



Adult Social Care Directory of Services 2008

Contents

Adult Services provide a wide range of services for adults aged 18 and over. Although many of our services are available to all groups, some are restricted to people with particular needs. Therefore, for your convenience, we have divided this guide into the following sections. For an alphabetical list of services, please go to the index at the end of this book.

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Complaints, Suggestions and Compliments

If you want to complain, make a suggestion or compliment a council service, contact any member of staff or the social services complaints officer.

Why is your feedback important?

We want to provide good quality services for everyone but things can go wrong. If they do, we need to know so that we can put them right and learn from them. We welcome all feedback about our services. Your feedback helps us to improve our services and helps us make sure that we treat everyone fairly.

If you are not happy with something we have done or have not done, please let us know. We would also like you to let us know when we do something well or if you have a suggestion about something we could do better.

How to give your feedback

You can give us feedback, whether it is a complaint, a compliment or a suggestion:

- by completing a complaints form
- by letter
- by fax
- by telephone
- by email
- by using the link from our website at www.haringey.gov.uk
- in person.

We can also help you with translations, interpreting, audio tape, signing and Braille facilities. The Council now offers Typetalk as a service for people with hearing or speech problems.

Advocacy services

If you would prefer independent help with making your complaint, please contact the Complaints Officer on the contact details below. The Complaints Officer will provide a list of local advocacy services who will act independently in providing help to make complaints, compliments or suggestions about Adult Social Care.

For further information, contact:

Complaints Officer
40 Cumberland Road
Wood Green
London N22 7SG

Tel: 020 8489 3398 / 3307
Fax: 020 8489 3329
Email: acc.complaints@haringey.gov.uk
Minicom: 020 8489 3159

Opening hours: Monday to Friday 9.00am - 5.00pm
Visitors to 40 Cumberland Road will be received by appointment only

Disabled access: Yes

Useful Information – Arranging your own care

Arranging your own care

People arrange their own social care services for different reasons; some may pay the full costs and others may be 'council supported' but still pay a charge.

If you are paying the full costs of your care, you are known as a 'self-funder'. This means that either:

- you have chosen not to approach adult social care for help, or
- you have been assessed but you are not currently eligible for social care services, or
- you have approached adult social care and, although your needs show that you are eligible for services, your savings are above £22,250.

Charges apply to adult social care services, while those services provided by the NHS continue to be free at the point of delivery.

If you do not have a large income, there may be sources of financial help available to you.

Haringey Council provides advice about welfare benefits, see http://www.haringey.gov.uk/index/advice_tax_and_benefits/benefits_and_advice.htm for information.

Where you are not eligible for services, we will do our best to direct you to alternative sources of help, advice and support in other sectors of the community, for example, through voluntary or independent organisations.

There are free and low-cost alternatives to paying for your own care services, many of which are available locally. If you're looking for activities during the day, you may like to think about joining in with some of the organised activities in your area. We also have a range of ideas on activities and services for older people in Haringey. Visit Haringey's website at: www.haringey.gov.uk

Useful information

If you are arranging your own care services, a list of local providers of care can be found in the Haringey Care Directory. This can be viewed on the Haringey Council website at:

www.haringey.gov.uk/haringey_care_directory_2007-08.pdf

The Commission for Social Care Inspection (CSCI) inspects and reports on care services and council. It is independent but set up by Government to improve social care and stamp out bad practice. Their website contains a comprehensive directory to help you search for care services or care homes at: www.csci.gov.uk

In 2008, CSCI will publish star ratings for care services which describe the quality of care provided. These range from 3 stars (excellent) to 0 stars (poor). For more information, visit CSCI Professional's website at:

www.csci.org.uk/professional/care_providers/all_services/inspection/ratings_and_reports/star_ratings_for_care_services.aspx

The Guide to Services for Older People in Haringey can be found at:
www.haringey.gov.uk/olderpeoplesguide.htm

Haringey Mental Health Services Directory can be found at:
www.haringey.gov.uk/mhdirectoryofservices.htm

Advocacy

If you are arranging your own services, you may need help to express your opinion, or to ask questions, or to access information. You may therefore find it useful to have the support of an advocate. An advocate will:

- listen to what you want, and not to impose their views
- make sure that you are given balanced information so that the decision remains yours
- help you by writing letters, representing you, or talking things through.

There are many organisations offering advocacy support, including the following:

For people with learning disabilities:

Haringey Mencap Advocacy Service

Tel: 020 8365 0251

Address: The Bell Brewery, 676 Tottenham High Road, London N17 OAE

For older people:

Age Concern supports all people aged 50 and over in the UK, ensuring that they get the most from life. It provides essential services such as day care and information, and campaigns on issues like age discrimination and pensions, working to influence public opinion and government policy about older people.

Tel: 020 8801 2444

Fax: 020 8365 1732

Address: Age Concern Haringey, Tottenham Town Hall, Approach Road, London N15 4RY

Email: info@acharingey.org.uk

Website (national):

www.ageconcern.org.uk/AgeConcern/care_information.asp

Website (local): www.ageconcernharingey.org.uk

For people with mental health problems:

Mind in Haringey

Tel: 020 8340 2474

Fax: 020 8340 8308

Address: Station House, 73c Stapleton Hall Road, London N4 3QF

Email: admin@mih.org.uk

For people with physical disabilities:

Haringey Consortium of Disabled People and Carers

Tel: 020 8801 5757

Email: director.hcdc@btconnect.com

For carers:

Carers UK

Tel: 020 7922 8000

Fax: 020 7922 8001

Address: 32-36 Loman Street, Southwark, London SE1 0EE

Email: info@carersuk.org

Website: www.carersuk.org

Other helpful information on arranging and paying for your own care:

Help the Aged offers advice and support on arranging and paying for your own care or community services:

Tel: 0808 800 6565

Minicom: 0800 26 96 26

Email: info@helptheaged.org.uk

Website: www.helptheaged.org.uk/en-gb/AdviceSupport/HousingChoices/CommunityCare/as_commcare_020707_7.htm

Counsel and Care provides information for older people, their families and carers on care in a home, particularly paying for and choosing care homes:

Tel: 0845 300 7585

Email: advice@counselandcare.org.uk

Website: www.counselandcare.org.uk

Most people's needs change over time. If you would like to be reassessed because your needs have changed, contact Haringey Adult Services, Tel: 020 8489 0000.

Useful Telephone Numbers

Emergencies

Emergencies For police, fire and ambulance, always dial 999

Emergency and urgent out of hours council services 020 8348 3148
Weekdays 5.00pm - 9.00am, all weekends and Bank Holidays

Electricity (EDF Energy) 0800 0969 000

Gas emergencies 0800 111 999

Thames Water 0845 9200 800

Environment

Abandoned vehicles 084 5073 6904
Monday and Friday 8.00am - 6.00pm
Tuesday, Wednesday and Thursday 8.00am – 8.00pm

Allotments 020 8489 5670

Blocked drains

- in council properties 080 0195 3404
- in privately owned or rented properties 020 8489 5551
- blocked gutters on roads 020 8489 1335

Footpath maintenance 020 8489 1335

Insects and other pests 084 5055 0921
Monday 8.00am - 6.00pm
Tuesday, Wednesday and Thursday 8am - 8.00pm
Friday 8.00am – 6.00pm

Recycling Kerbside and recycling bank sites 020 8885 7700

Street cleaning and fly-tipping including regular household rubbish collections, bulky and other refuse 020 8885 7700

Street lights out of order Freephone 0500 236 458

Trading standards 020 8489 5134

General Haringey Council enquiries

General enquiry number 020 8489 0000

Benefits services Housing and council tax benefits call centre
084 5071 2800
Monday and Friday 8.00am - 6.00pm
Tuesday, Wednesday and Thursday 8.00am - 8.00pm

Council tax 084 5073 3557 (General enquiries)

Registrar of births, marriages and deaths 020 8489 2605

Health and community safety

Adult abuse To report suspected adult abuse 020 8489 1400

Anti-social behaviour 084 5671 1177

Safer Communities (include Crime Prevention) 020 8489 2948

Crime prevention 020 8345 2162

Haringey Teaching Primary Care Trust 020 8442 6859

Hospitals

- North Middlesex, Edmonton (N18) 020 8887 2000
- St Ann's, Tottenham (N15) 020 8442 6000
- Whittington, Islington (N19) 020 7272 3070

Police stations 020 8808 1212
(Hornsey, Muswell Hill, Tottenham and Wood Green)

Samaritans 084 5790 9090

Help and advice

Age Concern Haringey 020 8801 2444

Citizens Advice Bureau 087 0126 4030

Haringey Racial Equality Council 020 8889 6871

Tottenham Legal Advice Line 020 8801 6064

Victim Support Haringey 020 8888 9878

Homes for Haringey (housing management and repairs)

Housing repairs Freephone 0800 195 3404

Metropolitan Care and Repair Home repairs and hospital discharge service
020 8829 8310

Sheltered housing repairs 020 8489 8693

Leisure and recreation

- **Finsbury Park Track and Gym (N4)** 020 8802 9139
- **Parks Customer Care Line** 020 8489 5662
- **Park Road Leisure Centre (N8)** 020 8341 3567
- **Tottenham Green Leisure Centre (N15)** 020 8489 5322
- **White Hart Lane Community Sports Centre (N22)** 020 8881 2323

Libraries and museum

- **Alexandra Park library (N22)** 020 8489 8770
- **Bruce Castle museum (N17)** 020 8808 8772
- **Coombes Croft library (N17)** 020 8489 8771
- **Highgate library (N6)** 020 8489 8772
- **Hornsey library (N8)** 020 8489 1118
- **Marcus Garvey library (N15)** 020 8489 5309
- **Mobile and housebound library service** 020 8489 1425
- **Muswell Hill library (N10)** 020 8489 8773
- **St Ann's library (N15)** 020 8489 8775
- **Stroud Green library (N4)** 020 8489 8776
- **Wood Green Central library (N22)** 020 8489 2780

Local representation

Councillors Get in touch with your councillor 020 8489 2947

Members of Parliament

Hornsey and Wood Green - Lynne Featherstone MP 020 8340 5459
Tottenham - David Lammy MP 020 7219 0767

Transport

Dial-a-Ride 084 5999 1999

Parking Permits, information and parking problems 084 5073 1234

Travel permits Bus passes, orange badges, taxi-cards for older people and people with disabilities 020 8489 1865

Advice and Support Services

HARTS (Haringey Tenancy Support for Families)

Service for: All

Description of service: HARTS is a free service offering practical and emotional advice and support to families who are in a crisis, who need help settling into a new home, assistance with benefits, building social contacts and taking on new activities. The service also advises on immigration issues, training and employment, schooling and childcare, tenants' rights, debt and other community support. If English is not your first language, the service can provide a support worker who can speak other languages.

The service is funded and monitored by Haringey's Supporting People programme (call the Supporting People Team on 020 8489 3419 for more details).

Who may refer: Self-referral / professional

Referral method: Telephone / letter

Information required for referral: Name / address / telephone / date of birth / reason for request / interpreting needs

Service address: HARTS for Families
1-7 Corsica Street
London N5 1JG

Tel: 084 5303 2350
Fax: 020 8826 1701
Email: harts@circle33.org

Opening hours: Monday to Friday 9.00am - 5.00pm

Disabled access: Yes

Additional information: Funded by Supporting People, HARTS works in partnership with Haringey Council, Epic Trust and the Family Welfare Association.

