

VCS Groups commissioned by LBE

Lead VCS partners and head contacts:

- Enfield Connections info@enfieldconnections.org
- Alpha Care HFH@ggcce.org.uk
- Enfield Carers Centre info@enfieldcarers.org
- Age UK ican@ageukenfield.org.uk
- Enfield Advocacy Service eda@e-d-a.org.uk
- Engage Enfield – Riverside
engageenfield@riverside.org.uk

Next slide:

What these partners deliver on behalf of LBE

Enfield Connections

We provide a direct Advice and Information Service to help support Enfield's vulnerable adult residents. We work closely with local organisations to offer a wide variety of information and support via face-to-face drop in sessions and a telephone service.

Enfield Connections will provide face-to-face drop in sessions and a telephone service, for those in need of information and support.

We will offer advice and assistance with:

- Council Tax overpayments
- Health & Wellbeing information
- Housing Benefit overpayments
- Online form filling
- Rent arrears
- And more...

Our Advice Hubs will be based within Enfield libraries and community centres.

OUR PARTNERS

Age UK Enfield

Age UK are running a project designed to start conversations to help people feel empowered and positive to talk about death, to be confident to question each other and thereby being sure that all worries about dying and death are acknowledged. This will support people to ensure that everyone has the best death possible.

Citizens Advice Enfield

As part of Enfield Connections, there is a dedicated advice worker to support vulnerable and disabled adults. Our advisers can give vulnerable and disabled adults help and advice on any subject including benefits, debt, housing, health and community care, employment or immigration. An appointment to see an adviser can be made via the main Connections number. Interpreters in community languages or BSL can be provided on request.



Enfield Connections

Contact us

You can call **020 3960 0129** Monday to Friday between 10am and 3pm or you can speak to someone for advice and information via [face-to-face drop in sessions](#), (Venues, days and times for face to face information and advice sessions)

Following the recent Government guidance, our face to face service will be closed during the lockdown period. In the meantime, we will continue to deliver a telephone, email and online service. Our advisers are equipped to conduct video based appointments over the phone, or via Zoom, Teams and WhatsApp, and will make every effort to meet client needs.

If you are hearing impaired, you can call through NGTS by calling 18001 followed by 07741 647 569.

Email: info@enfieldconnections.org

Submit an online [Enfield Self referral form](#)

Organisations making a 3rd party referral online [Enfield 3rd party referral form](#)

If you call outside of these hours, please leave a message and a member of our team will be able to get in touch.

Alpha Care

THE NEW HOME FROM HOSPITAL SERVICE

This **free** service is for people living in Enfield who are leaving hospital **without** a social services care package.

We can help:

- facilitate a smooth, quick and safe hospital discharge.
- promote wellbeing and recovery
- ease transition from hospital

What we can help with:

- light household tasks
- basic food preparation
- medication collection
- shopping for essential items

We cannot help with:

- personal care e.g. washing, toileting etc.
- form filling e.g. benefits etc.
- giving medication

Process

Once a referral is accepted, our staff will arrange a home visit soon after discharge from hospital to discuss health and wellbeing needs with the service user (discharged patient). This assessment will help us identify how best to provide help at home. Our Assistant will discuss and agree which of our service plans will be right for the service user.

Care Planning

We recognise that everybody's needs are different, so the service we provide will be tailored to the service user's specific needs and requirements. If the service user agrees, we can include family or closest friends in discussions about their service plan.

Service

We will provide up to three weeks' personalised service depending on need.



How to book the service

We accept bookings and referrals direct from patients, friends, family or health professionals.

Phone: 020 8373 6328 or 07523 515 613

Fax: 020 8373 6294

E-mail: HFH@ggcce.org.uk

Website: www.alphacares.org.uk

Community House

311 Fore Street, Edmonton N9 0PZ

Enfield Carers Centre



Enfield Carers Centre

Enfield Carers Centre's (ECC) core aim is to identify carers and support them both practically and emotionally to manage their own wellbeing and that of the people they care for. We provide services for carers who live in Enfield or care for someone who lives in Enfield.

As well as directly working with carers at the centre, ECC works in partnership with local GP practices, hospitals and schools and other support agencies to highlight the challenges faced by carers; to assist in the identification of common issues and assist with the implementation of good practice to help support them.

ECC's services are available at a variety of locations across the borough including, libraries, community centres and residential homes.

We also provide a voice for carers via representation, by our team members and the recruitment of carers as champions, by participating on Partnership Boards and Carer Forums.

