





# What is the Community Independent Living Service?

CILS is a borough wide network of support, information & advice and signposting service for vulnerable adults.

The aim of the service is to help people live as independently as possible within the community.

CILS will help those in need to either maintain or recover some, or all, of their:

- physical & social independence
- emotional, health and well-being



# What is the Community Independent Living Service?

CILS will provide:

1. Information, advice and signposting
2. support groups / social, educational & cultural events / exercise, fitness and training opportunities



## Service Eligibility:

The service will be available to people in the locality who:

- are aged over 18 and resident or caring for someone who lives in LBRuT
- require information or support to maximise independence but may not be eligible for social care support under the Council's 'Fair Access to Care' (FACS) criteria
- require support to either aid recovery or delay deterioration in their health & wellbeing



## Groups covered by these services include:

- Older People (particularly those who live alone or are physically frail)
- People with Dementia
- Adults with a learning disability
- Adults with physical or sensory impairment, including neurological conditions
- Adults with or in recovery from common mental health problems

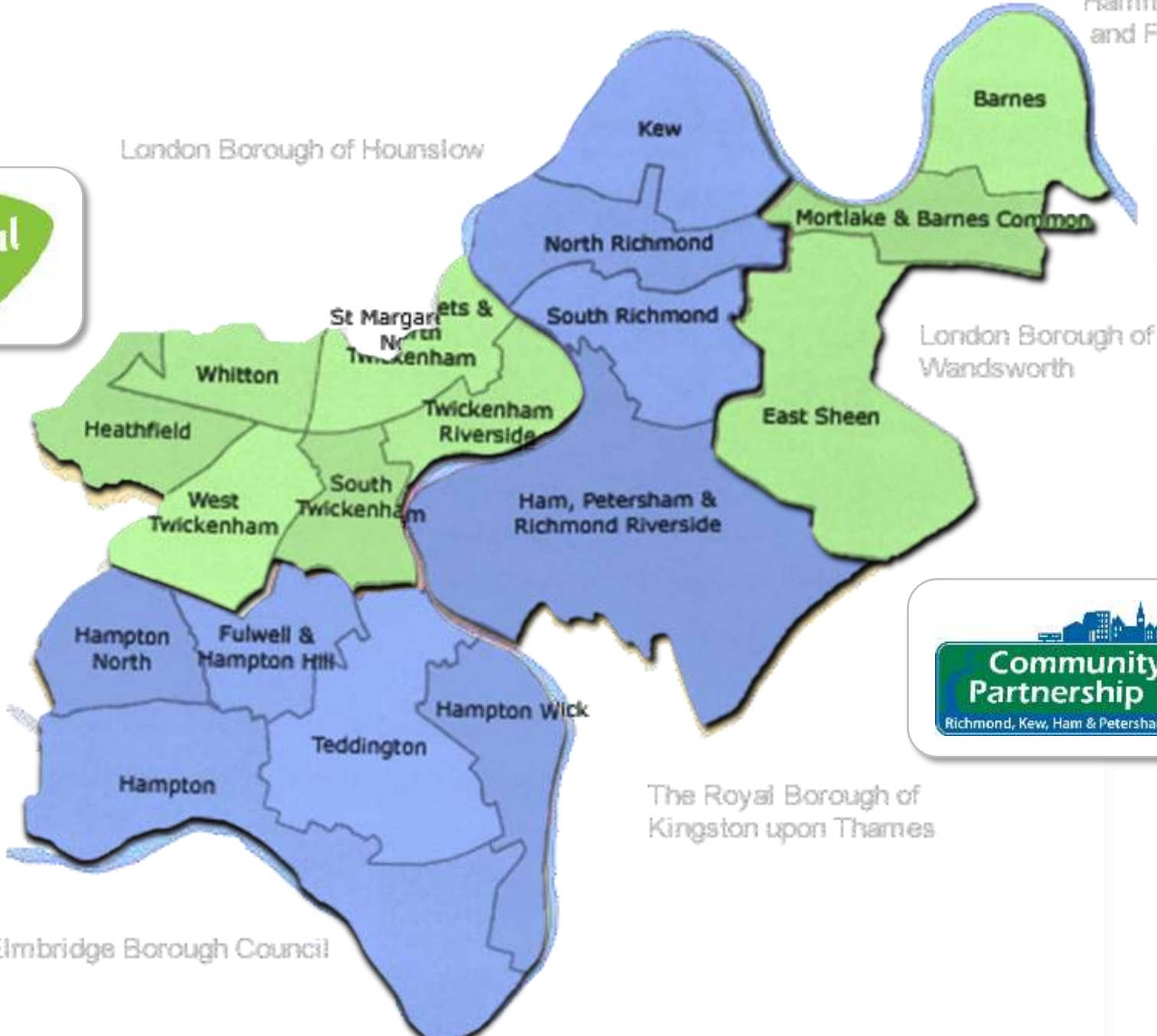


## Outcomes:

- Supporting a service focus on prevention & early intervention
- Active and supportive communities
- Facilitating access to universal services (transport, leisure, health services, housing services and libraries)
- Building social capital within local areas

London Borough of Hammersmith and Fulham

London Borough of Hounslow



London Borough of Wandsworth



The Royal Borough of Kingston upon Thames

Elmbridge Borough Council



The organisations working in each local partnership are:







## Information & Advice and Signposting:

- Single access point in each locality by telephone and in person – Information Navigators
- Provider websites & email addresses
- Combination of building based and outreach support activities

# Local Contact Details

For residents of Sheen, Barnes, Mortlake, Twickenham or Whitton call:

**020 8973 1877**


For residents of Teddington, The Hamptons, Richmond, Kew, Ham or Petersham call:

**020 8831 6464**



# Local Contact Details

For residents of Sheen, Barnes, Mortlake, Twickenham or Whitton:

W [www.golocal.org.uk](http://www.golocal.org.uk)  
E [hello@golocal.org.uk](mailto:hello@golocal.org.uk)  
 #GoLocal



For residents of Teddington, The Hamptons, Richmond, Kew, Ham or Petersham :

W [www.commpartnership.co.uk](http://www.commpartnership.co.uk)  
E [advice@commpartnership.co.uk](mailto:advice@commpartnership.co.uk)

