

Regaining Your Independence

The guide has been produced, providing useful information and advice on continuing care after a stay in hospital whether it be short or long term. Assisted care available via the hospital and also the local community care options available. The guide also features useful contact details for all the care options and advice given.



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Inside Front

Introduction

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The Care Act came into force in England in April 2015. Described by the Government as 'the biggest reforms in the social care system in more than 60 years', the implications of this will be felt across the care system and will affect the funding system and legal framework of adult social care. Included is the necessity for each local authority to have a Safeguarding Adults Team.

You can find an outline of topics in this guide with sections pointing you in the direction of further help on specific topics.

You can find an easy to read guide to the act here:

www.gov.uk/government/uploads/system/uploads/attachment_data/file/365345/Making_Sure_the_Care_Act_Works_EASY_READ.pdf

What Is Continuing Care?

People who are old and frail, those with chronic or degenerative diseases, or perhaps with other complex health needs, may require specialist care, regular treatment or other support on a long-term basis. This is known as Continuing Care, a package of care and support offered by the NHS - working with a range of different agencies - to meet a patient's assessed needs, whether they are physical, mental or involve personal care. Continuing Care enables people to regain their independence following a stay in hospital or in response to an illness, accident or disability, giving them the support they need to maintain or improve their quality of life.

NHS Continuing Healthcare is provided free of charge for people aged 18 or over who require the service and are assessed as being eligible. It can be provided in a variety of settings, including your own home, a hospital, hospice or care home.

If someone in a care home gets NHS Continuing Healthcare, it will cover their care home fees, including the cost of accommodation, personal care and healthcare costs. If NHS Continuing Healthcare is provided in the home of the person you look after, it will cover personal care and healthcare costs. It may also include support for you as a carer.

Continuing Healthcare may be offered for prolonged periods but not necessarily for life, so a patient's entitlement will be reviewed at regular intervals.

Children and young people under 18 may be eligible for a similar type of care but it is organised differently. See 'NHS Continuing Care for children' at www.nhs.uk to find out more.

A revised version of the National Framework for NHS Continuing Healthcare and NHS -Funded Nursing Care was published by the Department of Health in July 2009 and its further 'Directions' came into force on 1 October 2009. NHS Continuing Healthcare best practice guidance was issued in March 2010. The guidance is part of the Department of Health's continuing care policy in England (rules are now different in Wales - for more details, contact Age Cymru at www.ageuk.org.uk/cymru/).

The Framework covers the criteria used to assess if you're eligible for continuing care or NHS-funded Nursing Care, as well as the procedure for investigating cases where people may have been wrongly denied continuing care. National tools are in place, including a Checklist, Decision Support Tool and Fast Tracking Tool, to help define who is eligible for NHS Continuing Healthcare. Under the Framework, there is also one single band or rate of payment for NHS-funded Nursing Care in a nursing home, so that the NHS provides the same contribution to everyone receiving this type of care.



Who is eligible for NHS Continuing Healthcare?

You must be over 18 and have a complex medical condition and substantial and ongoing care needs. The Continuing Care Programme is designed to support people whose primary need is a 'health' rather than 'social' care need and, as such, have conditions that stay with them after they leave hospital.

Such conditions may be short term – such as recovering from a hip replacement operation – to longer-term illnesses and disabilities.

NHS Continuing Healthcare is free of charge to qualifying patients, but some additional aspects of care that are not NHS-funded may be provided at the expense of the patient. It is important to seek clear and detailed information before any decision is made. In England, there are clear guidelines on what local authorities should charge for community care services such as home help, respite care, etc.

You can read more about NHS Continuing Healthcare on the NHS Choices website (www.nhs.uk).

Who decides about NHS Continuing Healthcare?

Prior to your discharge from hospital, the decision about whether you qualify for NHS Continuing Healthcare is taken by a multi-disciplinary team of health specialists.

Among these may be your GP, nursing staff, physiotherapists and members of the social services. This team will discuss with you and your family how any eligibility decisions have been reached as well as how, when and where the Continuing Care is to be provided. In the first instance, the hospital will explain the procedure for discharge and for ongoing healthcare thereafter.

