



Better Care, Higher Standards Charter

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

2007-2009

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

Better Care, Higher Standards Charter

This charter is for people aged 18 and over with long-term care needs and their carers. This includes people with:

- addiction to drugs or other chemical substances, including alcohol
- learning disabilities
- life-limiting illnesses or HIV positive (or both)
- mental health issues
- physical disabilities or a sensory impairment
- physical or mental frailty.

This Charter is available on request in community languages, Braille, on tape, in large print and in a format accessible to people with learning disabilities.

If you would like a copy of this booklet in another language, please contact:

Haringey Council
Translation and Interpreting Services
FREEPOST LON 18649
London Borough of Haringey N22 8BR
Telephone: 020 8489 2904

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

Contents

Better Care, Higher Standards Charter 2007-2009	4
Our commitment to you.....	5
Making sure your needs are met	6
Finding out if you are entitled to community care services	7
Understanding and responding to your long-term care needs	13
Helping you to stay independent.....	18
Finding a suitable place to live	35
Helping carers to care	39
Getting the right health care	46
Where to get information about services.....	49
Finding out information we have about you	53
Helping us to help you.....	55
What to do if things go wrong	57
How to contact us	62
Glossary.....	69
Telling us what you think	73

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

Better Care, Higher Standards Charter 2007-2009

This updated Charter sets out the service standards you can expect to receive from Haringey Council's housing and adult social care services and Haringey Teaching Primary Care Trust in 2007-2009. It includes information about entitlement to services and how they might be provided as well as contacts for further information.

Each service has a Charter Champion who is responsible for making sure that this Charter is useful and that the standards are monitored. Their names are included on page 5.

We will check how the Charter is working throughout the year and update it regularly. We want to hear from you, to make sure the Charter meets your needs, so please tell us what you think about it, either by completing the tear-off form at the end of this Charter or by contacting one of the Charter Champions.

We will ensure that information about services is available in public places such as libraries, council offices, leisure and sport centres, GP surgeries, hospitals, local clinics and health centres, housing associations, voluntary and community organisations, and websites.

We have produced a series of annual reports, one for each of our adult social care services, to let you know how we performed last year which are available from our website at www.haringey.gov.uk/social_care_and_health or from the Adult Services Charter Champion. Further copies of this Charter and information about services are also available from this site as well as from www.haringey.nhs.uk

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

Our commitment to you

We want to work with you to provide the best services with the money available.

We will:

- treat you with courtesy, honesty and respect
- help you to maintain your independence as far as possible
- work together with you to assess, plan and arrange the services you need
- involve you in decisions and give you information to help you make informed choices
- work with you to provide the services you need
- help you to give us your views through advocacy and representative organisations or services
- improve services by ensuring our staff and contractors meet the required standards
- treat you fairly on the basis of need alone and not discriminate against you on any other grounds. This means fair and equal access for all to health, housing and social care services
- make sure you are able to complain if you are unhappy with the services you receive
- ensure that you are able to see your health, housing and social care records on request.

Charter Champions

Adult Social Care

Lisa Redfern
Assistant Director
Adult Services
Haringey Council

Housing

Phil Harris
Assistant Director
Strategic and
Community Housing
Services
Haringey Council

Health

Helen Brown
Director of Strategic
Commissioning
Haringey Teaching
Primary Care Trust

Making sure your needs are met

You seek information/request a service/are referred to health, housing or social care services

We find out more about your situation and discuss with you and your carers what information or help you need

We will let you know what information or help is available

If you are eligible for our services we will arrange the help available to meet your needs

If we are providing a service we will keep in touch with you to see how well these services are meeting your needs and what changes might be required to help you

Finding out if you are entitled to social care services

The eligibility criteria for social care services tell you if you are entitled to services from Haringey Council.

Our aim is to make sure that you are safe and that your social care needs are properly met, whilst helping you to be as independent as possible. We will take into account your situation and needs, including your strengths and abilities, carer and support networks, as well as your financial resources. If you have any questions about these criteria, please contact your social worker, care co-ordinator or care manager.

We provide services to people who are most in need through incapacity and/or vulnerability. Some people who experience a limited degree of disability or have support from their family or friends may **not** be eligible for a service. Needs are grouped as critical, substantial, moderate or low. If your needs are **critical or substantial**, we will make sure that you are provided with a service to meet them. At the time of your assessment, we will explain this to you in more detail.

The eligibility criteria for social care services are described below. In addition to these criteria, the mental health service and the learning disabilities service will complete a more detailed assessment to help us understand your requirements. To find out if you are entitled to these services, ask your social worker, care co-ordinator or care manager or contact these services direct (see contact details on page 62).

Finding out if you are entitled to social care services

You are entitled to receive a social care service under the Community Care Act if:

- you are ordinarily resident in Haringey

and

- you are 18 years or over

and

you have one or more of the following:

- addiction to drugs or other chemical substances, including alcohol
- learning disability
- life-limiting illness or HIV positive (or both)
- mental health issues
- physical disability or a sensory impairment
- physical or mental frailty

and

- your needs are assessed as either **critical or substantial**.

If you feel your needs have not been met, contact the person who assessed you who will arrange for your needs to be looked at again.

Carers can ask for an assessment in their own right and, where needed, have services provided directly to them. For full details of carers assessments, see page 39.

Finding out if you are entitled to social care services

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 page 26).

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. Some of these are outlined on pages 18-22. Alternatively, visit Haringey's website at: www.haringey.gov.uk

Finding out if you are entitled to social care services

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

A list of adult social care services can be found in the Adult Social Care Directory at:

www.haringey.gov.uk/index/social_care_and_health.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.

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

Finding out if you are entitled to social care services

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

For people with learning disabilities:

Haringey Mencap Advocacy Service

Telephone: 020 8365 0251

Address: **The Bell Brewery, 676 Tottenham High Road, London N17 0AE**

For older people:

Age Concern

See entry on page 12.

For people with mental health problems:

Mind in Haringey

Telephone: 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

Telephone: 020 8801 5757

Email: director.hcdc@btconnect.com

For carers:

Carers UK

Telephone: 020 7922 8000

Fax: 020 7922 8001

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

Email: info@carersuk.org

Website: www.carersuk.org

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

Finding out if you are entitled to social care services

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:

Telephone: **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

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.

Telephone: **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

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

Telephone: **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.

Understanding and responding to your long-term care needs

Most people prefer to live in their own homes with care and support when they need it. In order to make this happen when you or someone on your behalf contacts us, we will carry out an **assessment** of your needs. We will work with you to see what you need and the best way to provide services to you.

This assessment will be carried out by a social worker, care manager, occupational therapist, doctor, community or district nurse. It may take place in your own home. One person will co-ordinate the assessment of your needs, whether they are social care needs (such as your ability to carry out tasks such as washing, dressing, preparing meals) or health needs (e.g. physiotherapy or nursing). This will avoid you having to be visited and assessed by lots of different people asking the same questions, and will make the process simpler. This process is called the **Single Assessment Process** or SAP.

You and your carer(s) will be involved and have the opportunity to describe your needs. After the assessment, we will send you a **statement of your needs** and a **care plan** showing how your needs will be met. Your care plan shows the help you will receive at home including who will come to help you, when and how long they will be in your home, and what they will do. It will also describe services you will receive outside of your home.

Self-assessment

Haringey Council will be introducing the option of self-assessment in 2008. Self-assessment gives you the choice to assess your own needs or carry out an assessment on behalf of someone else. Self-assessment lets you decide for yourself your care needs and to choose the preferred way of managing your needs.

Direct Payments

If you receive social care services from Haringey Council, you are entitled to apply for a **direct payment**. Under the direct payment scheme, you can choose to manage your own care budget and get a monthly payment from the council. You use the direct payment to buy the services which the council has assessed you as needing.

Understanding and responding to your long-term care needs

This means that you can decide who provides your care, at the place and time that suits you best.

A direct payment can be given for more or less all social care services, except permanent residential or nursing home care. For example, if you need assistance with personal care at home you can employ your own workers to do this. Or, you could have a direct payment instead of attending a day centre, and use the money to organise your own activities.

Your social worker should discuss this with you when they assess or review your needs.

A direct payment is **not** a benefit and does **not** affect your entitlement to benefits.

To find out about direct payments, contact the Direct Payments Officer on **020 8489 3153**, fax: **020 8489 3032**, email: direct.payment@haringey.gov.uk

Individual Budgets

Individual budgets tell you how much money there is for your support and lets you use the money in a way that best suits your own needs and circumstances.

Individual budgets put you in control of deciding what support or services you wish to receive. It puts you in the centre of the planning process and acknowledges that you are the person best placed to understand your own needs and how to meet them.

