



SUMMER 2012  
NEWSLETTER

[www.fulloflifekc.com](http://www.fulloflifekc.com)

020 8962 9994

## FULL OF LIFE PARENT FORUMS

Our Parent Forums just keep growing! We have dealt with many of the important issues parents have raised, such as the Incontinence service, the changes in the benefit system and housing. Particularly, parents have felt worried about play provision in the borough, such as their transport, staff and having enough variation in the activities that are provided. With this in mind, we invited Richard Holden from Family Services to discuss these issues; we concluded that there should be play provision in the south of the borough, and an improvement in the communication between parents and staff.

We thank the professionals who attended our forums; Cllr Blakeman, Cllr Campbell, Pippa Blatchford (O.T from the Learning Disabilities Team), Richard Holden (Family Services), David Dyer (Head of Special Education Needs), Melanie from Young Epilepsy, Fay Wright and Sophie Unger (Transition Team).

Our next series of Parent Forums will start again on the **25<sup>th</sup> September 2012** and our focus will be **HEALTH**. Meetings will take place at 'A Place to Eat', 4 Conlan Street W10 5AR, (just on the corner by our offices). Tea/Coffee and sandwiches will be provided.

## FULL OF LIFE – HELPING YOU PREPARE FOR THE OLYMPICS

The time for the Olympics draws ever closer and Full of Life will be with you every step of the way. We will be providing you with daily text updates of transport related issues, including road closures, bus, tube and train services and road events. We will also have a downloadable weekly timetable with a simple break down of all transport disruptions on our website [www.fulloflifekc.com](http://www.fulloflifekc.com)



### MEDICATION:

During the Olympics some pharmacies will have deliveries once a day, which may impact on prescriptive medications. Make sure you have enough by ordering ahead of time!

### INCONTINENCE SERVICE:

If you live in the immediate area of the Olympic venues or route network, specific arrangements for your pad delivery will be made and these will be communicated to you separately if necessary. Delivery times have been extended from 8am-8pm for any deliveries made between the 25<sup>th</sup> July-12<sup>th</sup> September. Alternative delivery points can be organised if you are not able to meet your delivery. An emergency store of pads will be available at St. Charles, Exmoor Street, London, W10 6DZ

### ADVICE:

If you have any other questions concerning the Olympics and your services you can call:

**Full of Life on: 0208 962 9994**

In case of an emergency contact:

**Out of Hours Emergency Duty  
Social Work Team: 0207 373 2227**

**If you have any questions, call the customer service team on: 01924 328 765**

## CARERS AND THEIR HEALTH

There has been a lot of news coverage on the subject of carers and their health, how in the long term it is likely that carers will suffer depression, feelings of isolation and lethargy. **However at Full of Life we feel that they are missing a key point!**

Carers are not all the same, and although we all share similar experiences and feelings, there are some significant differences between those caring for the elderly and those who are caring for their disabled children/adults.

We believe that carers of disabled children/adults are vulnerable to a wider scope of significant physical and mental health issues as we are providing a high level of care from the birth or the diagnosis of the child.

With this in mind, Full of Life is currently conducting a research project which will be looking at how caring for a disabled individual could potentially lead to a range of significant physical and mental health problems.

This project is in its infancy and if you have any comments or experiences that you would like to share, please contact Full of Life.

**Telephone: 0208 962 9994**

**E-mail: [info@fulloflifekc.com](mailto:info@fulloflifekc.com)**

## PLAY PROVISION DURING THE OLYMPICS

The Olympics are going to have a big impact on the delivery of play provision during this coming summer as there will be many road closures and traffic build ups throughout the borough.

Play provision will remain in the Kensington and Chelsea borough and services will continue to be given by your usual providers, i.e.: Full of Life, PAHF, St. Quintins and Community Learning. Your children will also continue to be supported by workers who know your child. The majority of the bookings are now confirmed for the summer period.

If you have any queries, please contact your usual provider or Paula Ellery on **0207 598 4927**.

### Useful contact numbers:

- ❖ **Full of Life: 0208 962 9994**
- ❖ **St Quintins: 0208 968 2570**
- ❖ **Community Learning: 0207 938 8051**
- ❖ **PAHF: 0207 736 3699**



## FULL OF LIFE COMMUNICATION PASSPORT

Full of Life has developed a Communication Passport, which families and staff have found extremely helpful. It is an **individualised guide** on how to support your child in any setting. This means that parents do not have to constantly repeat their child's needs to every new member of staff.

**If you would like a copy contact Full of Life on: 0208 962 9994 or [info@fulloflifekc.com](mailto:info@fulloflifekc.com)**



# FULL OF LIFE'S GUIDE TO BENEFIT CHANGES

No need to feel like a fish out of water



## UNIVERSAL CREDIT

### What is it?

Universal Credit is one benefit that will replace these current benefits:

- Income-based Jobseeker's Allowance
- Income-based Employment and Support Allowance
- Income Support
- Child Tax Credits
- Working Tax Credits
- Housing Benefit

### When will these changes happen?

These changes are expected to happen in April 2013 in some areas and will be implemented nationwide in October 2013.

This means that all claimants who receive the current benefits will be moved into the Universal credit system, which should be completed by 2017.

If you have to make a new claim in regards to the above benefits, you will be given an option to use the Universal Credit system from October 2013, and from May 2013 it will become mandatory.

### So how does the Universal Credit System Work?

Universal Credit will be given to any person who is on a low income and working and those who are out of work.

It will be one single monthly payment to your account; this will include payments towards your housing benefit, which you will have to make directly to your landlord.