Second, the local authority social services staff will outline the details of any Continuing Care arranged for you, the patient. They should clearly state those aspects of the care that will be funded by the NHS, and those which may be at your expense as the patient. Where the costs may be shared, this is sometimes called a joint package of care.



They should also discuss the availability of social security benefits, mobility allowances, and so on.

A decision about eligibility should usually be made within 28 days of an assessment being carried out.

It is worth noting that under the scheme, patients have the right to ask for a review of any decision made by the team – especially about discharge from hospital. All hospital and Clinical Commissioning Groups (CCGs) also have a Patient Advice and Liaison Service (PALS) to help sort out problems or give you advice.

While you are in hospital

The prospect of a stay in hospital can be daunting if you are not used to it. To help allay any fears that you may have, it is wise to make sure that you understand your illness. They say knowledge is power and, in these terms, a better understanding of your condition will help you feel more in control and less anxious.

When in doubt, ask questions and you will find that your consultant, doctor or nurse will take the trouble to explain the reasons for their diagnosis. Likewise, be sure you understand why you are receiving certain medication or what undergoing a particular treatment will entail.

Discharge from Hospital

Where it has been assessed that you do not require In-Patient Continuing Care, you do not have the right to occupy an NHS hospital bed indefinitely. However, you do have the right to request a review of decisions made about your discharge from hospital and you cannot be discharged into a care home against your will.

If you do have some concerns about being discharged from hospital and your right to Continuing Care, you may wish to seek support and advice from the Patient Advice and Liaison Service (PALS) – ask a member of staff in the hospital for details of the local PALS office; there should be one in the hospital itself.

Discharge to a care home

Where you have been assessed as needing care in a care home – either arranged by your local authority or privately – you are at liberty to choose the home you wish to go to, subject to certain conditions.

In England all care homes are registered and regulated by The Care Quality Commissions (CQC), different care standards authorities apply to Wales Care and Social Service Inspectorate Wales (CSSIW) and Scotland (Care Inspectorate).

Ongoing Support for Mental Health Issues and Learning Disabilities

In the UK, 1.5 million people are defined as having learning disabilities that were present at or soon after birth. As many as one in four of us are likely to experience mental health issues, such as depression or anxiety, and a further one to two in 100 experience severe mental illness, which may include a temporary period where they lose touch with reality.

Under the framework for Continuing Care, your mental, emotional and psychological needs will be assessed alongside the assessment of your physical or nursing care needs before you are discharged from hospital. If you do have learning disabilities or mental health needs, a care plan should be drawn up and overseen by a care co-ordinator who will help you access support from within your local community and various services.

There are a number of agencies throughout the UK that specialise in providing home help for people with mental health issues. You should ask your local authority what is available in your area. As ever, the Internet is an excellent source of information.



Coping at Home

On your immediate return home, you may need some assistance from friends or relatives to settle in. If, for some reason, you are unable to broach the subject, the nurses at the hospital will be more than pleased to talk to your family or friends on your behalf. Likewise, the social services may be able to contact a neighbour on your behalf and make sure that your home is ready for your return.

If there is no-one you can ask to help you, the hospital may be able to arrange for a volunteer from an organisation such as the Red Cross or Home from Hospital (organisations vary around the UK) to get your home ready for you, e.g. by stocking up on basic food supplies, making your bed or switching the heating on.

You may find that you need aids to help you move around the house, such as a raised toilet seat, grab handles, a wheelchair, walking frame or sticks, or that adaptations need to be made to your home. Your Continuing Healthcare team will do all they can to help. There may also be items that you will wish to purchase to make life easier and more comfortable. You can find more information about mobility aid in our separate 'Mobility Guide'.

Community Alarm Services and Telecare

You may wish to consider having an alarm call system to summon help if, for example, you have a fall. The community alarms and telecare service is one such emergency support alarm service, which operates 24-hours a day, 365 days of the year. The telecare equipment gives you the reassurance of knowing that help is just the touch of a button away. Your local authority should be able to give you more information.

The District Nurse

Where necessary, the Charge Nurse at the hospital will arrange for a District Nurse to visit you at home in order to change dressings and administer injections.