Understanding and responding to your long-term care needs

Although many people are well supported by their friends and families or paid carers, some are abused. If you think you or someone you know is being mistreated, ring the **Safeguarding Adults Manager** on **020 8489 3191**. Your concerns will be listened to and taken seriously. We will support you and make sure that you or the person concerned does not come to any further harm.

What you can expect from us

Care at home

- If you are frail, have a mental health problem or a physical disability and live at home, you can ask your GP or district nurse to make a request for help with personal care and practical tasks in your own home.
- Your named nurse, care manager or social worker will involve you in the assessment and make sure that you receive a copy of your care plan.
- We will begin an assessment of your needs within 48 hours of your first contact with us.
- We will complete an assessment of your needs within four weeks of your first contact with us.
- We aim to arrange the services you have been assessed as needing within four weeks of the completion of your assessment.
- If you are a new service user, you will receive copies of leaflets with information on services relevant to your needs. A list of key information and leaflets can be found on page 49.
- Your care plans will be regularly reviewed with you six weeks after care begins and then at least annually. We will involve you in developing and reviewing your care plan and make sure you receive an up-to-date copy of it.
- When staff visit you at home, they will produce identification.

Understanding and responding to your long-term care needs

- If you think you may need help getting to your hospital appointment, patient transport services may be able to help. Please contact the hospital reception desk on the number shown on your appointment letter or card for more information.
- If you have been assessed as needing equipment to help you manage daily living at home, we will ensure that the equipment is delivered within seven working days.
- We will provide you with information about services which provide practical help, advice and support to help you remain independent and to manage in your own home. For further information, see page 29.

Housing with support

If you are considering a move, you can expect to be visited at your home by a housing officer who will assess your situation, offer advice and help you explore your options. These are described more fully on page 35.

- If you want to live in particular parts of the borough, this preference will be respected and prioritised according to need. A tenancy will be offered as soon as one comes up which meets your requirements.
- We will process your application for sheltered housing within 20 working days, and within five days if it is an emergency (except for those with very specialist needs).

Leaving hospital

- If you are in hospital, we will keep you and your carer informed about your expected date for going home.
- We will make the necessary arrangements for your discharge from hospital and provide essential services on the day you go home. If you decide to discharge yourself, we cannot guarantee that services will be in place when you go home.

Understanding and responding to your long-term care needs

- If you have additional care needs, you can expect support from the Home Care Service immediately. You will receive a visit from the Home Care Rapid Response Team within 24 hours. The team will complete an assessment of your needs and put a care package in place to help you during the first few weeks at home. A long-term package of care will then be arranged if you need it.

Long-term NHS funded care also known as continuing health care
If you have complex medical and nursing needs, you will be assessed to see if you are entitled to continuing NHS care, free of charge. This decision is made at the Haringey Higher Needs Panel; this panel consists of nursing, medical and social care experts who assess your circumstances.

If you are eligible, you will be involved in decisions about how your long-term needs will be met. Haringey Teaching Primary Care Trust has specialist nurses responsible for continuing health care who will make sure that you will receive confirmation in writing of the care the NHS will provide for you. If you are unhappy with the arrangements made to provide care for you, please phone the chair of the Haringey Higher Needs Panel on: **020 8442 6051**.

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

Helping you to stay independent

Our aim is to help you remain as independent as possible for as long as possible enabling you to manage your condition yourself with appropriate care where necessary. We want to make sure that you do not:

- go into hospital if your needs can be met at home
- stay in hospital any longer than you need by arranging prompt after-care services
- have to move unnecessarily.

Once your needs have been assessed, we will help you choose the best services to meet them. This may include advice and support, information about benefits, care at home.

What you can expect from us

Time out in Haringey

Haringey is a hive of activity with a wide range of events and recreation opportunities throughout the borough's sport and leisure centres, libraries, parks and open spaces. Local newspapers and websites provide information on theatre, cinema, music, galleries and other entertainment, for example:

www.haringey.gov.uk/time_out_in_haringey.htm

Leisure centres

Haringey has a number of sports and leisure centres. Contact the centres direct for details of current programmes and events.

Sports and leisure centre	Opening times	Facilities
Finsbury Park Track and Gym	Monday, Wednesday and Friday 10am - 4pm	<ul style="list-style-type: none">• Athletics track• Gym
Hornsey Gate Endymion Road London N4	Tuesday and Thursday 4pm - 9.30pm Saturday-Sunday 10am - 4pm	

Telephone:

020 8802 9139

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

Helping you to stay independent

Park Road Leisure Centre

Park Road
Hornsey
London N8 8JN

Telephone: **020 8341 3567**

Email:
activeh&f@haringey.gov.uk

Monday-Friday 7am -
9.30pm
Saturday-Sunday
7.15am - 7.30pm

- Swimming with sessions and classes for all ages
- Steam and sauna
- Health and fitness suite
- Group exercise classes
- Dance studio
- Therapy room
- Lido (May to September)

Tottenham Green Leisure Centre

1 Philip Lane
Tottenham
London N15 4JA

Telephone: **020 8489 5322**

Email:
activeh&f@haringey.gov.uk

Monday- Friday 7am
– 10pm
Saturday-Sunday and
bank holidays 7am -
5pm

- Swimming with sessions and classes for all ages
- Sauna
- Group exercise classes
- Health and fitness suites
- Function rooms
- Racquet and ball sports

White Hart Lane Community Sports Centre

White Hart Lane
Wood Green
London N22 5QW

Telephone: **020 8881 2323**

Email:
activeh&f@haringey.gov.uk

Monday-Friday 10am
– 10.30pm
Saturday-Sunday 9am
– 5.30pm

- Fitness suite
- Group exercise classes
- Football and rugby pitches
- Tennis, netball and basketball courts
- Running track
- Function suite

Helping you to stay independent

Admission charges for leisure centres

From 7 April 2008, Haringey leisure centres will be even more affordable for Haringey residents on low incomes.

There are two ways to pay either monthly direct debit or as you go.

Proofs of residency and benefit/age will be required where applicable.

Category	Pay & Play Sample Prices	Monthly Direct Debit
Adult standard user	Swim - £3.50	£36
	Gym - £6.20	Gym, Swim, Classes, Racquet Sports included
	Exercise Class -£5.00	
Advantage Plus – Juniors, Students and over 60's both resident & non resident	Swim - £1.50	£21
	Gym - £4.20 (£2.00 surcharge after 5pm Monday-Friday)	Gym, Swim, Classes, Racquet Sports included (£2.00 surcharge for the gym Monday-Friday after 5pm)
	Exercise Class - £3.20	
	Card - £1.00	
Advantage – Haringey residents in receipt of means tested state benefits	Swim - £1.00	£15
	Gym £2.00 (£2.00 surcharge after 5pm Monday-Friday)	Gym, Swim, Classes, Racquet Sports included (£2.00 surcharge for the gym Monday-Friday after 5pm)
	Exercise Class - £1.50	
	Card -£1.00	
Over 65's Haringey residents	Free 9am – 5pm	£10
	Day rate for other times	
	Advantage Plus £1.50 or Advantage £1.00	

Active Gold Card

If you are an unpaid carer and are on the Haringey Carers Register you can apply for an Active Advantage Plus Card. This leisure pass gives free admission to all Haringey leisure centres when supporting the person you look after to use the facilities. At other times you will be eligible for Advantage Plus prices. Terms and conditions apply for certain activities. You will need a letter from the Carers

Commissioning Manager confirming your name and Haringey address and that you are a registered carer. For further information contact: **020 8489 3420**

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

Helping you to stay independent

Libraries

There are nine libraries in Haringey offering a diverse range of activities and services, including walking groups, healthy eating and nutritional advice and the facility to choose and book your own NHS appointment. For more information, pop into your local library or give them a call. We also offer a mobile library and a housebound library service. Telephone **020 8489 1425** for more information.