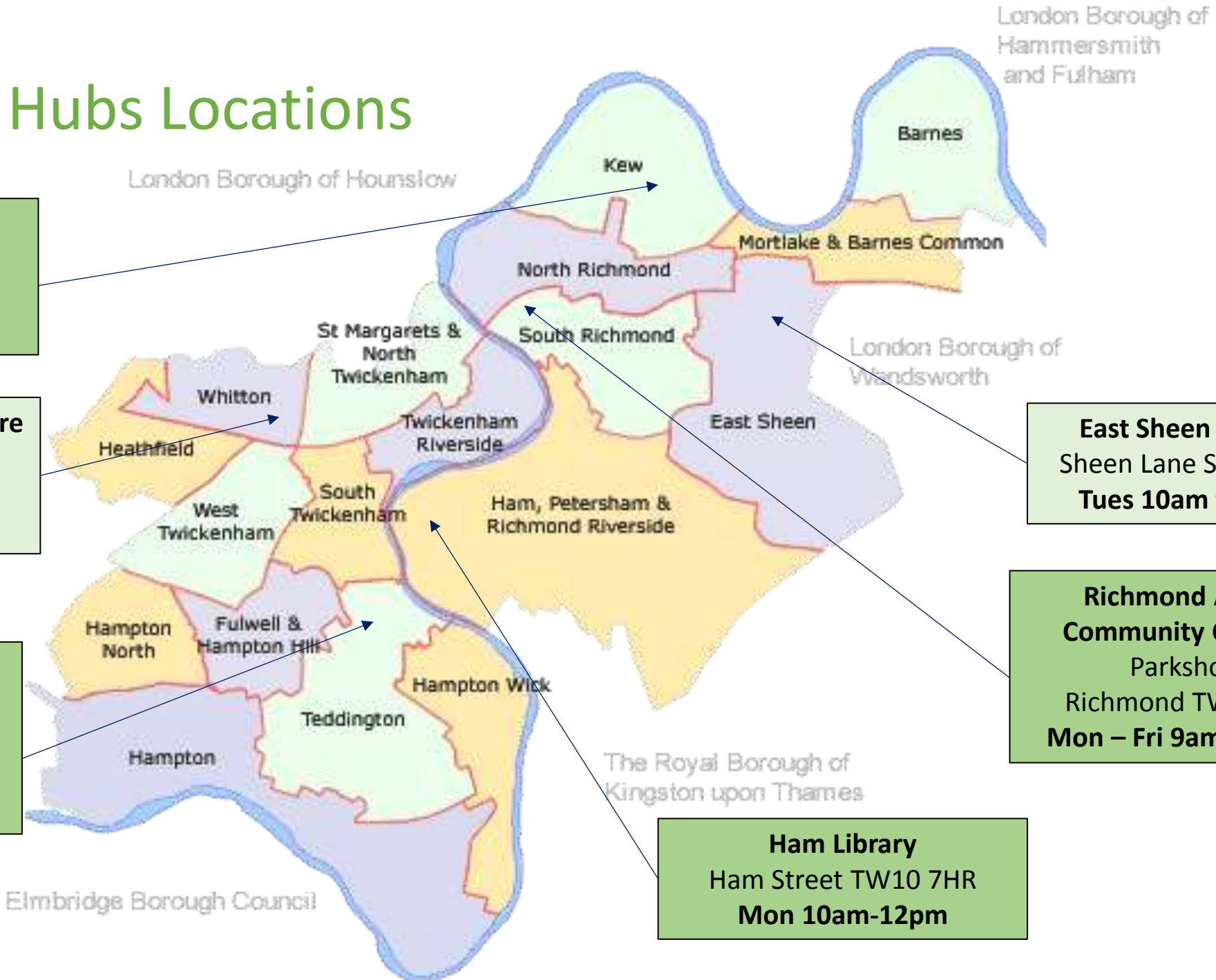


# Information Hubs Locations

**Kew Community Trust**  
St Luke's in The Avenue  
Kew TW9 2AJ  
**Mon – Fri 10am to 3.30pm**

**Whitton Health & Social Centre**  
Percy Road  
Twickenham TW2 7BB  
**Thurs 9am to 1pm**

**Disability Action and Advice Centre**  
4 Waldegrave Road  
Teddington TW11 8HT  
**Mon – Fri 9am to 5pm**



**East Sheen Library**  
Sheen Lane SW14 8LP  
**Tues 10am to 2pm**

**Richmond Adult Community College**  
Parkshot  
Richmond TW9 2RE  
**Mon – Fri 9am to 5pm**

**Ham Library**  
Ham Street TW10 7HR  
**Mon 10am-12pm**



## Case Study

Mr and Mrs X are both in their 80's and Mrs X is the sole carer for her husband who has dementia. Mrs X contacted GoLocal as she felt exhausted and needed support to carry on her caring role. Mr X had served in the RAF and recalls every day of his service and loves to talk about his memories. He is also a huge sports fan. Mrs X was concerned that her husband was becoming isolated and wanted to access shared and individual activities to help them reconnect with their local community.

GoLocal's Information Navigator (I.N.) visited the couple in their home to establish and agree needs and desired outcomes. They provided information and introductions to services which support people with dementia and those providing respite breaks for carers. These included services they could enjoy together and also those linked with the armed forces and sports. The I.N. advised that they could also look to get a reduction in council tax payments over time due to Mr X's dementia and subsequent deterioration over time.



## Case Study continued

Since accessing GoLocal Mr & Mrs X feel less isolated since they are now both fully engaged in local groups and activities, including the GoLocal Community Choir, lunch clubs, trips/outings through HANDS and the Alzheimer's Society. Mr X attends a day centre where he is making new friends and enjoys playing cricket. He has a football 'match buddy' who supports him to attend his local team's home games; Mrs X attends too. Mr X has been linked with a befriender through the Royal Air Force association, who is due to start engaging with him imminently.

The support services for Mr X also provides his wife with regular periods of respite which has enabled her to continue caring for her husband. Mr X had found it difficult in the past to build trust and relationships, but support from the I.N. and the services he is accessing has improved this. Mrs X believes this has a positive impact upon his wider cognitive issues and overall wellbeing. Mr and Mrs X have booked a respite break in a RAFA Respite Holiday Home following an invitation by the Royal Air Force Benevolent Fund and are looking forward to getting away to West Sussex together which they did not think would be possible again.



Any Questions?