Home Care

Your Continuing Care team, or the Charge Nurse at the hospital, will arrange where necessary to have a Home Carer visit you on a regular basis to help with personal things like washing or dressing, as well as preparing meals, shopping and cleaning. Alternatively this can be arranged privately yourself or by family or friends. Home Care can be arranged from as little as 15 minutes a week all the way up to 24 hours a day.

There are numerous Home Care providers out there and so it's important to find one that suits you. The Care Quality Commission (CQC) regulates Home Care providers and publishes a rating for each one on their website. This can be a good place to check which provider has the same values as you do when selecting a provider.

Most Home Care providers will carry out an assessment of your needs and be able to discuss with you and offer suggestions for the type of care package you require to support you at home.



Meals on Wheels

Many Meals on Wheels services have now been disbanded or contracted out to private companies due to funding cuts. There may be a number of companies locally that offer either a hot meal delivery service or frozen meals. Details will be available by searching online, through your local authority, and in directories such as the Yellow Pages. You might also consider contacting voluntary organisations such as RSV (see Further Contact and Useful Organisation section at the back of this guide) to find about services in your area.

Care & Repair agencies

Care & Repair Agencies work to help you to remain in your own home and to live as independently as possible. They do this by providing information about choices that can improve your safety, security, comfort and convenience. Care & Repair agencies can help you tap into funding and expertise to adapt, repair or improve your home. This might mean jobs as small as adding handrails or larger projects, such as creating a specially adapted bathroom. You can search for Care & Repair agencies online as well as in directories, such as the Yellow Pages. Your local authority should also be able to give you more information about what is available in your region.

Trusted Traders

Many local authorities in the UK now run a 'Trusted Traders' scheme. This means that they stringently vet traders such as builders, gardeners, electricians and plumbers, to ensure that they offer their customers the highest standards of service. For a company to become a 'Trusted Trader' takes a lot but helps to give customers the peace of mind that they can expect a good job for a fair price, without fearing rogue traders or doorstep crime. Your local authority will be able to give you details of 'Trusted Traders' in your area.

Extra Care Housing /Sheltered Housing

Extra Care Housing (ECH) may be referred to interchangeably with Sheltered Housing. Both offer an additional option available to older people in the UK. ECH or Sheltered Housing is accommodation designed to allow you to live independently in your own self-contained home with the benefit of domiciliary care support services providing planned care on-site, plus 24-hour emergency response. Properties are usually available to both rent and purchase (shared ownership) in blocks of flats, bungalow estates and retirement villages. Properties in most ECH or Sheltered Housing scheme include features such as raised electric sockets, lowered worktops, walk-in showers, etc. and will usually have been designed to accommodate wheelchair users.

Generally, a warden or manager will live on-site or nearby to help arrange services that residents might need. These schemes often provide shared or communal facilities, such as a lounge, garden, laundry or guest flat for family members to visit and stay.

Other assistance

There are various schemes and organisations that provide help after a stay in hospital. Contact addresses can be obtained from your local social services department, community health centre or hospital social worker. There are also a number of helpful contacts listed towards the back of this Guide.

Important note: Should you be concerned about how you will cope at home because of difficult stairs, inadequate heating, or the fact that your home is not designed to accommodate a wheelchair or walking frame, you should speak to the Charge Nurse at the hospital without delay. He or she will ensure that your team is made aware of your concerns.



The Motability Scheme

Motability is a national charity that enables disabled people to obtain a car, powered wheelchair or scooter simply by using their government-funded mobility allowances. The great thing about the scheme is that it gives you access to worry-free motoring without the financial and practical hassles of owning a car. Currently, 600,000 people in the UK are using the scheme.

Motability also administers the Government's Specialised Vehicles Fund, which provides grants for specially adapted vehicles for the more severely disabled.

If you receive either the Higher Rate Mobility Component of Disability Living Allowance (HRMC DLA), the Enhanced Rate of the Mobility Component of Personal Independence Payment (ERMC PIP), the War Pensioners' Mobility Supplement (WPMS) or the Armed Forces Independence Payment (AFIP) you may be eligible to join the Motability Scheme, although you must have at least 12 months' award length remaining.