Library	Opening hours	Telephone numbers
Wood Green Library High Road Wood Green London N22 6XD	Monday-Friday 8.45am – 7pm Saturday 9am – 5pm Sunday 12noon – 4pm	Library: 020 8489 2780 Renewals: 084 5071 4343 Minicom: 020 8489 2598
Alexandra Park Library Alexandra Park Road Wood Green London N22 7UJ	Monday-Friday 9am – 7pm Saturday 9am – 5pm Sunday 12noon – 4pm	Library: 020 8489 8770 Renewals: 084 5071 4343
Coombes Croft Library Tottenham High Road London N17 8AG	Monday-Friday 9am – 7pm Saturday 9am – 5pm	Library: 020 8489 8771 Renewals: 084 5071 4343
Highgate Library Shepherds Hill Highgate London N6 5QT	Monday-Friday 9am – 7pm Saturday 9am – 5pm	Library: 020 8489 8772 Renewals: 084 5071 4343
Hornsey Library Haringey Park London N8 9JA	Monday-Friday 9am – 7pm Saturday 9am – 5pm	Library: 020 8489 1118 Renewals: 084 5071 4343
Marcus Garvey Library Tottenham Green Centre 1 Philip Lane London N15 4JA	Monday-Friday 9am – 7pm Saturday 9am – 5pm Sunday 12noon – 4pm	Library: 020 8489 5309 Renewals: 0845 071 4343
Muswell Hill Library Queens Avenue Muswell Hill London N10 3PE	Monday-Friday 9am – 7pm Saturday 9am – 5pm	Library: 020 8489 8773 Renewals: 084 5071 4343
St Ann's Library Cissbury Road Tottenham London N15 5PU	Monday-Friday 9am – 7pm Saturday 9am – 5pm	Library: 020 8489 8775 Renewals: 0845 071 4343
Stroud Green Library Quernmore Road London N4 4QR	Monday-Friday 9am – 7pm Saturday 9am – 5pm	Library: 020 8489 8776 Renewals: 084 5071 4343

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

Helping you to stay independent

Places to visit

Haringey has a wealth of interesting places to visit. Local landmarks include Alexandra Palace, the birthplace of television, with its surrounding unspoilt parkland for long walks and activities - and historic Bruce Castle Museum - a Grade I listed 16th century manor house in 20 acres of parkland.

Alexandra Palace

Alexandra Palace Way

Wood Green

London N22 7AY

Telephone: **020 8365 2121**

- Special events and exhibitions
- Function rooms
- Eating out
- Licensed Bar
- 196 acres of parkland is part of the Better Haringey Walking Trail
- Ice Rink

Bruce Castle Museum

Lordship Lane

London N17 8NU

Telephone: **020 8808 8772**

Opening hours:

Museum:

Wednesday-Sunday 1pm – 5pm

Summer bank holidays 1pm – 5pm

Local History Archives Search:

Wednesday and Saturday 1pm – 5pm

Thursday and Friday 9.30am – 5pm

- First public park in Tottenham with 20 acres of parkland forming part of the Better Haringey Walking Trail
- Houses Haringey's local history collections and archives
- Special events and exhibitions
- Function rooms
- Refreshments
- Group bookings

Helping you to stay independent

Welfare to Work for Disabled People

Welfare to Work for Disabled People is a strategy that aims to ensure that there is access for disabled people to services, both specialist and mainstream, that help people to gain or retain employment. There are a range of providers offering different services relevant to the varied stages of aspiration and engagement. Some of these are generic providers commissioned under the Haringey Guarantee framework, but with a remit to offer services to disabled people within their provision.

Provider / Service	Contact details
<p>Haringey Workstep</p> <p>The Haringey Workstep project is part of Haringey Council's Employment and Skills Team. It provides support to people with a disability or health issue to help them get and keep a job, and works to tackle barriers to work and ensure equality of opportunity for all.</p> <p>Workstep could help you if you have a disability or health issue and are either:</p> <ul style="list-style-type: none">• claiming benefit and looking for work for 16 hours or more a week or• currently in work and feel at risk of losing your job	<p>Rebecca Barragato Haringey Workstep River Park House 225 High Road Wood Green London N22 8HQ Telephone: 020 8489 2927</p> <p>Website: www.haringey.gov.uk/workstep.htm</p>
<p>Ready for Employment Delivered by Richmond Fellowship</p> <p>Information, advice and guidance and job brokerage for people with mental health issues</p>	<p>Pauline George Clarendon Centre Clarendon Road Hornsey N4 Telephone: 020 8889 2378 Email: pauline.george@richmondfellowship.org.uk</p>
<p>Health in Mind delivered by Tomorrow's People</p> <p>This project will pilot information, advice and guidance and employment support services to patients using GP surgeries</p>	<p>Jo Grabowska Tomorrow's People Teaching Programme Centre St Ann's Hospital St Ann's Road Tottenham N15 3TH Telephone: 020 8442 6136 Email: joanna.grabowska@haringey.nhs.uk</p>

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

Helping you to stay independent

Work Placements for Employment A project delivered by North London Partnership Consortium

This project will provide a work placement intervention for local residents. It will assess individuals, match them with organisations and businesses in the voluntary, community, private or public sector in Haringey and provide support through their placement.

Employment Action Network delivered by Haringey Council Neighbourhood Management Team

A gateway for candidates wanting to access employment opportunities. This includes working with a network of employment advisers within the different Neighbourhood Teams, working with other Haringey Guarantee providers and arranging job fairs.

Work placements

John Egbo

North London Partnership Consortium
Neighbourhood Resource Centre
177 Park Lane
Tottenham N17 0HJ
Telephone: **020 8885 1252**
Email: john.egbo@nlpc Ltd.org.uk

Dion Solomon

Haringey Council
Shropshire Hall
Gladstone Avenue
Wood Green N22 6LD
Telephone: **020 8826 9287**
Email: Dion.Solomon@haringey.gov.uk

Welfare to Work for Disabled People is also working with partners to establish social firms as an alternative employment opportunity for people with barriers to employment. There are currently three projects in different stages of development. A social firm is a species of social enterprise that offers employment to people with disabilities as well as others. These projects are all emergent social firms, which means they are not yet at that stage of development where their market position is entirely secured and their future guaranteed.

Project / Business	Contact
Inclusive Solutions Inclusive Solutions is an emergent Social Firm whose core business is delivering training in the area of disability equality awareness to a range of audiences. These include employers, mainstream training providers, employment services and related professionals. They also plan to offer a “training for trainers” type of inductive training for local disabled people who wish to gain the skills that will help them to engage with local services, and possibly join Inclusive Solutions by mutual agreement. Inclusive Solutions is a registered Community Interest Company.	Ken Kowa Inclusive Solutions The Pavilion Selby Centre Selby Road N17 8JL Telephone: 020 8350 1823/ 020 8885 0990 Email: ken@inclusive-solutions.org

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

Helping you to stay independent

Studio 306 collective

The Studio 306 Collective is a group of local skilled arts and craft professionals who came together to form a social firm with the aim of creating a meaningful vocational exit for disadvantaged individuals.

The basis for the emergence of The Studio 306 Collective is to create a self employment vocational outlet for the Artwork graduates to continue with their chosen art discipline, and sell their art in the open arts/crafts market.

The A Team

The A Team is a cleaning and small jobs service provided by users of the 684 centre in Tottenham. It has a successful track record of delivering its service to vulnerable customers in the local community, and has won praise for its innovative approach to mental health service user employment and the quality of the service it provides.

Pamela Anomneze

Project Manager
Studio 306
Building C, The Chocolate Factory
Clarendon Road
Wood Green N22 6XJ
Telephone: **020 8365 8477**
Email:
306projtmanager@btconnect.com

Diane Clark

684 Centre
Ground Floor
684 High Road
Tottenham N17 OAE
Telephone: **020 8489 8957**
Email:
diane.clark@haringey.gov.uk

Haringey Therapeutic Network

This day service is for people with mental health needs and is run by mental health professionals in a therapeutic environment. 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. At present, the service can be accessed through referral only from the Barnet, Enfield and Haringey Mental Health Trust.

Helping you to stay independent

Advice about welfare benefits

Haringey Council provides advice to help you find out more about the welfare benefits and entitlements that are available.

We provide information on:

- housing and council tax benefits
- benefits and work
- disability benefits
- benefits for carers
- benefits for older people
- benefits for families
- benefits for same sex couples.

To get this information visit our website at www.haringey.gov.uk/benefits_and_advice.htm

Alternatively, you can phone the Finance Assessment Team on **020 8489 0000** for copies of the information.

Haringey has three Citizens Advice Bureaux (CAB) providing advice about welfare benefits. To contact a CAB adviser, phone **0870 126 4030**, or visit their online advice service at www.adviceguide.org.uk

The Employment Service also provides advice on welfare benefits. To contact this service, phone **020 8365 5200** (Tottenham and Wood Green Office).

Housing and council tax benefits

In order to ensure that you are receiving all the financial help you are entitled to:

- we will offer you advice about housing benefit and council tax benefit
- we aim to process new claims for housing benefit and council tax benefit within ten days of receiving them, where all the information has been provided

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

Helping you to stay independent

- we will process any changes in your circumstances within ten days of you telling us about them.

For advice and help about claiming housing and council tax benefits, contact:

Benefits Service
PO Box 10505
Wood Green
London N22 7WJ
Telephone: 0845 071 2800

Financial help to make your home meet your needs

Once you have been assessed, we may be able to provide you with equipment or adaptations for your home to help you live independently. If your home needs to be adapted, there are various ways we can help you:

- if you live in private sector housing, adaptations may be funded through the Disabled Facilities Grant
- if you live in public sector housing, Homes for Haringey will deal with the implementation
- if you live in Residential Social Landlord (RSL) accommodation, funding will be arranged through your housing association.