For further information about this service contact: Supporting People Team

Tel: 020 8489 3316 **Fax:** 020 8489 3303
Email: supporting.people@haringey.gov.uk

Hearthstone Domestic Violence Advice and Support Centre

Service for: All

Description of service: This is a free service for Haringey residents who are experiencing domestic violence, offering advice and support to meet the needs of each individual who approaches the service for help. At a difficult time in their lives, the pressure of having to contact lots of different agencies can be extremely stressful, which is why this partnership project includes specialists representing homelessness, housing advice, police, health, legal and a variety of other voluntary and women's groups and professionals.

Who may refer: Self-referral

Referral method: Telephone / email / drop-in

Information required for referral: Name / address of service user

Service address: Hearthstone Domestic Violence and Support Centre
10 Commerce Road
Wood Green
London N22 8ED

Tel: 020 8888 5362

Fax: 020 8889 6508

Opening hours: Monday to Friday 10.00am - 4.00pm

Disabled access: Yes

Additional information: Translators are available

HIV/AIDS – Advice and Support

Service for: People infected with or affected by HIV or AIDS

Description of service: This service provides a wide range of support, advice and information to people infected with or affected by HIV or AIDS. Services include care management, home care support, housing advice, welfare rights advice, infant feeding project, nutritional advice and social work support.

A confidential drop-in centre with crèche is also available offering support and advice on welfare rights, housing, social work, health issues via a community nurse matron, refreshments and limited laundry facilities.

Who may refer: Self-referral / family members / voluntary sector / professionals

Referral method: Telephone / letter / fax

Information required for referral: Name / address / date of birth / proof of immigration status (if not a resident) / family details / letter of diagnosis / treatment centre / consultant's details / user's consent / interpreting needs

Service address:	Adult Disabilities Team 40 Cumberland Road Wood Green London N22 7SG	HIV/AIDS Drop-In Winkfield Resource Centre 33 Winkfield Road London N22 5RP
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Tel:	020 8489 5970	020 8889 0396
Fax:	020 8489 3032	

Opening hours:	Monday to Friday 9.00am - 5.00pm	Thursday 1:30pm – 7.00pm
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Disabled access:	Yes	Yes
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Additional information: Visitors to 40 Cumberland Road will be received by appointment only.

The drop-in centre offers advice and support to those placed by other boroughs in Haringey (e.g. by Homeless Persons Unit or National Asylum Seekers Service).

For further information about this service contact: Adult Disabilities Team, 40 Cumberland Road, Wood Green, London N22 7SG (by appointment only)

Key Support

Service for: All

Description of service: This is a free and confidential service offering individualised support to help people access housing, maintain a home, claim benefits, manage money, find a college course and a job, make friendships, find leisure activities, establish contact with local people, get a family doctor and other local services. Although the service will represent and speak on behalf of individuals, its aim is to build self-confidence and ultimately enable individuals to manage their own lives without support. The service makes home visits, but also supports homeless people and those awaiting discharge from hospital or other institutions while they wait for rehousing. If English is not your first language, the service can provide a support worker who speaks other languages.

The service is funded and monitored by Haringey's Supporting People programme (call the Supporting People Team on 0208 489 3419 for more details).

Who may refer: Self-referral / professional

Referral method: Telephone / letter

Information required for referral: Name / address / telephone / date of birth / reason for request / interpreting needs

Service address: Key Support
7 Willoughby Road
London N8 0HR

Tel: 020 7428 8500

Fax: 020 8348 0418

Email: keysupport@communityhousing.org.uk

Opening hours: Monday to Sunday 9.00am - 5.00pm

Disabled access: Yes

Additional information: Funded by Supporting People, and run by the Community Housing Group, the service is for 16-65 year olds, single people and couples. The service does not work with children; for children and families support, see HARTS on page 18. If you are aged 60 or over, see 60+ in Haringey on page 68.

For further information about this service contact: Supporting People Team

Tel: 020 8489 3316 **Fax:** 020 8489 3303

Email: supporting.people@haringey.gov.uk

No Recourse to Public Funds (Asylum Seekers and Immigration)

Service for: Single Adults with no recourse to public funds

Description of service: We support single adults who are subject to Immigration Control with No Recourse to Public Funds (NRPF), i.e. asylum seekers, failed asylum seekers and people who have overstayed their visa,

The Local Authority has a statutory duty to provide support in the way of accommodation and subsistence to certain categories of people with NRPF and are “destitute-plus”. Therefore people will need to be assessed under Community Care Legislation as having a need for care and attention above “mere” destitution. This is a complex area of work involving the interface of Immigration, Community Care and Human Rights Law.

Who may refer: Single Adults with no recourse to public funds

Referral method: Telephone and in writing

Information required for referral: Community Care Assessment carried out by the primary services of Social Services, i.e. Mental Health / Physical Disabilities / HIV / Learning Disabilities / Older Peoples. Information needed to support their claim, i.e. Home Office documentation and health reports.

Service address: No Recourse to Public Funds (NRPF)
40 Cumberland Road
Wood Green
London N22 7SG

Tel: 020 8489 3210 / 4956 / 4973 / 4995 / 4925

Fax: 020 8489 3049

Opening hours: Monday to Friday 9.00am - 5.00pm
Visitors to 40 Cumberland Road will be received by appointment only

Disabled access: Yes

Safeguarding Adults

Service for: All

Description of service: This service is for vulnerable adults who, due to physical disability, mental disability or frailty, are dependent on others for their care or support. The service provides a response to allegations of abuse, including neglect and harm and ensures the protection of vulnerable adults. This involves working with the vulnerable person, their carer or family, health service, police and anyone involved with the vulnerable adult.

Who may refer: Anyone

Referral method: Telephone / letter / email

Information required for referral: Name / address / date of birth / details of allegation or suspicion of abuse / name of referrer / interpreting needs / client group / if currently receiving services

Service address:	Safeguarding Adults Manager Haringey Social Services 40 Cumberland Road Wood Green London N22 7SG	Community Safety Unit Hornsey Police Station 98 Tottenham Lane London N22 7SG
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Tel:	020 8489 1400	020 8345 1936
Out of Hours	020 8348 3148	
Fax:	020 8489 1993	020 8345 1890
Email:	over65@haringey.gov.uk	

Opening hours:	Monday to Friday 8.45am - 4.45pm	Monday to Friday 8.00am - 10.00pm
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Disabled access:	Yes	Yes
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Additional information: Visitors to 40 Cumberland Road will be received by appointment only.

In an emergency, always contact the police by telephoning 999.

Supporting People

Service for: All

Description of service: Supporting People is a government initiative aimed at improving funding and planning arrangements to ensure that housing-related support services for vulnerable tenants and households are of good quality, meet local needs and are cost effective. Support services include:

- sheltered housing for older tenants
- supported housing services for people with mental health problems, learning disabilities, physical disabilities and sensory impairment, survivors of domestic violence, single homeless people and homeless families, people dependent on drugs and/or alcohol, former offenders and those at risk of offending, vulnerable young people at risk and teenage parents, vulnerable refugees, and people diagnosed with HIV and AIDS.

The aims of Supporting People are to prevent homelessness, crime and community care breakdown and to promote greater choice, safer and stronger communities, independence and social inclusion for vulnerable people.

The Supporting People Team is not responsible for individual service user placements and referrals, although the team will provide advice and information on services. The team assists where there are complaints about SP services or where there is difficulty in accessing services, although each individual SP provider is required to have its own robust complaints procedure. All SP services are regularly reviewed and inspected by the team.

Service address: Supporting People
40 Cumberland Road
Wood Green
London N22 7SG

Tel: 020 8489 3419

Fax: 020 8489 3303

Email: supporting.people@haringey.gov.uk

Additional information: Visitors to 40 Cumberland Road will be received by appointment only.

For further information about this service contact: Haringey's website at www.haringey.gov.uk/supporting_people1.htm#explained

To view our five-year strategy visit to the Supporting People government website at www.spkweb.org.uk Alternatively, contact the Supporting People team in Haringey to obtain paper copies.

Benefits and Payments

Direct Payments

Service for: All

Description of service: Direct payments can be made to people over the age of 16 who have been assessed by social services as needing a community care service, and to parents of children with disabilities. Direct payments can also be made to Carers who are eligible for services as a result of a carer's assessment. The scheme allows people to organise and manage their own care. Instead of directly providing services to meet people's needs, cash payments are made directly to the individual who can use this money to employ people of their own choosing and manage their care directly.

Who may refer: Service users and carers / other professionals

Referral method: Phone / letter / email

Information required for referral: Referrals need to be made to the relevant social work team

Service address: Direct Payments
40 Cumberland Road
Wood Green
London N22 7SG

Tel: 020 8489 3153

Fax: 020 8489 3032

Email: direct.payment@haringey.gov.uk

Opening hours: Monday to Friday 8.45am - 5.00pm
Visitors to 40 Cumberland Road will be received by appointment only

Disabled access: Yes

Finance Assessment Team

Service for: All

Description of service: The team works out how much people have to contribute towards the cost of their community care services. Team members give advice about welfare benefits and entitlements and organise take-up initiatives around the borough. Assessments are usually completed by a visiting officer in a person's own home but can also be arranged by post or over the telephone. The team also manages the social services receivership account and advises care managers about applications to the Office of the Public Guardian.

Who may refer: Care managers / other Adult Services staff

Referral method: Social care professionals

Information required for referral: n/a

Service address: Finance Assessment Team
40 Cumberland Road
Wood Green
London N22 7SG

Tel: 020 8489 3913

Fax: 020 8489 3783

Email: finance.assessment.team@haringey.gov.uk

Opening hours: Monday to Friday 8.45am - 5.00pm
Visitors to 40 Cumberland Road will be received by appointment only

Disabled access: Yes

Additional information: For easy to understand information about the welfare benefits and entitlements you may be able to claim, please visit www.haringey.gov.uk/benefits_and_advice.

Carers

Carers' Assessments

Service for: All unpaid carers

Description of service: The Council has a duty to make sure carers are aware of their right to an assessment. A carer's assessment is when someone from Social Services talks to you about your caring role (what you do to help someone else to live at home in the community), and tries to work out a plan to make it easier for you. A carer's assessment may result in additional services for the person you look after which provide you with a break, carers' services which support you directly, advice and information, or signposting to services that can be accessed by all carers free of charge.

Who may refer: Self-referral / family members / health and social care staff / GPs

Referral method: Telephone / letter / carer's registration form / GP protocol

Information required for referral: Name / address / telephone / interpreting needs / details of help provided to person cared for and impact of caring

Service address: All enquiries should be directed to the cared for person's care manager or care co-ordinator.

Additional information: If the cared for person does not have an allocated care manager or care co-ordinator, telephone the duty social worker as follows:

Older people: 020 8489 1400

Physical disabilities / sensory impairment / HIV/AIDS: 020 8489 3092

Learning disabilities: 020 8489 1384

Mental health (START): 020 8442 6714

Children with disabilities: 020 8489 3672

To refer a young carer, contact the Children and Young People's Service referral and assessment team on 020 8489 1856 with the agreement of the young carer and their parent.