You can download a number of helpful factsheets from the Motability website (www.motability.co.uk). 'It's changed our lives! Can it change yours?' provides a good overview of the scheme. We also cover the Motability Scheme in more detail in our Mobility Advice Guide.

Pharmacy services

Many local pharmacies in the UK now offer services designed to make your life easier. In addition to collecting your repeat prescription for your GP on your behalf, they may also be able to deliver your medication to your home, or carry out basic health checks, such as checking your blood pressure or blood glucose levels. Ask your local pharmacy for more information about the services they offer.

Outpatients appointments or GP follow-up

Once you have been discharged from hospital, your hospital consultant or doctor may need to see you to gauge your recovery progress. If this is the case, you will be given an Outpatients' Clinic appointment card. Should you require transport for these visits, an ambulance can be arranged on your behalf. Alternatively, you may need to visit your GP for follow-up treatment.

Private ambulance companies

Throughout the UK, there are companies that provide private ambulance services to transfer patients to and from non-emergency medical appointments, clinics, nursing homes and other medical facilities. The vehicles are fully insured with trained and experienced drivers, and can provide wheelchair or stretcher access. To find out more about private ambulance services in your area, see www.privatehealth.co.uk

Private Healthcare and Hospitals

If you do require on-going care or follow-up treatment, you may decide that, rather than being treated on the NHS, you would like to be seen at a private hospital or healthcare facility. Operations and procedures commonly carried out privately include fixed price hip and knee surgery, removal of cataracts and treatment of glaucoma, amongst others.

For many people, going private gives them fast access to treatment, a choice of where they want to be treated (and when), a choice of consultant or specialist, and even the option to have treatment that is not currently available on the NHS.

You can find out more about private healthcare in the UK at www.privatehealth.co.uk



Helping You Manage Your Financial Affairs

If you wish, you can appoint an Attorney or Attorneys (who may be a relative, friend or professional person) to help you manage your financial affairs. This appointment can continue even if you become mentally incapable of continuing to manage your financial affairs. If you wish to do this, you should seek legal advice from a solicitor who specialises in Powers of Attorney or elderly client affairs.

Choosing a solicitor

If you have an on-going medical condition or as you grow older, it may be a good idea to discuss issues such as making a will, planning your funeral, appointing Powers of Attorney, or paying for a place in a care home with a solicitor. This will help you to be aware of all your options, and to do what you can to safeguard your future and that of your loved ones.

The Solicitors' Regulation Authority is a good starting point for finding a reputable and experienced solicitor – see Further Contacts and Useful Organisations section for details.

Funeral plans

No one wants to think about how and when they will die, or what it will be like for our families without us. Although planning your funeral in advance may not be something you want to think about, there are many practical and emotional reasons why it should be a priority.

Funerals are expensive occasions and require many decisions to ensure they run smoothly. Planning your funeral long in advance of it happening can give your friends and family peace of mind at a heartbreaking time.

Taking out a 'pre-paid' or 'pre-payment' funeral plan enables you to let your friends and family know what you want for your funeral. It also means that the costs are covered in advance, thereby saving your family from potential financial difficulty at an already stressful time.

You can find out more about writing your will and planning your funeral in advance in our dedicated guide, entitled 'Making a Will & Funeral Planning'.

What is Palliative Care?

In England, Wales and Northern Ireland, the National Council for Palliative Care (NCPC) is an umbrella organisation for all those who are involved in providing, commissioning and using palliative care and hospice services.

The Council's definition of palliative care as a part of supportive care is as follows:

'Palliative care is the active holistic care of patients with advanced progressive illness. Management of pain and other symptoms and provision of psychological, social and spiritual support is paramount. The goal of palliative care is achievement of the best quality of life for patients and their families. Many aspects of palliative care are also applicable earlier in the course of the illness in conjunction with other treatments.'

Supportive care is designed to help patients and their families to deal with their condition from pre-diagnosis through to cure or chronic illness and finally death and bereavement. Much of the palliative and supportive care developed over the years has focused on patients with cancer but now the system is being extended across the whole range of illnesses.

