



*Islington  
Clinical Commissioning Group*

# Services

for people in their last years  
of life and their carers

[www.islingtonccg.nhs.uk](http://www.islingtonccg.nhs.uk)

# Introduction

**This information booklet has been designed for service users and their carers to provide an overview of services available to them during their last years of life that will help them achieve the best possible quality of life during the final stages of their illness.**

Last years of life care and decisions are sensitive subjects that many people find difficult to talk about or explore. It is important for people to know there are a number of organisations locally and nationwide that they can contact for help, information, to talk to about how they feel or seek support for planning ahead.

This booklet has been produced as a direct result of service user feedback by way of the "Voice for Change" group. This local resident service user group, commissioned by Islington CCG and run by St Joseph's Hospice, was formed to improve the access, experience and outcomes for service users across Islington during their last years of life.

# Where do I start?

## Ask your GP!

Your GP should be your first point of contact for additional information on services and diagnosis.

District Nurses offer a range of nursing care including giving drugs, changing dressings and offering nursing advice. You can contact a District Nurse through your GP practice.

## Where can I look for information myself?

### CARE COMPASS

- What is it?** An information and support website for anyone facing a life limiting condition.
- Who is it for?** Anyone facing a life limiting condition, as well as families, carers and professionals.
- Website:** [www.carecompass.org.uk](http://www.carecompass.org.uk)

### FIND ME GOOD CARE

- What is it?** A website that helps people to make choices about care and support for themselves or other adults in England. It offers advice and information about choosing care as well as a database of services. It also allows you to create your own Good Care Planner online so that you can save all the information that you find most useful in one place.
- Who is it for?** All adults and their carers.
- Website:** [www.findmegoodcare.co.uk](http://www.findmegoodcare.co.uk)



### FIND ME HELP (DYING MATTERS)

- What is it?** A website that provides information about planning ahead, understanding and talking about death and dying, what to do after someone dies, concerns about end of life care, and how to cope with bereavement. It also offers links to local services, provides information for carers and offers access to a supportive online community.
- Who is it for?** People in the last years of life, their families, carers and friends.
- Website:** [www.dyingmatters.org](http://www.dyingmatters.org)

### LINKS FOR LIVING

- What is it?** A directory for traditional health and social care suppliers. To help you find what you're looking for, you'll also find a set of frequently asked questions and answers within each category.
- Who is it for?** All Islington adults.
- Phone:** This directory can also be accessed by calling the Islington Access Team on **020 7527 2299**
- Website:** <http://linksforliving.islington.gov.uk>

## NHS CHOICES

**What is it?** The online 'front door' to the NHS. It is the country's biggest health website and gives all the information you need to make choices about your health.

**Who is it for?** Everyone.

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



## Who else can help?

### AGE UK ISLINGTON

**What is it?** Help to support older people and their carers at times when they need it most through work that both supports and empowers them. Provides free information and advice on a range of issues in many community languages for over 55s, and offers practical help with essential jobs around the house.

**Who is it for?** Older people and their carers.

**Phone:** **020 7281 6018** (Monday to Friday, 10am to 4pm)

**Email:** [admin@ageukislington.org.uk](mailto:admin@ageukislington.org.uk)

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

**Address:** 6 – 9 Manor Gardens, London N7 6LA

### ALZHEIMER'S SOCIETY ISLINGTON

**What is it?** A range of support services for anyone affected by dementia. Information, support and advice are provided through one-to-one services with people with dementia and carers, including home visits. A chance for activity, social interaction and peer support are also provided through group sessions in the community.

**Who is it for?** Help for people with dementia, their families and carers.

**Phone:** **020 7561 4820** (Monday to Friday, 9am to 5pm)  
(National Helpline 0300 222 11 22 - also includes Saturday and Sunday, 10am to 4pm)

**Email:** [islington@alzheimers.org.uk](mailto:islington@alzheimers.org.uk)

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

**Address:** Durham Road Resource Centre, 86 Durham Road, London N7 7DT

### BREATHE EASY

**What is it?** A support group and a helpline that provides information about more than 40 lung conditions, answers questions about your rights, and listens to your concerns.

