and security at home, physical and mental health and emotional wellbeing, control over day-to-day life, personal dignity and support to communicate their needs and wishes.
- Service users can live more independently by managing their own nutritional needs, can move around their homes safely, can develop and maintain family and other relationships and can be a part of their local community. Service users having control over their day-to-day life improves their physical, mental health and emotional wellbeing.
- Below are some quotes and compliments from service users:

“ I would like to thank you for your kindness, patience and advice you gave to myself and my friend and would certainly contact you if I need further help in the future. Many thanks again.

“ Hi, just to let you know everything went ok with Carol yesterday. She was a great help and gave me a lot of advice and told me what to do next, she was really helpful. I just want to say a really big thank you again I don't know what I would have done if I didn't have you and your support. So thank you.

“ I want to explain that Marlene is very kind and co-operative. She listens to patients carefully and assessing for supplying of equipment quickly.

“ Thank you so much for visiting me yesterday and supplying the doorbell. It makes a lot of difference thank you. I look forward to meeting you again and it was a pleasure. Thank you.

## **Benefits for NHS and social care services**

Working together, highlighting the needs of appropriate provision, ensuring the individual needs of people are met.

## How does the organisation know that it is achieving its aim and objectives?

At a local level, Redbridge Sensory Services Centre has service users' involvement through consultation, surveys and informal feedback. Service users are consulted on service provision and delivery, ensuring that their wishes are listened to.

### Way ahead

Action on Hearing Loss hopes to continue to support service users to achieve positive outcomes and be a part of their community.

### Contact details

Sensory Services Centre  
Action on Hearing Loss  
25 Bourne Court  
Southend Road  
Woodford Green  
IG8 8HD

**Phone:** 020 8551 7700

**Textphone:** 020 8551 7766

**Text:** 07918 640 927

**Fax:** 020 8551 7755

**Email:** [redbridge@hearingloss.org.uk](mailto:redbridge@hearingloss.org.uk)

**Website:** [www.actiononhearingloss.org](http://www.actiononhearingloss.org)



# Age UK Redbridge, Barking and Havering: The Redbridge Falls Prevention Service

## Introduction and brief history

The Redbridge Falls Prevention Service is funded jointly by Redbridge Council and the CCG and is provided by Age UK Redbridge, Barking and Havering. The service was set up in 2004 in response to the increasing problems of falls and the long term impact falls have on the quality of life of older people.

Falls can destroy confidence, increase isolation and reduce independence, with 9 per cent of people who fall becoming afraid to leave their homes in case they fall again.

The Falls Prevention Service provides support for all people over 50 who live within Redbridge along with providing a strategic role and training opportunities for anyone who works with older people.

## Description of the service

The service is a multi-agency service that can be accessed by any older person living in Redbridge. The service provides falls assessment and information, and identifies the needs of the older person to prevent further falls and reduce unplanned hospital admissions. The service also develops multi-agency initiatives to provide advice on exercise, balance, medication management and general issues of falls prevention. People may self-refer or be referred into the service for example by carers, GPs and other health professionals.

The service also delivers a falls pathway. This is evidence-based using a variety of possible indicators of risk. Everyone who completes a form is given a prevention pack which includes general information and access to exercise opportunities. Those who indicate a higher risk will be referred to their GPs for an assessment. If the falls are unexplained this may lead to a referral to the local Falls Clinic.

The service organises and is also represented at events promoting the issues relating to falls prevention. They provide presentations to a wide variety of groups and offer training to care homes along with other professionals. Age UK chairs the Integrated Falls Working Group which brings a wide range of interested professionals together to discuss the issues and ensure the coordinated development of services. The organisation also chairs the steering group which directs the strategy for the service.



All these activities are complemented by the provision of an excellent exercise service. The need to exercise is central to all falls prevention and those who attend the classes generally report improvements in their health and balance. For example:

“ Not only do I feel invigorated after these classes, with no aches or pain, but I am able to pick up things I have dropped more easily, whereas before I started attending your classes this was difficult.

## Need for the service

The need to provide falls prevention is well documented with a wide range of supporting academic evidence. The annual cost of falls of people over 65 in England amounts to £2 billion a year or more that £5.6 million every day. Ten percent of hip-fracture patients will die within one month of their fracture, 30 per cent will die within a year and there are 13,800 hip fracture related deaths a year in the UK. There exists a wide range of studies to indicate the financial savings that can result of effective falls intervention. However, the personal impact that falls have on the quality of life of the individual are the main incentive for providing interventions that reduce the possibility of falls or improve the outcome if someone does fall.

The population of people over 65 living in Redbridge is 36,300 and is projected to rise to 44,400 in the next ten years. It is predicted that in 2015 9,760 people over 65 from Redbridge will fall and this will increase to 11,947 by 2025. Hospital admissions from Redbridge residents as a result of a fall in 2015 are estimated to be 764 and by 2025 will be 951.

## How does Age UK know that it is achieving its aim and objectives?

The Falls Service provides a pathway assessment for over 240 people each year. In the year 2014-15 over 240 people attended presentations and over 500 undertook either a course of exercises or attended one of the permanent opportunities. Over 260 involved professionals attended training sessions on falls prevention provided by this service.

### Contact:

Age UK Redbridge, Barking & Havering

Tina Sinclair, Falls Prevention Co-ordinator

**Telephone:** 020 8220 6000

**Email:** admin@ageukrbh.org.uk

# Haven House Children's Hospice

## Introduction and brief history

Haven House Children's Hospice believes that no family should have to face alone the difficulties of looking after a child with a life-limiting condition.

It provides a range of services to children and their families to support them through the most difficult circumstances imaginable. Haven House offers planned respite, short break and end-of-life care, as well as services designed to improve emotional and physical wellbeing, across the White House, our Holistic Care Centre and in the local community.

Working in partnership, Haven House delivers these services whenever and wherever families need them. In order to do this, the hospice needs to secure £3.6 million in 2015/16.

## Description of the organisation's activities/projects

### The White House – inpatient services

The hospice's core service is supporting families through planned respite, step-down and end-of-life care.

Respite care can be day or overnight stays throughout the week or weekend. It includes support to families in crisis or who need extra help when bringing a child home from hospital after major surgery or a change to their medical condition and treatment.

### The Holistic Care Centre

The HCC houses child and parent therapies and provides confidential space for parents to meet with the care team and external consultants and professionals. Haven House also offers a programme of training to parents such that they can become "expert" carers for their children, giving them confidence and helping to reduce isolation and anxiety.

### Community services

Haven House grew out of a unique community service – the Toy Home Loan service which was a first in 2001 and continues today, taking specialist toys into the home for children with disabilities. It also offers monthly coffee mornings for mums and a siblings group, Buddies, for brothers and sisters.

### Bereavement support

The death of a child is a tragedy and has a ripple effect on the whole family.