Palliative care is typically available in care settings, such as a hospital, or in the community - in a hospice, care home or the patient's own home, for example.

In hospital

Specialist medical staff in hospital are responsible for drawing up support plans for each patient needing palliative care. Staff may include physiotherapists, dieticians, social workers, doctors and nursing specialists. Their input may be the beginning of a plan, which extends into the community if it's decided the patient can go home.

In the community

Specialist services are available to people living in care homes, in their own homes or in hospices. For example, a patient may begin their care in hospital, go home and receive support at home (including day visits to a hospice or day centre) then become a resident in a care home or hospice. Respite care is also available in hospices to provide a breathing space for carers.

What services can you ask for?

Palliative services available include:

- Medical and nursing care
- Pain and symptom control
- Physiotherapy
- Complementary therapies
- Spiritual and emotional support
- Practical and financial advice
- Bereavement care for families and friends
- Equipment to help mobility
- Incontinence aids

Whether you are the patient or the carer make sure that you tell the medical and social services staff what you need. Having the right support will make all the difference at a difficult and emotional time.

Financial support for people with chronic and terminal illnesses

As referred to in the section on 'Who is eligible for NHS Continuing Healthcare?', funding arrangements are complicated and, although NHS Continuing Healthcare is provided free of charge, other continuing care services sometimes fall between different bodies that have funds available such as local authorities.

Clear advice is necessary for families and friends concerned with the care of a terminally ill person. Unfortunately, conflicting information can often be given which makes life more difficult for those trying to do their best for a loved one.

The Independent Age website is a source of unbiased information and offers a range of free leaflets you can download from their website, including 'Continuing Healthcare – Should the NHS be paying for your care? (Guide 27)'.

Live-in Care

If your family or friends are not able to provide support on a daily basis because of commitments or living away, you may decide to employ suitable people to live in your home and take care of you.

This decision has to be an individual one. Before you or your family decides to make these arrangements, check what you may lose in free services available to you in your Clinical Commissioning Group or local authority area.

There are many agencies now providing such services and working in co-ordination with the NHS. Unless you or your family have direct knowledge of a particular one, make sure that you only use a recognised agency where all staff have experience, CRB (criminal records) clearance, and that you fully understand the fees charged by the agency.

Health and Social Care Act 2012

The Health and Social Care Act became law from 27th March 2012. Factsheets about the provisions of the act can be found on the GOV.uk website at www.gov.uk/government/publications/health-and-social-care-act-2012-fact-sheets

On the 11th July 2012, the Government introduced a White Paper called Caring for our Future: reforming care and support. This can be found on www.gov.uk.





Further Contacts and Useful Organisations

You can now follow most of the organisations below on social media websites such as Facebook, Twitter and YouTube.



Action on Hearing Loss

1-3 Highbury Station Road, London N1 1SE

Information Line: 0808 808 0123

Textphone: 0808 808 9000

SMS: 0780 000 0360

Email: informationline@hearingloss.org.uk

Tinnitus helpline: 0808 808 6666

Tinnitus Textphone: 0808 808 9000

SMS: 0780 0000 360

tinnitushelpline@hearingloss.org.uk

www.actiononhearingloss.org.uk

Facebook/Twitter



Age UK

(formerly Age Concern and Help the Aged)

For lifeline schemes (emergency alarm systems), details of Age UK groups, factsheets and briefing documents on matters concerning older people.

Tavis House, 1-6 Tavistock Square, London WC1H 9NA

Age UK Advice Line: 0800 055 6112

Free to call, 8am - 7pm

Email: [via online form](http://viaonlineform)

www.ageuk.org.uk

Facebook/Twitter



Alzheimer's Society

Information and support for people with dementia, their families and carers.

43-44 Crutched Friars, London, EC3N 2AE

Tel: 0330 333 0804

Helpline: 0300 222 11 22

Email: enquiries@alzheimers.org.uk

www.alzheimers.org.uk

Facebook/Twitter



Arthritis Care

Saffron House, 6-10 Kirby Street, London EC1N 8TS

Helpline: 0808 800 4050

Tel: 020 7380 6500

Email: info@arthritiscare.org.uk

www.arthritiscare.org.uk

Facebook/Twitter

Benefit Helpline

www.gov.uk/browse/benefits

Bladder and Bowel Community

Organisation providing help and support to people with bladder and bowel problems.