Opening hours: Monday to Friday 9.00am - 5.00pm
Visitors to 40 Cumberland Road will be received by appointment only

Disabled access: Yes

For further information about this service contact: Haringey Carers Centre

Tel: 020 8888 0808

Fax: 020 8888 0831

Email: info@haringeycarers.org

Carers Centre

Service for: All unpaid carers

Description of service: The Carers Centre provides support, information and advice to unpaid carers in Haringey. Carers look after someone who is ill, frail or disabled who cannot manage without their help. The Centre runs activities and events, publishes a regular newsletter, represents carers by working with policy and decision makers and welcomes carers' involvement with the organisation. The Centre hosts a Young Adult Carers Support Group (for carers aged between 18 and 35 years) and a Mature Active Carers Support (MACS) Group for older carers; contact the Centre for the up-to-date programme.

Who may refer: Self-referral / health and social care staff / GPs / private / voluntary / statutory organisations

Referral method: Telephone (self-referral) / referral form (for staff/organisations) available from the Centre and return by e-mail, fax or post

Information required for referral: Name / address / date of birth / ethnicity / interpreting needs / as much background as possible

Service address: Haringey Carers' Centre
Winkfield Resource Centre
33 Winkfield Road
Wood Green
London N22 5RP

Tel: 020 8888 0808
Fax: 020 8888 0831
Email: info@haringeycarers.org

Opening hours: Monday to Friday 10.00am - 5.00pm

Disabled access: Yes

Additional information: Haringey Carers Centre is an independent organisation and registered charity affiliated to The Princess Royal Trust for Carers. It is funded by Haringey Council, Haringey Teaching Primary Care Trust and Big Lottery Fund.

Emergency Social Care Support

Emergency Duty Social Work Team

Service for: All

Description of service: A social work service which responds to out of hours referrals that have been assessed as being urgent and therefore should not wait until the next working day.

Who may refer: Anyone

Referral method: Telephone

Information required for referral: Name / address / date of birth / nature of concern / caller's details / interpreting needs

Tel: 020 8341 3148

Opening hours: Monday to Friday 5.00pm - 9.00am
A 24 hour service is available at weekends and bank holidays

For further information about this service contact: Emergency Duty Social Work Manager, Woodside House, Wood Green, London N22 8YX

Tel: 020 8489 2310

Fax: 020 8489 2388

Equalities and Diversity

Equalities and Diversity

Service for: All

Description of service: The service provides help, support and advice on all equalities issues. The equalities service also gives advice on harassment, discrimination and legislation. Training is offered on a wide range of equalities concerns.

Who may refer: Anyone

Referral method: Telephone / letter / email

Information required for referral: Name / telephone / details of help required / interpreting needs

Service address: Equalities and Diversity Service
7th Floor, River Park House
225 High Rd
Wood Green
London N22 8HQ

Tel: 020 8489 2583

Fax: 020 8489 2533

Email: equalities@haringey.gov.uk

Opening hours: Monday to Friday 9.00am - 5.00pm

Disabled access: Yes

Learning Disabilities – Advice and Support

Combined Team

Service for: People with learning disabilities

Description of service: Consisting of social workers and health workers, the team provides health and social care services for people with learning disabilities and their carers. These may include issues around a person's housing, occupation, recreation and/or emotional needs. The user's choice, independence, rights and inclusion is maximised in their care plan. The team works with people from the age of 16, helping to facilitate their transition into adult services.

Who may refer: Anyone

Referral method: In person / telephone / letter

Information required for referral: Name / address / date of birth / details of learning disability / reason for referral / other sources of support / ethnicity / first language / interpreting needs

Service address: Combined Team for Learning Disabilities
Unit 5, St George's Estate
White Hart Lane
Wood Green
London N22 5QL

Tel: 020 8489 1384

Fax: 020 8489 1327

Email: hldp@haringey.gov.uk

Transition email: MyServiceat18@haringey.gov.uk

Website:

http://www.haringey.gov.uk/index/social_care_and_health/learningdisabilities.htm

Opening hours: Monday to Friday 8.45am - 4.45pm

Disabled Access: Yes

Community Support Work Team

Service for: People with learning disabilities

Description of service: The team provides outreach support which enables people with learning disabilities to maintain their independence in the community. Services include independent living skills, community access, support into employment and learning, leisure activities and respite for carers.

Who may refer: Learning disabilities combined team / self or carer (if user is known to the Community Support Work Team) / other professionals (if user is known to the learning disabilities service)

Referral method: Application form / users and their carers may refer by telephone

Information required for referral: See application form / interpreting needs

Service address: Community Support Work Team
Keston Centre
Keston Road
London N17 6PW

Tel: 020 8801 5558
Fax: 020 8885 3997
Minicom: 020 8885 2794
Email: hldp@haringey.gov.uk

Opening hours: Monday to Wednesday 8.45am - 4.45pm

Disabled access: Yes

Additional information: This service is for users with learning disabilities only

Learning Disabilities – Day Opportunities

Haringey Day Opportunities - Artscope

Service for: People with learning disabilities

Description of service: Artscope is a day service providing opportunities in the visual arts for artmakers with disabilities through a dynamic on-going programme of initiatives, including: studio-based practice, collaborative projects with other arts organisations, high profile exhibitions, community arts-based projects and professional training in the arts. Artscope aims to bring the work of artists with disabilities into the public domain, demonstrating its commitment to breaking down barriers between 'mainstream' and what has traditionally been considered 'disability art'.

Who may refer: Care managers

Referral method: Referral form

Information required for referral: See referral form / interpreting needs

Service address: Haringey Day Opportunities - Artscope
2 Ermine Road
London N15 6DB

Tel: 0208 8025642

7967 336 166

Fax: 020 8211 8362

Email: hldp@haringey.gov.uk

Opening hours: Monday to Wednesday 9.00am - 4.00pm
Thursday 9.00am – 5.00pm
Friday 9.00am - 3.30pm

Disabled access: Yes

For further information about this service: www.haringey.gov.uk/artscope

Haringey Day Opportunities - Central Day Service

Service for: People with learning disabilities

Description of service: Day opportunities for adults with autism, learning disabilities and challenging behaviour. A staff team supports service users to develop skills in areas such as cooking, gardening, music, swimming, computers, arts and crafts. Users are encouraged to make links in the community through college, leisure, shopping and entertainment facilities. The service works with therapists and other professionals to facilitate communication and self-advocacy within a holistic person-centred attitude. We provide an extensive community focused programme that supports service user choice and promotes the use of public and alternative modes of transport.

Who may refer: Care managers / care management assessment team

Referral method: Referral form

Information required for referral: See referral form / interpreting needs

Service address: Haringey Day Opportunities - Central Day Service
Central Day Services
2 Birkbeck Road
Hornsey
London N8 7PF

Tel: 020 8489 8762 / 8760

Fax: 020 8489 8761

Email: hldp@haringey.gov.uk

Opening hours: Monday to Wednesday 9.00am - 4.30pm
Thursday 9.00am - 4.00pm
Friday 9.00am - 3.30pm

Disabled access: Yes

Haringey Day Opportunities - Employment and Training

Service for: People with learning disabilities

Description of service: The service supports people with learning disabilities and autism to seek work opportunities, offering pre-vocational skills such as how to communicate effectively, how to manage money, the importance of personal hygiene, health and safety. Service users are taught about employment and what types of employment and job opportunities are available. The service carries out assessments, profiling and offering work experience in both voluntary and paid settings, and helping with basic benefits advice. It is part of the Workwise scheme (see page 46).

Who may refer: Care managers

Referral method: Referral form

Information required for referral: See referral form / interpreting needs

Service address: Haringey Day Opportunities - Employment and Training Service
8a Talbot Road
Tottenham
London N15 4DH

Tel: 020 8801 7151
Fax: 020 8801 7190
Email: hldp@haringey.gov.uk

Opening hours: Monday to Friday 9.00am - 4.10pm

Disabled access: Yes

For further information about this service contact: Assistant Manager, Haringey Day Opportunities - Employment and Training Service, Keston Centre, Keston Road, Tottenham, London N17 6PW

Tel: 020 8880 3515 **Fax:** 020 8365 1034

Haringey Day Opportunities - Ermine Centre – Middlecourt Service

Service for: People with learning disabilities and high emotional needs.

Description of service: The centre provides day opportunities for adults with learning disabilities and a wide range of complex needs, sensory impairment and mobility needs. A programme of activities is on offer including cooking, arts, horticulture and sporting activities in both the centre and the community. Staff work with therapists and other professionals to give service users the opportunity and ability to enable them to make choices empowering them within their own lives.

Who may refer: Care managers

Referral method: Referral form

Information required for referral: See referral form / interpreting needs

Service address: Haringey Day Opportunities - Ermine Road
2 Ermine Road
Tottenham
London N15 6DB

Tel: 020 8802 5642 / 8800 8155

Fax: 020 8211 8362

Email: hldp@haringey.gov.uk

Opening hours: Monday to Wednesday 9.00am - 4.30pm
Thursday 9.00am - 4.00pm
Friday 9.00am - 3.30pm

Disabled access: Yes

Haringey Day Opportunities - Ermine Centre – Southside Service

Service for: People with profound and multiple learning disabilities and physical disabilities.

Description of service: The centre provides day opportunities for adults with learning disabilities and a wide range of complex needs, sensory impairment and mobility needs. A programme of activities is on offer including cooking, arts, horticulture and sporting activities in both the centre and the community. Staff work with therapists and other professionals to give service users the opportunity and ability to enable them to make choices empowering them within their own lives.

Who may refer: Care managers

Referral method: Referral form

Information required for referral: See referral form / interpreting needs

Service address: Haringey Day Opportunities - Ermine Road
2 Ermine Road
Tottenham
London N15 6DB

Tel: 020 8802 5642 / 8800 8155

Fax: 020 8211 8362

Email: hldp@haringey.gov.uk

Opening hours: Monday to Wednesday 9.00am - 4.30pm
Thursday 9.00am - 4.00pm
Friday 9.00am - 3.30pm

Disabled access: Yes

Haringey Day Opportunities - Ermine Centre – Westcott Service

Service for: People with learning disabilities

Description of service: The Westcott Service is geared towards enabling Service Users to access the mainstream community offering choice and diversity in the sessions provided. Many of the people in the Westcott service have difficulties with communication, so there is an emphasis on developing augmentative methods of communication to assist in making everyday choices. It provides a service for people who wish to use the community in a valued way more extensively and who require support with their social skills needs in order to do so. The sessions on offer are based on the needs and choices of the Service Users. Some of the people who attend our service have mobility requirements and may use wheelchairs especially to access the wider community.

Who may refer: Care managers

Referral method: Referral form

Information required for referral: See referral form / interpreting needs

Service address: Haringey Day Opportunities - Ermine Road
2 Ermine Road
Tottenham
London N15 6DB

Tel: 020 8802 5642 / 8800 8155

Fax: 020 8211 8362

Email: hldp@haringey.gov.uk

Opening hours: Monday to Wednesday 9.00am - 4.30pm
Thursday 9.00am - 4.00pm
Friday 9.00am - 3.30pm

Disabled access: Yes

Haringey Day Opportunities - 50 Something

Service for: People with learning disabilities

Description of service: This service offers a varied and stimulating day service to users over 50 with learning disabilities. Services are tailored to individual needs, with an emphasis on community presence and improvement of self-awareness and stimulation through age-appropriate activities.