The White House: inpatient services	The Holistic Care Centre: outpatient services
<ul style="list-style-type: none"> <li>■ Nursing, palliative care and symptom control</li> <li>■ Stepped discharge from hospital to home</li> <li>■ Planned respite and short break care</li> <li>■ End-of-life care</li> <li>■ Day care</li> <li>■ Play activities</li> </ul>	<ul style="list-style-type: none"> <li>■ Music therapy</li> <li>■ Therapeutic yoga</li> <li>■ Physiotherapy</li> <li>■ Complementary therapies</li> <li>■ Expert Parent Programme</li> <li>■ GOSH Care Closer to Home clinics</li> <li>■ Social work</li> </ul>
Post bereavement care	Community services
<ul style="list-style-type: none"> <li>■ Memory Day</li> <li>■ Counselling</li> </ul>	<ul style="list-style-type: none"> <li>■ Toy home loan</li> <li>■ Coffee mornings for parents</li> <li>■ Play</li> <li>■ Buddies</li> </ul>

Haven House is committed to be there for as long as the family needs it, even after their child has died. Haven House will introduce more counselling to help families to build resilience in the face of their daily challenges. Bereavement counselling supports the whole family – mums, dads, brothers, sisters and grandparents – in line with our holistic ethos, helping families prepare for their child's shortened life.

## Need for setting up the organisation

To date, Haven House has supported over 600 families, providing high quality palliative and holistic care for babies, children and young people who have life-limiting or life-threatening conditions.

Haven House knows that there are many more families not accessing hospice care services in their local area. This may be due to a lack of awareness of the range of services they can offer, or because families are afraid that using a hospice is an acceptance that their child will not outlive them.



## What are the aims and objectives of the organisation?

By 2020 Haven House wants to widen their services to meet the diverse needs of the families they support, as well as increase their community, social and healthcare provision to families who have not accessed hospice care before.

## Benefits of the organisation for users

Haven House offers a home-from-home to families with a specialist nursing team on hand to provide direct care and advice and guidance.

“ When it was first suggested to me that Georgia came to a hospice I thought the worst. It was quite scary as it had only ever been me or my parents who had looked after her for 13 years. However, after her first overnight stay (where I burst into tears when I left) I have never looked back. The nurses are lovely and I know Georgia is in safe hands. When she was in hospital recently some of the Haven House nurses even came and sat with Georgia so I could take a short break.

**Parent**

## Benefits for NHS and social care services

- Experience of working collaboratively and in partnership with health, social care and educational professionals to offer exceptional care to families in need
- Training and workshops on palliative care for children
- Step-down care from hospital to home
- Support to looked-after children

- Confidential meeting space
- Opportunities to run specialist clinics or advice services

## How does the organisation know that it is achieving its aim and objectives?

Haven House seeks regular feedback from its families and its partners. The hospice has recently launched a new vision for 2020 which outlines their strategic aims and objectives.

The Senior Management Team report quarterly to a Board of Trustees on a series of Key Performance Indicators relating to all aspects of the hospice

Sensory garden



## Way ahead

Request a copy of Vision 2020 by emailing [vision@havenhouse.org.uk](mailto:vision@havenhouse.org.uk)

## Contact details

To make or discuss a referral please contact the care team on 020 8505 9944

For general enquiries please email [enquiries@havenhouse.org.uk](mailto:enquiries@havenhouse.org.uk)

**Website:** [www.havenhouse.org.uk](http://www.havenhouse.org.uk)

# Ilford and District Diabetes UK Voluntary Group

## Introduction and Brief History

Ilford and District Diabetes UK Group was originally set up in 1959 and aims to provide help and support to people living with diabetes in the Redbridge area. It does this primarily through group meetings, designed with the express purpose of providing individuals with a safe, social forum to discuss diabetes and its effects.

When and where it can, the group also tries to raise money to promote awareness of diabetes so those with the condition can achieve better personal outcomes and contribute to more research through the national umbrella group, Diabetes UK.

Whether you have been diagnosed yourself or if you are simply an individual with a desire for knowledge and an inclination to take part, they are welcome to the group.

## Description of the project

The group supports all members of the community who have diabetes plus family and carers who want to find out more.

The Group holds monthly meetings that are held on the first Tuesday of the month at Valentine's Mansion. Opportunities are given for those attending to speak with others who may experience similar health issues and the group make a particular point of welcoming new members in order that they get to know what is available and to be introduced to other members of the group.

There are many publications that can be collected at the meeting as well as listening to medical and non-medical speakers in a relaxed and friendly atmosphere.

There is no joining fee only a small entrance fee is required to cover the hire of the hall.

## Need for the project

Those experiencing diabetes often need help to gain confidence in the self management of their condition. Diabetes is a life long condition and therefore with greater knowledge a healthier lifestyle can be achieved thus helping to avoid complications and lengthy stays in hospital.

Working together as a group to raise funds into more diabetic research is fun, and enables the group to go out into the community to publicise the fact that the group is available for all who need it, as well as informing others about this medical condition.



## Aims and objectives

- To promote the welfare and care for all those living with diabetes
- To provide people with knowledge about diabetes in order to empower them when making choices for better self management
- To provide local contact and support for those with the condition and their family, friends and carers.
- To increase public awareness of diabetes
- To work with the Redbridge Clinical Commissioning Group and other medical groups to provide the best medical care for diabetics in the Redbridge area
- To provide social activities in order to raise funds for further research into preventing the condition
- To improve people's self-esteem in being able to cope with the diabetic condition in all situations

## Benefits for users

- Confidence building
- Knowledge and empowerment
- Peer support
- Advocacy on behalf of all diabetic patients and carers

## Benefits for health and social care Services

- Savings made by NHS as patients have better control of their diabetic condition
- Reduction of complications and hospital stays

## Lessons learnt and major achievements

### Lessons learnt

- Knowledge of diabetic care is continuous
- Patients need support at whatever stage they are at in their diabetic journey
- Sharing information with the family/carer is reassuring

### Major achievements

- The Ilford and District Diabetes UK Group is the highest fund raising group in London: last year a £8,500 cheque was given to the national group for research
- Several members are involved in the Redbridge Clinical Commissioning Group in order to improve care for all diabetics in the local area
- Members are involved in the Diabetes Research Network, which devolves funding for research projects



## The way ahead

Ilford and District Diabetes Group plan to work with the local CCG to ensure that access to good care is provided for all, no matter what their age group.

## Contact details

Ilford and District Diabetes Group meets on the first Tuesday of each month with the exception of January at 7.45 p.m . The venue is:

The Drawing Room  
Valentines Mansion  
Emerson Road  
Ilford  
IG1 4XA

**Email:** [ilfordduk@gmail.com](mailto:ilfordduk@gmail.com)

**Website:** [www.ilford-and-district-diabetesukgroup.org](http://www.ilford-and-district-diabetesukgroup.org)



# Imagine Redbridge

## Introduction and brief history

Imagine is a charity incorporated in the 1970's and has spent the last four decades working to improve the opportunities available for people suffering mental ill health. Committed to the belief that social inclusion is a necessity, as well as a right for all – Imagine specialises in independent living and inclusion. Imagine has projects implemented across the country including Liverpool, Sefton, Cumbria, London and Greater Manchester.

Imagine Redbridge is a community based service funded by Redbridge Council to provide mental health day opportunities. Imagine started working in Redbridge from July 2012 and is under a contract with Redbridge to provide mental health service.

## Description of the organisation's activities/projects

- One-to-one support which will help with: identifying personal recovery goals, managing mental health, taking care of physical health, improving living skills and signposting
- Social inclusion activities: one-to-one support in expanding community opportunities and expanding friendships, whether cultural, education, leisure, arts activities
- Support to access community opportunities of interest: including education/vocation, arts activities, sports and leisure, faith and cultural activities. Imagine supports service users in accessing discounted schemes or direct payments in relation to recovery or health-related activities, such as gym passes and sports equipment.



