

# HARROW CARERS NEWS

SPRING 2026 EDITION

Hello  
Spring



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Information on our other services we provide;  
Home Care and Homeshare



If you have any issues  
accessing any of the  
information or links in this  
newsletter, please give us a  
call and we will be happy to  
help.



@harrowcarers



@carer.harrow

# WELCOME TO OUR SPRING ISSUE

## Message from Colin Powell CEO of Harrow Carers



Dear Carers, Volunteers and Friends,

I'd like to start with a heartfelt thank you to all unpaid carers across Harrow. The care, patience and resilience you show every day, often while juggling work, family and so much else really matters. Please know that what you do is seen, heard and highly valued.

Over the past few months, we've been working hard to make our support easy to access, responsive and shaped by what carers tell us they need most. That includes statutory Carers Assessments for both young and adult carers, practical advice, wellbeing support, chances to take a break, try something new, or simply have someone to talk to. We're also continuing to work closely with Harrow Council and NHS partners so carers are recognised earlier and can get the right help at the right time.

We're also delighted that our work has been recognised nationally with the **Carers Excellence Award** from **Carers Trust**. This recognition belongs to our whole community, our staff, volunteers and partners, and especially the carers whose experiences and voices guide what we do every day.

We know caring can sometimes feel lonely or overwhelming, and you shouldn't have to cope on your own. That's why our activities and safe spaces are so important. Through our groups, activities and social sessions, carers can **meet others, share experiences, make friends and feel part of a community that truly understands**. For many people, these connections become a real source of comfort, encouragement and reassurance.

Can I please ask for your help in completing our **carers survey (located on page 23)** as your feedback is essential for us to know how we are performing and what we need to do differently to improve our services for you. The survey also helps us identify any gaps in our service provision and plan for new services that may be required. Thank you in advance.

One of the highlights of our support is our new **Dementia Choir REIGNITE**. Singing together can lift mood, ease isolation and create moments of connection for people living with dementia and the people who care for them. It's not about being a "good singer"—it's about belonging, building confidence and sharing something positive each week. If you, or someone you support, would like to come along, we'd love to welcome you.

If it's easier to access support online, our **Virtual Carers Centre** is there whenever you need it, with information and advice you can explore in your own time. We're also working to improve access for carers who prefer support in other languages, with more options becoming available.



Visit us at <https://www.harrowcarers.org>.



Explore support via our [Virtual Carers Centre](#) on our website

Thank you again for everything you do. If you need support, please reach out, our team is here for you.

**Colin Powell**

Chief Executive Officer

# WEEKLY ACTIVITIES

## Harrow Carers Groups & Activities



\*If you would like to join any of the activities please contact [wellbeing@harrowcarers.org](mailto:wellbeing@harrowcarers.org)  
020 8868 5224 for joining instructions.

Our activities are **FREE** for registered unpaid carers, but if you would like to make a donation  
please click [here](#) or visit our website <https://harrowcarers.org/>

<b>Monday</b>	<b>Yoga - 10:30AM - 11:30AM</b> Old Lyonians Sports Ground, 74 Pinner View HA1 4QF
	<b>Qigong - 11:45AM - 1:15PM</b> Old Lyonians Sports Ground, 74 Pinner View HA1 4QF
	<b>Knit &amp; Natter - 1:00PM - 3:00PM</b> Harrow Carers Office, 376-378 Pinner Road, North Harrow HA2 6DZ
<b>Tuesday</b>	<b>Elevate Support Group - 11:00AM - 12:30PM</b> (Alternating weeks between Zoom & in person. Email <a href="mailto:wellbeing@harrowcarers.org">wellbeing@harrowcarers.org</a> for link) Zoom/Harrow Carers Office, 376-378 Pinner Road, North Harrow HA2 6DZ
<b>Wednesday</b>	<b>Zumba - 10:15AM - 11:15AM</b> Old Lyonians Sports Ground, 74 Pinner View HA1 4QF
	<b>Pilates - 11:30AM - 12:15PM</b> Old Lyonians Sports Ground, 74 Pinner View HA1 4QF
	<b>Friendship Cafe - 1:30PM - 3:30PM</b> <b>For Dementia carers and their cared for</b> (every 1st Wednesday of the month) Old Lyonians Sports Ground, 74 Pinner View HA1 4QF
	<b>Sewing Club - 2:00PM - 4:00PM</b> <b>(held every other Wednesday of the month)</b> Please contact the office for more details Harrow Carers Office, 376-378 Pinner Road, North Harrow HA2 6DZ
<b>Thursday</b>	<b>Community Hub - 12:00PM - 2:30PM</b> <b>Every Thursday until 4th June 2026 then fortnightly</b> <b>Badminton, Table Tennis, Snooker sessions alternating at the hub</b> Old Lyonians Sports Ground, 74 Pinner View HA1 4QF
<b>Friday</b>	<b>Mental Health Support Group</b> <b>1:30PM - 2:30PM</b> (Every 2nd Friday & 4th Friday of the month in person) Email <a href="mailto:wellbeing@harrowcarers.org">wellbeing@harrowcarers.org</a> Harrow Carers Office, 376-378 Pinner Road, North Harrow HA2 6DZ
	<b>Sound Healing - £5 per session</b> <b>1.45PM - 3PM</b> <b>(Every 3rd Friday of the month) Email <a href="mailto:wellbeing@harrowcarers.org">wellbeing@harrowcarers.org</a></b> Old Lyonians Sports Ground, 74 Pinner View HA1 4QF

# WEEKLY ACTIVITIES

## Mental Health Support Group

**Do you care for a loved one with a mental health problem?**

Take a break from your caring responsibilities and join us for a warm welcome in a relaxed and supportive atmosphere.

