

Why you might need a Personal Independence Coordinator

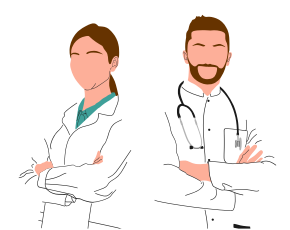
We can help clients aged 50+ to achieve goals that might involve:

Please note that PICs work with clients for up to 16 weeks using a holistic approach and cannot accept a referral for single issues that would be better dealt with by other services within the borough.



Huddles and ICN+ MDTs

PICs attend huddle and ICN+ MDT meetings and are part of multi-disciplinary discussions. We can provide support and advice and are a critical link between health/social care and the voluntary sector. PICs can support clients to get medical support from their GP, a care assessment from social services or make referrals into therapists, pharmacists and nursing teams where appropriate.



Advice and Referrals to other teams

PICs can refer into other services and organisations. These include (but are not limited to) Falls Service, District Nurses, ICN+ pharmacists, Sensory Impairment Team, Physiotherapists, Croydon Vision, Croydon Hearing, Carers Centre, Stroke Recovery Services, Aphasia help, Deaf and Blind charities, Talking Therapies, Art Therapies, Mental Health Organisations, Dementia clubs, LIFE, ACE clinic and Safeguarding teams.



Connections within the local community

PICs attend local Community Hubs and provide support and signposting alongside other health, social and voluntary sector professionals to any clients who drop-in.



Help at Home

PICs can provide contact details and help clients contact local cleaners, carers, hairdressers, podiatrists, pet support, pest control, furniture removal and recycling services. PICs can refer clients for advice on home safety including buying/renting stairlifts, mobility aids, fire safety, pendant alarms, and trackers. PICs can provide information on food banks, food delivery services and shopping advice.



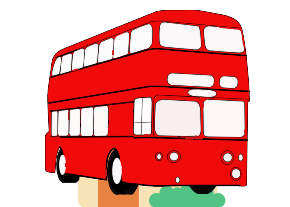
Community Groups and Befrienders

PICs can support clients to access local community groups including neighbourhood care groups, faith groups, men and women's groups, BME groups, exercise classes, cycling for wellbeing, swimming, walking groups, yoga, tai chi, singing groups, knitting, book clubs and dementia friendly groups. PICs can support clients to find a befriender where appropriate. PICs can link clients to LGBTQ+ charities, mental health groups, bereavement support groups.



Welfare Benefits

PICs can support clients to complete Attendance Allowance applications. PICs can support with benefits checks and signpost to other benefits e.g. Housing Benefit, Pensions, Pension Credit and Carers Allowance. PICs can support clients to get help from other local organisations with PIP and UC queries. PICs can refer on to Citizens Advice, Hear Us and Age UK Croydon's Information and Advice Service for further benefits support.



Travel Concessions

PICs can provide advice and support with applications for Blue Badge, Dial-a-Ride, Taxi Card, Freedom Pass and Vehicle Tax exemptions. PICs can provide information on accessible transport options.

Housing

PICs can help clients to apply for council housing, including sheltered and extra care accommodation (please note that PICs cannot follow up on these applications). PICs can support clients to contact the council regarding repairs, home adaptations, handyman and gardening services.

Signposting and Information

PICs can signpost to many organisations including law centres, family justice services, debt advice, council advice, support with utilities, welfare services, advocacy, burial and cremation information and wellness spaces. PICs can provide information on Power of Attorney and wills. PICs can support client to access advice and help with cost of living.