What kind of help can we offer?

- some equipment on loan, for example, a raised toilet seat or bathing equipment
- minor adaptations to your home, such as stair rails or outside hand rails
- major adaptations, such as a lift or ramp for wheelchair access. We will need to discuss with you how these can be funded.

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

Helping you to stay independent

We want you to live independently in your own home. But if we – or you – feel that you would be better off moving to different accommodation, we will discuss all the options with you.

Everyone's needs are different, so the services offered to each individual will be different. Together we will try to agree on the best way to provide the help you need.

No charge is made for equipment on loan. However, supplies are limited and for some items, such as custom-made shower chairs or slings, there is a waiting period. You may want to think about purchasing these privately. We are able to offer advice and assistance on funding, including equity release.

For more information, contact our Occupational Therapy Service on **020 8489 1603**, fax: **020 8489 1630**, email: **occupational.therapy@haringey.gov.uk**

Helping you to stay independent

Help in your home

Haringey Home Care services provide personal care for people who are unable to care for themselves. This may include help with meals, bathing or dressing. The service can support you or your carer:

- If you are frail, have mental health issues or a physical disability and live at home, you can ask your GP or district nurse to make a request for home care to help with personal care and practical tasks in your home.
- In an emergency, the Home Care Rapid Response Team will visit within 24 hours to assess your needs and immediately arrange help for you in your home. They will help you regain the skills and confidence to be able to manage independently.

Supporting People services provide practical help, advice and support so that you remain independent and are able to manage in your own home. They can also help you maintain your tenancy if you are at risk of losing your home.

Help includes:

- advice and assistance with welfare benefit claims
- managing your money and tackling debt
- finding somewhere to live and setting up home
- acting on your behalf when dealing with the council, your landlords and other agencies with whom you may be experiencing difficulty
- helping you access GPs, dentists and other health services that you need
- helping you to develop the skills you need to live independently

Helping you to stay independent

- improving your social networks and leisure activities
- gaining access to training and education courses and employment advice
- having someone to talk to when you are finding it difficult to cope
- dealing with neighbours and family
- tackling harassment and keeping safe.

There are different types of Supporting People services:

- **Floating support services** are available to families, single adults under 60 years and anyone aged 60 and over who needs extra help to live in their own home. A support worker will either come to your home at prearranged times or meet you at a place of your choice. These services are free:

HARTS which supports families with children **084 5303 2350**

Key Support which supports single adults **020 7428 8500**
and couples between 16 and 65 years of age
without children

Sixty Plus (60+) which supports people aged **080 0652 6100**
60 and over

- **Haringey Safe and Sound** can provide you with an emergency alarm in your own home. For more information, see page 32.
- **Care and Repair** will help you get both major and minor repairs done in your home, assist with gardening and with improving the security of your home. Care and repair services are usually for homeowners and private tenants. To find out more, contact Metropolitan Care and Repair on **020 8829 8310**.

Helping you to stay independent

- **Onsite support** where a group of people live closely together, for example, in a block of flats or a shared house. In this situation, a support worker may be based at the building for either 24 hours or just during the day.

Service users should expect:

- an up-to-date support plan, needs and risk assessment that takes account of your views
- to be safe and secure and protected from abuse
- to be given fair access to services
- to be made aware of complaints procedures and how to use them.

To find out more, contact the Supporting People Team:

Telephone: 020 8489 3344

Fax: 020 8489 3303

Email: supporting.people@haringey.gov.uk,

Website: www.haringey.gov.uk/supporting_people1

Intermediate care (short-term rehabilitation)

Intermediate care or short-term rehabilitation is used to describe a broad range of services to promote faster recovery from illness (often when people are recuperating from being in hospital) and maximise independent living. The service is usually offered for a period of up to six weeks.

Intermediate care can be provided in a residential care home, in a supported housing scheme or in your own home. It is provided by the Intermediate Care team which has been set up jointly by the Haringey Teaching Primary Care Trust and Haringey Council.

Helping you to stay independent

The team takes referrals from hospitals, GPs and other health and social care staff to make sure that people:

- are enabled to remain as independent as possible for as long as possible
- are not admitted to hospital when this can be avoided
- can leave hospital safely with appropriate support, and do not have to stay in hospital longer than necessary
- are not admitted to residential or nursing care when this can be avoided.

If you think you might benefit from intermediate care, talk to your social worker, care manager, district nurse or GP.

Evening, weekend and emergency response services

Community Alarm “Lifeline” Service

Haringey’s Community Alarm Service aims to make a real difference to the lives of our service users, to help maintain their independence, and to feel safe and secure while living in their own home.

This service is provided by Haringey Council to any member of the community who is vulnerable, for example:

- living alone
- discharged from hospital and requiring extra support
- chronically ill
- at risk from falls
- caring for someone
- being harassed in their home, experiencing domestic violence, hate crimes, harassment, victimisation
- living in or running a business in a high crime areas.

Helping you to stay independent

By simply pressing a button our response team will provide a friendly support service 24 hours a day, 365 days a year. We will know exactly who you are and where you live from the details you supplied to us. We will make contact with your relatives, friends, doctor or the emergency services who will be able to give you the support you need in any emergency.

We offer a range of telecare sensors that help to manage the risks to your health, home and environment. We can supply a wide range of equipment including:

- fall detectors
- bogus caller buttons
- flood detectors
- natural gas sensors
- medication reminder/dispensers
- smoke detectors
- property exit sensors.

To get more information about this service, telephone **020 8489 2365**.

Out of Hours Emergency Response Service

The Out of Hours Emergency Service provides you with access to services when council offices are closed. The service runs during the night, at weekends and on bank holidays. It ensures that any emergencies in services for which the council is responsible are dealt with promptly and efficiently. Anyone who lives in the borough can use this service on **020 8348 3148**, Monday to Friday, 4.45pm to 8.45am, and 24 hours at weekends and Bank Holidays.

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

Helping you to stay independent

Voluntary and community support

Haringey Association of Voluntary and Community Organisations (HAVCO) works to promote, support and represent the diverse needs of Haringey's voluntary and community sector. It provides support through information, advice, networking and practical assistance. You can also access funding opportunities, training, a resource library, and other benefits that HAVCO receives through its affiliation to bodies such as the National Association of Councils for Voluntary Service.

For further information, please contact:

HAVCO

Room 336, Lee Valley Technopark

Ashley Road

London N17 9LN

Telephone: 020 8880 4046

Fax: 020 8880 4088

Email: info@havcoharingey.org.uk

Website: www.haringeycommunitylink.org.uk

Finding a suitable place to live

If you think your present home is not suitable for you, we will discuss the options that are available to meet your needs.

- if you are a council tenant and think that you may need to move, contact your housing manager who can advise you.
- If you are a tenant of a housing association, contact your housing manager at the housing association and they can advise you on the options you have.
- If you are a homeowner or a private tenant, contact one of the council's customer service centres or the call centre and they will help you.

Haringey Council runs a choice-based lettings scheme which gives you more choice when you are offered permanent accommodation. If you have support needs, we will work with you and your support workers to make sure that you are able to benefit from the scheme. To find out more, contact the Lettings team on **020 8489 4702**.

A specialist housing adviser offers housing support to people living with HIV/AIDS, sickle cell and related blood disorders and people with physical disabilities. For specialist advice, phone **020 8489 2118** or **020 8489 5970**.

What you can expect from us:

- we will make sure that the home you get is suitable for your requirements and offer you a choice as far as possible
- we will always provide temporary housing on the day it is needed when we have a duty to do so
- we will inspect all temporary accommodation we use to make sure it meets minimum quality standards.

Finding a suitable place to live

Moving to a home to meet your needs

There are many reasons why you may need to move home:

- You may be a council tenant and find that your property has become too large for your needs. If this is the case, we have a special “under occupation” scheme which helps people move to smaller more suitable properties. As an extra incentive, we pay the cost of moving. To find out more, telephone **020 8489 4258**.
- You may wish to move out of London either to a quieter area or to be nearer family and friends. If so, we can help through our “Moving Out of London” scheme. To find out more, telephone **020 8489 4258**.
- You may wish to move into a property where you will be able to get support when you need it.
- Occasionally, people’s needs are so great that they need to move. If it is not safe for you to remain at home, we will advise you about the options available to you.

Community good neighbour and sheltered housing schemes

There are two types of housing schemes for older people and people with disabilities who live independently but need some support. All the flats are self-contained, centrally heated and fitted with a special alarm system for use in an emergency. Most flats have a bedroom, living room, kitchen and bathroom/toilet. There are a small number of two-bedroom flats, one-bedroom bungalows and more compact studio flats.