*"The Drop In is something to look forward to where I feel understood and not alone"*

*"Sharing is so important and I leave there feeling better"*

*"It's tremendously helpful to be amongst others who can relate to the situations of a carer"*

**In-person at Harrow Carers Centre in North Harrow every 2nd and 4th Fridays of the month from 1.30 to 3pm.**

### ELEVATE SELF-SUPPORT GROUP



Elevate Carers meet every Tuesday 11am-12.30pm. We alternate weekly between Zoom and in person meetings, in the Harrow Carers Main Hall. This is a forum where unpaid Carers offload and support each other with our issues. We are primarily self-sufficient with Harrow Carers staff setting up the zoom platform or Main Hall.

**All unpaid carers are welcome**

*DONATE*

As a charity reliant on donations and grants, we welcome support through donations, volunteering, or bequests. Every contribution matters—thank you!



Make a difference today

**DONATE** ❤️



### *Sound Healing with a qualified gong practitioner*



**Every 3<sup>rd</sup> Friday of the Month  
1.45pm–3pm**

**Old Lyonians Sports Ground  
74 Pinner View, Harrow  
HA1 4QF**

**£5 per session**

Please call 020 8868 5224  
or email [wellbeing@harrowcarers.org](mailto:wellbeing@harrowcarers.org)  
to confirm you are attending

# SERVICE UPDATES

## Bridgit Care

Accessing Online Self-Help 24/7

Harrow Carers has partnered with **Bridgit Care** to make sure you can get support whenever you need it. The **Bridgit Care Platform**, is a free online platform designed just for carers.

Here you can access **helpful advice, practical tools, and personalised support** to make your life a little easier, Bridgit is here for you, 24/7, whether you're looking for **wellbeing tips, local services, or just someone to talk to**. This platform is connected directly to our team.

Click on the button below to access the Bridgit Care Platform, and answer a few quick questions about you and you too can access information and chat to one of the friendly coaches who are there to support. Alternatively, click on the following link to our website to hear Colin talk about the platform, also available in the languages listed below.

<https://harrowcarers.org/bridgit-care/>



**BRIDGIT CARE - HARROW CARERS**

[Bridgit Care Platform](#)

[Bridgit Care User Guide](#)

[English](#)

[Gujarati](#)

[Tamil](#)

[Farsi](#)

[Arabic](#)

[Somali](#)

[Bengali](#)

[Romanian](#)

[Polish](#)

## Why have a Carer's Assessment?

Getting a carer's assessment could be the first step to gaining vital support. It's your chance to discuss the help you need as a carer.

Find out how it could make life easier for you and the person you care for.

Carers UK have put together a guide to help and support carers

Click the link to the [Carers UK: Factsheet- Carers Assessments](#)



### How can unpaid carers request support?

Adult carers can seek support and request an assessment of their support needs directly from Harrow Carers using one of the following routes:

- **Phone (duty line): 020 8868 5224**
- Dedicated mailbox: [adult.assessments@harrowcarers.org](mailto:adult.assessments@harrowcarers.org)
- Website: [www.harrowcarers.org](http://www.harrowcarers.org) (general information and referral options)

Carers can also continue to contact council adult social care services to explore the support and options available, by phone on **020 8901 2680** and email via [AHadults@harrow.gov.uk](mailto:AHadults@harrow.gov.uk)

# UPCOMING ACTIVITIES

SAVE THE DATE FOR CARERS WEEK 8-12 JUNE 2026

SAVE THE DATE



Carers Week is an annual campaign to raise awareness of caring, highlight the challenges unpaid carers face and recognise the contribution they make to families and communities throughout the UK. It also helps people who don't think of themselves as having caring responsibilities to identify as carers and access much-needed support.

Our theme for Carers Week 2026 is **Building Carer Friendly Communities**. Carers Week runs from Monday 8 June, with a full week of activities including community outreach, a hospital information day, a fun social event on **Thursday 11<sup>th</sup> June**, and an online session to recognise, support and celebrate unpaid carers.

More information will be provided nearer the time.



**Badminton, Table Tennis and Snooker sessions available at the Community Hub, alternating weeks 12pm-2pm**

## Community Hub

Unpaid Carers and the Cared for will be able to get together, have a cuppa, use the free wi-fi, take part in wellbeing activities, and connect with others.

Our aim is to minimise the impact of the cost-of-living crisis on our Unpaid Carers and Cared for's health and wellbeing so that they are able to continue caring with the support of Harrow Carers and their peers.

**Community Hub runs from 12pm-2.30pm every Thursday until 4<sup>th</sup> June 2026 then after it will be every 2 weeks at Old Lionians Sports Ground, 74 Pinner View, Harrow HA1 4QF**

# YOUNG CARERS



This Easter half term was truly one to remember, filled with laughter, new experiences, and unforgettable moments for our young carers.

We kicked things off with our first ever juniors residential trip. Across the week, the group had the opportunity to step away from their everyday responsibilities and simply enjoy being children. From playing games and taking part in group activities, to sharing meals and building friendships, the residential created a space where memories were made and confidence grew. It was wonderful to see the young people relax, have fun, and support one another in such a positive environment.



Our youth group took part in a thrilling prison escape challenge, working together to solve puzzles, think creatively, and strengthen their teamwork skills. The energy and enthusiasm in the room were incredible, with everyone fully immersed in the experience.

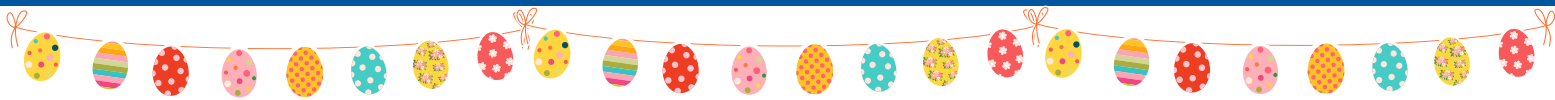


To round off the half term, our young adult carers enjoyed an adrenaline-filled day of paintballing. This was a fantastic opportunity for them to unwind, have fun, and connect with peers who share similar experiences, all while enjoying a bit of friendly competition.