Imagine Fundraising Day for cancer

### ■ Peer Support Groups

These groups are run and developed by service users which includes:

- Out and about group
- Social – lunch clubs/evening groups
- Activities as decided by peer groups like art and bowling
- Men's and women's groups

### ■ User-led groups or drop-ins

The drop-in encourages service users who may be isolated to attend on site for support and socialisation. The aim of the user-led groups is to empower service users to become involved in the running of their own group. Service users are encouraged to be involved in all decision making.

## Aims

Imagine aims to guide people in their recovery from mental health problems by enabling them to identify and achieve goals. Its services are person centred and tailored to individual and group needs and support requirements.

## How does the organisation know that it is achieving its aim and objectives?

Imagine Redbridge has reached and supports over 130 people in the borough since it started working in Redbridge from July 2012.

“ I am not sure where I would be right now if it wasn't for the help and continued support I've received from the Imagine service and staff.

When I first joined Imagine I hardly spoke and was in the deep black hole of depression and other mental illness, I had very few people to socialise with – but slowly I began to embrace what was on offer here and join in with the drop-ins and art group I now have some really good friends that I've met here and I'm able to run an art group. Imagine have given me their time and support to become more independent again.

**Service user**

## Contact details

Imagine Redbridge  
852 Cranbrook Road  
Barkingside  
IG6 1HZ

**Phone:** 020 8551 5314

**Email:** [imagneredbridge@imaginementalhealth.org.uk](mailto:imagneredbridge@imaginementalhealth.org.uk)

# Redbridge Carers Support Service

## Introduction and brief history

Redbridge Carers Support Service (RCSS) was established in 1994 as a charity and a company registered by guarantee. At this time there was no support for carers and a marked lack of recognition of the vital role carers play in society. Frustrated with no support a group of carers came together to form a self-help support group.

From humble beginnings, helped by a small council grant, RCSS has grown from a small group of carers providing mutual support and information to an award winning organisation. Now, RCSS is well established and highly respected across Redbridge and beyond. RCSS is a network member of the Carers Trust (formally the Princess Royal Trust for Carers) and an affiliate member of Carers UK. Successful fundraising over the past ten years has been a key strength and we still remain carer-led.

## Services provided

RCSS services and activities include:

- Advice, information and signposting
- Older carers support services
- Support for homebound carers
- Young Adult Carers Project (17-25 years)
- Community advice and support groups
- Support for carers in newly arrived/refugee communities
- Health and wellbeing activities
- Free complimentary therapies
- Free counselling service
- Regular newsletter
- Regular social activities, trips and outings
- Giving carers a voice via informal and formal “have your say” workshops and events

## Need for setting up the organisation

Carers can be relatives, friends, spouses, partners and neighbours to someone who is ill, disabled, frail or elderly. A carers' role can often be stressful, demanding and time



Carers doing chair-based exercise

consuming, as well as physically tiring and mentally draining. Knowing that services are available and who can help may reduce many of the problems that carers have.

## **Aims and objectives**

RCSS aims to make a positive difference to the lives of unpaid carers in the diverse communities of Redbridge by providing them with a range of services, support and recognition.

## **Benefits of the organisation for carers**

RCSS offers a holistic approach to supporting carers and their families and uses a prevention and early intervention approach. As the social, political, demographic and economic picture changes in the borough, the needs of carers also change. There is much more recognition and understanding of the needs of, for example, young adult carers; older carers and carers from newly arrived and refugee communities. To address these changing needs, RCSS has developed specific projects, alongside its core, generic services. All carers are allocated a named support worker when registering. This support worker is the main point of contact with the carer and/or other agencies that may need to be involved in providing specialist services and/or care.



Day trip for carers to Kew Gardens

## **Benefits of the organisation for the NHS and social care services**

The impact carers make to health and social care is phenomenal. Carers UK estimate that carers save the Council and the NHS £344 million per year! RCSS has been very successful in diversifying its funding base, adding value to the funding it receives from the Council. As a Strategic Partner to the Council, RCSS works closely with health, social care, voluntary and community sectors to bring about positive outcomes for carers and their families. The support RCSS provides for carers is aimed at averting “crisis” situations, alleviating the pressure on health and social care. This plays a huge role in preventing admission to residential care, for example, by providing a “safety net”.

## **How does the organisation know that it is achieving its aims and objectives?**

RCSS has robust monitoring and evaluation systems. It is an outcomes-focused organisation that uses internal and external evaluation methods to ensure targets, aims, objectives and agreed outcomes are met. These are measured internally, using both qualitative and quantitative data, tools and case studies. RCSS is required to produce regular evaluation reports to their funders, including quarterly reports and meetings with London Borough of Redbridge commissioners. RCSS conducts an annual Carers Satisfaction Survey to improve its services. A Person Centred Planning process is used for all carers, which ensures carers needs and aspirations are measured and regularly reviewed and acts as a “contract” between RCSS and carers using their services.

RCSS has supported 3,584 carers as of October 2015. Some of the quotes from carers who participated in the annual Carers survey are as below:

### **What do you think are the most helpful services that RCSS provide?**

- “ The one to one counselling
- “ Someone to contact for support. Social visits from volunteers. The newsletter is entertaining and informative
- “ Your service has improved my quality of life
- “ It puts carers in touch with each other. This allows carers to discuss their problems with their peers and help each other, or at least commiserate. By organising activities for carers, this allows them to have a complete break
- “ Emotional support, time, help socialising to de-stress
- “ Obtaining advice and where to find it. Offering films and shows, and opportunities for a break

### **Quotes from older carers accessing project health and wellbeing activities:**

- “ These exercises keep the brain as well as the body active so at the end of the exercise period you leave feeling that you can deal with everything
- “ The various activities that I have attended have really made a difference to me. I tend to look forward to attending the sessions and meeting other carers. This has contributed to “stress free” days and I feel I am a better carer
- “ I took a computer course. I can now do my shopping online which is a great help as I am unable to carry too much. I have made some lovely new friends, with whom I can share things
- “ I can move my hand with less pain in my right shoulder. I go out more often with friends and talking to them I have learnt about support. I also enjoy meeting people which keeps me active in mind and body
- “ I am much more active and energetic. The exercises have especially eased my back and neck problems

### **From a volunteer and former carer:**

- “ I was my husband's 24-7 carer for 25 years. He was seriously disabled. My introduction to RCSS was a lifeline to me. They helped me to cope and be just me with the events and groups I attended

## Significant achievements

In November 2011 RCSS was honoured by receiving a visit from Her Royal Highness the Princess Royal. HRH met staff, trustees, carers and volunteers. RCSS is proud to have recruited over 100 bilingual befrienders and volunteers. In recognition 2013 saw RCSS being awarded the prestigious Queen's Golden Jubilee Award for Voluntary Services, the MBE for voluntary sector organisations. In 2013/14, the Mayor's Appeal Committee raised a significant amount of funds for our Charity. RCSS is currently Charity of the Year for Sainsbury's Local, Ilford.

## Lessons learnt/way ahead

Carers have differing needs and different stages of their caring role/s and more and more carers are facing a multitude of complex issues in their daily lives. Young carers' needs may be significantly different from those of carers in their 70's, 80's and 90's. Carers come from a wide variety of cultural backgrounds and communities and many carers do not recognise themselves as carers at all. This makes understanding and the provision of culturally aware services vital. What is clear is that carers need independent support services, activities and a break from caring. RCSS is the carers' champion and will build on our diverse funding successes to ensure our services develop to reach more and more carers in Redbridge.