7 The Court, Holywell Business Park, Northfield Road, Southam, CV47 0FS

Tel: 01926 357220 General Enquiries

Email: help@bladderandbowel.org

www.bladderandbowel.org

Twitter



Royal College of Occupational Therapists

106-114 Borough High Street, Southwark, London, SE1 1LB

Tel: 020 7357 6480

www.cot.co.uk

Facebook/Twitter



Oral Health Foundation

Smile House, 2 East Union Street, Rugby, CV22 6AJ

Helpline: 01788 539 780 (local rate call in the UK)

Email: mail@dentalhealth.org

www.dentalhealth.org

Facebook/Twitter

British Heart Foundation

A wide selection of leaflets can be downloaded from the website. Topics include all aspects of heart disease and treatment, dietary and other lifestyle guidelines. You can find out about preparing for heart surgery, recovery and dealing with post operative difficulties; leaving hospital after a heart attack / surgery; life saving techniques and the importance of emergency aid, such as cardiopulmonary resuscitation (CPR).

Heart Helpline: 0300 330 33 22
Textphone: 18001 0300 330 3322
Email: heretohelp@bhf.org.uk
www.bhf.org.uk
Facebook/Twitter

British Red Cross Society

British Red Cross branches have a supply of products for loan to aid independent living.

British Red Cross UK Office, 44 Moorfields, London, EC2Y 9AL
Tel: 0344 871 11 11 (Switchboard)
Email: contactus@redcross.org.uk
www.redcross.org.uk
Facebook/Twitter

Care Quality Commission

CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Tel: 03000 616161
Email: via online enquiry form
www.cqc.org.uk
Facebook/Twitter

Care and Repair England

Care and Repair England's mission is to innovate, develop, promote and support housing policies and initiatives which enable older and disabled people to live independently in their own homes for as long as they wish.

Unit 9, The Renewal Trust Business Centre,
3 Hawksworth Street, Nottingham, NG3 2EG
Tel: 0115 950 6500
Email: info@careandrepair-england.org.uk
www.careandrepair-england.org.uk



Carers' Trust

Carers Trust is a major new charity for, with and about carers. We work to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend who is ill, frail, disabled or has mental health or addiction problems.

We do this with Network Partners - a unique network of independent carers centres, Crossroads Care schemes and young carers services. Together we are united by a shared vision for carers - to make sure that information, advice and practical support are available to all carers across the UK.

To find your nearest Network Partner, call 0844 800 4361 or visit **www.carers.org**.

Carers Trust also helps carers through interactive websites **www.carers.org** and **www.youngcarers.net**.
32-36 Loman Street, London SE1 0EH
Tel: 0300 772 9600
Email: info@carers.org
Website: www.carers.org



Carers UK

Carers UK offers advice and support to carers. You are a carer if you look after a relative, friend or neighbour because they are frail, ill or have a disability.

20 Great Dover Street, London SE1 4LX
Tel: 020 7378 4999
Advice Line: 0808 808 7777
Email: advice@carersuk.org
www.carersuk.org
Facebook/Twitter

Centre for Accessible Environments

Provides information for people with disabilities about adapting their home. Contact your council's housing or environmental health department about applying for a grant to make the necessary alterations.

Holyer House, 20-21 Red Lion Court, London, EC4A 3EB
Tel: 020 7822 8232
Email: info@cae.org.uk
www.cae.org.uk
Facebook/Twitter



The Chartered Society of Physiotherapy

14 Bedford Row, London, WC1R 4ED
Tel: 020 7306 6666
Email: enquiries@csp.org.uk
www.csp.org.uk



Citizens Advice Bureau

For free, independent, confidential and impartial advice visit www.adviceguide.org.uk
Or find your local bureau at www.citizensadvice.org.uk