Are you a young carer? Contact us at 020 8868 5224 or email: [youngcarers@harrowcarers.org](mailto:youngcarers@harrowcarers.org). We're here to provide free support and wellbeing services for unpaid carers.

# YOUNG CARERS



Overall, the Easter programme provided meaningful respite, opportunities for personal growth, and most importantly, time for our young carers to simply enjoy themselves. Seeing the smiles, confidence, and connections formed throughout the two weeks truly highlights the importance of these experiences.



## YOUNG CARERS ASSESSMENT

### Do You Know a Young Carer? Get in Touch


If you think a child or young person you know may be a young carer, it's really important that they receive the right support. A Young Carers Assessment helps us understand their caring role and ensure they can access appropriate activities, support, and opportunities.

To make a referral or find out more, please contact:

**Michelle Beynon - Young Carers Team**

 [michelle.beynon@harrowcarers.org](mailto:michelle.beynon@harrowcarers.org)

Or email our team inbox:

 [youngcarers@harrowcarers.org](mailto:youngcarers@harrowcarers.org)



Young carers in Harrow, under 18, assist family members or friends with health challenges or disabilities. Harrow Carers provides personalised support, including school drop-ins, one-to-one guidance, monthly outings, and holiday activities. These services aim to offer respite, build resilience, and connect young carers with peers.

Since 1996, Harrow Carers has been supporting and empowering young carers in their responsibilities and personal development.

If you'd like to support young carers in Harrow, consider donating. Your contribution helps provide vital services, activities, and opportunities for children and young people who care for loved ones – giving them the chance to thrive, connect, and enjoy their childhood. ❤️



Are you a young carer? Contact us at 020 8868 5224 or email:

[youngcarers@harrowcarers.org](mailto:youngcarers@harrowcarers.org). We're here to provide free support and wellbeing services for unpaid carers.



# ADVICE & BENEFITS

Our Information & Advice team are on hand if you have any questions or require any assistance with benefits or any other issues relating to your caring role. Both Anne and Radha, Adult Services Advisors are available at the centre: **0208 868 5224**.

For information on income-related benefits, contribution-based benefits,

- [Turn2us benefits calculator](#)
- [Policy in Practice better off calculator](#)
- Entitled to [benefits calculator](#)

These Benefits Calculators help people to gain access to welfare benefits, charitable grants and support services.

We presume most of Harrow residents are with Affinity Water and sometimes, it's not just about the bills – it's about the little extra help that makes life easier.

## The Priority Services Register: support beyond billing

If you are caring for a family member that has life limiting illness etc. that requires a lot of changing personal clothes, also bed clothes, you can approach Affinity Water. If you are paying by metre they may give you a better tariff, also if you are paying for water annually you should hopefully be eligible. The best thing to do is to contact Affinity Water, on the following link or check with your paper bill for their phone number: [Priority Services Register \(PSR\)](#), is designed for customers who may need additional support due to health conditions, disabilities, age, or other specific needs.



## Alternative communication formats

Do you need bills or updates in Braille, large print, or audio? We've got you covered. Our PSR ensures you receive information in a format that works for you.

## Advance notification of planned works

If we're planning work in your area, we'll notify you in advance so you can prepare for any disruptions to your water supply.

## Support during emergencies

In case of an unplanned outage, we'll prioritise getting support to those on the PSR. This could include delivering bottled water to your home if needed.

## Peace of mind for family and carers

You can nominate a trusted person to receive updates and manage your account on your behalf, giving you and your loved ones extra peace of mind.

**Our Information & Advice team – Anne or Radha on 020 8868 5224 are here to support our Unpaid Carers with benefits advice, including Council Tax discount and exemptions:**

**[Discounts and exemptions for Severely Mentally Impaired \(SMI\) people – London Borough of Harrow](#)**



**Latest scams and frauds | FSCS** - Financial Services Compensation Scheme look at scams on a weekly basis

**Take Five To Stop Fraud | To Stop Fraud** - to help protect you from fraud

**We kindly ask for a donation when assisting with form filling. Your contribution helps us improve our services and reach more unpaid carers when they need it most. Every donation makes a difference –thank you for your support!**



# FINANCIAL ASSISTANCE

## Applying for Financial Assistance from Harrow Council for Care Home Fees

### Information compiled in 2026 - based on carers' lived experience

When a loved one moves into a care home, families often face not only an emotional upheaval but also complex financial decisions.

This information has been compiled by carers with lived experience to help others feel better prepared and less anxious when applying for financial assistance from Harrow Council.

Rules and processes may change, so it is important to check that this information remains current.



At the time of writing, a person applying for financial assistance must have savings below £23,250. Carers are advised to prepare well in advance, as financial support usually starts from the date the council is informed that funds have dropped below this threshold.

Applicants are normally required to provide clear evidence, including three months of bank statements, proof of income, and sometimes information about property ownership. Carers have found it helpful to gather digital copies of documents early and to check the online assessment form in advance.

The council uses an indicative rate to assess care home costs. This is not the amount paid by the council, as the resident's contribution is included. If the chosen care home costs more than this rate, a third-party top-up may be required.

Although processes can feel confusing or slow, sharing lived experience aims to help carers feel more informed and supported at a challenging time.