Applications will be made online, which will allow you to manage your claim.

## PERSONAL INDEPENDENCE PAYMENT

For those who are aged between 16-64 years and are receiving disability living allowance (DLA), a new benefit will be replacing the DLA in April 2013 and this will be called a Personal Independence Payment (PIP).

Anyone receiving this payment will stop receiving DLA, even if you receive DLA indefinitely. The eligibility criterion for the DLA is not the same for the Personal Independence Payment. Those who receive DLA will have a letter sent to them asking if they wish to have a Personal Independence Payment, if you choose this option you will be reassessed for this.

If the Department of Work and Pensions (DWP) find that you are not eligible for the Personal Independence Payment, you will not receive this benefit. This may affect other benefits which you will be entitled to.

If you have a child aged 16 or under receiving DLA, there will be no change, you will still continue to receive DLA until the age of 16.

## COUNCIL TAX

From April 2012, council tax will be abolished and will be replaced by **localised support** this means that your local council will be put in full charge of setting the Council Tax rates, collecting payments and providing financial support to pay Council Tax using a new form of discount.

### What benefits will remain the same:

- ❖ Contribution based jobseekers allowance
- ❖ Contribution ESA
- ❖ Child Benefit
- ❖ Carer's Allowance
- ❖ Industrial Injuries disablement benefit

# FULL OF LIFE'S GUIDE TO NEEDS ASSESSMENTS AND CARE PLANS

In 2013 there are going to be a lot of **changes to the benefits** that you may be claiming. It is important for you to be prepared for these changes. Make sure you have all the paperwork related to your needs assessment and care plan and be sure that you are still clear about your needs and the needs of your family. If you need any further information, check the **Disability and the Law** section on the Full of Life website.

## STEP ONE: NEEDS ASSESSMENT

If you meet the criteria to access support from the Children with Disabilities Team, you should have a **needs assessment** done by a social worker from the team.

This assessment should identify the needs of your child, your needs as a carer and your family's needs.

It should also cover areas such as:

- ❖ Your child's developmental needs.
- ❖ What support you need as a parent and family.
- ❖ Environmental factors such as employment, housing, income and transport.

Once the local authority has assessed your needs they are duty bound to provide services to meet them.

**Remember** to read what has been written about you and your family, if there are any corrections please do them immediately in writing to the social worker.

## STEP TWO: A CARE PACKAGE

A care package is developed based on and should reflect your family's needs assessment. This is the time you should request the support that best meets your family's needs.

This could be a range of options such as:

- ❖ Home based respite.
- ❖ Afterschool club.
- ❖ Saturday club.
- ❖ Half term and summer holiday provision.
- ❖ Overnight respite.
- ❖ One to one support (which depends on your child's level of need).

You also need to think about how many days you think would best suit your child's and family's needs.

If you don't know what is available, your social worker should. If they don't, **contact Full of Life**.

## STEP THREE: RECEIVING THE SUPPORT YOU NEED

Your Care Package should state exactly what support services will be provided and how many days/nights of respite you should receive throughout the year.

Keep a note of this and make sure you use all your allocated days/nights.

## STEP FOUR: NOT HAPPY = CHALLENGE!

If for any reason you are not happy with the assessment or the outcome, **you have a right to challenge it**.

You can also request a reassessment at **any time** if your needs change.

If you need any further help, contact Full of Life on 0208 962 9994 or [info@fulloflifekc.com](mailto:info@fulloflifekc.com)

## CHANGES TO STATUTORY ASSESSMENT AND THE STATEMENT

The **Education, Health and Care Plan** will replace the current system of Statutory Assessment and the Statement in 2014, which will identify the support needed for individuals from birth to 25 years.

### The main aims of this plan are:

- ❖ Reduce time of current statutory assessment.
- ❖ More transparency regarding services available.
- ❖ Option of a personal budget by 2014 with the advice of a Key Worker.
- ❖ Strip bureaucracy for professionals.
- ❖ Remove bias towards inclusion, more freedom and choice for schools, including Special Schools.

## DO YOU KNOW WHAT THIS IS?



Email us with your answer on  
[info@fulloflifekc.com](mailto:info@fulloflifekc.com)

If you're correct you will be rewarded with a **Full of Life Prize!**

## A HIDDEN GEM AT WESTFIELDS

Shepherds Bush Westfields has one of the best changing places in the tri-borough, including a hoist and changing bed. Carers have noted that these facilities are quite hard to find, so here's how!

The facilities can be found by the concierge services and taxi drop off point on the car park floor, level -1 (Middle Car Park).

If you have any questions, call Westfields on this number: **0203 371 2300** and ask to speak to the concierge service.



## DATES TO REMEMBER!

Dates for the next Parent Forums:

- 25th September 10am – 1pm
- 9th October 10am – 1pm
- 23rd October 10am – 1pm
- 6th November 10am – 1pm
- 20th November 10am – 1pm
- 4th December 10am – 1pm

## A FREE GIFT FROM FULL OF LIFE

Now we are all aware that this coming summer may cause a little more stress than usual, so we have decided to freely share a very useful coping mechanism.

This is not yoga, whale music, camomile tea or any of that hippy stuff!

This has been tried and tested by the staff and we can confidently say that this really WORKS!

No need to thank us...

## Stress Reduction Kit

**Bang  
Head  
Here**

Directions:

1. Place kit on FIRM surface.
2. Follow directions in circle of kit.
3. Repeat step 2 as necessary, or until unconscious.
4. If unconscious, cease stress reduction activity.

Full of Life is not liable for any injuries caused by this newsletter.