## Contact details

12 Clements Court  
Clements Lane  
Ilford IG1 2QY

**Telephone:** (020) 8514 6251

**Fax:** (020) 8553 2293

**Email:** [office@rcss.org.uk](mailto:office@rcss.org.uk)

**Website:** [www.rcss.org.uk](http://www.rcss.org.uk)

# Redbridge Forum

**Redbridge Forum is a group for children and adults with a learning disability and/or those on the autistic spectrum and their carers living in Redbridge.**

## Introduction and brief history

Redbridge Forum was started by a group of parents back in 1987. They were concerned at the lack of services for their children who have a learning disability. They worked with the local authority to improve services and were first registered as a charity in 1991 and subsequently funded by London Borough of Redbridge.

## Description of activities

Redbridge Forum provides a range of activities including:

- Fun for All – Family activity sessions that take place during school holidays for a disabled child up to the age of 18 and their immediate family
- Truecolours – A club for disabled young people between 14-21 years on Wednesday evenings 7pm to 9pm at the Mildmay Community Centre. There is a fee of £1 to attend
- Information on services and holding special events and consultations
- Running focus group meeting that allow adults with learning disabilities and their carers have their say on health and social care issues
- Provide a support service to help adults with learning disabilities attend strategic local and national meetings
- Provide training and one to one support to help its members access the internet
- A monthly yoga class for mothers of a disabled child
- Representing the Forum members and others at the Learning Disability Partnership Board
- Information on benefits and grants available



**TfL training day to help disabled people stay safe on buses**

## Need for the organisation

Having a learning disability or being on the autistic spectrum affects the way a person understands information and how they communicate. About 1.5 million people in the UK are affected in this way. This means they can have difficulty understanding new or complex information, learning new skills and coping independently. Redbridge Forum can provide information in a tailored way to suit the individual.

## Aim

To improve the quality of life of people with a learning disability and/or those on the autistic spectrum and their families living in Redbridge.

## Benefits for users

- Access health and social care information
- Support to overcome isolation and promoting friendships
- Develop and improve social skills while having fun
- Get respite in an enjoyable setting
- Support to take part in mainstream activities enabling members to participate meaningfully in local community activities
- Promoting life skills and independence



Families at Celtic Harmony Camp as part of the Fun4All family respite project

### Quotes from service users and carers

- “ I don't know where I would be without Redbridge Forum, they support me when I don't know who else to go to
- “ My son never gets invited to parties from kids at his school. I can't thank Redbridge Forum enough for giving him a chance to enjoy himself at their children's Christmas party
- “ The Easter egg hunt was brilliant and thanks very much
- “ Would like to thank Redbridge Forum for organising all the trips as we have had lots of fun

## Benefits for NHS and social care services

Redbridge Forum offers a holistic approach to supporting its members. It aims to deliver services in a personalised way, ensuring a comfortable experience for its members.

A number of Redbridge Forum's information and consultation meetings will be on Health topics, or with a speaker from the health team. At these meetings the Forum provides user friendly information which helps its members to access health services in the future.

Redbridge Forum's services encourage its members to be an active part of the community and thus promote confidence, good mental health and self esteem.

This includes early intervention and support to reduce the number of families in a crisis situation.



## Contact details

98-100 Ilford Lane  
Ilford  
IG1 2LD

**Email:** [chris@redbridgeforum.co.uk](mailto:chris@redbridgeforum.co.uk)

**Phone:** 020 8478 7571

# Redbridge Jewish Community Care

## Introduction and brief history

Jewish Care is the largest health and social care organisation serving the Jewish community in London and the South East. It runs over 70 centres and services, caring for more than 7,000 people and their families every week.

Jewish Care was formed in 1990 through the merger of the Jewish Welfare Board and the Jewish Blind Society. Its objectives were set out as “the relief of persons of the Jewish faith (wherever resident but in particular those residing in the United Kingdom) who are in need, or suffering sickness, hardship or distress, or who suffer visual or other physical or mental impairment resulting in disability or handicap”, continuing the work of the principal organisations it succeeded.

Today Jewish Care provides a wide range of culturally sensitive care services, support and advice for older people, people with disabilities, people living with dementia, people with mental health needs and carers. The organisation also offers support for people who have recently been bereaved and offers a range of leadership and activity programmes for children, young people and adults of all ages.

## Description of the organisation's activities/projects

Jewish Care delivers a wide range of services across London and the South East. Services in the Redbridge area include:

### Community/Day Centres

- The Redbridge Jewish Community Centre is a multi-generational venue offering youth programmes and after school clubs, adult classes and activities for older people.
- Meals on Wheels: this service originated over 40 years ago to provide kosher meals to local members of the community. We offer a three course option for £5, with a menu sensitive to traditional Jewish cooking. This service succeeds because of a team of volunteers who deliver hot meals 4 days a week as well as a range of frozen meals, ensuring not only that vulnerable people



Children take orders at Jewish Care's Summer in the City

receive a nutritious, affordable meal in keeping with their cultural needs, but also regular contact with another member of their community, preventing social isolation.

- The Dennis Centre provides a friendly and social environment for people living with dementia, with a range of fun and stimulating activities along with support for their carers via the Memory Café, jointly facilitated with members of the Community Support and Social Work Service and Family Carers Team.
- Mitkadem is a wellbeing centre run in partnership with JAMI (Jewish Association for the Mentally Ill) to form a single integrated mental health service for the Jewish community, offering a wide range of services to support its clients on their journeys to emotional wellbeing.

## **Residential and Care Home**

- Vi and Johns Rubens House is one of Jewish Care's largest homes, providing residential, nursing, dementia care and respite breaks. It is the only Jewish and kosher care home in the area. Two dedicated members of staff are responsible for the varied social activity programme, with the support of many committed volunteers. Residents can spend the day out at either Jewish Care's Redbridge Jewish Community Centre or the Dennis Centre, both of which have close ties with the home.

## **Support Services**

- Support at home is offered through a home care service to help people live independently. Highly trained carers offer a flexible and personal service, which includes everything from accompanying clients to simchas (community social events), light housework and full personal care. Kosher meals can also be delivered to people's homes.
- The KC Shasha Centre for Talking News and Books is a service for people with sight impairment or a disability that makes reading a standard printed page difficult. This unique postal service offers a library of over 1500 audio books of Jewish interest, the weekly edition of the Jewish Chronicle, and Jewish Extra magazine delivered directly to subscribers' doors.
- Jewish Care Direct, a confidential helpline, offers information, advice and support on a wide range of topics, including care homes, benefits, dealing with dementia, mental health and wellbeing, home care, day centres and community events.
- The Community Support and Social Work service also provides support, information and advice by offering specialist knowledge and understanding of Jewish cultural needs and appropriate services. The team also provide support to family carers to enable them to continue in their caring role and maintain the person they care for in the community, avoiding premature care home admissions.

## **Need for setting up the organisation**

Whilst in its current form Jewish Care is only 25 years old, its history goes back to the mid-1800s with the the Board of Guardians, which later became known as the Jewish Welfare Board.