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**For information on Adult Social Care at Harrow Council, please visit the Harrow Council Website:**

**<https://www.harrow.gov.uk/adult-social-care>**

**Please click the following link for Harrow Council's booklet on Paying for your Care and Support.**

**<https://www.harrow.gov.uk/payingforcare>**



# BEFRIENDING SERVICE

Celebrating Volunteer's Week - 1<sup>st</sup> June to 7<sup>th</sup> June 2026

## Rajal's Story

Hi, I am a volunteer on the Befriending Project. This is where a befriender meets a person who is an unpaid carer for a family member - a wife, a husband, a child, a parent for example.

My work is fulfilling and very rewarding as over the 10 weeks that I am given, I can see the other person changing, relaxing, seeing a totally different perspective.

As I myself am a carer to my special needs daughter and my elderly father, I am able to better understand what the other carer is going through. Believe it or not, all carers have similar restraints of time, energy and loneliness. As one of my clients said, I feel like a rubber band - I can not leave my home without worrying about my Mum as she needs me; but I am encouraged to go out more to find a relationship!!



No-one realises how hard caring is until they are in the situation... "I didn't sign up for this!!" said a lady whose husband has dementia. Another lady, in the same situation, found that 'losing' her husband in this way was extremely difficult as her husband was no longer her love, her companion, her partner but a different person altogether.

I love my job, as even though I've been a carer for long, I still find new things to learn from each client - new strengths, extreme lengths to which carers go, to do things for their cared for. I get surprised at the resilience I find in them; but what never ceases to amaze me, is that one and all never knows how much they do, but blame themselves for not doing enough. Imagine!

It thus becomes essential to remind them how strong they really are and how much work and effort they put in. That they are enough and actually good enough and most importantly, it is okay to make mistakes. That they are human and it is okay if they forget something sometimes.

Rajal  
Befriending Volunteer



Thank you to all our  
wonderful volunteers  
- you are amazing!

If you would like to receive a regular\* 'friend' or if you would like to join us as a volunteer and make a huge difference to someone's life, please contact Kalpana Mehta, Befriending Co-ordinator at [kalpana.mehta@harrowcarers.org](mailto:kalpana.mehta@harrowcarers.org)

\*Please note our visits are limited to 10 per carer.

# DEMENTIA ACTION WEEK

MONDAY 18 MAY - SUNDAY 24 MAY 2006

Dementia Action Week is a national awareness campaign led by the Alzheimer's Society, bringing communities together to improve understanding of dementia and encourage positive action. This year's focus highlights the importance of early diagnosis and timely access to support.

If you are supporting someone and have concerns about memory loss, changes in behaviour, or difficulties with everyday tasks, it is important to speak to a GP and seek advice. Getting support early can make a meaningful difference for both you and the person you care for. You do not have to manage this on your own.

During Dementia Action Week, we encourage carers to reach out, ask questions, and seek support. Your wellbeing matters, and you are not alone. Please feel free to reach out to:

**Roshanthi Pereira - Dementia Team Lead (Monday-Friday)**  
Email [roshanthi.pereira@gmail.com](mailto:roshanthi.pereira@gmail.com) Direct Line -0208 044 5996

**Kerstin Williams - Dementia Advisor (Tuesday & Wednesday)**  
Email: [Kerstin.Williams@harrowcarers.org](mailto:Kerstin.Williams@harrowcarers.org) 07495 323919

## **NEW** Dementia Programme for 2026

6-week programme for Carers only in person

**Thursday 23rd July 2026**

to

**Thursday 27th August 2026**

**from 10am-1pm**

Harrow Carers Office, 376-378 Pinner Road HA2 6DZ  
Email [Roshanthi.Pereira@harrowcarers.org](mailto:Roshanthi.Pereira@harrowcarers.org)  
for more details and to book

Sessions covering:

- Managing Stress and Wellbeing
- Reasons for changes in behaviour
- Communication
- Planning for the Future
- Other Support Services available for dementia carers and dementia cared for.

## **REIGNITE Dementia Choir**

A monthly, choir for carers and those living with dementia

**Tuesday 12<sup>th</sup> May 2026**

**Tuesday 9<sup>th</sup> June 2026**

**Tuesday 14<sup>th</sup> July 2026**

**Old Lionians, 74 Pinner View, Harrow  
HA1 4QF**

**11am-1pm £5 per month per carer  
(The charge covers the carer with or  
without their loved one)**

**Email:**

**[Roshanthi.Pereira@harrowcarers.org](mailto:Roshanthi.Pereira@harrowcarers.org)  
for more details and to book**

"Thank you Harrow Carers.  
I enjoyed very much.  
Never sang in my life before!  
Will keep up to attend as  
much as I can."  
Carers Feedback



# DEMENTIA SUPPORT

## Dementia Support Programme



### Harrow Carers are here to help you

- ✓ 1-1 Telephone or home visit support
- ✓ 6-week Dementia Information & Support programme for carers that includes sessions on:

- Managing Stress and Wellbeing
- Reasons for changes in behaviour
- Communication
- Planning for the Future
- Other Support Services available for dementia carers and dementia cared for.