Who may refer: Care managers

Referral method: Referral form

Information required for referral: See referral form / interpreting needs

Service address: 50 Something
Keston Centre
Keston Road
Tottenham N17 6PW

Tel: 020 8880 3515

Fax: 020 8365 1034

Email: hldp@haringey.gov.uk

Opening hours: Monday to Friday 9.00am - 4.00pm

Disabled access: Yes

Haringey Day Opportunities - Gordon Road Service

Service for: People with learning disabilities

Description of service: A specialist day service for adults with learning disabilities who have a sensory, especially visual, impairment or a moderate medical condition which requires a high level of support. Staff work with therapists and other professionals to give service users the opportunity and ability to enable them to make choices empowering them within their own lives.

Who may refer: Care managers

Referral method: Referral form

Information required for referral: See referral form / interpreting needs

Service address: Haringey Day Opportunities - Gordon Road Service
3 Edwards Drive
Bounds Green
London N11 2HD

Tel: 0208 881 7055

Fax: 020 8889 0317

Email: hldp@haringey.gov.uk

Opening hours: Monday to Thursday 8.30am - 4.00pm
Friday 8.30am - 3.00pm

Disabled access: Yes

Haringey Day Opportunities - Green Fingers Gardening Project

Service for: People with learning disabilities

Description of service: The project provides an opportunity for work within a horticultural environment to people with learning disabilities and autism. Service users have the chance to work towards a pre NVQ qualification in skills for life in conjunction with BCTV. They also work in various gardens within their community, helping to improve the area in which they live. It is part of the Workwise scheme (see page 46).

Who may refer: Care managers

Referral method: Referral form

Information required for referral: See referral form / interpreting needs

Service address: Green Fingers
Keston Centre
Keston Road
Tottenham N17 6PW

Tel: 020 8880 3515
Fax: 020 8365 1034
Email: hldp@haringey.gov.uk

Opening hours: Monday to Friday 9.00am - 4.10pm

Disabled access: Yes

Haringey Day Opportunities - Green Pepper Café

Service for: People with learning disabilities

Description of service: Green Pepper forms part of the Workwise service and is based in a café. It provides the opportunity for training and practical work experience leading to voluntary or paid work placements in the catering trade. Certified training courses in conjunction with the College of North East London cover food preparation, basic food hygiene, numeracy, first aid and customer care. It is part of the Workwise scheme (see page 46).

Who may refer: Care managers

Referral method: See referral form / interpreting needs

Information required for referral: See referral form / interpreting needs

Service address: Haringey Day Opportunities - Green Pepper
Faith Plant Centre
Wolves Lane
Wood Green
London N22 5JD

Tel: 020 8882 9314

Email: hldp@haringey.gov.uk

Opening hours: Service available Monday to Friday 9.00am - 4.00pm
Café open Tuesday to Friday 10.30am - 2.30pm

Disabled access: No

For further information about this service contact: Assistant Manager,
Haringey Day Opportunities - Green Pepper (Workwise), Keston Centre,
Keston Road, Tottenham, London N17 6PW

Tel: 020 8880 3515

Fax: 020 8365 1034

Haringey Day Opportunities - Learning

Service for: People with learning disabilities

Description of service: The service provides day opportunities for adults with mild to moderate learning disabilities. We support service users to develop skills and promote their independence through a programme of activities such as travel training, art, cooking and sports both in the centre and in the community. We assist service users to access educational facilities. Staff work with therapists and other professionals to enable service users to make choices about their own lives.

Who may refer: Care managers

Referral method: Referral form

Information required for referral: See application form / interpreting needs

Service address: Haringey Day Opportunities - Learning
Keston Centre
Keston Road
Tottenham
London N17 6PW

Tel: 020 8880 3515
Fax: 020 8365 1034
Email: hldp@haringey.gov.uk

Opening hours: Monday / Tuesday / Thursday / Friday 9.00am - 4.00pm
Wednesday 9.00am - 3.00pm

Disabled access: Yes

Haringey Day Opportunities - Outreach Service

Service for: People with learning disabilities

Description of service: Outreach provides day opportunities for people with learning disabilities and autism including sessions in karate, yoga, floristry and the arts. Service users are encouraged and supported to enrol in college courses. The service carries out intensive travel training to increase community awareness. Its emphasis is on communication and the person-centred approach. Taster sessions are available to service users who wish to participate. It is part of the Workwise scheme (see page 46).

Who may refer: Care managers

Referral method: Referral form

Information required for referral: See referral form / interpreting needs

Service address: Chestnuts Community Arts Centre
280 St Ann's Road
London N15 4AS

Tel: 079 6733 6159 / 020 8880 3515

Fax: 020 8365 1034

Email: hldp@haringey.gov.uk

Opening hours: Monday to Friday 9.00am - 4.00pm

Disabled access: Yes

Additional information: This service is available to people with learning disabilities only

For further information about this service contact: Assistant Manager Workwise, Haringey Day Opportunities - Outreach, Keston Centre, Keston Road, Tottenham, London N17 6PW

Haringey Day Opportunities - Seven Sisters Day Service

Service for: People with learning disabilities

Description of service: A day service for adults with learning disabilities offering a structured way of working and a 'gentle approach' to managing behaviour. The service aims to give users communication and social skills which will help them to take part in everyday activities.

Who may refer: Care managers

Referral method: Referral form

Information required for referral: See referral form / interpreting needs

Service address: Haringey Day Opportunities - Seven Sisters Day Service
Keston Centre
Keston Road
London N17 6PW

Tel: 020 8880 3515 / 079 8031 6712

Fax: 020 8365 1034

Email: hldp@haringey.gov.uk

Opening hours: Monday to Wednesday 9.30am - 4.30pm
Thursday 9.00am - 4.00pm
Friday 9.30am - 3.30pm

Disabled access: Yes

Haringey Day Opportunities - Workwise

Service for: People with learning disabilities

Description of service: Workwise provides four services focusing on jobs: the employment and training service, Green Pepper café, Green Fingers gardening project and the outreach service. All services carry out assessments and assist people with learning pre vocational skills. The service offers a variety of work placements and taster sessions, supporting people to find and maintain placements. The process is achieved through education, training and increasing people's knowledge and understanding of the term 'work'.

Who may refer: Care managers

Referral method: Referral form

Information required for referral: See referral form / interpreting needs

Service address: Haringey Day Opportunities - Workwise
Keston Centre
Keston Road
Tottenham
London N17 6PW

Tel: 020 8880 3515
Fax: 020 8365 1034
Email: hldp@haringey.gov.uk

Opening hours: Monday to Friday 9.00am - 4.10pm

Disabled access: Yes

Additional information: This service is available to people with learning disabilities only

Learning Disabilities – Residential and Respite Care

Edwards Drive

Service for: People with learning disabilities

Description of service: Edwards Drive provides planned and emergency residential respite care for adults with learning disabilities who may have additional physical or sensory disabilities. The home is staffed by nurses and is managed by the Learning Disability Partnership between social services and the health service.

Who may refer: Care managers / family doctors / health professionals / carers

Referral method: Telephone

Information required for referral: Name / address / date of birth / telephone / family doctor details / details of other support being received / details of learning disability / reason for referral / interpreting needs

Service address: 1 Edwards Drive
Gordon Road
Bounds Green
London N11 2HD

Tel: 020 8888 9695
Fax: 020 8881 3900
Email: hldp@haringey.gov.uk

Opening hours: 24 hours

Disabled access: Yes

Additional information: Users not previously known to the learning disability service should be referred to the Combined Team for assessment to meet eligibility criteria.

Mulberry House

Service for: People with learning disabilities

Description of service: A short-term residential assessment and treatment facility for adults with mild to moderate learning disabilities who are experiencing mental health problems. Admissions are usually planned, but the service tries to respond to emergencies. The home is staffed by nurses and offers dedicated occupational therapy time as well as support from psychologists, consultant psychiatrists and other specialist clinicians.

Who may refer: Self-referral / carers / care managers / health care professionals

Referral method: Care manager or psychiatrist

Information required for referral: Name / address / date of birth / referrer's details / concern / care manager details / interpreting needs

Service address: Mulberry House
St Ann's Hospital
St Ann's Road
Tottenham
London N15 3TH

Tel: 020 8442 6250
Fax: 020 8442 6728
Email: hldp@haringey.gov.uk

Opening hours: 24 hours

Disabled access: Mulberry House is not suitable for anyone who cannot manage stairs.

10 Linden Road

Service for: People with learning disabilities

Description of service: 10 Linden Road is a modern residential service which supports people whose behaviour challenges to live as independently as possible. There are six bedrooms and each person has their own room.

Who may refer: Social workers

Referral method: Telephone / letter / email

Information required for referral: Name / address / date of birth / description of ability / details of support required / interpreting needs

Service address: 10 Linden Road
Tottenham
London N15 3QB

Tel: 020 8888 0565
Fax: 020 8888 0042
Email: hldp@haringey.gov.uk

Opening hours: 24 hours

Disabled access: Yes

Additional information: Letters for referral should be addressed to the Combined Team, Learning Disabilities Partnership, Unit 5, St George's Estate, White Hart Lane, Wood Green, London N22 5QL, telephone 020 8489 1384. This service is available to people with learning disabilities only.

Whitehall Street

Service for: People with learning disabilities

Description of service: Whitehall Street offers a modern residential home for adults with learning disabilities who have profound physical disabilities. Each person has their own room and gets help with personal care and daily living skills. The property is split into three independent floors which are fully accessible to the disabled.

Who may refer: Social workers

Referral method: Telephone / letter to the Combined Team for Learning Disabilities

Information required for referral: Name / address / date of birth / description of ability / details of support required / interpreting needs

Service address: 100 Whitehall Street
Tottenham
London N17 8BP

Tel: 020 8801 2930
Fax: 020 8365 0097
Email: hldp@haringey.gov.uk

Opening hours: 24 hours

Disabled access: Yes

Additional information: Letters for referral should be addressed to the Combined Team, Learning Disabilities Partnership, Unit 5, St George's Estate, White Hart Lane, Wood Green, London N22 5QL, telephone 020 8489 1384. This service is available to people with learning disabilities only.

Whitehall Street Respite Service

Service for: People with learning disabilities

Description of service: This service provides short planned breaks and respite for adults with learning disabilities. There is an emergency bed facility.

Who may refer: Care managers

Referral method: Direct by carer to the home or by care manager

Information required for referral: Name / address / date of birth / disability / details of medical conditions / special needs / type of service required / see application form / interpreting needs

Service address: Whitehall Street
100 Whitehall Street
Tottenham
London N17 8BP

Tel: 020 8885 8646
Fax: 020 8365 0097
Email: hldp@haringey.gov.uk

Opening hours: 24 hours

Disabled access: Yes

Learning Disabilities – Sports and Leisure

Sports and Leisure

Service for: People with learning disabilities

Description of service: This day service arranges sports taster sessions and, where possible, supports individuals into mainstream sporting activities within their local community. The taster sessions aim to encourage and ensure that sports-related activities become part of every individual's programme with day opportunities.