Finding a suitable place to live

- **Community good neighbour schemes** are for more active people. Tenants live in specially built low-rise blocks or bungalows. Most of these have their own small garden or a communal garden. Each scheme has a community scheme manager based in the local sheltered housing scheme who keeps a general eye on the well-being of the tenants.
- **Sheltered housing schemes** are for older people or people with disabilities and have a manager based in the scheme. They also have communal areas, such as a garden and a lounge for social activities. Some schemes have groups of tenants from specific ethnic communities with social activities and cultural events to reflect this.

If you think you may need to move to this type of accommodation, we will assess your needs and talk to you about which kind of support will work best for you. To find out more about community good neighbour and sheltered housing schemes, contact the Supported Housing team on **020 8489 2367**.

Residential and nursing home care

Residential care is for those people with the highest level of need for whom living in the community is no longer feasible. Following an assessment of need the provision of residential or nursing care may be appropriate.

Nursing home care is for people with high needs who require 24-hour care and regular nursing attendance.

These options will only be considered when every attempt has been made to promote independence at home, by offering rehabilitation, community support and other options such as sheltered accommodation.

What you can expect from us:

- we will give you information about homes that meet your needs

Finding a suitable place to live

- we will give you a contract or 'resident's agreement' with the home which will state what is included in the basic price
- we will explain the financial implications of going to live in a residential and nursing home to you
- we will agree the care plan with you and the staff of the home and give you a copy
- we will review your needs within six weeks of taking up residence and then at least annually thereafter
- we can arrange for additional health services for you at the home if you need them, such as specialist nursing advice for diabetes.

Helping carers to care

Are you a carer?

Carers look after a relative or friend who, because of their disability, illness or age, cannot manage at home without help. They are unpaid. Carers can be family members or friends, male or female, employed or unemployed. The carer may or may not live with the person they care for.

Carers' assessments

If you are a carer, you can ask for an assessment of your social care needs in your own right and, where needed, have services provided directly to you. We will not assume that you are willing and able to take on or continue caring. We decide if you are eligible to receive services by examining whether you are providing a **'substantial amount of care on a regular basis'**. You may also provide intense support in times of crisis.

Carers aged 16 and over caring for an adult aged 18 and over

Even if the person being cared for refuses an assessment, you may be eligible for a carer's assessment if you:

- are in regular contact with the adult you care for (for example, four hours per day) and carry out a range of caring and supportive activities; and
- supervise or take responsibility for them without which the cared-for person would be at risk of harm or neglect; and
- anticipate providing care for a long period of time or providing intensive care for someone with a chronic illness; or
- are experiencing difficulty in continuing to provide care or your caring role is impacting negatively on your health and well-being.

Helping carers to care

How to request a carer's assessment

If you would like your needs assessed, tell the social worker, care manager or care co-ordinator of the person you look after. They will arrange an assessment for you. If you are not in contact with a social worker, care manager or care co-ordinator, contact the relevant duty team:

- Learning Disabilities – telephone: **020 8489 1384**
- Mental Health (Start team) – telephone: **020 8442 6714 / 6706**
- Physical Disabilities / Sensory Impairment / HIV/AIDS
– telephone: **020 8489 3092**
- Older People – telephone: **020 8489 1400**
- Children with disabilities: **020 8489 3672**

Carers' services

Once you have been assessed as needing a service, it can be provided either:

- as support to you as the carer
or
- to the person you look after
or
- in a combination of ways.

For example, the person you look after may receive day care at a centre, or have someone look after them at their home, to enable you to have a break.

The popular take-a-break scheme is now available to eligible carers as a **flexible carer's service**. Flexible carers' services are provided directly to the carer as an outcome of an individual carer's assessment. They can cover anything that the carer identifies as supporting them to care and maintain their own health and well-being. This could be a holiday, a piece of equipment, help with travel costs, complementary therapies, a vocational course – the list goes on. A flexible carer's service is provided as a one-off payment and is not charged for.

Helping carers to care

What you can expect from us

- We will offer carers an assessment and carry out assessments of carers' needs for those who ask for one (even if the person being cared for has refused a community care assessment). This may be either as part of the service user's assessment or a separate assessment.

If you are a carer under the age of 16 years with caring responsibilities for a family member with a long-term illness or disability:

- you should contact the Haringey Children and Young People's Service on **020 8489 1856** or the Haringey Young Carers Project on **020 8348 4660**. This project – for young carers between 5 and 18 – offers advice and support to young carers and their families. This includes the chance to meet other young carers, trips and activities, advocacy information about how to cope with illness and disability, and the opportunity to be supported with individual needs.

Housing assessments

If the person you care for needs personal care during the day and night, you may be entitled to an additional bedroom as a live-in carer. Haringey Housing Services will consider this if:

- you live with the person you are caring for on a full-time basis and provide care for at least 35 hours per week
- you are in receipt of carers allowance or are recognised or employed by or on behalf of Haringey Council

If you have a job and your earnings mean that you are not entitled to carers allowance, independent evidence of the care arrangement will be required. You should be the main carer, unless care is provided on a rota arrangement made by Haringey Council.

To find out more about housing assessments, contact the Prevention and Options Service on **020 8489 4309**.

Helping carers to care

Other support for carers in Haringey

Carers Register

As part of Haringey's ongoing commitment to recognise and support unpaid carers, we invite you to register as a carer with Haringey Council.

We keep a carers register so we can plan services for carers better:

- we can get to know more about carers in Haringey and take their needs into account when planning and delivering services
- you receive regular mailings about services and carers' events
- we will send you a copy of our *Essential Guide for Carers*
- if you have agreed to your GP knowing that you are a carer, we will inform him/her
- if you have told us you need information and advice, we will send this to you, including details of support groups
- if you have told us you would like a full assessment of your needs as a carer, we will tell the appropriate social care team
- we will ask for your views as part of our ongoing commitment to improving services.

Essential Guide for Carers in Haringey

We have produced a comprehensive guide for carers which includes information on assessments, services and support including voluntary and community groups.

Carers Emergency Alert Card

This free service is available to all those on the carers register. It aims to give carers peace of mind when they are away from the person they care for. The Carers Emergency Alert Card will identify you as a carer if you have an accident or suddenly fall ill. Anyone finding the card (for example, emergency services staff) will be able to contact the scheme which is run by Haringey Community Alarm Service. Staff will look up the carer's emergency plans and put them into action.

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

Helping carers to care

From October 2007, Government has provided additional funds to back up the plans carers make for themselves with paid replacement care. In Haringey we plan to enhance the existing Carers Emergency Alert Card scheme. This will benefit all carers as well as those who need to call upon emergency cover. Carers need not worry if they cannot identify family and friends at the time they draw up their plans. We will publicise the scheme as soon as we finalise details.

For further information and support with getting in touch with the appropriate team contact:

Haringey Carers Centre
Telephone: **020 8888 0808**
Fax: **020 8888 0831**
Email: info@haringeycarers.org

Helping carers to care

The Princess Royal Trust Haringey Carers Centre

Haringey Carers Centre provides information, support, advice and advocacy to all carers (aged 18 and over) in Haringey. Carers can refer themselves directly. The centre acts as a voice for carers in the borough, distributes a newsletter to keep its members up-to-date and welcomes the involvement of carers in the development of the organisation. An independent charity, Haringey Carers Centre is a member of The Princess Royal Trust for Carers.

Telephone: **020 8888 0808**

Email: info@haringeycarers.org

Website: www.carers.org/local/london/haringey

Local support groups

There are a number of organisations in the voluntary and community sector who offer support and advice to carers. These can be accessed directly.

Admiral Nurses

Telephone: **020 8442 6149**

Emotional and practical support for carers of people with dementia.

Alzheimer's Society Haringey Branch

Telephone: **020 8808 9931**

Support for carers of people with Alzheimer's / dementia.

Asian Carers Support Group

Telephone: **020 8365 7708**

Support for carers of people from all care groups of Asian origin.

Black and Minority Ethnic Carers Support Service

Telephone: **020 8808 5510**

Email: info@bmecarers.org.uk

Website: www.bmecarers.org.uk/

Sitter service, bereavement support, carers' support group, training

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

Helping carers to care

Haringey Mencap

Telephone: **020 8365 0251**

Services for people with learning disabilities including advocacy.

Haringey Young Carers Project

Telephone: **020 8348 4660**

Provides support to carers aged between 5 and 18.

Mental Health Carers Support Association

Telephone: **020 8885 2006**

Support group, advocacy and breaks for carers of people who are mentally ill.

Helplines

Carers UK CarersLine

Telephone: **080 8808 7777**

Help for all carers, including young carers.