**Week 1** - Monthly Friendship Cafe for Dementia Carers & Cared for at 74 Pinner View HA1 4QF  
Sessions run 1st Wednesday of the month  
Time: 1:30pm-3pm  
**Dates: 6th May & 1st Jul 2026 (no June meeting)**

**Week 2** - Monthly Care Home Support group for carers at 376-378 Pinner Road HA2 6DZ  
Sessions run 2nd Monday of the month  
Time: 10:30am-12noon  
**Dates: 11th May & 13th Jul 2026 (no June meeting)**

**Week 2** - REIGNITE Dementia Choir for Dementia Carers & Cared for at 74 Pinner View HA1 4QF  
Sessions run 2nd Tuesday of the month  
Time: 1:30pm-3pm £5 per session  
**Dates: 12th May, 9th June & 14th Jul 2026**

**Week 3** - Monthly Dementia Information Hub for carers at Northwick Park Hospital  
Sessions run 3rd Wednesday of the month  
Time: 2pm-4pm  
**Dates: 21st May, 17th Jun, 15th Jul 2026**

**Week 4** - Monthly Friendship Cafe for Dementia Carers & Cared for at Stanmore Chapel, Corner of Marsh Lane/Nelson Road HA7 4HP  
Sessions run 4th Wednesday of the month  
Time: 1pm-3pm  
**Dates: 27th May & 24th Jul 2026 (no June meeting)**



### Home Visits



If you would like a home visit to chat with a dementia advisor, please contact us. The Dementia Advisor can provide tailored information and advice to dementia carers and identify/signpost to additional support networks.

Please contact - Dementia Advisor  
Kerstin Williams (Tuesday & Wednesday)  
[Kerstin.Williams@harrowcarers.org](mailto:Kerstin.Williams@harrowcarers.org)  
07495323919

*"Thank you for organising the excellent six-week course, which has been extremely educational and enjoyable. When I first realised I needed to care for my husband B, I was overwhelmed by the various necessary appointments and form filling. Other organisations have helped establish procedures for those being cared for but Harrow Carers is one of the organisations who have not just understood carers needs but given much necessary practical advice and friendship." Carer Feedback*



**Next Programme in July 2026**

**Contact Roshanthi, Dementia Team Lead**

**[Roshanthi.pereira@harrowcarers.org](mailto:Roshanthi.pereira@harrowcarers.org) or 020 8868 5224**

## ELITE SPECIALIST HOME CARE

Do you know someone who might need some extra help at home?

The flexibility of our home care services enables you or the person you care for to live safely and comfortably in your home. From **hourly, daily, night, or weekly care visits**, right through to the dedicated support of a **24-hour live-in carer**. Whatever care your loved one needs, we'll work fast to help find a solution. And we understand care needs can change, so our plans are always flexible.

03300 882224 /

[info@elitespecialistcare.org](mailto:info@elitespecialistcare.org)

<https://www.elitespecialistcare.org.uk>



- ✓ Caring
- ✓ Person- Centred
- ✓ Peace of Mind



**Providing Home Care for Over 15 Years!**

Elite Specialist Care, part of Harrow Carers, has been delivering home care for over 15 years. We are regulated by the Care Quality Commission and are an approved supplier to the London Borough of Harrow.

## COULD YOU BENEFIT FROM HOMESHARE?



Novus Homeshare brings together people with spare rooms with people who are happy to chat and lend a hand around the house in return for safe, secure, affordable accommodation.

If you know someone who may benefit from this service, please let us know or ask them to give us a call on 03300 88 2225 or visit <https://www.novus-homeshare.org.uk>






# UNIVERSAL CARE PLANS

## What is the Universal Care Plan?

The Universal Care Plan (UCP) is a digital care plan based on what matters to you. It allows your wishes, along with your individual care and support needs, to be shared digitally with healthcare professionals involved in your care in London.

A care plan can be created following a conversation between you and your healthcare professional (such as a doctor or nurse). Your healthcare professional will listen to you, understand your needs, and make notes about:



-  **Who you are and what matters to you**
-  **Your preferences or wishes for your care in the future**
-  **What support you need and who is best placed to provide this**
-  **Information about others who may be involved in your care, such as relatives**
-  **Your health conditions including any treatments you do or don't want**

## Benefits of having a UCP

The information in the care plan helps ensure that your wishes and preferences are always considered when healthcare professionals are caring for you.

Care planning recognises you as an expert in the planning and management of your own health and wellbeing, making sure your care fits your whole life.

You won't need to keep repeating your story as your care plan will be available to all your health and care teams in London.

## What is editable access for Londoners?

In late spring, editable access for Londoners via the NHS login service is due to go live. This will enable members of the public to start a care plan and edit selected personal information in real time within the UCP, either via the NHS App or online login.

For the person receiving care, this provides greater involvement and control, improves the accuracy of personal information, and reduces the need to repeat preferences and personal stories across services. It also helps professionals gain a better understanding of the person behind the care plan and supports more meaningful conversations.

When editable access for Londoners goes live, it will be available to all users across London. However, we will initially focus on supporting a group of early adopter GP practices. This approach will help us gather insights and refine support ahead of a wider rollout.

For more information on Universal Care Plans, please click the following link: <https://ucp.onelondon.online/patients/>

<https://ucp.onelondon.online/ucp-editable-access-for-londoners/>



# LOOKING AFTER YOURSELF

Action for Happiness brings people together and provides practical resources. They help each other learn evidence-based skills for happier living, feel a sense of belonging and commit to personal action to create more happiness, for ourselves and others. <https://actionforhappiness.org/>

Meaningful May 2026

MONDAY



4 Send your friend a photo from a time you enjoyed together

11 Look around for things that bring you a sense of awe and wonder

18 Send a handwritten note to someone you care about

25 Ask someone else what matters most to them and why

TUESDAY



5 Let someone know how much they mean to you and why

12 Listen to a favourite piece of music and remember what it means to you

19 Reflect on what makes you feel valued and purposeful

26 Remember an event in your life that was really meaningful

WEDNESDAY



6 Look for people doing good and reasons to be cheerful

13 Find out about the values or traditions of another culture

20 Share photos of 3 things you find meaningful or memorable

27 Focus on how your actions make a difference for others

THURSDAY



7 Make a list of what matters most to you and why

14 Get outside and notice the beauty in nature

21 Look up at the sky. Remember we are all part of something bigger

28 Do something special and revisit it in your memory tonight

FRIDAY

1 Do something kind for someone you really care about

8 Set yourself a kindness mission to help others today

15 Do something to contribute to your local community

22 Find a way to help a project or charity you care about

29 Today do something to care for the natural world

SATURDAY

2 Focus on what you can do rather than what you can't do

9 What values are important to you? Find ways to use them today

16 Show your gratitude to people who are helping to make things better

23 Recall three things you've done that you are proud of

30 Share a quote you find inspiring to give others a boost

SUNDAY

3 Take a step towards an important goal, however small

10 Be grateful for the little things, even in difficult times

17 Find a way to make what you do today meaningful

24 Make choices that have a positive impact for others today

31 Find three reasons to be hopeful about the future



ACTION FOR HAPPINESS

Happier · Kinder · Together

It's never too late to start working towards a healthier lifestyle. There are numerous services available both online and in Harrow to help you on your journey.