Who may refer: Anyone within the service

Service address: Sports and Leisure
Keston Centre
Keston Road
Tottenham
London N17 6PW

Tel: 020 8880 3515
Fax: 020 8365 1034
Email: hldp@haringey.gov.uk

Opening hours: Monday to Friday 9.00am - 4.00pm

Disabled access: Yes

Learning Disabilities – Supported Accommodation

Adult Placement Scheme

Service for: All

Description of service: This service provides people who are not able to live on their own with the opportunity to live in a family home or supported accommodation. Adult placement carers are council-approved and give people the support and care they need. The scheme offers long-term placements, short breaks and daytime care.

Who may refer: Social workers / care managers / professionals working with people with learning or physical disabilities or mental health issues, older people, or young people leaving care

Referral method: Via social work team

Information required for referral: See referral form / interpreting needs

Service address: Adult Placement Scheme
Unit 5, St George's Estate
White Hart Lane
Wood Green
London N22 5QL

Tel: 020 8489 1693
Fax: 020 8489 1348
Email: hldp@haringey.gov.uk

Opening hours: Monday to Friday 8.45am - 4.45pm

Disabled access: Yes

Additional information: If you are interested in becoming a carer, contact the scheme directly.

Mental Health – Assertive Outreach

Antenna Outreach Service

Service for: Black African or Black Caribbean, 16-25 severe and enduring mental ill health.

Description of service: Antenna is an Assertive Outreach Service, which is sensitive to the needs of black African and African Caribbean people, aged 16 – 25 experiencing the effects of mental ill health. The service is presently sited with the Haringey Healthcare NHS Trust and will work in Edmonton and N15 and N17 (Tottenham) of Haringey.

Who may refer: Anybody

Referral method: Telephone referrals

Information required for referral:

- Be aged 16 – 25 years
- Black African or Black Caribbean
- Have a mental health problem or in need of an assessment to ascertain your mental health status
- Live in Haringey or Edmonton N9 and N18

Service address: Excel House
312 High Road
Tottenham
London N15 4BN

Tel: 020 8365 9537

Fax: 020 8493 9142

Email: antenna@outreachservice.fsnet.co.uk

Opening hours: Monday to Friday 9.00am – 5.00pm

Disabled access: No

Additional information: One of the major planning tools the Assertive Outreach Service will be using to draw on the individual and collective experiences of the clinical work is known as the Team Approach Model. This may be described as all the workers acting together, thinking together in decision-making and sharing responsibility towards all clients.

HOST Outreach Service

Service for: 18-65 severe and enduring mental ill health.

Description of service: To proactively establish and maintain a therapeutic relationship with individuals. To identify personal aspirations and work towards individuals expressed wishes and needs. To provide an intensive and coordinated team approach to support individuals suffering the effects of mental illness. To enable individuals to live in their local community in ways acceptable to them.

Who may refer: Care coordinator / consultant psychiatrist / inpatient ward staff / outpatients teams / crisis teams / self-referral / dual diagnosis / DASH / probation

Referral method: Telephone referrals

Information required for referral: Client profile / reason for referral / mental state and medication / hospital admissions

Service address: Excel House
312 High Road
Tottenham
London N15 4BN

Tel: 020 8885 8160

Fax: 020 8493 9142

Opening hours: Monday to Friday 9.00am - 5.00pm

Disabled access: No

Additional information: HOST service covers the entire borough of Haringey. There are two outreach teams: West team covers Wood Green, Hornsey, Highgate, Crouch End, Muswell Hill and some of Finsbury Park. The East team covers North and South Tottenham and Haringay.

Mental Health – Care Management

Short Term Assessment and Recovery Team (START)

Service for: Mental Health adults of working age 18-65 years

Description of service: START is the single point of entry for all mental health secondary care referrals in Haringey. The service provides a range of specialist mental health and social care assessment and time limited interventions.

The service aims to work with service users for up to six months when the person will be either discharged back to primary care or to ongoing treatment and support through one of the Support and Recovery Teams (formally known as community mental health teams). The service is multi disciplinary: nurses, medical staff, social workers, occupational therapists, dual diagnosis workers and psychological therapies.

Who may refer: GPs / service users / families / health and social care related agencies / police / housing

Referral method: Telephone / completed referral form / 'walk-in' / faxed

Information required for referral: Basic details regarding the person being referred such as name, address and contact telephone number and a brief description of the concerns at present. If known; details of any current treatment(s) ongoing, and whether any risks exist. START will also ask whether the referral has been discussed with the person being referred, and their view about the referral.

Service address: START (N&O Block)
St Ann's Hospital
St Ann's Road
Tottenham
London N15 3TH

Tel: 020 8442 6399 / 6278

Fax: 020 8442 6705

Email: Initial referral via: letter / fax / telephone or walk in.
Email communication may be utilised after initial contact is made

Opening hours: Core hours Monday to Friday 9.00am - 5.00pm, however there is a reduced and emergency access 24 hours a day 7 days a week.

Disabled access: Yes

Additional information: Single point of entry describes a method of referral management for all adult mental health services i.e. crisis teams, psychological therapies, assessments under the Mental Health Act, urgent and routine assessment. The emergency/out of hours aspect of the service is open to people over 65yrs who will be triaged to the appropriate service after assessment.

Support and Recovery Teams

Service for: Mental Health adults of working age 18-65 years

Description of service: There are three Support and Recovery Teams formally known as community mental health teams, in the borough. The East Team is based at Tynemouth Road Health Centre, West Team is based at St Ann's Hospital and the Central Team at Canning Crescent Centre in Wood Green.

The service is multi disciplinary: nurses, medical staff, social workers, Occupational Therapists and Dual Diagnosis worker and psychological therapies. Service users are care co-ordinated under the Care Programme Approach (CPA) and are offered treatment and support for their long-term mental health and social care needs. The service works with the service user towards discharge back to primary care.

Who may refer: All referrals are through START

Information required for referral: Evidence that the service users has enduring mental health needs that require specialist mental health skills

Service address: West Support and Recovery Team
Kate Marsden Unit
St Ann's Hospital
St Ann's Road
Tottenham
London N15 3HT

Tel: 020 8442 6456

Service address: East Support and Recovery Team
Tynemouth Road Health Centre
Tynemouth Road
24 Tynemouth Road
Tottenham
London N15 4RH

Tel: 020 8275 4089

Fax: 020 8275 4123

Service address: Central Support and Recovery Team
Canning Crescent Centre
276-292 High Road
Wood Green
London N22 8JT

Tel: 020 8829 1000

Fax: 020 8829 1005

Opening hours: Monday to Friday 9.00am - 5.00pm

Disabled access: Yes

Mental Health – Crisis Services

Alexandra Road Crisis Unit

Service for: People with mental health needs

Description of service: This service is for people who are experiencing mental and / or severe emotional distress and are in need of short-term, 24-hour residential support as an alternative to hospital admission. The unit also provides short-term respite stays for people suffering from mental health difficulties, or whose carers are in urgent need of respite.

Who may refer: Any professional working with the user / self-referrals

Referral method: Telephone

Information required for referral: Name / date of birth / address / telephone / next of kin / disability / ethnic origin / religion / family doctor details / psychiatrist / care co-ordinator / presenting issues / psychiatric history / physical health needs / medication / aim of referral / post discharge plans / interpreting needs

Service address: Alexandra Road Crisis Unit
32 Alexandra Road
Hornsey
London N8 OPP

Tel: 020 8365 7287

Fax: 020 8888 9829

Opening hours: 24 hours

Disabled access: Disabled access to the ground floor

Crisis Teams

Service for: Mental Health

Description of service: The Crisis Team is a service set up specifically to help service users and carers deal with acute mental health distress and any associated social care issues. The service is set up as an alternative to admission to psychiatric hospital and is multi-disciplinary. As well as crisis resolution the service offers home treatment 7 days per week.

Who may refer: Primary care / GPs / accident and emergency / health related agencies. Some self-referral where the service user is known.

Referral method: Access is via the START team. If a service user has been treated by the service in the past they can telephone the service directly and access help.

Information required for referral: The service user is acutely unwell and at the point of admission to hospital but has been risk assessed as safe to treat at home.

Service address: START (N&O Block)
St Ann's Hospital
St Ann's Road
Tottenham
London N15 3TH

Tel: 020 8442 6399 / 6278

Fax: 020 8442 6705

Opening hours: 7 day per week, core hours 8.00am - 9.30pm with staff on call outside of these hours

Disabled access: Yes

Mental Health – Day Services

Clarendon Centre

Service for: People with mental health needs

Description of service: This day service offers social, educational and work opportunities for people who are recovering from severe and enduring mental illness in partnership with Six8four centre in Tottenham. Sustained recovery, independence and social inclusion are promoted through a variety of group and individual activities. High quality skills training is available including IT, music technology, publishing, ceramics, jewellery-making, printmaking, textiles and catering, with fully equipped studio space and an expanding number of work placements.

Who may refer: Care Programme Approach (CPA) care co-ordinator / service user (with a request for a care plan and risk assessment from their care co-ordinator)

Referral method: Application form / informal visit

Information required for referral: See application form / interpreting needs

Service address: Clarendon Centre
Clarendon Road
Hornsey
London N8 0DJ

Tel: 020 8489 4860

Fax: 020 8489 4879

Opening hours: Monday to Wednesday 9.00am - 9.00pm
Thursday 12.30pm - 5.00pm
Friday 9.00am - 9.00pm
Saturday, Sunday and Bank holidays 1.00pm - 5.00pm
Christmas Day and Boxing Day 1.00pm - 5.00pm

Disabled access: Yes

Haringey Therapeutic Network

Service for: People with mental health needs

Description of service: This day service is a therapeutic environment run by mental health professionals. The service provides specific group work (6-12 weeks) offering a supportive bridge to regain self-confidence and self-esteem. This service is most suitable for clients who envisage themselves returning to or starting voluntary/paid employment or further education/college.

Who may refer: Barnet, Enfield and Haringey Mental Health Trust referral only

Referral method: Referral form to the Haringey Therapeutic Network

Information required for referral: Client's reason for referral / referrer's reason for referral / risk assessment / current social circumstances / evidence that clients are able to function in a group setting

Service address: Haringey Therapeutic Network
Canning Crescent Mental Health Centre
276 – 292 High Road
Wood Green
London N22 8JT

Tel: 020 8829 1000 ext 1240

Fax: 020 8829 1005

Opening hours: 9.00am - 5.00pm

Disabled access: Yes

Six8four Centre

Service for: People with mental health needs

Description of service: The day service provides a social environment for people with severe and enduring mental health problems. It helps service users to identify and develop skills, promote self-confidence, self-esteem and life skills. It assists in creating pathways to training, college links, friendships, and networking with other agencies. Service users can enjoy a wide range of social and educational activities run in conjunction with the Clarendon Centre, including a café project and computer club. Six8four Centre also offers a women-only day service.