At the time, the Jewish population of 25,000 to 30,000 was mainly composed of poor immigrants who had fled persecution leaving their homeland with very little.

The Jewish Board of Guardians was born out of the need to provide co-ordination and an amalgamation of the numerous charitable organisations and "societies" that had been developed over two centuries to provide support, from food and clothing to health and social care for young and old.

By the 1980s both the community and the voluntary sector had changed dramatically. The community was over ten times larger than in the previous century, yet more established. The voluntary sector had evolved, professionalised and become a vital part of the fabric of British

society. Despite this, mergers or partnerships in the sector were few and far between. The formation of Jewish Care was one of the first major mergers of its time, not only in the Jewish community but in the wider voluntary sector.

## What are the aims and objectives of the organisation?

Jewish Care's vision is of a society where people support and care about one another and are able to participate fully in their community. The organisation's aim is to make a positive impact on the lives of Jewish people by creating and providing excellent social care that enhances wellbeing and inspires them to stay connected to their community. Jewish Care has an ambition to work collaboratively, initiate debate, be a catalyst for change, a channel for advancement and a voice across the sector.

## Benefits of the organisation for users

Jewish Care provides a wide range of care and support services to meet the needs of the community.

## Benefits for NHS and social care services

It is well documented that older and vulnerable people who have access to quality social care services are less likely to be admitted to hospital unnecessarily or to visit their GP or other health practitioners. Jewish Care works in partnership with local health care providers and in doing so ensures its clients have access to external services they need and that it can support clients to live a meaningful and healthy life.

Day Centres and Home Care services enable people to live independently with company, reducing loneliness and isolation.

## How does the organisation know that it is achieving its aim and objectives?

Jewish Care regularly asks its clients and their relatives for feedback about its services. Last year 1,290 people, clients, relatives and volunteers completed surveys and shared their views. Clients and relatives expressed a high level of satisfaction with the service they receive.

Jewish Care's independent inspections and accreditations support the views of its clients. Six Jewish Care homes and one Home Care team were inspected by the Care Quality Commission during 2014/15. Three care homes were inspected under the new regime and were rated as "good". The remaining care homes and the Home Care team were inspected under the old regime: three met all five standards and one met four out of the five. In June 2014 Jewish Care maintained its Customer Service Excellence accreditation for the fourth year running.



Home care services

## Lessons learnt and the way ahead

Jewish Care is a learning organisation always looking to improve and develop the quality of the services it offers.

### The way ahead

- To promote wellbeing by adopting electronic assistive technology for better care management and practice, and to provide clients and residents with greater access to this technology.
- To develop a new campus on the Redbridge Jewish Community Centre site for a new community centre and independent living scheme incorporating a range of services.
- To increase the hours offered by the Home Care service in Redbridge.

### Contact details

To find out more about any of their services, please contact the Jewish Care Helpline on 020 8922 2222.

# Redbridge Faith Forum

## Introduction and brief history

The Redbridge Faith Forum (RFF) is a registered charity and an independent organisation and was established in December 2003 and became a registered charity in 2006. From April 2009 RFF has been one of Redbridge Council's strategic partners with a focus for community cohesion issues particularly through bringing faith leaders and communities together. Redbridge Faith Forum has grown in strength and is recognised as a respected organisation in the borough and beyond. Year on year the forum has continued to build "a community that respects, tolerates and understands the integrity of each other's beliefs, culture and traditions." RFF has adopted "Respect, Co-operation and Understanding" as its legend.

## Description of the organisation's activities

For the purposes of this case study, we will focus on the RFF's work on dementia awareness, which includes:

- Public forums
- Interfaith and peace walks
- Strategic partnership working
- Women's workshops
- "Preserving the Memories" Holocaust awareness project
- Civic participation and support for faith communities in the local area

### **Towards Dementia Friendly Faith Communities Project**

The RFF "Towards Dementia Friendly Faith Communities" project included five workshops (September 2014 to February 2015) which took place in Christian, Hindu, Jewish, Muslim and Sikh faith venues. 146 people of different faiths attended, providing a multi-faith presence at each venue. The sessions were led by a qualified Alzheimer's Society trainer. All participants were encouraged to become Dementia Friends or Champions, ensuring a more sustainable network of support within communities.

An information sharing event was arranged in March 2015 to showcase the work of local partners, answer questions, offer information, guidance

and support. RFF also promoted a play entitled "Dementia's Journey" produced by the "EKTA Project", a local charity caring for Asian elders with dementia. The play is performed in both English and Hindi and addresses the lack of awareness existing in some Asian communities.



**Workshop at the Vishnu Hindu Parishad (VHP) Centre**

## What was the need for the Dementia Friendly Faith Communities Programme?

The Redbridge Dementia Plan 2014-17 highlighted the need to ensure a more integrated and community based approach to support people with dementia and their carers. RFF supported a key focus in the Plan to address equality issues and stigma associated with this condition including within some faith communities – raising awareness improving access to information and creating supportive communities, through workshops, Dementia Friend training and information sharing.

## What are the aims and objectives of the organisation?

Redbridge Faith Forum's aims are to:

- bring together representatives of different faith communities in order to gain mutual understanding and promote social cohesion
- give faith communities in Redbridge a collective voice by identifying and addressing issues that affect residents.

## Benefits of Redbridge Faith Forum for users

RFF gives an opportunity for people of different faiths to come together and thereby creating better understanding about different faiths and cultures in the borough.

Often, with health issues, the main point of contact are faith leaders. RFF's work on dementia awareness is important to make the link between faith and dementia.

Every session was well received in terms of gaining insight into the needs of people living with dementia (90%) and gaining

understanding of the needs of care givers (82%). When asked what was most interesting or informative, the most frequent comments included:



Workshop at Ilford Islamic Centre

- “ understanding that there are different types of dementia
- “ the conditions that are a prelude to the disease
- “ This is a problem. I thought I'd gone mad. So now I make an appointment to discuss with my GP
- “ understanding how to see life from the perspective of a person with dementia', 'dispelling myths'
- “ interesting and reassuring that it (dementia) doesn't necessarily come with ageing

## Benefits for NHS and social care services

RFF is the key organisation in Redbridge for promoting inter-faith dialogue and activity across all the major local faith communities, the voluntary sector, the Council and its strategic partners. RFF continues to maintain an inter-faith approach to addressing social issues. One of its strengths is its ability to inform relevant Council bodies about the opinions of faith communities and residents, regarding key social issues arising from forums and events. People of no faith are also welcomed to all events and their presence is greatly valued; they contribute to greater understanding, co-operation and respect, across all people in our community.

## How does the organisation know that it is achieving its aims and objectives?

RFF received the Compact Champions Advancing Equality Award 2012: the activities highlighted in the shortlisted nominations booklet included RFF as one of the shining examples of Compact working which “makes a real difference to improve outcomes”.