## Be more active

**Harrow Health Walks:** Free guided walks across Harrow led by volunteers. New walks include the Enderley Road Medical Centre Walk and the Step Up Together Women's Walk. For more information see [Harrow Health Walks](#)

**Staying Active Booklet:** A list of low cost and free activities in Harrow. Download the [Staying Active Booklet](#)

**Street Tag App:** Join teams, collect points, and tags by walking, running or cycling. Compete with others and stand a chance to win Tesco Vouchers. For more information see [Street Tag](#)

## Improve mental wellbeing

**Harrow Carers:** We have many activities, including counselling to help and support you. Speak to us and find out how we can help.

### Harrow Carers Counselling

Our counselling service offers a safe place for you to be listened to and support you with the difficulties you're experiencing. Please give us a call on [0208 868 5224](tel:02088685224) or email [talk@harrowcarers.org](mailto:talk@harrowcarers.org) for a free assessment.

**Good Thinking:** Find digital resources to reduce stress and get recommendations for NHS approved apps through the [Good Thinking platform](#)

**Other mental health support services:** View a list of services in Harrow to support various needs. Visit [Support Services](#)



NEW

## Private Counselling For Adults

- A safe, confidential space to talk & be heard
- Sessions tailored to individual needs
- Supporting your psychological wellbeing
- British Association for Counselling & Psychotherapy Registered, BACP

Harrow Carers have provided a trusted, professional counselling service for over 15 years

- ✓ Consultation with assessment £35
- ✓ Counselling sessions £35 per session

Take the first step towards improving your wellbeing! Reach out to us for additional information or any inquiries you might have.

 **Call: 0208 044 5969**

 **Email:**

**[disha.patel@harrowcarers.org](mailto:disha.patel@harrowcarers.org)**

**(This service is FREE for unpaid carers registered with Harrow Carers. 18+)**



# CENTRE FOR ADHD & AUTISM

Hello and welcome - we are the **Centre for ADHD and Autism Support**, or **CAAS** for short. We're a charity available to any resident of North-West London with any connection to ADHD or autism, no matter their age, whether they're diagnosed, undiagnosed, or simply a family member, friend, supporter, or parent of someone with ADHD or autism. Our mission is to **support, educate and empower** ADHD/autistic individuals, their families and the community. Through raising awareness we change perceptions and break down barriers.

From working in the field for 25 years, personal experience of staff, and through talking and listening to ADHD/autistic people, we have an in-depth understanding of the needs of our clients and how to support them. 66% of our Senior Leadership Team, and 70% of our staff team, are parents/partners of ADHD/autistic individuals or neurodivergent themselves.

Through our work, CAAS empowers those who use our services to be more confident and independent, enabling them to advocate for what they need, and feel more positive about the future.



## Services for Young People

To learn more about any of our services for young people, email us at [enquiries@adhdandautism.org](mailto:enquiries@adhdandautism.org) or visit <https://adhdandautism.org/services/youth/>



**CAAS** offers many social groups for autistic children and young people. Through games, quizzes, arts/crafts, films, and discussion, increase your understanding of what being neurodivergent means to you.

Our One-to-One appointments offer personal support, and our courses are designed to help young people explore their differences and to learn to see the positives in ADHD/autism.

## Services for families

To learn more about any of our services for parents and carers, email us at [enquiries@adhdandautism.org](mailto:enquiries@adhdandautism.org) or visit <https://adhdandautism.org/services/parentcarer-young-people/> If you're the parent or carer of an ADHD/autistic child, don't miss one of our drop-in support sessions, which take place every Wednesday and Friday from 10:30-12:30 in-person in the Centre. They're available to everybody and are a great starting point for accessing our services. We also offer workshops to give parents the opportunity to explore ADHD & autism, and courses which focus on increasing parents' understanding and support of their ADHD/autistic child/teenager.



## Other Services

We also offer services for ADHD/autistic adults, (aged 18) and regular trainings for corporates, healthcare workers, and everyday people to learn more about ADHD and autism. To see all our services, visit <https://adhdandautism.org/services/>.

We hope to see you soon.



**Youth (age 8 to 25):** [Services for Children & Young People - Centre for ADHD and Autism Support](#)

**Adult (18+):** [Services for ADHD & Autistic Adults - Centre for ADHD and Autism Support](#)

**Parents & Cars of Adults: Services for Parents & Carers (of adults):** [Centre for ADHD and Autism Support](#)

**Parents & Carers of Young People: Services for Parents & Carers (of young people):** [Centre for ADHD and Autism Support](#)

# UNDERSTANDING CAPACITY

## Understanding Capacity, Decision-Making and Your Rights as a Carer

As an unpaid carer, you may help someone make decisions about day-to-day life, health, money, or future care. It can help to know what the law says about who can make decisions, and what you can do if you are worried. The main law is the **Mental Capacity Act 2005**.