**Who is it for?** The Islington support group is for people affected by lung conditions including their friends, family and carers.

**Phone:** **03000 030 555** (Monday to Friday, 10am to 6pm)

**Website:** [www.blf.org.uk/BreatheEasy/Detail/Islington](http://www.blf.org.uk/BreatheEasy/Detail/Islington)

**Address:** Bingfield Health Centre, Bingfield Street, Islington, London N1 0AL

### CARERS UK

**What is it?** A charity set up to help the millions of people who look after an older, disabled or seriously ill family member or friend.

**Who is it for?** Carers.

**Phone:** 0808 808 7777 (Monday to Friday, 10am to 4pm)  
**Email:** [advice@carersuk.org](mailto:advice@carersuk.org)  
**Website:** [www.carersuk.org](http://www.carersuk.org)  
**Address:** 20 Great Dover Street, London SE1 4LX

### CAMDEN, CITY, ISLINGTON AND WESTMINSTER BEREAVEMENT SERVICE

**What is it?** A confidential service providing free bereavement counselling help. Counselling - which can be either during the day or the evening - is provided by trained and supervised volunteer counsellors on a regular weekly basis. The number of sessions may vary, depending upon need, from between one or two, a fixed contract for ten weeks, or may be more open-ended for up to a year or more.

**Who is it for?** Anyone over the age of 18 living within (or registered with a GP) in the boroughs of Camden, Islington and the City of Westminster. Anyone living or working in the City of London can have access through the organization's low cost service.

**Phone:** 0207 284 0090 (Monday to Friday, 9.30am to 5pm)  
**Email:** [cciwbs@btconnect.com](mailto:cciwbs@btconnect.com)  
**Website:** [www.bereavement-counselling.org](http://www.bereavement-counselling.org)  
**Address:** 3rd Floor, 293 / 299 Kentish Town Road, London NW5 2TJ



### OTHER BEREAVEMENT SERVICES

For more bereavement services see the Links for Living website at: <http://linksforliving.islington.gov.uk>

### FUTURE MATTERS

**What is it?** Future Matters aims to support people to plan for their last years of life by discussing their wishes and preferences and helping to put their plans in place. Planning for the future could be anything from making a will to completing an advance care plan, and can remove anxiety about what the future might hold for you and your loved ones. It is jointly delivered by Age UK Islington and Gentle Dusk.

**Who is it for?** Anyone aged over 55 who wishes to plan for the last years of life.

**Phone:** 0207 281 6018 (Monday to Friday, 10am to 4pm)  
**Email:** [future.matters@ageukislington.org.uk](mailto:future.matters@ageukislington.org.uk)  
**Website:** [www.ageuk.org.uk/islington/information-advice/future-matters](http://www.ageuk.org.uk/islington/information-advice/future-matters)  
**Address:** 6 – 9 Manor Gardens, London N7 6LA

### HEALTH AND WELLBEING INFORMATION AND SUPPORT SERVICE

**What is it?** A service at St Joseph's Hospice that offers information and support. You can drop in Monday to Friday between 10am and 4pm, or call the number below to book an appointment.

**Who is it for?** Anyone affected by a long term, serious or life-limiting condition, including their carers and families, health care professionals and the general public.

**Phone:** 020 8525 3140 (Monday to Friday, 9am to 5pm)  
**Email:** [r.yearwood@stjh.org.uk](mailto:r.yearwood@stjh.org.uk)  
**Website:** [www.stjh.org.uk](http://www.stjh.org.uk)  
**Address:** St Joseph's Hospice, Mare Street, Hackney, London E8 4SA

## HEALTHWATCH ISLINGTON

- What is it?** An organisation that helps local people to find health, social care, and children's services and works to improve health and social care in Islington.
- Who is it for?** All local people.
- Phone:** **020 7832 5828**  
(Usually available Monday to Friday, 9am to 5pm)
- Email:** **info@healthwatchislington.co.uk**
- Website:** **www.healthwatchislington.co.uk**
- Address:** Healthwatch Islington, 200A Pentonville Road, London N1 9JP