Contact the Elderly

National charity Contact the Elderly organises free monthly Sunday afternoon tea parties for older people aged 75 and over, who live alone. Small local groups use volunteer drivers who each pick up one or two older people from their own homes. They take them to the home of a volunteer host for afternoon tea, conversation and companionship. 2 Grosvenor Gardens, London SW1W 0DH
Tel: 0207 240 0630
Information Line: 0800 716 543
Email: info@contact-the-elderly.org.uk
www.contact-the-elderly.org.uk
Facebook/Twitter



Cruse – Bereavement Care

This organisation can provide support and counselling for bereaved people throughout the UK.
Cruse Bereavement Care, PO Box 800 Richmond Surrey TW9 1RG
Helpline: 0808 808 1677
Email: helpline@cruse.org.uk
www.cruse.org.uk

Department of Transport

Use the Department of Transport's enquiry line as a first point of contact for information and advice about older road users and drivers, and driving with a disability.
Great Minster House, 33 Horseferry Road, London SW1P 4DR
Enquiry line: 0300 330 3000
Email: [check list on contacts on website for most appropriate email address](#)
www.gov.uk/government/organisations/department-for-transport

Diabetes UK

Wells Lawrence House, 126 Back Church Lane, London E1 1FH
DiabetesUK Careline: 0345 123 2399
Mon-Fri 9am - 7pm
Tel: 020 7424 1000
Email: helpline@diabetes.org.uk
www.diabetes.org.uk
Facebook/Twitter

Disabled Living Foundation

For information and advice about daily living equipment and assistive technology. Unit 1, 34 Chatfield Road, Wandsworth, London SW11 3SE
Tel: 020 7289 6111
Helpline: 0300 999 0004
Email: info@dlf.org.uk or helpline@dlf.org.uk
www.dlf.org.uk
Facebook/Twitter

Drinkline - The National Alcohol Helpline

Helpline: 0300 123 1110
Opening hours Mon-Fri: 9am-8pm
Weekends: 11am-4pm

Foundations



National body for home improvement agencies across England
The Old Co-op Building, 11 Railway Street, Glossop, Derbyshire, SK13 7AG
Tel: 0300 124 0315
Email: info@foundations.uk.com
Facebook: www.facebook.com/FoundationsHIA
Twitter: www.twitter.com/FoundationsHIA
www.foundations.uk.com



Foundations Independent Living Trust

We help older and vulnerable people live with dignity in their own homes by operating funds which enable local home improvement agencies to provide a range of support including repairs and improvements to people's homes. The Old Co-op Building
11 Railway Street, Glossop SK13 7AG
Tel: 0300 124 0316
E-mail: info@filt.org.uk
www.filt.org.uk
Twitter: www.twitter.com/Filt_Trust



Independent Age (formerly Counsel and Care)

This organisation provides a comprehensive information service to elderly people and carers.
18 Avonmore Road, London W14 8RR
Tel: 020 7605 4200
Helpline: 0800 319 6789
Email: advice@independentage.org
www.independentage.org

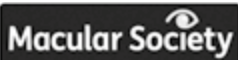
Local Health Services

To find out more about GPs, dentists, pharmacists or opticians in your area, consult your local Clinical Commissioning Group, which should be listed in the phone book under Clinical Commissioning Groups or Health Authorities.



Macmillan Cancer Support

89 Albert Embankment, London, SE1 7UQ
Macmillan Cancerline: **0808 808 00 00**
Tel: 020 7840 7840 (switchboard)
Email: online enquiry form
www.macmillan.org.uk
Facebook/Twitter



The Macular Society

The Macular Society is the national charity for anyone affected by central vision loss. We provide free information and support to improve lives today and we fund research so that one day we can overcome macular disease. PO Box 1870, Andover SP10 9AD
Tel: 01264 350 551
Helpline: 0300 3030 111
Email: info@macularsociety.org
www.macularsociety.org
Facebook/Twitter

MIND – The Mental Health Charity

For support, referral to local organisations for counselling, self-help groups and drop-in centres in your area.
15-19 Broadway, Stratford, London, E15 4BQ
Tel: 020 8519 2122
MIND Info line: 0300 123 3393 Text 86463
Email: contact@mind.org.uk
www.mind.org.uk
Facebook/Twitter

National Council for Palliative Care

34-44 Britannia St, London WC1X 9JG
Tel: 020 7697 1520
Email: online form www.ncpc.org.uk
NCPC is the umbrella charity for all those involved in palliative, end of life and hospice care in England, Wales and Northern Ireland. We believe that everyone approaching the end of life has the right to the highest quality care and support, wherever they live, and whatever their condition.