Contact a Family

Telephone: **080 8808 3555**

Website: **www.cafamily.org.uk**

A UK charity for families with disabled children, offering information on specific conditions and rare disorders.

For more information

To register as a carer, receive a copy of the *Essential Guide* or get up-to-date information about carers in Haringey, contact:

Carers Support Team

Telephone: **020 8489 3967**

Email: **carerssupportteam@haringey.gov.uk**

Website: **www.haringey.gov.uk/carers**

Getting the right health care

Haringey Teaching Primary Care Trust is responsible for making sure that you have access to local health services provided by hospitals, GPs, dentists, opticians, pharmacists, district nurses, community nurses, health advisors and therapists.

You have the right to be registered with a local NHS doctor (GP). You can find out about local GPs by phoning **020 8370 8218** and asking for the Registration Department where staff will be able to help you. Alternatively you can log on to **www.haringey.nhs.uk**, click on “Help” and follow the “Find a GP” link. If you need health advice or information, contact NHS Direct on **0845 4647**, who can advise you on the telephone or visit their website: **www.nhsdirect.nhs.uk**

- we will offer patients appointments with a member of their GP practice clinical teams within 24 hours
- we aim to take four hours or less from when you arrive at an accident and emergency department until you are treated and discharged, transferred to another department in the hospital or admitted as an inpatient
- we will carry out all planned surgery within nine months
- we will offer outpatient appointments to everyone within 17 weeks.

There are two local hospitals providing **general and emergency hospital services**:

The Whittington Hospital NHS Trust
Highgate Hill
London N19 5NF

Telephone: **020 7272 3070**
Website: **www.whittington.nhs.uk**

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

Getting the right health care

The North Middlesex University Hospital NHS Trust
Sterling Way
London N18 1QX

Telephone: **020 8887 2000**
Website: www.northmid.nhs.uk

There is also a **Walk In Centre at the North Middlesex Hospital**, which provides healthcare advice and treatment without an appointment. It is open Monday to Friday 8.30am to 10.00pm and weekends from 9.00am to 10.00pm.
Telephone: **020 8887 2680**

Mental health services for Haringey residents aged 18 and over are provided by Barnet, Enfield and Haringey Mental Health Trust and Haringey Adult Services.

For help, advice and support from the mental health service, contact:

Short-Term Assessment and Recovery Team (START)
St Ann's Hospital
St Ann's Road
Tottenham N17 3TH

Telephone: **020 8442 6706**

START is a multi-disciplinary team including psychiatry, nursing, social work and psychology and is available 24 hours, seven days a week. It carries out urgent and routine assessments and treatment. You can make direct contact with START, or your GP may refer you.

People requiring longer-term support will be referred on to a Support and Recovery Team which will focus on their recovery and social inclusion.

If you have a mental health problem and you are experiencing a crisis where you require urgent support and treatment, START will also refer you to the Crisis Assessment and Treatment Teams (CATT),

Getting the right health care

which are based in East and West Haringey. Hospital inpatient mental health services are provided at St Ann's Hospital and if you require this service, the CATT service will arrange this for you. If you have previously been treated by the CATT service, you can make direct contact (self-refer) with the CATT Teams.

Patient Advice and Liaison Service (PALS)

You can find out about services through the Patient Advice and Liaison Service (PALS). It offers patients and their carers advice and information on health services in hospitals, health centres, clinics, GPs, dentists, pharmacists and optometrists. PALS can help when you need advice or help to solve a problem or concern in an informal way. It provides a confidential service, and can talk to a health professional on your behalf if you wish. PALS can also arrange interpreters if you need one. There is a PALS service in each NHS trust.

They provide confidential advice and help about GPs, dentists, opticians, pharmacists, district nurses, community nurses, health advisors and therapists. They are open Monday to Friday 9.00am – 5.00pm (with a 24-hour confidential answerphone):

PALS Haringey Teaching Primary Care Trust

Telephone: 020 8442 6859

Email: pals@haringey.nhs.uk

PALS at Whittington Hospital

Telephone: 020 7288 5551

Email: pals@whittington.nhs.uk

PALS at North Middlesex University Hospital NHS Trust

Telephone: 020 8887 4172

Email: pals@nmh.nhs.uk

Where to get information about services

When you contact health, housing or adult social services, the person you speak to should be able to help you. If not, that person will be able to put you in touch with someone who can help you or make contact with the right person on your behalf.

Information about services is also available on the internet at www.haringey.gov.uk and www.haringey.nhs.uk. We have also produced the following guides and directories to help you get information. Click on the titles of the guides or directories below for online access to the guides or directories.

Guides and directories

- **The Essential Guide for Carers in Haringey** is a comprehensive guide to assessments, services and support available to carers and the people they care for. It is available from the Carers Support Team on **020 8489 3967**
- **Haringey Care Directory** provides information about care services available in the borough, and will help you to find a care home which best meets your needs. You can get a copy from your social worker or care manager.
- **Guide to Services for Older People**
Developed with assistance from Age Concern and Haringey Primary Care Trust, the Guide provides details of services targeted at older people.
- **Haringey Mental Health Service Directory** is available from your care manager or social worker.
- **Sexual health information** is available on the following website: www.haringey.nhs.uk/services/sexual_health/st_anns.shtm and from Haringey's Sexual Health Centre at St Ann's Hospital on **020 8442 6605**.
- **Adult Social Care Directory of Services** will help you find out about social care services

Where to get information about services

- **Your Guide to Local Health Services** is available from Haringey Teaching Primary Care Trust by phoning **020 8442 6322**

Key leaflets

Haringey Council has produced information on a variety of topics. These are available from your social worker or care manager and in customer service centres, GP surgeries and libraries.

The following leaflets are available from the person who carries out your assessment. Click on the titles of the leaflet below for online access to the leaflets.

- **Caring for carers in Haringey: your needs are important** – information about a range of support and services for carers.
- **Caring for Carers in Haringey: carer's assessment** – information about how carers can benefit from an assessment of their caring needs and maintaining their own health and well-being.
- **Carers emergency alert card** – identifying carers in the event of an accident so that emergency provision can be made quickly
- **Occupational therapy services in Haringey**
- **Guide to supported housing for older people and people with disabilities in Haringey**
- **Charges for social care services** – information, questions and answers, queries and appeals about charges for community care services, residential and nursing care
- **Domestic violence** – information, support, help and advice from Hearthstone, Haringey domestic violence advice and support centre
- **Haringey Council holds information about you** – how to find out about what information is on your file

Where to get information about services

- **I want to complain, make a suggestion or compliment a council service – what do I do?**
- **Protecting vulnerable adults from abuse in Haringey – how to get help for yourself or the people you know**
- **Putting you in control – if you are a user of care services, direct payments will help you to organise and manage your own care**
- **Safe and Sound Community Alarm Service - provide alarms to vulnerable people and offers help to those who may need assistance at very short notice**
- **Your pass to freedom – make sure that you don't miss out on free travel**
- **Supporting People services - funds housing related support to help vulnerable people live independent lives in their own homes/in the community**

Where to get information about services

Other leaflets

Housing Service information is available from customer service centres and online at: www.haringey.gov.uk/housingadvice

- Prevention and Options – helping you choose from a wide range of options and helping you avoid homelessness
- Harassment and illegal eviction
- How to get repairs done
- Buying your own home
- Low cost home ownership
- Mortgage problems

Finding out information we have about you

Haringey Council and Haringey Teaching Primary Care Trust hold personal information about members of the public to make sure that we provide efficient and effective services. All the information we hold about you is protected under the Data Protection Act 1998.

Getting information about you from Haringey Council

Under the Data Protection Act 1998, you can find out what information we have about you by submitting a request in writing to the Data Protection Officer, along with evidence to confirm your identity such as a passport, birth certificate, utility bill or driving licence. We will need to know what information you require and which department that information comes from. Further guidance and forms to help you are available online at:

www.haringey.gov.uk/data_protection_act_1998_subject_access_request_information_v1.1-2.doc

The council does not currently charge the £10 fee but has the right to reintroduce this at any time.

What you can expect from us

Once we receive your request, we will send you an acknowledgement letter. We will then gather the information and forward the documents to you within 40 days. For further information, contact:

Data Protection Officer

Haringey Council
River Park House
225 High Road
Wood Green
London N22 8HQ

Telephone: 020 8489 4602 / 4606 / 3112

Fax: 020 8489 3992

Email: dataprotection@haringey.gov.uk

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

Finding out information we have about you

Getting information about you from Haringey Teaching Primary Care Trust

You can find out what information we have about you by sending a written request to:

Health Records Manager

St Ann's Hospital
St Ann's Road
London N15 3TH

Telephone: 020 8442 6194

Email: linda.mort@haringey.nhs.uk

Helping us to help you

By carrying out a few simple steps, you can help us improve long-term care in Haringey.