The Mental Capacity Act applies to people aged 16 and over. It says we must start from the position that **a person can make their own decisions** unless there is clear evidence they cannot. People are allowed to make choices that other people think are risky or unwise.

Capacity can also be different depending on the **decision** and the **time**. Someone might be able to decide what to eat, but not understand a big financial decision. Or they may manage better on some days than others.

The Act also says that people should be given all reasonable help to make their own decisions before anyone decides they cannot. This could include using simpler words, giving information slowly, using pictures, choosing the best time of day, or having someone they trust with them. Carers often play a key role in helping with this.

### Executive capacity (being able to carry out a decision)

Sometimes a person can understand and explain a decision, but still finds it hard to put the decision into action. This is sometimes called **executive capacity**.

- plan and organise steps
- remember what to do next
- judge risks and keep safe
- stick to a plan consistently

For example, someone might say they will take their medicine correctly, but then forget doses or take the wrong amount. This can happen with dementia, brain injury, learning disabilities, mental health needs, or some neurodivergent conditions.

When professionals look at capacity, they should think about what happens in real life, not only what the person says in a conversation. If someone is not able to carry out a decision safely, they may need more support or extra safeguards.

If you want advice or support about mental capacity and decision-making, please contact Harrow Carers. We are here to help.

Please click the following links for more information:

[Mental Capacity Act 2005](#)  
[Using the Mental Capacity Act](#)





# NOTICE BOARD

## CONVERSATION cafe

Accessible Information & Advice Services



Conversation Café supports Harrow residents who are disabled, unpaid carers, are pensioners or who have long term / ongoing health conditions

Scan the QR Code to find out more

[harrow.gov.uk/conversationcafe](http://harrow.gov.uk/conversationcafe)

020 8901 2680 (option 4) | [conversation.cafe@harrow.gov.uk](mailto:conversation.cafe@harrow.gov.uk)




## MONTHLY MEETING

Your chance to hear about your hospitals and make your voice heard!

**NORTHWICK PARK, EALING AND CENTRAL MIDDLESEX HOSPITALS**

Online and also on each of the three hospital sites. Please contact us for more details, through Harrow Carers.

Email: [admin@harrowcarers.org](mailto:admin@harrowcarers.org)



## NHS App

Download the NHS App or log in through the NHS website to access NHS services online.

<https://www.nhsapp.service.nhs.uk/login>



Our strength is our shared experience

**We are a friendly, supportive community of families who have children or young people with special needs or a disability that live in the borough of Harrow.**

Our Steering Group are all parents that have children or young people with special needs or a disability. We represent the parents of children and young people up to the age of 25 with **any** form of SEND or health needs, both pre and post diagnosis, including those in mainstream schools, and we pass on their views to local professionals to help shape local services.

**Keep up to date on our social media pages**

**f** HarrowParentCarerForum  
HarrowParentCarers

**t** @HpfHarrow

**f** HarrowSendNoticeboard  
The Harrow SEND Noticeboard has regular local and national news updates and information

**@** harrowparentforum

**If you need to get in touch**

Email us at [info@harrowparentforum.org](mailto:info@harrowparentforum.org)  
Give us a call on 07928 577 689  
[www.harrowparentforum.org](http://www.harrowparentforum.org)

Harrow Parent Carer Forum (HPCF) is a parent-led SEND participation forum that is funded by the Department of Education (DfE).



## Join us for an unforgettable afternoon at our International Community Event!

**Experience a vibrant celebration with:**

- Music from around the globe including Reggae rhythms & Bollywood beats
- Delicious international food
- Plenty of fun, plus a live auction, pop up shop and tombola on the day

**Date:** Wednesday, 24th June 2026  
**Time:** 2pm to 5pm  
**Venue:** Victoria Hall, Sheepcote Road, Harrow, HA1 2JE  
**Tickets:** £8 per person

Buy your tickets today using the link below:  
<https://tinyurl.com/AgeUKHHB-InternationalEvent>  
Tickets also available at our shops and our Community Team on 020 8756 4391



Hillingdon, Harrow & Brent  
**ageUK**  
Let's change how we age



Registered charity number 1051711

# NOTICE BOARD



## Volunteer with Harrow Carers

You'll not only support a good cause but gain real-life working experience and develop new skills in a friendly and supportive environment. We appreciate your contribution and we work together to bring the best out of each volunteer to make sure that we give back to you as much as we can.

If you would like to volunteer to gain new skills, give back to the community and meet new people - get involved with our various volunteering roles.

[Register your volunteering interest here](#) and we can notify you first about our new opportunities.

## MACMILLAN CANCER SUPPORT



How to access a Macmillan Financial 'Health Check' if you are affected by Cancer: Brent, Ealing and Harrow residents can call : 0203 011 0339 9.30am - 4.30pm (closed for lunch between 12.30 - 1.30pm). Excluding public holidays. <https://www.citizensadviceharrow.org.uk/macmillan-benefits-advice-service/>.

## HOME LIBRARY SERVICE

The Home library service can visit you if you live in Harrow. It may work for you if you find it difficult to get to a library because you:

- are elderly
- have a disability or long-term illness
- are caring for someone.



The Home library service can make regular visits and the service is free

Telephone: 020 3714 7741

Email:

[home.library@harrowlibraries.org](mailto:home.library@harrowlibraries.org)

<https://www.harrow.gov.uk/libraries/home-library-service>



## Steps Programme: Supporting Recovery Through Gentle Walks

### Who is it for?

- Residents living in Hillingdon, Harrow and Brent 65+
- Recently discharged from hospital or lost confidence going out alone
- No physical barrier to walking
- At risk of isolation, anxiety, or loss of confidence

### What we offer:

- Initial walk-readiness assessment
- Weekly 1:1 walks with a trained volunteer
- Encouragement, companionship, and help to rebuild confidence in walking outdoors
- Monitoring of progress and confidence levels
- Referral support via secure systems (Salesforce)

To refer someone or find out more contact [stepsprogramme@ageukhbb.org.uk](mailto:stepsprogramme@ageukhbb.org.uk)



020 8756 4391

[stepsprogramme@ageukhbb.org.uk](mailto:stepsprogramme@ageukhbb.org.uk)  
[ageuk.org.uk/hillingdonharrowandbrent](http://ageuk.org.uk/hillingdonharrowandbrent)

Registered charity number 1051711



Want to get outdoors, meet new people, and make a difference?