### Impact of the programme

Impact of RFF’s Dementia Friendly Faith Communities programme was as below:

- Improved understanding of dementia and how communities/neighbourhoods can support people living with dementia and their carers
- Greater knowledge and understanding of types of dementia evidenced in event evaluation forms
- All participants (146) became Dementia Friends as a result of the learning experience at the workshops
- To date, two have undertaken training as Dementia Champions enabling them to work within their communities to both raise awareness of dementia and make their places of worship more dementia friendly. Their names were added to the Redbridge Dementia Partnership’s Register of Dementia Champions. RFF is contacting individual faith communities to ascertain if additional Champions have been trained and are willing to be added to the Register
- Increased understanding and signposting opportunities for the voluntary sector as evidenced by feedback confirm that the events had been a good networking opportunity
- More voluntary groups are holding similar workshops to continue to roll out the training
- The first performance of “Dementia’s Journey” in Redbridge, hosted by a church, was very well attended by people of all faiths

## Contact details

Redbridge Faith Forum  
Room 76  
Redbridge Town Hall  
128-142 High Road  
Ilford  
IG1 1DD

**Email:** [faith.forum@redbridge.gov.uk](mailto:faith.forum@redbridge.gov.uk)

**Phone number:** 020 8708 2478

**Website:** <http://redbridgefaithforum.org>



# Saint Francis Hospice

## Introduction and brief history

Saint Francis Hospice is an independent charity and one of the largest adult hospices in the UK. This year it marked 31 years of providing care and help to people affected by life-limiting illness in the London Borough of Redbridge and three other neighbouring boroughs.

The mission of the hospice is to provide the very best in specialist care for local people with complex needs relating to life-limiting illness, and to inspire and educate others to improve end of life care services. All the hospice's services are provided at no cost to those using them and the hospice cares for people of any or no faith.

## Services provided

### Care at the hospice

The hospice has an 18 bed inpatient unit and a specially adapted family room equipped for overnight stays. The ward is fully staffed 24 hours a day, 365 days a year. This is an acute service focused specifically on those people with the most complex symptoms, but many patients are also able to be discharged back home following treatment.

### Day therapy

The Day Therapy Unit at the hospice's base in Havering-atte-Bower supports people through a range of outpatient and consultancy sessions, at any time throughout a person's illness journey. It does this through one-to-one assessments, therapy programmes, carer support and themed planned and drop-in sessions.



Dr Seema Sivaprasad with a patient

### Family support and wellbeing

The hospice has a team of fully qualified social workers, therapists and a committed team of volunteer bereavement counsellors who help families with everything from benefits advice to the difficulty of helping a child through the process of losing a parent. The team help families find strength to face the pain of bereavement.

### Educating and training

The hospice is committed to improving quality of life for every local person affected by a life-limiting illness – not just those who directly come under the care of the hospice. The hospice provides specialist palliative care training to healthcare professionals including GPs, hospital doctors and district nurses. The hospice has its own purpose-built Education Centre and the staff welcome around 8,000 visitors each year to the many courses, seminars and conferences held at the centre. The hospice helps train staff at around 75 local care homes under the national Gold Standards Framework. The training team is committed to the aims of the national Council for Palliative Care, and subscribes to holistic principles of care provision.

## Community care

The hospice's telephone support and home visiting services are not commissioned by Redbridge. Redbridge has its own Macmillan Community Palliative Care Team. The hospice works very closely with this team and when it receives a referral for a hospice bed or day therapy unit place every effort is made to find that bed or place as quickly as possible.

## Need for the organisation

More than 70% of deaths in the UK can be attributed to cancer, heart disease or respiratory failure. More than 15% of people who have one of those conditions have a secondary illness such as liver or renal failure and it is people with complex needs that the hospice is designed to help. Around 6,000 people die each year in the area served by Saint Francis Hospice and due to population growth that is predicted to rise to more than 7,000 per year by 2030.



Patient with Physio Team Leader Ann Stock

## Aims and objectives

Saint Francis Hospice aspires to a community where anyone who has a life-limiting illness receives excellent care, when they need it, wherever they are, and ideally in their place of choosing.

## Benefits for users

There is no cost to people using any of the services of the hospice. Services are designed to allow the family and carers of patients to also receive help and support. Volunteer drivers are also available to bring patients from their home to the Day Therapy Unit. There are no restrictions on visiting times for patients in the Inpatient Unit.

## Benefits for NHS and social care services

Saint Francis Hospice provides specialist care for patients with complex issues relating to life-limiting illness at a fraction of the cost to the NHS for care in an NHS hospital. Careful management of pain symptoms and medication can help keep some patients away from A&E units and frees up NHS beds for other patients. The hospice's family support services can help support the carers and families of patients and provide them with advice that is beneficial to social care services. Educational courses for health and social care professionals help them to treat patients with dignity and improve overall end of life care provision in Redbridge.

## How does the hospice know that it is achieving its aims?

The hospice has a system in place to enable a comprehensive collation of patient data that is included within an Annual Quality Account. This document is published on the hospice's website ([www.sfh.org.uk/publications](http://www.sfh.org.uk/publications)) and prior to publication this document is shared with local CCGs and Healthwatches including those for Redbridge. Copies are also sent to the Health and Wellbeing Overview and Scrutiny Committee at Redbridge Council. The hospice is subject to regular inspections from the Care Quality Commission (CQC) and as a registered charity details of its work and how it spends its money are available on the Charity Commission website.

In addition all patients and carers are given the opportunity to complete a questionnaire regarding their Saint Francis Hospice experience and results in 2014/15 showed satisfaction levels of 98 to 100 percent.

## Lessons learnt

Over its 31 year history the hospice has continually evolved. At the outset there was just an inpatient unit. The day therapy unit was added in 1993 and in 2008 the new Education Centre opened. The hospice has responded to demand for new services and for more community-based working and is always open to ideas as to future developments.



Patient Tom Eaton receiving reflexology

## Contact details

Saint Francis Hospice  
The Hall  
Havering-atte-Bower  
Romford  
RM4 1QH

**Website:** [www.sfh.org.uk](http://www.sfh.org.uk)

**Facebook:** [www.facebook.com/saintfrancishospice](http://www.facebook.com/saintfrancishospice)

**Twitter:** @SFHUK

**General telephone enquiries:** 01708 753319

**For clinical email enquiries:** [registeredmanager@sfh.org.uk](mailto:registeredmanager@sfh.org.uk)

**Saint Francis Hospice Specialist Advice Line:** 01708 758643

# Sikh Community Care Project

## Introduction and brief history

The Sikh Community Care Project (SCCP) began as a voluntary activity in 1992. A constitution was formally adopted in 1996 and the organisation started to operate as a local services provider with the assistance of some members of the Sikh Community who had a vision of the needs of the community, especially South Asian women, elderly and disabled people. The project has now grown into a structured body led by a voluntary management committee, part funded to employ salaried staff and part volunteer-led, which forms an important part of social care and health provision in the borough. Regular advice and information is provided on welfare benefits and how to access services to live independent and better quality of life.

## Description of the organisation's projects

SCCP implements projects for elderly people and women of South Asian background.

### ■ Project for elderly people

The project runs a drop-in service for elderly women on every Monday in Ilford which aims at improving health and wellbeing by providing services like free health checks, talks on healthy living, reflexology, massage sessions, weekly walks in local parks etc. SCCP also runs a befriending and home visiting service which consists of carers



Launch of SCCP's Day Care Centre

and professionals visiting extremely old, socially impaired and depressed elderly people. The elderly men's group is run every Friday and other outdoor activities and trips are arranged for them.

### ■ Day care services

SCCP provides day care provision for people with dementia and learning disabilities. They have service from 10am-4pm with appropriate fresh lunch and activities are planned taking care of their cultural and religious needs. Bilingual carers are arranged to work in the day centre to make clients feel confident and help them communicate.