You can help us to help you by:

- letting us know if you cannot keep your appointment
- telling us if you move house or change your contact details, such as your phone number
- letting us know if you feel that any of your care services do not meet your needs
- making sure you follow treatment advice and take any medication which is prescribed. Tell us if you feel the treatment isn't working
- letting us know if your illness or disability changes
- letting us know when things go wrong, so we can put them right quickly. We can learn a lot from your views.

You can tell us what you think about services by:

- filling in questionnaires about specific services you receive such as foot health treatment or care at home
- making comments and suggestions at the council's call centre and customer service centres, GP surgeries or health centres
- talking to the Patient Advice and Liaison Service (PALS), on **020 8442 6859** about health services or to social workers, care managers or housing workers about your experience of housing and social care services.

Helping us to help you

Local Involvement Networks (LINKs)

The Local Government and Public Involvement in Health Act 2007 creates a new framework for consultation on health and social care with patients and the public.

Patient and Public Involvement forums (PPIFs) and the Commission for Patient and Public Involvement in Health (CPPIH) will be abolished by 1 April 2008. LINKs will replace them from 31 March 2008.

LINKs will build on existing patient, public and service user involvement, and will include social care services as well as the NHS.

The role of LINKs is:

- to promote and support people's involvement in the commissioning, provision and scrutiny of local health & social care services
- to obtain the your views about your need for, and your experiences of, local health and care services and make these views known to the relevant organisations/people.

You can find more information about LINKs in Haringey at the website below:

<http://www.haringey.gov.uk/index/council/haveyoursay/consultationoverview/haringeylink.htm>

What to do if things go wrong

We regularly inspect and monitor the services we provide to ensure that they meet certain standards. We hope to resolve any complaints we receive as quickly as possible, so please contact the manager of the service to try and sort the matter out. If it cannot be resolved and you want to make a complaint about any of our services or the way that you have been treated, you should contact the services below. If you are unsure where to send your letter, you can write to any complaints team and we will pass your letter on to the relevant service.

What to expect from Haringey Council

The council has a customer feedback scheme, which welcomes and values any compliments, suggestions and complaints about our services.

What you can expect from adult social care services

- we will acknowledge receipt of your complaint within two working days and will respond within a further eight working days
- if you are still unhappy, we will investigate your complaint further and this stage of the procedure will be completed within 20 working days

Adult, Culture and Community Services Complaints

40 Cumberland Road
Wood Green
London N22 7SG

Telephone: 020 8489 3398 / 3307

Fax: 020 8489 3329

Email: acc.complaints@haringey.gov.uk

Minicom: 020 8489 3159

Type talk: (18801) 020 8489 0000

What to do if things go wrong

What you can expect from strategic and community housing services:

- we will acknowledge receipt of your complaint within two working days
- a manager, who has not been involved before, will investigate and reply within 25 working days.

Housing Complaints

Apex House
High Road
Tottenham
London N15 5PQ

Telephone: 020 8489 1971 / 3567

Fax: 020 8489 4208

Email: housing.complaints@haringey.gov.uk

Minicom: 020 8489 4306

Type talk: (18801) 020 8489 0000

What to expect from Health Services

The NHS has a complaints procedure that all health services must follow. Wherever possible, you should tell someone close to the cause of the complaint – a doctor, nurse, receptionist or practice manager. If you would like help and support to resolve your problem informally, you can contact PALS (Patient Advice and Liaison Service) on **020 8442 6859**.

If you complain about a hospital, trust or a health service you will receive an acknowledgement of your complaint within two working days. You have the right to a full and written reply within 20 working days of them receiving your complaint. Even if there is a delay, you should be kept informed of progress.

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

What to do if things go wrong

If you need help or advice on where or how to complain, contact:

The Complaints Manager

Haringey Teaching Primary Care Trust
St Ann's Hospital
St Ann's Road
Tottenham
London N15 3TH

Telephone: **020 8442 6860**

Email: **keith.gardner@haringey.nhs.uk**

The Complaints and Legal Services Manager

North Middlesex University Hospital NHS Trust
Sterling Way
London N18 1QX

Telephone: **020 8887 4000**

Email: **merilyn.brown@nmh.nhs.uk**

The Chief Executive

Executive Offices
The Whittington Hospital
Highgate Hill
London N19 5NF

Telephone: **020 7272 3070**

Email: **david.sloman@whittington.nhs.uk**

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

What to do if things go wrong

Deputy Director of Nursing and Clinical Governance

Barnet, Enfield and Haringey Mental Health Trust

Avon Villa

Chase Farm Hospital

The Ridgeway

Enfield EN2 8JL

Telephone: 020 8375 1175

Fax: 020 8375 1166

Email: ian.clift@beh-mht.nhs.uk

Independent Complaints Advocacy Service (ICAS)

ICAS can provide free and independent support should you wish to make a complaint about any NHS service. ICAS can:

- give you further information about how to voice a concern about NHS services
- guide you through the NHS complaints procedure
- put you in touch with other agencies as appropriate
- provide translation and interpreting services if required
- help ensure that the NHS learns lessons from your complaint to improve patients' experience in the future.

You can contact ICAS via their helpline at: 084 5120 3784.

What to expect when you are living in a residential or nursing home

All residential and nursing homes are registered and inspected regularly to make sure that they meet the required minimum standards.

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

What to do if things go wrong

If you have a concern about a residential or nursing home you can contact your care manager and/or the Commission for Social Care Inspection (CSCI).

The local CSCI, which covers Barnet, Enfield and Haringey, can be contacted at:

Commission for Social Care Inspection

North London Office

Solar House

282 Chase Road

London N14 6HA

Telephone: **020 8447 6930**

Fax: **020 8447 6966**

Email: **enquiries@csci.gsi.gov.uk**

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

How to contact us

Information about services is available on the internet at www.haringey.gov.uk, www.haringey.nhs.uk and www.beh-mht.nhs.uk

You can also use the following telephone numbers to get advice and help.

Abandoned vehicles 084 5073 6904

Anti-social behaviour

Homes for Haringey tenants 084 5671 1177

Private tenants/Owner occupiers 020 8489 4309

Housing Association – contact your own housing association

General enquiries 020 8489 0000

Carers

Information for people who do not already have contact with a social worker, care manager or care co-ordinator 020 8489 3967

Children and young people who are carers 020 8489 1856

Haringey Young Carers Project 020 8348 4660

The Princess Royal Trust Haringey Carers Centre 020 8888 0808

Carers – support groups

Admiral Nurses 020 8442 6149

Alzheimer's Society Haringey Branch 020 8808 9931

Asian Carers Support Group 020 8365 7708

Black and Minority Ethnic Carers Support Service 020 8808 5510

Haringey Mencap 020 8365 0251

Haringey Young Carers Project 020 8348 4660

Mental Health Carers Support Association 020 8885 2006

Carers UK CarersLine 080 8808 7777

Contact a Family 080 8808 3555

How to contact us

Citizens Advice Bureaux 087 0126 4030
Free independent advice on benefits, housing, debt, immigration, etc

Councillors 020 8489 2947
Phone this number to find out when councillors run advice surgeries in their area

Council tax
Benefit advice 084 5071 2800
Customer services 084 5073 3557

Dial a Ride 020 8829 1200

Direct payments 020 8489 3153

Drug Advisory Service Haringey (DASH) 020 8442 6498

Emergencies out of hours 020 8348 3148
Monday to Friday 4.45pm to 8.45am
24 hours at weekends and Bank Holidays

Graffiti removal 084 5073 1979

Haringey Advisory Group on Alcohol 020 7272 2757

Haringey Association of Voluntary and Community Organisations 020 8880 4046
Voluntary and community support

Haringey Council 020 8489 0000
Switchboard is open from Monday to Friday, 8.45am – 5.00pm. Phone switchboard if you cannot find the number you need in this list

Call Centre – you can telephone our call centre to access a wide range of council services delivered without fuss from one service point. It is open Monday and Friday 8.00am – 6.00pm and Tuesday to Thursday 8.00am – 8.00pm. Use telephone numbers shown here or call the switchboard

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

How to contact us

Haringey leisure centres

Finsbury Park Track and Gym	020 8802 9139
Park Road Leisure Centre	020 8341 3567
Tottenham Green Leisure Centre	020 8489 5322
White Hart Lane Community Sports Centre	020 8881 2323

Haringey libraries

Alexandra Park library	020 8489 8770
Coombes Croft library	020 8489 8771
Highgate library	020 8489 8772
Hornsey library	020 8489 1118
Marcus Garvey library	020 8489 5309
Mobile and housebound library	020 8489 1425
Muswell Hill library	020 8489 8773
St Ann's library	020 8489 8775
Stroud Green library	020 8489 8776