## INDEPENDENT AGE

- What is it?** An information and advice service for older people, their families and carers, focusing on social care, welfare benefits and befriending services. Local support includes one-to-one and group befriending schemes.
- Who is it for?** All local people.
- Phone:** **0800 319 6789** (Monday to Friday, 10am to 4pm)
- Email:** **advice@independentage.org**
- Website:** **www.independentage.org**
- Address:** Independent Age, 6 Avonmore Road, London W14 8RL

## ISLINGTON AND CAMDEN BLADDER AND BOWEL CARE SERVICE

- What is it?** If you suffer with a bladder or bowel leak, however small, you can get free help and confidential advice from your local district nurse, health visitor, school nurse or continence advisor. Your GP can refer you for a continence assessment. If you require a reassessment or information on products you can contact the bladder and bowel service, your district nurse, health visitor or school nurse.

- Who is it for?** Adults and Children (from the age of 5 years) who have any bladder or bowel problems.
- Phone:** **020 3316 8401** (Monday to Friday, 9am to 5pm)
- Email:** **maxinehammond@nhs.net**
- Address:** Bladder & Bowel Care Service, River Place Health Centre, River Place, London N1 2DE



## ISLINGTON CARERS HUB

- What is it?** A provider of information, advice, support groups and events for carers.
- Who is it for?** All family carers and other unpaid carers.
- Phone:** **0800 085 1141** (freephone) or **020 7561 5517** (Monday to Friday 9am to 5pm)
- Email:** **info@islingtoncarershubs.org**
- Website:** **www.islingtoncarershubs.wordpress.com**
- Address:** 225-229 Seven Sisters Rd, London N4 2DA

## ISLINGTON CITIZEN'S ADVICE BUREAU

- What is it?** A service offering free independent and confidential advice. You can either phone or drop in for advice (no appointment necessary).
- Who is it for?** All Islington residents.
- Address:** 222 Upper Street N1 1XR (Monday to Wednesday and Fridays, 9.30am to 4.30pm).

**Additional opening hours for workers, students and carers only: Thursdays, 5pm to 8pm.**

**Phone:** **020 7288 7676**  
(Monday to Friday, 10am to 1pm and 2pm to 4.30pm)

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

**Address:** 222 Upper Street, London N1 1XR

### ISLINGTON COUNCIL ACCESS SERVICE

**What is it?** The service provides access to adult community care services, services for vulnerable adults, adults living with a physical disability and referrals to occupational therapy.

**Who is it for?** All Islington adults and their carers.

**Phone:** **020 7527 2299** (Monday to Friday, 9am to 5pm)

**Minicom:** **020 7527 6475**

**Email:** [access.service@islington.gov.uk](mailto:access.service@islington.gov.uk)

**Address:** Calshot Community Care Centre, 57, Calshot Street, London N1 9XH

### ISLINGTON END OF LIFE & PALLIATIVE CARE SERVICE ('ELIPSE')

**What is it?** A specialist palliative care team, involved with people needing palliative care or end of life care at home across Islington. ELiPSE sees patients directly, provides telephone advice, and offers education and training. The website provides information for members of the public, patients, carers and professionals.

**Who is it for?** People needing palliative care or end of life care and the people who care for them.

**Phone:** **020 3317 5777** (Monday to Friday, 9am to 5pm) or; **0845 155 5000** (Monday to Friday, 5pm to 9am, weekends and Bank Holidays)

**Website:** [www.camdenproviderservices.nhs.uk/news/440](http://www.camdenproviderservices.nhs.uk/news/440)

**Address:** Unit D, Well House, 23a Benwell Road, London N7 7BL

### MARIE CURIE HOSPICE, HAMPSTEAD

**What is it?** Specialist care for people with cancer and other life-limiting illnesses and support for families, completely free. The in-patient unit has 34 beds and there is a fully-equipped day service department. The Marie Curie Nursing Service also provides free nursing for people with cancer and other life-limiting illnesses in their own homes. Your District Nurse can refer you to this service.