### ■ Women's project

The project's main initiatives involve initial training for women to access job opportunities in the mainstream job market by enrolling them on basic courses like health and safety, first-aid, food and hygiene etc. This is being done in partnership with Barking and Dagenham College. In addition, the project also includes support and counselling in partnership with Kiran Asian Women's Aid to women who have been affected by domestic violence.

## Need for setting up the organisation

In most east London boroughs, including Redbridge, there is a large South Asian population. It was found that local services provided were not culturally appropriate and to fill in this gap, so SCCP started its activities in Waltham Forest and Redbridge.

Although the name includes the word Sikh, SCCP services are not limited to the Sikh community only, it caters to all communities. While running health education sessions in the community and raising awareness about dementia and other mental health concerns SCCP picked up a very big need in the community for day care provision. Lot of people were saying that many organisations are doing workshops or awareness sessions but no appropriate support is available

for families to have a break from daily care. SCCP then researched and did a consultation form with 396 people, out of which 232 people mentioned appropriate day care provision.



Diwali celebration at SCCP

## Aims and objectives of SCCP

SCCP's vision is to be highly regarded for excellence in the public sector for voluntary services, elderly projects, educational and recreational development and support, whilst remaining sensitive and responsive to the needs of the South Asian community.

SCCP's main operational aims since its inception have been to ensure that its members are able to:

- Access opportunities
- Acquire new skills, gain qualifications and experience relevant to acquisition of employment
- Develop social skills and build their own social networks to play a part in community life
- Develop healthy lifestyles and enjoy healthy lives
- Access information and support readily in personal and professional matters

## Benefits of SCCP for service users

- Service users receive instant access to services
- SCCP services are available 24x7
- Removes language barriers
- SCCP is based in the borough, thus reducing opportunity cost to users
- Day care opportunities for clients with disabilities
- Relief for carers (family members)

## Quotes from Service Users

### Lady from the Monday group

“ I start planning from Saturday that what I am going to wear and which song I am going to sing on Monday. Sunday I rehearse my songs and write lyrics in my notebook. While doing that I remember my school days and friends. This gives me lot of pleasure and happiness.

**Mrs A, 92 years old**

### Men's group

“ Since I joined SCCP Men's group on Fridays I have made six friends and my life is totally transformed. I no longer feel isolated and lonely as I have my friends to talk to. We all have exchanged mobile phone numbers and even on weekends we arrange for days out or go out to eat together. My children are very happy and feel relieved now that I have friends.

**Mr M**

### Day Centre Group

“ Coming here at Day centre has given me a better quality of life as I do not feel like a prisoner at home any more. I do lot of activities and go out, I enjoy doing arts and crafts, I have learned how to do knitting and am making a scarf for my mum.

**Miss S**

Many more moving and heartfelt quotes giving us encouragement and motivation to do more support work.

## Benefits for Statutory services

- Raise awareness about direct payments, personal budgets and social care services amongst service users
- Raise awareness about NHS services, access to GP services, rights, choices
- Helps the statutory sector to conduct consultations with service users from South Asian community
- Helps with referring service users to appropriate services
- Helping elderly people maintain an independent living at home and prevent hospital admissions. This saves lot of resources of the statutory sector
- Providing free health checks to service users including cholesterol, diabetes, BMI etc. This again brings savings to NHS resources as the project helps in early identification of symptoms that need further care or treatment.

## How does the project know that it is achieving its aim and objectives?

SCCP regularly evaluate and monitor their services. The number of service users attending

and participating in activities give them information about how well that activity is received.

- SCCP's Monday drop in service for elderly is used by 95-100 women every week
- Its men's group has over 17-25 men attending weekly
- The Day Centre service is used by six elderly people with dementia and eight people with learning disabilities
- The Women's Project is attended by 20-25 women weekly
- Advice and information services are used by 20-30 people weekly

These weekly numbers of attendees gives the organisation an indication of whether they are achieving its aims and objectives.



SCCP fundraising event

## Lessons learnt and the way ahead

### Lessons learnt

- The best way of reaching out to underrepresented communities is to have a holistic approach
- One-window service helps reducing opportunity costs of service users
- It is important that the mainstream service providers acknowledge the contribution of the voluntary sector towards improving health and well-being of communities.
- It will be cost-effective for NHS to work in partnership with the voluntary sector.

### The way ahead

- Continue providing preventative health services
- Plan to start a joint consortium with voluntary groups having similar aim and objectives
- Work with GP surgeries
- Apply for funding to deliver structured services and to sustain them.

## Contact Details

40 Argyle Road  
Ilford  
IG1 3BG

**Phone:** 020 8554 3377

**Email:** [sccpredbridge@gmail.com](mailto:sccpredbridge@gmail.com)

**Website:** <http://sccpuk.com/>

# STAAR

## Supporting Those with Autism and Aspergers in Redbridge

### Introduction and brief history

STAAR is a friendly group of parents and carers who all care for children or adults with autism, Asperger's Syndrome or related disorders living in Redbridge. They understand how difficult and isolating this can be. STAAR was set up in year 2004.

Autism affects people of all races and faiths and their membership reflects this.

### Description of Services

- Regular family outings for children with autism and Asperger's Syndrome, their siblings and parent/carers
- Gaming clubs once a week for young people with autism and Asperger's. Youngstaars for 10-15 year olds and is run on Tuesdays and Gamestaars for 16-25 year olds on Thursdays. Referrals to the service have been made by professionals (CAMHS, Social services (children and adults), educational psychologists, schools, outreach and Connexions) other voluntary groups, as well as parents and the young people themselves.
- Out and About consists of four groups of Young people aged 14-25 with four to six members per group. Groups 1-3 have a group leader and a volunteer. Group 4 is made up of young people (all boys aged 16-23) with a high level of need requiring one-to-one support. This group is organised by parents on a rotational basis and the carers are provided and funded by the parents.

Each group has a planning and "getting to know you" session once a term, where the young people suggest, plan and budget for trips. There are 10 trips per group per year. The aims of the project apart from having fun and making friends are to promote, confidence, self-esteem and independence and to improve their social and communication skills.

- Social evenings for carers
- Activities for the whole family
- Secure e-group (by invitation only) for members. This allows members to keep in touch with the latest news, events and communicate with other members even if they are unable to attend meetings

### Membership

Membership is free and open to all parents and carers of children or adults with autism, Asperger's Syndrome or related disorders.

### Objectives

- To provide information and support for parents and carers.
- To raise awareness and highlight the needs of those with autism, Asperger's Syndrome and related disorders.
- To provide social opportunities for children and adults with autism, Asperger's Syndrome and related disorders and for their families and carers.



## Benefits of STAAR for service users

Service users are supported:

- to be able to live more independently
- to be able to access local health and social care services
- to be able to meet other parents and carers and share experiences
- to advocate on behalf of the service users at different health and social care policy forums to ensure services meet the needs of the service users

## Benefits for NHS and social care services

- STAAR is a very important resource for NHS and Social Care services to gain information on the health and social care needs of young people with autism and Asperger's and related disorders
- STAAR helps NHS and social care services to provide first hand feedback from service users which can be used for shaping future health and social care programmes for young people with autism and Asperger's
- STAAR helps in NHS and social care savings by empowering young people to become more independent thereby reducing pressures on the health and social care services

## How does STAAR know that it is achieving its aim and objectives?

STAAR has an ongoing system of monitoring the progress of their projects. It uses a participatory approach involving service users in seeking feedback and conducting regular user surveys.