It is our ambition to be able to let carers know, via support work and information sessions, their options and rights when navigating health and social care and to achieve a healthy balance between their caring roles and own needs.

In recognition that some caring roles make it difficult for carers to attend our services we offer replacement care provision for carers, who meet eligibility criteria, and provide core services at a number of locations within the Enfield community.

The Centre accepts referrals from all sources, including self-referral. As long as the Carer has consented they will be contacted and registered by one of our Support Team; for details on how best to refer please contact us on 0208 366 3677, we would be happy to help.

Enfield Carers Centre's services include:

- Adult Carers Support
 - Young Carers Support (aged 5 – 18)
 - Employment & Work Support
 - Benefits Advice
 - Counselling
 - Support Groups
 - Carer Related Training (Such as First Aid, Manual Lifting and Stress Management)
 - Time for a Break Scheme - Social & Leisure Activities
 - Replacement care
 - Emergency Card Scheme
 - Emergency Respite Provision
 - Providing Carers Assessments (ECC is the Trusted Assessor for Enfield Council)
 - Assistance with online applications (e.g. Dial A Ride, Blue Badge and Taxicard)
 - Relaxation Activities (e.g. Tai Chi & Yoga)
 - [Complimentary Therapies \(e.g. Reflexology, Reiki, Head or Back Massage\)](#)
 - Legal Advice
 - Debt Management Advice
- The Enfield Carers Centre is at:
Britannia House
137-143 Baker Street
Enfield
EN1 3JL
- Drop-in times are 10am to 12pm and 1pm to 3pm, Monday to Friday.
- For more information, visit [Enfield Carers Centre](#).
- Take a look at Enfield Carers Centre [newsletter](#).
- [Young Carers film for Carers Week 2020](#)

Age UK

Supporting adults in Enfield to remain living healthily and independently

The iCan Service is a free, impartial, confidential service which aims to improve the health and wellbeing of adults aged 18 or over, who are living in Enfield.

This service supports people who have been diagnosed with any of the following long term conditions: Diabetes, strokes, falls and dementia.

The service will also assist with end of life guidance and support people who are socially isolated.

The service aims to:

Improve the coordination of care, help people manage their health conditions, enable them to access community and voluntary services and help them remain independent and improve their wellbeing.

The iCan team consists of a Project Manager and a team of iCan Navigators. The Navigators are trained professionals who work within health and social care field and make sure that individuals get the care and support they need.

Some of the things they could help you with are:

- Information on how to self-manage health conditions
- Enabling access to community services
- Help in making social connections
- Advising with access to welfare benefits
- Advising on lifestyle choices and healthy living
- Helping access Power of Attorney advice

Referrals for the service can be through calling the office and asking to speak to the iCan Service, or contacting them through the website, or sending them an email.

The service operates Monday – Friday, 9:00am – 5:00pm, and will also visit clients in their home if their mobility is limited.

For more information please contact the iCan Service on:

ican@ageukenfield.org.uk

020 8375 4120

[ican referral form](#)

www.ageuk.org.uk/enfield

Additional Links

[Age UK Enfield newsletter](#)

[Age UK Enfield Online Activity pack](#)

[Online Activity Programme](#)

[Online Activity timetable](#)

[Empowering older people in Enfield](#)



Enfield Advocacy Service

During the Coronavirus outbreak services may not be running in person but may be running over the telephone or via email, some details may have changed. See below for the up to date contact details:

EDA are now working remotely due to COVID 19 and can be contacted in the following ways:

Main office *New referrals should be made through the EDA Main Office

Telephone: 07745 795347

Email: eda@e-d-a.org.uk

Independent Living Service – Advocacy, Information and Advice, support with Direct Payments and Personal Health Budgets

Telephone: 07523 272298

Email: Independentliving@e-d-a.org.uk

EDA Deaf Project - Advocacy, Information and Advice for Enfield's Deaf Community.

Tel: 07919 247843

This number is intended mainly for deaf people who can either Facetime or SMS.

Enfield Advocacy Service

Who are we?

EAS is a partnership of established local advocacy providers comprising of Enfield Disability Action (EDA), Age UK Enfield, Mind in Enfield, Community Aid, Wellbeing Connect, London Brokerage Network and CAPE (Carers And Parents of adults with Learning Disabilities in Enfield). The service is funded by and delivered in partnership with the London Borough of Enfield.

What is an Advocate?