Who may refer: Care coordinator

Referral method: Referral form

Information required for referral: See referral form / interpreting needs

Service address: Six8four Centre
684 High Road (Argyle Passage)
Tottenham
London N17 OAE

Tel: 020 8489 8950

Fax: 020 8489 8951

Opening hours: 9.15am - 4.15pm

Disabled access: Disabled access to the ground floor

For further information about this service contact: The Manager, Six8four Centre

Older People - Assessments

Assessment and Care Management

Service for: Older people

Description of service: This service assesses the personal care needs of older people and the support needs of their carers. Each assessment is carried out by a care manager in consultation with the service user. Following the assessment, and within agreed eligibility criteria known as Fair Access to Care Services, the service may provide support ranging from help within the user's home, such as assistance with personal care tasks, to residential or nursing care for people with more complex needs. This includes ensuring a safe and sustainable discharge from hospital. All service users have their services reviewed at least annually.

Who may refer: Anyone

Referral method: Telephone / letter / fax / email / in person

Information required for referral: Name / address / date of birth / reason for referral / medical and social care needs / details of person's physical and mental health needs / communication needs

Service address: Assessment and Care Management for Older People
40 Cumberland Road
Wood Green
London N22 7SG

Tel: 020 8489 1400

Fax: 020 8489 1993

Email: over65@haringey.gov.uk

Opening hours: Monday to Friday 9.00am - 5.00pm (by appointment only)

Disabled access: Yes

Older People – Day Centres

Grange Day Centre

Service for: Older people

Description of service: The centre is specifically for older people with varying dementias from moderate to severe and/or with challenging behaviour who are still living at home. The centre provides social, intellectual and physical stimulation to aid well-being, promoting and maintaining living skills. Door-to-door escort and transport services are provided, as well as a hot two-course midday meal with regular light refreshments throughout the day and one-to-one or group support for carers. The day centre also provides a weekend service for the purposes of carer respite.

Who may refer: Care managers

Referral method: Referral form

Information required for referral: See referral form / interpreting needs

Service address: Grange Day Centre
32-34A White Hart Lane
Tottenham
London N17 8DP

Tel: 020 8389 4818

Fax: 020 8489 4833

Opening hours: Monday to Friday 8.30am - 5.15pm
Saturday and Sunday Drop-in Service 9.00am - 3.00pm

Disabled access: Yes

Additional information: Day care services are also provided to older people through a number of independent sector service providers. These are contracted by the council and many provide culturally specific day care services.

Haven Day Centre

Service for: Older people

Description of service: A day care facility for older people who are socially isolated and/or have some degree of physical disability or sensory impairment. The centre focuses on activities and an extensive programme is provided which is tailored to individual requirements and abilities. Outreach work is available to make sure users receive the best possible service. The Haven Day Centre also offers respite for carers.

Who may refer: Care managers

Referral method: Referral form

Information required for referral: See referral form / interpreting needs

Service address: Haven Day Centre
20A Waltheof Gardens
Tottenham
London N17 7DX

Tel: 020 8885 5199

Fax: 020 8801 2738

Opening hours: Monday to Friday 8.30am - 5.00pm

Disabled access: Yes

Additional information: Day care services are also provided to older people through a number of independent sector service providers. These are contracted by the council and many provide culturally specific day care services.

Woodside Day Centre

Service for: Older people

Description of service: A day centre for older people with mental health problems including dementia. A service is also offered to younger people who have early onset dementia. A comprehensive programme of activities designed around the personality, interest and ability of each service user. All individual or group activities are creative, rehabilitative and supportive to enable people to remain in their own homes. Groups include relaxation, gardening, art, pottery, jewellery, general crafts, cooking, health awareness and support.

Who may refer: Care managers / assessment and care management team

Referral method: Via assessment and care management service / Commissioning Panel

Information required for referral: See information pack (obtainable from the centre) / interpreting needs

Service address: Woodside Day Centre
57 White Hart Lane
Wood Green
London N22 5SJ

Tel: 020 8888 5245

Fax: 020 8881 9296

Email: Woodside.DayCentre@haringey.gov.uk

Opening hours: Monday to Friday 9.00am - 4.00pm

Disabled access: Yes

Additional information: Day care services are also provided to older people through drop-in centres as well as a number of independent sector service providers that are contracted by the council, many providing culturally specific day care services. Information leaflets regarding drop-in centres in community languages are available from Woodside Day Centre.

For further information about this service contact: Manager, Woodside Day Centre

Older People – Drop-In Centres

Abyssinia Court Drop-In Centre

Service for: Older people

Description of service: Drop-in centres are open to all older people living in Haringey. Users can have a drink, meal, meet friends and join in the activities. Each centre offers groups and outings to suit everyone, ranging from arts, crafts, dancing, keep fit to bingo, advice and support, visiting health professionals, with some centres offering a specialist foot care service.

Who may refer: Self-referral / social or health care professionals / care managers

Referral method: Self assessment – via telephone / letter / walk-in

Information required for referral: Name / address / date of birth / telephone / interpreting needs

Service address: Abyssinia Court
Drop-In Centre
Weston Park
London N8 9PL

Tel / Fax: 020 8341 4591

Opening hours: Monday to Friday 10.00am - 4.00pm

Disabled access: Yes

For further information about this service contact: Manager, Older People's Drop-In Centres, 57 White Hart Lane, Wood Green, London N22 5SJ

Tel: 020 8888 5245 **Fax:** 020 8881 9296

Email: Woodside.DayCentre@haringey.gov.uk

The Irish Centre Drop-In Centre

Service for: Older people

Description of service: Drop-in centres are open to all older people living in Haringey. Users can have a drink, meal, meet friends and join in the activities. Each centre offers groups and outings to suit everyone, ranging from arts, crafts, dancing, keep fit to bingo, advice and support, visiting health professionals, with some centres offering a specialist foot care service.

Who may refer: Self-referral / social or health care professionals / care managers

Referral method: Self assessment – via telephone / letter / walk-in

Information required for referral: Name / address / date of birth / telephone / interpreting needs

Service address: The Drop-In Centre
The Irish Centre
Pretoria Road
London N17 8DX

Tel / Fax: 020 8801 6398

Opening hours: Monday to Friday 10.00am - 4.00pm

Disabled access: Yes

For further information about this service contact: Manager, Older People's Drop-In Centres, 57 White Hart Lane, Wood Green, London N22 5SJ

Tel: 020 8888 5245 **Fax:** 020 8881 9296

Email: Woodside.DayCentre@haringey.gov.uk

Willoughby Road Drop-In Centre

Service for: Older people

Description of service: Drop-in centres are open to all older people living in Haringey. Users can have a drink, meal, meet friends and join in the activities. Each centre offers groups and outings to suit everyone, ranging from arts, crafts, dancing, keep fit to bingo, advice and support, visiting health professionals, with some centres offering a specialist foot care service.

Who may refer: Self-referral / social or health care professionals / care managers

Referral method: Self assessment – via telephone / letter / walk-in

Information required for referral: Name / address / date of birth / telephone / interpreting needs

Service address: Willoughby Road
Drop-In Centre
14a Willoughby Road
London N8 OHR

Tel / Fax: 020 8340 2277

Opening hours: Monday to Friday 10.00am - 4.00pm

Disabled access: Yes

For further information about this service contact: Manager, Older People's Drop-In Centres, 57 White Hart Lane, Wood Green, London N22 5SJ

Tel: 020 8888 5245 **Fax:** 020 8881 9296

Email: Woodside.DayCentre@haringey.gov.uk

Woodside House Drop-In Centre

Service for: Older people

Description of service: Drop-in centres are open to all older people living in Haringey. Users can have a drink, meal, meet friends and join in the activities. Each centre offers groups and outings to suit everyone, ranging from arts, crafts, dancing, keep fit to bingo, advice and support, visiting health professionals, with some centres offering a specialist foot care service.

Who may refer: Self-referral / social or health care professionals / care managers

Referral method: Self assessment – via telephone / letter / walk-in

Information required for referral: Name / address / date of birth / telephone / interpreting needs

Service address: Woodside House
Drop-In Centre
294 High Road
London N22 8YX

Tel / Fax: 020 8489 2309

Opening hours: Monday to Friday 10.00am - 4.00pm

Disabled access: Yes

For further information about this service contact: Manager, Older People's Drop-In Centres, 57 White Hart Lane, Wood Green, London N22 5SJ

Tel: 020 8888 5245 **Fax:** 020 8881 9296

Email: Woodside.DayCentre@haringey.gov.uk

Older People – Help in the Home

Haringey Home Care Service

Service for: All

Description of service: Through the Rapid Response Team, the service provides assessment and home care support within 24 hours, preventing hospital admission or facilitating speedy discharge. Home care offers short-term enabling and rehabilitative support and long-term specialist services, providing palliative and continuing care and support for people with mental health problems or dementia, and a night service.

Who may refer: Integrated care team / hospital discharge co-ordinators / care managers / family doctors / district nurses / supported housing scheme managers

Referral method: Telephone / letter / referral form

Information required for referral: Name / address / date of birth / ethnicity / next of kin contact details / family doctor details / reason for referral / diagnosis / interpreting needs

Service address: The Grange
32-34A White Hart Lane
Tottenham
London N17 8DP

Tel: 020 8489 4800

Fax: 020 8489 4840

Email: home.care@haringey.gov.uk

Opening hours: Monday to Friday 8.00am - 5.00pm

Disabled access: No

Additional information: Home care services are also provided to older people by a number of independent sector service providers. These are contracted by the Council and normally provide home care services to users on a long-term basis. Access to this service is via assessment and care management service / commissioning panel.

Intermediate Care Team

Service for: Older people

Description of service: The team provides services for people aged 50 and over, offering support following hospital discharge or to prevent unnecessary hospital admission. Services include:

- short-term rehabilitation at home through physiotherapy and occupational therapy, either to support hospital discharge, or to prevent unnecessary hospital admission
- care management for people being discharged from hospital who need a package of care in their own home, or placement in a residential or nursing home.

Who may refer: Rehabilitation schemes (anyone may refer) / care management (referrals must come directly from the hospital)

Referral method: Referral form

Information required for referral: See referral form and eligibility criteria / interpreting needs

Service address: Integrated Care Team
Stuart Crescent Health Centre
8 Stuart Crescent
Wood Green
London N22 5NJ

Tel: 020 8889 1059

Fax: 020 8889 5162

Opening hours: Monday to Friday 9.00am - 5.00pm

Disabled access: No

Meals on Wheels

Service for: All

Description of service: The service delivers a daily meal to people in their own home seven days a week all year round between 12.00noon and 2.00pm. The current charge for the two-course meal is £2.55 per day, from the 21 April 2008 this will rise to £3 per day. Clients can choose to make up their own individual menus from a selection of over 40 meals and 35 desserts, subject to dietary suitability. As well as the standard UK European menu the service offers Afro Caribbean, Asian and Kosher meals. The meals on wheels service is further being developed to offer a frozen meals service to help people to stay independent.