### User survey

A user survey was carried out in 2014-15 amongst young people participating in Gamestaars and Younstaars club. Participants of the club were asked to complete a short survey about the club and its impact on them. The surveys were constructed and carried out by young ASD (Autistic Spectrum Disability) volunteers. The results showed that:

- 100 percent said they enjoyed the club
- 100 percent said they felt safe at the club
- 94 percent said they enjoyed playing with others at the club
- 87.5 percent said they would recommend the club to others
- 81.25 percent said they felt more confident since joining the club
- 87.5 percent said they felt happier since joining the club
- 87.5 percent felt more independent

In response to the question "Do you think the club has helped you in any way?" some young people simply said "yes" – other comments were:

“ Helped me be more confident and less shy

“ Helped with my social skills

“ Feel more confident with other people

“ Talked to more people

## Out and About project

After each trip organised as part of the Out and About project, young people were asked for feedback. Most of the comments have been specific to the place visited or activity. For example:

- “ The best bit was seeing the pitch at Wembley stadium
- “ I want to come to the nail bar again
- “ Brilliant film

A User Survey carried out amongst service users who were part of Out and About project during 2015 showed that:

- 100% said they enjoyed the trips and that there had been a good variety of trips. They felt their ideas were listened to and they liked being able to visit places with other young people
- 87% said they would recommend Out and About to others

When asked about how being a member of Out and about had affected them:

- 86% said they felt more confident
- 80% said they felt more independent
- 93% said they felt happier

To help with planning young people were also asked what they wanted Out and About to do next year and how it could be improved.

Most responses cited specific places to visit but other comments were:

- “ more trips
- “ more members
- “ meet more often
- “ more educational trips

And the reasons for these responses were:

- “ help me develop my skills
- “ spend more time with my peers
- “ spend more time with others and to socialise with the group

## Contact Details

For general enquiries, phone the STAAR line on 020 8532 2795 or email [rennie\\_julie@yahoo.co.uk](mailto:rennie_julie@yahoo.co.uk)

# Welcome Project

## Introduction and brief history

The Welcome Project was established in 2001 to meet the need of refugees, asylum seekers and the socially isolated within the community of Redbridge.

## Description of the project

The project is a day centre that provides an extensive range of services for the homeless and vulnerable adults. The Welcome Project's support team provides one-to-one support, advice and guidance on a range of issues including:

- Drug and alcohol misuse
- Mental health
- Physical health
- Housing
- Benefits
- A nurse-led clinic
- Counselling, massage and reflexology
- Chiroprapist
- Health awareness days
- Activities to support people into work and independent living
- Hot meals, clothing, showers and a laundry service on a daily basis

## Need for the project

Initially, the project was started in 2001 to meet the emerging needs of refugees and asylum seekers, but soon after the project started it was clear that the other needs in the community were the homeless and vulnerable adults.

The Welcome Project initially focused on meeting practical needs (food, clothing, showers and laundry) but in 2005 they felt that providing only practical support was not enough to meet the growing needs

of this hard to reach client group. The service was developed to provide a Support Worker, whose role is to provide one to one support to clients that help them deal with the issues that caused their homelessness. By July 2010 the project employed a Life Skills, Training and Employment



**Budgeting workshop**

Co-ordinator, again to provide opportunities for clients to move forward into independent living and focus on training and employment.

There are also significant health issues for those who are homeless and/or vulnerable. The nurse-led clinic provides a range of support that enables clients to address their health needs, including depression, mental health, long-term illness and any other issues relating to health.

There is also support to register with a GP, assistance with appointments and referral to hospitals and other health services. The Welcome Project is the only day centre in Redbridge of its kind that takes a holistic view of its clients' needs.



## Aims and objectives of the project

- Reduce acute housing needs
- Increase independent living skills
- Provide advice, guidance & support in key themes (substance misuse, benefits and immigration)
- Provide training and pre-employment support
- Improve health and general well-being (included improving mental health)
- Make referral to appropriate agencies
- Advocacy and representation

## Benefits of the project for users

- Housing needs met
- Drug and alcohol abstinence
- Improved health
- Increased independent living skills
- Service users can navigate statutory and public services more easily
- Increased self-esteem and self-worth
- Support to enter the job market
- Settled and engaged within the community
- Reduced social isolation
- Service user makes changes that make a positive difference in their lives

## Benefits for NHS and social care services

The project has access to a hard-to-reach group and can encourage and support service users to engage with other key public and statutory services.

- Health and well-being needs of a hard-to-reach group can be met by a “joint working” approach
- Reduced cases of isolation and sustained life within homeless community
- Healthier community within the homeless sector

## How does the project know that it is achieving its aim and objectives?

- Positive feedback from service users
- Use of monitoring tools such as the Outcome Star (Ladder of Change)
- Feedback from other agencies
- Service users housed and living independently
- Service users abstaining from drugs and alcohol
- Service users going into volunteering, part-time and full-time employment
- Service users at the stage of entering the job market
- Evidence of healthier life styles

### Impact of Welcome Centre’s activities during January to December 2014

Of the 360 clients that have attended the Welcome Centre at least once during the last year following are the number of clients that have accessed a range of different services as below:

#### Health

- 165 clients have been seen at least once by the nurse and have received a health check
- 60 clients have been supported to register with a GP
- 35 clients have had TB screening
- 48 clients have received a flu vaccination
- 14 clients have received formal and informal counselling since September 2014



ESOL class

#### Practical support

- 7,514 healthy meals have been served
- 695 service washes have been carried out
- 3,010 showers have been provided

## Lessons learnt and the way ahead

#### Lessons learnt

- Homeless people experience disproportionate levels of health inequalities in comparison to the general population

- It is important to acknowledge that individual service users have different levels of needs and access the services that they feel are meeting their immediate needs before going on to address the next level in the needs hierarchy
- Providing meaningful activities and support with employment and training positively contributes towards building skills and self-confidence amongst service users
- Continuing to build relationships and ongoing communication with different service providers both within the voluntary sector as well as the statutory sector so that outcomes are improved for service users

### **The way ahead**

- To increase the support staff so that we can effectively engage with a greater number of clients
- To get health commissioners to recognise the invaluable work that is done to encourage and support this client group
- To encourage more clients to play an active role in their own health and wellbeing
- Provide more opportunities for employment by working with local businesses to create work placements – that can lead to employment
- To progress and roll out the project's social enterprise
- Increase self-sufficiency of the project (by promoting donor scheme)
- Increase joint working approach with other health and social care services

### **Contact Details**

The Welcome Centre  
2-6 St Marys Road  
Ilford  
IG1 1QX

**Switchboard:** 020 8514 3283

**Website:** <http://hlpltd.org.uk/projects/welcome-project-page.html>

# Credits

## About us

RedbridgeCVS is an umbrella body that works with hundreds of voluntary and community organisations in the London Borough of Redbridge.

## Mission

Our mission is to promote a strong, effective and independent voluntary and community sector in Redbridge.

## Funders



## Contact Us

For more information about voluntary and community groups providing health and care services in Redbridge, contact:

Swati Vyas  
Health Partnerships Manager  
RedbridgeCVS  
swati@redbridgecvs.net  
020 8514 9626