Join Wild Harrow - a series of volunteer and training events celebrating our local parks and wildlife.

Whether you're completely new to volunteering or already love nature, there's something for you

Learn new skills  
Support local green spaces  
Boost your wellbeing

020 8861 5894  
[volunteering@vah.org.uk](mailto:volunteering@vah.org.uk)  
<https://www.vah.org.uk/wild-harrow/>

Sign Up Here



MAYOR OF LONDON



HM Government

# CARER ACTIVITIES GALLERY



Carers during Sound Therapy



REIGNITE - our Dementia Carers Choir



Our  
befriending  
carers in the  
sketching  
class.  
Here's some  
of their great  
work!



# FINAL NOTES

## Carers - Share Your Feedback



We value your input and would love to hear from you!

Please take a few moments to fill out our survey and share your experiences and suggestions. By participating, you'll not only help shape our carers strategy and influence the support we provide, but you'll also have a chance to **win a £25 voucher** as a token of our appreciation.

Your feedback is crucial in helping us improve and better serve our community.

Thank you for your time and contribution!

Survey Links:

[Adult Carers Survey Link](#)

[Young Carers Survey Link](#)



Do you provide unpaid care or support of any kind to another person, such as a family member, partner, friend, or neighbour, who relies on you in their daily life?



£100 VOUCHER available!

## Research Opportunity for Carers



### You are an Adult Carer

Unpaid care includes anyone who does or does not receive Carer's allowance. Unpaid caregiving can include emotional support, help with practical tasks, personal care, household help, support with medical appointments, and medication management



### You are over the age of 18



### You live in the United Kingdom



SCAN ME

You're invited to take part in an anonymous study looking at how social support, wellbeing, self-efficacy and resilience influence online health and care engagement in adult unpaid informal carers in the UK.

Participation involves completing an online questionnaire (15-30 minutes)

**Thank you!**

## Exercise and Wellbeing - Small Steps, Big Impact



Staying active isn't about pushing limits or carving out hours from a busy schedule, it's about consistency and finding what works for you. Even gentle, regular movement can make a noticeable difference to both physical and mental wellbeing. Activities like a short walk, some stretching, or light exercise can elevate mood, ease stress, improve sleep, and boost energy levels.

For busy individuals and carers in particular, exercise offers a valuable opportunity to recharge, clear the mind, and care for your own health while supporting others. The key is to start small, keep goals realistic, and pick activities that you truly enjoy. Remember, prioritising your wellbeing isn't a luxury, it's vital for staying resilient and healthy.

**Mark Ramprakash**

# FINAL NOTES

## Counselling Services



Our counselling service offers a safe place for you to be listened to, without judgment, to help you understand your thoughts and feelings. We can help you make sense of what you're going through and support you with the difficulties you're experiencing.

Please give us a call on **0208 868 5224** or email [disha.patel@harrowcarers.org](mailto:disha.patel@harrowcarers.org) for an assessment

### Consider leaving a gift in your Will to Harrow Carers

It's best to consult a solicitor or professional Will writer to ensure everything is done correctly. For changes to an existing Will, they can provide guidance.

For more information, contact [rehna.tanna@harrowcarers.org](mailto:rehna.tanna@harrowcarers.org) or call **0208 868 5224**



## WE ARE hiring!



- Care Support Workers
- Full Training Provided

- Guaranteed Hours
- £14.50 per Hour

- Drivers Wanted
- Mileage Allowance
- Holiday Pay

Join our friendly team!

Send your CV to: [shantel.irving@elitespecialistcare.org](mailto:shantel.irving@elitespecialistcare.org)

Since April 2025, we have welcomed 493 new unpaid adult carers in Harrow. As a charity, we depend on donations and grants to sustain our services and continue to assist those in need. There are several ways to support us, including donating, volunteering, or leaving a gift in your will.



## DONATE

Make a difference today

Every little penny helps, thank you!

**DONATE** ❤️

## Thank you

Thank you for all your donations and support - we truly appreciate it!

Fundraise for us!

Could you give a couple of hours of your time to organise a fundraiser, such as a coffee morning or a bake sale, to raise vital funds to support our work?

Please call or email

[rehna.tanna@harrowcarers.org](mailto:rehna.tanna@harrowcarers.org) and we will support you as much as we can



**FOLLOW US**

Follow us on social media  
Connect with Harrow Carers on social media.

We are on Facebook, Instagram, Threads, LinkedIn and YouTube



## USEFUL LINKS & CONTACTS

Harrow Council - 020 8863 5611 Mon-Fri 9am-5pm

Carers Trust: Helping unpaid carers receive the support they are entitled to

Getting help from the NHS: The NHS urges the public to get care when they need it.

Samaritans: If you need to talk to someone.

Rethink: Top tips on managing your mental health.

Carers UK: Expert advice, information and support

Ok Rehab: Specialise in addiction treatment.

Use NHS 111 to get to the help you need - a free service for urgent healthcare needs that are not life-threatening. <https://111.nhs.uk/>

**OUR NEWSLETTERS ARE NOW RELEASED QUARTERLY  
IN-BETWEEN WE SEND OUT UPDATE BULLETINS AS NEEDED**