Who may refer: Anyone

Referral method: Via assessment and care management service

Information required for referral: Name / address / date of birth / family doctor / next of kin contact details / special dietary needs / meals payment method details, for example, cheque, meals on wheels voucher, family member / access and keyholder details

Service address: Assessment and Care Management for Older People
40 Cumberland Road
Wood Green
London N22 7SG

Tel: 020 8489 1400
Fax: 020 8489 5977
Email: over65@haringey.gov.uk

Opening hours: Monday to Friday 9.00am - 5.00pm
Visitors to 40 Cumberland Road will be received by appointment only

Disabled access: Yes

Additional information: This service is also available to people to privately purchase meals via the Council's Provider (Sodexo). For more information and meal costs please call Sodexo on 020 8365 5415. Information is also available on the Council's website:

http://www.haringey.gov.uk/sodexo/leaflet_for_private_clients.pdf

For further information about this service contact: Catering Contracts Manager, 40 Cumberland Road, London N22 7SG

Tel: 020 8489 3997 **Fax:** 020 8489 1955

Safe and Sound Community Alarm

Service for: All

Description of service: The service provides alarms to vulnerable people and offers help to those who may need assistance at very short notice. The alarm, in the user's home, is attached to the telephone and activated by a pendant worn by the service user. Staff will summon any help which is necessary, including the emergency services and relatives.

Who may refer: Anyone

Referral method: Telephone / letter / application forms are available on request

Information required for referral: Name / address / telephone / referral details / details of any disabilities / access details or key holder details / interpreting needs

Service address: Safe and Sound Community Alarm Service
Woodside House
294 High Road
Wood Green
London N22 8YX

Tel: 020 8489 2365

Fax: 020 8489 2393

Opening hours: 24 hours

Disabled access: Yes

Additional information: This service is predominantly for older people

60+ in Haringey

Service for: Older people

Description of service: This service is free to men and women aged 60 and over. It offers support, advice and practical help to enable them to remain in their own homes. Support workers can help with benefits claims, making friendships, finding leisure activities, establishing contact with local people, getting a family doctor and other local services, guiding people to live on their own without needing support. Although the service will represent and speak on behalf of individuals, its aim is to build self-confidence and ultimately enable individuals to manage their own lives without support. The service visits people in their own homes and also supports older people awaiting discharge from hospital, sorting out practical things to enable a smooth transition from hospital to home. If English is not your first language, the service can provide a support worker who can speak other languages.

Who may refer: Self-referral

Referral method: Telephone / letter

Information required for referral: Name / address / telephone / date of birth / reason for request / interpreting needs

Service address: 60+ in Haringey
Block 27F, Units 3/4/5/6
N17 Studios
784-788 High Road
Tottenham
London N17 0DA

Tel: 080 0652 6100

Opening hours: Everyday 9.00am - 9.00pm

Disabled access: n/a

Additional information: Funded by Supporting People, the service is run jointly by Hornsey Housing Trust and Nova Overtures.

For further information about this service contact: Supporting People Team

Tel: 020 8489 3316 **Fax:** 020 8489 3303

Email: supporting.people@haringey.gov.uk

Older People – Nursing Home

Osborne Grove Nursing Home

Service for: Adults over 55 years old with nursing care needs.

Description of service: Osborne Grove Nursing Home provides nursing care for men and women over the age of 55 years. The home adopts a holistic approach to care and strives to ensure that service user's quality of life is maintained. The care provided is person centred and follows the principles of independence, dignity, wellbeing and choice.

Who may refer: Individual, family members and professionals.

Referral method: Through adult services assessment and care management team, tel: 020 8489 1400

Information required for referral: Full social work assessment

Service address: Osborne Grove Nursing Home
16-20 Upper Tollington Park
London N4 3EL

Home Manager: Sybil McKenley

Tel: 020 72720118

Fax: 020 72812496

Email: over65@haringey.gov.uk

Opening hours: 24 hours

Disabled access: Yes

Older People – Residential Care

Broadwater Lodge Residential Care Home

Service for: Older people

Description of service: Providing residential care for older people. Broadwater Lodge meets personal, social and leisure needs. The home has 45 beds for older people with dementia / mental health needs, including an eight-bedded Caribbean unit.

Who may refer: Individual, family members and professionals.

Referral method: Through adult services assessment and care management team, tel: 020 8489 1400

Information required for referral: Full social work assessment

Service address: Broadwater Lodge Residential Care Home
Higham Road
Tottenham
London N17 6NN

Home Manager: Sylvia Beaumont

Tel: 020 8808 6070

Fax: 020 8493 0066

Email: over65@haringey.gov.uk

Opening hours: 24 hours

Disabled access: Yes

Cranwood Residential Care Home

Service for: Older people including dementia.

Description of service: Cranwood, a 33-bed residential home, provides care and support for older people who are physically and mentally frail who may also have dementia. The home provides a safe, homely environment in which every effort is made to enable residents to feel socially valued by recognising their individual abilities, preferences and needs. Cranwood meets personal, social and leisure needs.

Who may refer: Individual, family members and professionals.

Referral method: Through adult services assessment and care management team, tel: 020 8489 1400

Information required for referral: Full social work assessment

Service address: Cranwood Residential Care Home
100 Woodside Avenue
Muswell Hill
London N10 3JA

Home Manager: Cheryle Brandon

Tel: 020 8883 0563

Fax: 020 8442 0075

Email: over65@haringey.gov.uk

Opening hours: 24 hours

Disabled access: Yes

Red House Residential Care Home

Service for: Older people

Description of service: The Red House has 35 beds and offers residential care to older people who may also have dementia, we aim to provide a safe and homely environment in which every effort is made to enable service users to feel socially valued by recognising individual ability, preference and need.

Who may refer: Individual, family members and professionals.

Referral method: Through adult services assessment and care management team, tel: 020 8489 1400

Information required for referral: Full social work assessment

Service address: The Red House
423 West Green Road
Tottenham
London N15 3PJ

Home Manager: Joy Ohiri

Tel: 020 8889 0097

Fax: 020 8888 0311

Email: over65@haringey.gov.uk

Opening hours: 24 hours

Disabled access: Yes

Older People – Supported Housing

Supported Housing

Service for: Older people

Description of service: The service is managed jointly by housing and social services and offers self-contained specialist accommodation for older people over 50 who are assessed as needing both housing and support. Properties are mainly one-bedroom flats with some bungalows, two-bedroom flats and studio flats, centrally heated with emergency alarm and most with secured entryphone systems. Each scheme has a dedicated scheme support manager and scheme support assistant to assist and advise tenants, to promote safe, independent living and to monitor the well-being of service users. A list of supporting housing scheme addresses can be provided on request.

Who may refer: Self-referral / relative / friend / social workers / housing / family doctors / health visitors / community centres / day centres / nominations from other councils

Referral method: Telephone / letter / fax / email

Information required for referral: See referral form / interpreting needs

Service address: Supported Housing Assessments
40 Cumberland Road
Wood Green
London N22 7SG

Tel: 020 8489 2367

Fax: 020 8489 2393

Email: supportedhousing.olderpeople@haringey.gov.uk

Opening hours: Monday to Friday 8.45am - 5.00pm

Visitors to 40 Cumberland Road will be received by appointment only

Disabled access: Most supported housing schemes have disabled access throughout. Assessments are undertaken during home visits.

Additional information: The service may exclude homeowners with access to sufficient equity to purchase more suitable accommodation. The service does not provide emergency accommodation. Homeless persons should contact the Prevention & Options Team, Apex House, 820 Seven Sisters Road, Tottenham N15 5PQ, telephone 020 8489 4309.

Physical Disabilities - Adaptations

Adaptations Service

Service for: People with a physical disability or sensory impairment

Description of service: The service helps people who have difficulty moving around at home or outside, for example:

- getting in and out of the front door, or from room to room
- getting in and out of bed
- getting on or off the toilet
- going up and down stairs

by assessing people's ability to carry out everyday activities as well as offering advice about alternative ways of doing things independently. They may recommend equipment or adaptations that will help mobility and minimise any risk of injury. This enables people to stay independent in their own homes for longer.

Who may refer: Self-referral / carers or concerned others / health care professionals / housing staff

Referral method: Referral form / telephone

Information required for referral: Name/ address / telephone / date of birth / family doctor details / medical diagnosis / housing tenure/ presenting problems / interpreting needs

Service address: Occupational Therapy Services
Unit 5, St George's Estate
White Hart Lane
Wood Green
London N22 5QL

Tel: 020 8489 1603

Fax: 020 8489 1630

Email: occupational.therapy@haringey.gov.uk

Opening hours: Monday to Friday 8.45am - 5.00pm

Disabled access: Yes

Haringey Integrated Community Equipment Store (HICES)

Services for: All

Description of service: HICES offers a variety of equipment designed to help people carry out everyday tasks. Equipment is provided on a loan basis and is free of charge. A member of our staff will prescribe what is required following an assessment. If equipment develops a fault or needs repair, HICES will provide assistance and advice.

Who may refer: Self-referral / concerned others both personal and professional. Referrals for equipment must be made to the Adaptations Service in the first instance.

Referral method: Telephone / referral form/fax

Information required for referral: Name / address / telephone / date of birth / family doctor details / medical diagnosis / housing tenure/ presenting problems / interpreting needs

Service address: Haringey Integrated Community Equipment Store
Unit 5, St George's Estate
White Hart Lane
Wood Green
London N22 5QL

Tel: 020 8489 1644

Fax: 020 8489 1630

Occupational Therapy Drop-In Centre

Service for: People with a physical disability or sensory impairment

Description of service: Our Occupational Therapy Drop-in Centre offers assessments for those whose independence can be maintained with equipment and rails as well as an occupational therapy advice and information service. Contact Occupational Therapy Services to make an appointment.

This service is suitable for people who are physically able to travel to the centre.

Who may refer: Self-referral / carers or concerned others/ health care professionals / housing staff

Referral method: Referral form / telephone

Information required for referral: Name/ address / telephone / date of birth / family doctor details / medical diagnosis / housing tenure/ presenting problems / interpreting needs

Service address: Occupational Therapy Drop-In Centre
Winkfield Resource Centre
33 Winkfield Road
Wood Green
London N22 5RP

Tel: 020 8489 1603

Fax: 020 8489 1630

Minicom: 020 8489 1639

Email: occupational.therapy@haringey.gov.uk

Opening hours: Monday and Wednesday. An appointment will be arranged for you.

Disabled access: Yes

Physical Disabilities - Assessments

Physical Disabilities Assessments

Service for: People with a physical disability

Description of service: The team provides an assessment of needs that will determine the level of service and support the user requires. Service users may require assistance with daily living tasks, advice and information to remain in their own home and the community.

Who may refer: Anyone

Referral method: Telephone / letter / self assessment form

Information required for referral: Name/ address / telephone / date of birth / family doctor details / medical diagnosis / presenting problems / interpreting needs

Service address: Physical Disabilities Team
40 Cumberland Road
Wood Green
London N22 7SG

Tel: 020 8489 3092

Fax: 020 8489 3032

Email: physdisduty@haringey.gov.uk

Opening hours: Monday to Friday 8.45am - 5.00pm
Visitors to 40 Cumberland Road will be received by appointment only

Disabled access: Yes

Physical Disabilities – Support Services

Physical Disabilities Floating Support Service

Service for: People with a physical disability, sensory impairment or HIV/AIDS

Description of service: This service offers short term (up to a maximum of two years) housing related support to vulnerable people with physical disabilities, sensory impairment and HIV/AIDS in their own homes, to enable people to sustain their tenancies and maintain independent, safe and stable lives in the community.