Haringey Teaching Primary Care Trust

For general information about local health services

020 8442 6000

HARTS (Haringey Tenancy Support)

For families with children

084 5303 2350

Health advisors for older people

Crouch End	020 8341 2045
Bounds Green	020 8889 0961
Tynemouth Road	020 8275 4000

Hearthstone

Support for people who have experienced domestic violence

020 8888 5362

HIV services

020 8489 5970

How to contact us

Housing services

Council housing repairs (freephone 8.00am – 6.00pm)	080 0195 3404
Sheltered housing repairs	020 8489 8693
Emergencies out of hours	020 8348 3148
Homelessness and housing advice for council tenants	080 0195 3404
Housing advice for private tenants and homeowners	020 8489 4309
Housing benefits	084 5071 2800

Key Support

For single adults and couples between 16 and 65 years of age without children	020 7428 8500
---	---------------

Learning disabilities services	020 8489 1384
---------------------------------------	---------------

Meals on wheels	020 8489 1400
------------------------	---------------

Mental health services	020 8442 6714 020 8442 6706
-------------------------------	--------------------------------

Metropolitan Care and Repair	020 8829 8310
Help with major and minor repairs to your home, usually for homeowners and private tenants	

NHS Direct	0845 4647
A 24-hour gateway to health information. If you are unwell you can phone and speak to a nurse in confidence or visit the website	

North Middlesex University Hospital NHS Trust	020 8887 2000
--	---------------

Older people's services	020 8489 1400
--------------------------------	---------------

How to contact us

Out of hours service	020 8348 3148
In an emergency, contact our out of hours service from Monday to Friday 4.45pm – 8.45am and 24 hours during weekends and Bank holidays.	
Parking	084 5073 1234
All queries including disabled parking badges	084 5130 0130
Automated parking payment (24 hours)	
Patient Advice and Liaison Service (PALS)	
provides confidential help and advice for patients, families and carers, Monday to Friday, 9.00am – 5.00pm (24-hour confidential answerphone) at:	
PALS at Haringey Teaching Primary Care Trust	020 8442 6859
PALS at the Whittington Hospital NHS Trust	020 7288 5551
PALS at the North Middlesex University Hospital NHS Trust	020 8887 4172
Physical disabilities services	020 8489 3092
Quit smoking helpline	080 0085 6258
Call the freephone helpline for advice or to join the smokers clinic	
Refuse collection (Haringey Accord)	020 8885 7700
Regular household rubbish collections, special collections of bulky rubbish, other refuse and recycling	
Safe and sound community alarm	020 8489 2365
Safeguarding Adults Manager	020 8489 3191

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

How to contact us

Sexual health services

Sexual Health Centre Appointments Bureau	020 8442 6536
Sexual Health Centre General Enquiries	020 8442 6605
Family Planning Service Enquiries	020 8442 6810

Sixty Plus

Freephone number to contact the floating support service for people aged 60 and over

080 0652 6100

St Ann's Hospital

Emergency Reception Centre for Mental Health	020 8442 6000
Mental Health Unit (24-hour helpline)	020 8442 6706

Supported housing assessments

020 8489 2367

Whittington Hospital NHS Trust

Emergency Department	020 7272 3070
	020 7288 5216
	020 7288 5704

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

How to contact us

Customer Services Centres

Haringey Council Customer Services Centres are open Monday to Friday 8.45am – 5.00pm. In addition, the Wood Green Customer Services Centre is open on Saturday from 9.00am – 5.00pm.

Hornsey Customer Services Centre

Broadway Annexe
Hornsey Town Hall
Crouch End
London N8 9JJ

North Tottenham Customer Services Centre

639 High Road
Tottenham
London N17 8BD

South Tottenham Customer Services Centre

Apex House
820 Seven Sisters Road
Tottenham
London N15 5PQ

Wood Green Customer Services Centre

Ground Floor, 48 Station Road
Wood Green
London N22 7TY

Glossary

Assertive outreach	Intensive community support work provided to people with severe and persistent mental health issues.
Assessment	A process which identifies the needs of an individual and evaluates how those needs impact on daily living and quality of life.
Care co-ordinator	A professional who manages and arranges long-term mental health services through the care programme approach. The professional can be a doctor, nurse, social worker or other trained and licensed professional.
Care manager	A trained professional who is able to work with you, your family and your doctors to assess your situation and determine the appropriate plan of care. They will also help with finding the available care resources.
Care Programme Approach	A framework for the care of mentally ill people outside of hospital. There are four main elements: systematic arrangements for people accepted by specialist psychiatric services, the formulation of a care plan which deals with those needs, the appointment of a key worker, regular review of the care plan.

Glossary

Community matron	<p>A registered nurse with an additional qualification such as District Nursing or Health Visiting, who proactively identifies high intensity users, undertakes high level assessment of physical, psychological and social needs, reviews medication and can prescribe some medications.</p> <p>Provides clinical care and health promotion activities, co-ordinates the input of other health professionals and teaches and educates patients and families. Is seen by colleagues as having a key role with very high intensity users (VHIUs).</p>
Community nurse	<p>A registered nurse who provides nursing care in a range of community settings such as a GP practice, in people's homes and in residential homes. It includes nurse specialists.</p>
District nurse	<p>A registered nurse who has a degree or a specialist qualification in community nursing and further specialist training in the management of leg ulcers or diabetes, for example.</p>
Eligibility criteria	<p>Eligibility criteria set out who is entitled to receive a service and how this is decided. They help to ensure that services are provided to the people who are most in need.</p>
Floating support services	<p>Support workers who visit people in their own homes.</p>

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

Glossary

Home care/Domiciliary care	Personal care to enable people to stay at home for as long as possible.
NHS Trust	This name is given to a National Health Service provider of hospital or community health services such as planned and emergency surgery, planned and emergency medical care and diagnostic services such as x-rays or mental health inpatient care and community mental health services.
Occupational therapist	Someone who assesses the needs of people who, because of illness, frailty or disability need help to make sure that where they live gives them maximum independence. The occupational therapist can help make everyday tasks easier by providing equipment or suggesting adaptations to the home.
Personal care	Personal care is provided to people with a disability, older and frail people, or those with mental health issues. Help is given to bath, wash, dress and prepare food.
Primary Care Trust	Primary Care Trusts, commonly known as PCTs, are responsible for planning, developing and providing health care services for local people. The local trust is Haringey Teaching Primary Care Trust.

Glossary

Sheltered housing	Sheltered housing is for older people or people with disabilities who live independently as tenants, but who occasionally need advice and support. All schemes have a scheme manager based locally.
Sitting services	Sitting services provide respite for carers by having someone look after the person they care for in their own home.
Special equipment	This equipment helps people live more independently and includes specially designed utensils for people with arthritis, bath/shower seats, ramps for wheelchair access and stairlifts.
Strategic Health Authority	The Strategic Health Authority has responsibility for strategic planning and the co-ordination and monitoring of local primary care trusts and NHS Trusts. Our Strategic Health Authority is the London Strategic Health Authority.
Supported housing	Supported housing includes sheltered housing, shared homes and supported hostels where facilities are shared; some provide a 24-hour alarm service. Some schemes provide floating support to people living in council, private sector and housing association properties where the workers and managers may not be based locally.

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

Telling us what you think

We want to work with you to provide the best services and information we can with the money available. We are committed to involving you in measuring the quality of services we provide. Your feedback is extremely useful and is used to help shape the future of long-term care in Haringey.

Let us know what you think of this Charter by filling in the separate form on the website and sending it back to us – you do not need a stamp. The form can also be completed electronically and returned via email. We will use your comments when we are producing the next Charter.

Alternatively, you can write to our Better Care, Higher Standards Charter Champions.

Social Care

Lisa Redfern
Assistant Director, Adult Services
Haringey Council
40 Cumberland Road
Wood Green
London N22 7SG
Telephone: 020 8489 2326
Email: lisa.redfern@haringey.gov.uk

Housing

Phil Harris
Assistant Director, Strategic and Community Housing Services
Haringey Council
Apex House
820 Seven Sisters Road
Tottenham
London N15 5PQ
Telephone: 020 8489 4397
Email: phil.harris@haringey.gov.uk

Better Care, Higher Standards

A guide to health, housing and social care services for people aged 18 and over with long-term care needs and their carers in Haringey

Telling us what you think

Health

Helen Brown

Director of Strategic Commissioning

Haringey Teaching Primary Care Trust

St Ann's Hospital

St Ann's Road

Tottenham

London N15 3TH

Telephone: **020 8442 6862**