An advocate is someone who can support you to speak up for yourself or to speak for you if you find this difficult. There are lots of ways an advocate can help, they can help you to understand your rights, to speak up if you are not happy about something and to make choices about your life. Advocates work in partnership with the people they support so they can be more in control of their life. Advocacy promotes social inclusion, equality and social justice.

Services we provide:

Individual One to One Advocacy

Bespoke one to one advocacy support from a named advocate with an identified advocacy issue. Includes for example support to prepare for and attend a meeting, support to voice views and understand systems and processes. Help to resolve complaints. Help to identify options and choices. Support to access services and resolve specific issues.

Self - Advocacy Groups

For disabled and older people who have shared experiences and wish to come together to speak and act collectively on issues important to them. Groups are facilitated at a number of community settings and also provide peer advocacy support. The groups facilitate consultation on a variety of issues.

EAS provides a free advocacy service to: Disabled and Older People from all communities living in Enfield. Those with sensory and hearing impairments, learning disabilities, autism and aspergers, physical disabilities and long term health conditions, mental health issues, older people and family carers. EAS provides Advocacy information sessions and workshops.

The service is confidential, independent, empowering and accessible with a focus on enabling individuals and groups to have a voice. EAS promotes self-advocacy, peer advocacy and mentoring. The service also provides volunteering opportunities.

EAS Codes of practice for Advocacy and Quality Standards for Advocacy are available on request.



Contact Us

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EDA

Community House, 311 Fore Street London N9 0PZ

020 8373 6228

eda@e-d-a.org.uk

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Age UK Enfield

020 8375 4120

info@ageukenfield.org.uk

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Community Aid

020 8443 4361

info@communityaid.org.uk

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Mind in Enfield

020 8887 1499

adviceteam@mind-in-enfield.org.uk

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Wellbeing Connect Services

020 8803 2200

info@wellbeingconnectservices.org

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CAPE (Carers And Parents of adults with Learning Disabilities in Enfield)

020 8373 6238

CAPE@e-d-a.org.uk



Engage Enfield - Riverside

Service summary

Engage Enfield A free housing related floating help and advice support service for people living in Enfield.

About Riverside

We are a specialist provider of supported

- Housing, with services across the UK. This includes:
- Homeless accommodation-based services,
- Homelessness prevention services and floating support,
- Housing first,
- Retirement living,
- Temporary accommodation for homeless families,
- Accommodation-based services for people with learning disabilities
- Refuges for those fleeing domestic abuse,
- Young people accommodation-based services and foyers
- Young parent accommodation-based services

Main address

13-47 Beck House
1 Upton Road
Edmonton
London
N18 2LJ

Main telephone

0208 807 9484

Organisation email

engageenfield@riverside.org.uk

Website

www.Riverside.org.uk

Contact telephone

0800 0858207

Engage Enfield – Riverside (Cont...)

How we can help

Our team of Community Navigators and Assistants will help engage customers to live as independently as possible through person-centred support delivered within the community. Customers will be supported to:

- Carry out tasks associated with independent living.
- Understand and respond to communication received, including welfare benefit forms.
- Avoid/reduce rent arrears and other debt.
- Access healthcare, in particular GP services
- Access information, community resources, and social interaction to avoid becoming socially isolated, and to improve health and wellbeing
- Access education/training/employment opportunities.
- Utilise technology (where appropriate) to assist in their support and longer term wellbeing, including assistive technology.
- Avoid relapse, for example drug/alcohol use or offending and not require repeat use of specialist services.

Referrals accepted from professional and interagency sources, with customer consent. This includes Enfield's Mental Health Rehab Team, Mental Health Secondary Care Services, Mental Health Social Workers, ELFT Autism Diagnostic Service, Homelessness Panel, Homelessness Services, Integrated Learning Disability Team, Social Workers, and the Information and Assessment Team. We accept self-referrals as well as referrals from family and friends. Referrals can be made through our dedicated email address and telephone number, Freephone 08000858207 or by email engageenfield@riverside.org.uk

Criteria for applications:

People aged 18 years or older, who live in the London Borough of Enfield who have housing related support needs. Customers must also fit into one or more of the following groups:

- Vulnerable and in need of short to medium term housing-related support
- Physical/Sensory/learning disability, mental ill health or drug and alcohol misuse problems
- At risk of losing their home, homelessness, in temporary accommodation, or moving on from supported housing or a family setting to independent living
- Older people
- People with blood borne-long-term conditions
- Offenders and ex-offenders
- Survivors of domestic violence
- Refugees
- Teenage parents and vulnerable families
- Traveller households
- Autistic adults