Who may refer: Physical disabilities teams in adults' and children's services

Referral method: Referral form

Information required for referral: Referral form / interpreting needs

Service address: Floating Support Team
40 Cumberland Road
Wood Green
London N22 7SG

Telephone: 020 8489 3456
Fax: 020 8829 3032
Minicom: 0208 365 7935
Email: floatingsupport@haringey.gov.uk
Mobile/SMS: 07967 336 165

Opening hours: Monday to Friday 9.00am - 5.00pm
Visitors to 40 Cumberland Road will be received by appointment only

Disabled access: Yes

Additional information: This service is only available to Haringey residents

Winkfield Resource Centre

Service for: People with a physical disability or sensory impairment

Description of service: The Winkfield Resource Centre offers a range of services and facilities to support and enable Haringey residents with disabilities and/or sensory impairment to manage their disability, maintain their independence and achieve control of their lives. In addition, the Centre is available for hire at evenings and weekends to a variety of voluntary organisations working with vulnerable people and minority/community-based projects. Services offered within the centre include:

- Day Centre
- Carers Centre
- Deaf Service and Job Club
- Disability benefits advisor
- Haringey Phoenix Group
- HIV Drop-In
- Occupational Therapy Drop-In Centre
- Physical Disabilities Floating Support Service
- Sensory Impairment Service

Service address: Winkfield Resource Centre
33 Winkfield Road
Wood Green
London N22 5RP

Tel: 020 8489 8200
Fax: 020 8489 8230
Minicom: 020 8365 7935
Email: winkfield@haringey.gov.uk

Opening hours: Monday to Friday 9.00am - 5.00pm

Disabled access: Yes

Additional information: This service has a loop system for people with hearing impairments

Sensory Impairment – Blind and Partially Sighted Services

Haringey Phoenix Group

Service for: People with partial sight or blindness

Description of service: The Haringey Phoenix Group provides activities, services and information for partially sighted and blind people in the borough. Service users are kept in touch with local events through tapes of the weekly talking newspaper.

Who may refer: Anyone

Referral method: Telephone / letter / in person

Information required for referral: Name / address / telephone / ethnicity / interpreting needs

Service address: Haringey Phoenix Group
Winkfield Resource Centre
33 Winkfield Road
Wood Green
London N22 5RP

Tel: 020 8889 7070

Fax: 020 8881 7235

Email: haringeyphoenixgroup@yahoo.co.uk

Opening hours: Monday to Friday 9.00am - 5.00pm

Disabled access: Yes

Additional information: This service has a loop system for people with a hearing impairment

For further information about this service contact: Manager, Haringey Phoenix Group, Winkfield Resource Centre

Sensory Impairment Service

Service for: People who are blind or partially sighted and/or deaf or hard of hearing

Description of service: This service offers assessment of rehabilitation needs, provision of equipment and rehabilitation training including mobility, daily living skills and communication skills. The team also carries out assessments and provides equipment to the deaf and hard of hearing, allowing them to maintain their independence.

Who may refer: Self-referral / professionals working with sensory impaired people

Referral method: Letter of vision impairment (LVI): optometrist identification of person with significant sight problems / referral of vision impairment patient (RVI): hospital eye service referral of vision impairment for social needs assessment / certification of vision impairment (CVI): certificate of person as sight impaired/partially sighted or as severely sight impaired/blind/referral form/telephone

Information required for referral: Referral form / interpreting needs

Service address: Sensory Impairment Team
Winkfield Resource Centre
33 Winkfield Road
Wood Green
London N22 5RP

Tel: 020 8489 8201
Fax: 020 8829 9035
Minicom: 020 8365 7935
Email: Sensory.Impairment@haringey.gov.uk

Opening hours: Monday to Friday 9.00am - 5.00pm

Disabled access: Yes with loop system

Additional information: This service is only available to Haringey residents

Sensory Impairment – Deaf and Hard of Hearing Services

Deaf and Hard of Hearing Floating Support Service

Service for: People who are deaf or hard of hearing

Description of service: This service offers short term (up to a maximum of two years) housing related support to vulnerable people in their own homes who are deaf and hard of hearing to enable them to sustain their tenancies and maintain independent, safe and stable lives in the community.

Who may refer: Self-referrals via the Deaf Drop-in Service / other professionals

Referral method: Deaf Drop-in service / referral form

Information required for referral: Referral form / interpreting needs

Service address:	Floating Support Team 40 Cumberland Road Wood Green London N22 7SG	Deaf Drop-In Service Winkfield Resource Centre 33 Winkfield Road London N22 5RP
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Telephone:	020 8489 3456	020 8489 2592 18002 020 8889 1239
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Fax:	020 8829 3032	020 8829 3032
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Minicom:	020 8365 7935	020 8365 7935
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Email:	floatingsupport@haringey.gov.uk deaf.service@haringey.gov.uk	
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Mobile/SMS:	07967 336 165	07814 462 159 07980 316 714
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Opening hours:	Monday to Friday 9.00am - 5.00pm	Tuesday 12.30pm - 3.30pm Thursday 9.30am - 12.30pm
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Disabled access: Yes

Additional information: This service is only available to Haringey residents.

Visitors to 40 Cumberland Road will be received by appointment only.

Deaf Drop-in Service

Service for: People who are deaf or hard of hearing

Description of Service: This service is managed by the Deaf and Hard of Hearing Floating Support Service, and is a one to one confidential support and advice service for adults who are deaf or have a hearing impairment and live in Haringey. Deaf service workers use British Sign Language and Sign Supported English and are able to help or advise with a variety of problems or issues. We can also offer appointments outside of drop-in times if required.

Who may refer: Self-referral

Referral method: Deaf Drop-in service

Information required for referral: Referral form / interpreting needs

Service address: Haringey Deaf Drop-In Service
Winkfield Resource Centre
33 Winkfield Road
Wood Green
London N22 5RP

Telephone: 020 8489 2592 / 18002 020 8889 1239

Fax: 020 8829 3032

Minicom: 020 8365 7935

Email: deaf.service@haringey.gov.uk

Mobile/SMS: 07814 462 159 / 07980 316 714

Opening hours: Tuesday 12.30pm - 3.30pm
Thursday 9.30am - 12.30pm

Disabled access: Yes with loop system

Additional information: This service is only available to Haringey residents

Deaf Job Club

Service for: People who are deaf or hard of hearing

Description of service: Based at Winkfield Resource Centre as part of a successful partnership between social services and the Renate Campbell Trust, the Deaf Job Club offers specialist support to help deaf and hard of hearing people to find employment. The club assists with CV preparation and utilises specialist computer software, expert advice and internet search tools to find suitable work for the deaf and hard of hearing, supporting clients after they have gained employment.

Who may refer: Anyone

Referral method: In person / letter / fax / email / SMS / minicom

Information required for referral: Name / address / date of birth / details of hearing impairment / proof of residence in Haringey

Service address: Haringey Deaf Job Club
Winkfield Resource Centre
33 Winkfield Road
London N22 5RP

Minicom/voice: 020 8889 6076
Tel: 020 8826 9966
Fax: 020 8829 9035
Mobile: 07983 281 944 (SMS only)
Email: rctdeafjobclub@btinternet.com

Opening hours: Friday 10.00am – 4.00pm

Disabled access: Yes

Sensory Impairment Service

Service for: People who are blind or partially sighted and/or deaf or hard of hearing

Description of service: This service offers assessment of rehabilitation needs, provision of equipment and rehabilitation training including mobility, daily living skills and communication skills. The team also carries out assessments and provides equipment to the deaf and hard of hearing, allowing them to maintain their independence.

Who may refer: Self-referral / professionals working with sensory impaired people

Referral method: Letter of vision impairment (LVI): optometrist identification of person with significant sight problems / referral of vision impairment patient (RVI): hospital eye service referral of vision impairment for social needs assessment / certification of vision impairment (CVI): certificate of person as sight impaired/partially sighted or as severely sight impaired / blind / referral form / telephone

Information required for referral: Referral form / interpreting needs

Service address: Sensory Impairment Team
Winkfield Resource Centre
33 Winkfield Road
Wood Green
London N22 5RP

Tel: 020 8489 8201
Fax: 020 8829 9035
Minicom: 020 8365 7935
Email: Sensory.Impairment@haringey.gov.uk

Opening hours: Monday to Friday 9.00am - 5.00pm

Disabled access: Yes with loop system

Additional information: This service is only available to Haringey residents

Substance Misusers

Drugs Advisory Service Haringey (DASH)

Service for: All

Description of service: A confidential service offering counselling, support, advice and information to drug users, their partners, families and friends.

DASH operates on two separate sites in the Borough. The Drop-In service in Wood Green provides and a telephone helpline, needle exchange, alternative therapies, legal advice, key working, cannabis and crack workshops, and Community Care Assessments for abstinence-based treatment.

It operates two types of drop-in; the General Drop-In which is staffed by male and female workers and the Women's Drop-In, which is staffed by female only workers and offers crèche facilities and a beautician.

The Prescribing Service at St Ann's Hospital provides substitute prescribing for heroin, benzodiazepine and (some) amphetamine users.

Who may refer: Substance users and their significant others

Referral method: Present in person to either the Drop-In or Prescribing Site

Information required for referral: Proof of identity and proof of GP/residence in Haringey. This information is only required if clients require structured support, however, service users can attend for needle exchange, information and advice without giving details.

Service address: Drugs Advisory Service Haringey
4th Floor, Alexandra Court
122-124 High Road
Wood Green
London N22 6HE

Tel: 020 8489 4011

Fax: 020 8375 3340

Opening hours: Monday to Friday 9.00am - 5.00pm

Late Drop-In: Wednesday 4.00pm – 7.30pm

Women's Drop-in: Thursday 1.00pm - 3.00pm

Weekend Drop-In: Saturday 10.30am - 3.45pm

Disabled access: Yes (lift and disabled toilet facilities available)

Additional information: This service is only available to Haringey residents.

Prescribing service address:

Drugs Advisory Service Haringey
H Block
St Ann's Hospital
St Ann's Road
London N15 3TH

Tel: 020 8442 6497 / 6498

Fax: 020 8442 6633

Opening hours: Monday to Friday 9.00am – 4.30pm

Late Clinic: Wednesday 4.30pm – 7.30pm

Disabled access: No (two flights of external stairs to the building)

Additional information: This service is only available to Haringey residents

Haringey Advisory Group on Alcohol (HAGA)

Services for: All

Description of service: HAGA offers a range of community and residential services for problem drinkers and their families. The service offers confidential advice, information and ongoing support to help reduce the negative effects of alcohol misuse on individuals and the community.

Who may refer: Self-referral / concerned others both personal and professional

Referral method: Phone / letter / personal call

Information required for referral:

Service address: Haringey Advisory Group on Alcohol
590 Seven Sisters Road
London N15 6HR

Tel: 020 8800 6999
Fax: 020 8802 0081
Email: admin@haga.co.uk
Website: www.haga.co.uk

Opening hours: Monday / Wednesday / Friday 9.30am - 5.30pm
Tuesday / Thursday 9.30am - 8.00pm
Saturday 10.00am - 4.00pm

Disabled access: Ground floor disabled access at the day centre. Visits arranged in suitable venues when appropriate.

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