**Who is it for?** People with cancer and other life-limiting illnesses and their families.

**Phone:** **020 7853 3400** (Monday to Friday, 9am to 5pm, Tuesdays till 7.30pm)

**Email:** [hampstead.hospice@mariecurie.org.uk](mailto:hampstead.hospice@mariecurie.org.uk)

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

**Address:** Marie Curie Hospice, 11 Lyndhurst Gardens, London NW3 5NS



## ST JOSEPH'S HOSPICE, HACKNEY

- What is it?** St Joseph's Hospice is an independent charity that provides specialist support and care for people with a serious or life-limiting illness. Care is delivered in a range of settings including in the hospice, in patient's own homes, through Out-patients clinics and through Day Hospice. The hospice also offers respite care. A specialist team of bereavement counsellors provides ongoing support for families and carers. St Joseph's also hosts over 35 support and social groups for hospice patients as well as for the local community and has an information and support service for people facing a life-limiting condition.
- Who is it for?** People affected by a serious or life threatening condition and the people who care for them.
- Phone:** **020 8525 6000** (Main Switchboard, 24 hours) or **0300 303 0400** (Referrals only, 24 hours)
- Email:** [info@stjh.org.uk](mailto:info@stjh.org.uk)
- Website:** [www.stjh.org.uk](http://www.stjh.org.uk)
- Address:** St Joseph's Hospice, Mare Street, Hackney, London E8 4SA

## ST JOHN'S HOSPICE, ST JOHN'S WOOD

- What is it?** A provider of numerous services to patients in their homes and in the hospice, where a team of qualified medical personnel provide 24 hour dedicated care to patients during their final days. There is also support to help families, carers and friends to prepare for bereavement and ongoing support from simple practical advice through to counselling services.
- Who is it for?** People affected by a serious or life threatening condition and the people who care for them.
- Phone:** **020 7806 4040** (Every day, 9am to 5pm)
- Email:** [hospice.info@hje.org.uk](mailto:hospice.info@hje.org.uk)
- Website:** [www.stjohnshospice.org.uk](http://www.stjohnshospice.org.uk)
- Address:** 60 Grove End Road, London NW8 9NH

## VOICE FOR CHANGE SERVICE USER AND CARER GROUP

- What is it?** The group shares experiences of care to inform, improve and develop current and future services. Members of the group can access information, support, and complementary therapies, meet people who are in similar situations and share experiences. Guest speakers are invited to the group to talk about local services and the support that is available. The group meets every month for two hours in an informal setting and refreshments are provided.
- Who is it for?** People affected by a life limiting serious illness and the people who care for them.
- If you are interested in joining this group, have any questions or would like further information please contact: Rachael Yearwood, Macmillan Information Specialist at St Joseph's Hospice on:**
- Phone:** **020 8525 3140** (Monday to Friday, 9am to 5pm)
- Email:** [r.yearwood@stjh.org.uk](mailto:r.yearwood@stjh.org.uk)
- Address:** Voice for Change service user and carer group, St Joseph's Hospice, Mare Street, Hackney, London E8 4SA

### Please note:

Inclusion in this directory does not constitute an endorsement of any provider or service.

Whilst every effort has been made to ensure the accuracy of information supplied, Islington CCG recommends that all information be verified with relevant parties.

**For the most up-to-date information about services in Islington, please visit 'Links for Living': [linksforliving.islington.gov.uk](http://linksforliving.islington.gov.uk), details above.**

*For more copies of this brochure, please contact:*

**Islington CCG**  
338-346 Goswell Road  
London EC1V 7LQ

**020 3688 2900** (Monday to Friday, 9am to 5pm)  
**[islington.ccg@nhs.net](mailto:islington.ccg@nhs.net)**  
**[www.islingtonccg.nhs.uk](http://www.islingtonccg.nhs.uk)**