National Federation of Shopmobility UK

'Shopmobility' schemes loan wheelchairs and scooters to enable disabled people to shop independently.
2-4 Meadow Close, Ise Valley Industrial Estate,
Wellingborough, NN8 4BH
Tel: 01933 229644
Email: info@shopmobilityuk.org
www.shopmobilityuk.org

National Osteoporosis Society

Camerton, Bath, BA2 0PJ
Tel: 01761 471771 (enquiries)
Helpline: 0808 800 0035
Email: info@nos.org.uk
www.nos.org.uk

NHS Choices

Tel: 111 (if you need medical help fast but it's not a 999 emergency)
www.nhs.uk

Parkinson's UK

215 Vauxhall Bridge Road, London, SW1V 1EJ
Tel: 020 7931 8080
Helpline: 0808 800 0303
Textphone: 18001 0808 800 0303
Email: hello@parkinsons.org.uk
www.parkinsons.org.uk

The Patients Association

For advice on patients' rights, complaints procedures and access to health service and self-help groups.
PO Box 935, Harrow, Middlesex, HA1 3YJ
Helpline: 020 8423 8999
Email: helpline@patients-association.com
www.patients-association.com
Facebook/Twitter

Royal National Institute for the Blind (RNIB)

105 Judd Street, London, WC1H 9NE
Helpline: 0303 123 9999
Email: helpline@rnib.org.uk
www.rnib.org.uk
Facebook/Twitter





Royal Voluntary Service

Royal Voluntary Service (formerly WRVS) supports older people throughout Britain through a variety of community and hospital based services. The charity has over 40,000 volunteers that help older people stay independent at home and active in the local community through services such as: Good Neighbours (companionship), Meals on Wheels and Books on Wheels. The charity also provides practical support for older people who have been in hospital through its onward befriending and home from hospital services.

WRVS, Cardiff Gate, Beck Court, Cardiff Gate Business Park, Cardiff CF23 8RP

Tel: 0845 608 0122

Email: via online enquiry form

www.royalvoluntaryservice.org.uk

Facebook/Twitter

Samaritans

Letter:

Freepost, Chris, RSRB-KKBY-CYJK, PO Box 9090, Stirling FK8 2SA

National Helpline: 116 123

Email: jo@samaritans.org

www.samaritans.org

Self Help Groups

If you feel isolated and would like to talk to others who share a similar experience, ask your hospital about self-help groups in your area. Ask where you can obtain a directory of self-help groups, or for information on how to go about forming a new self-help group for understanding and support from people who share similar problems or life situations.

Sense

Information for visually and hearing impaired people.

101 Pentonville Road, London N1 9LG

Helpline: 0300 330 9256

Textphone: 0300 330 9252

Email: info@sense.org.uk

www.sense.org.uk

Smokefree NHS

Tel: 0300 123 1044

www.nhs.uk/smokefree

Facebook/Twitter



Solicitors' Regulation Authority

The SRA can provide details of solicitors in your area, including those who specialise in wills and probate.

The Cube, 199 Wharfside Street, Birmingham, B1 1RN

Ethics Helpline Tel: 0370 606 2577

Contact Centre Tel: 0370 606 2555

www.sra.org.uk

Stroke Association

Stroke Association House, 240 City Road, London, EC1V 2PR

Tel: 020 7566 0300

Helpline: 0303 3033 100

Textphone: 18001 0303 3033 100

Email: helpline@stroke.org.uk

www.stroke.org.uk

Facebook Twitter

United Kingdom Home Care Association Ltd

Sutton Business Centre, Restmor Way, Wallington SM6 7AH

Helpline: 020 8661 8188

Email: enquiries@ukhca.co.uk

www.ukhca.co.uk

Wheelchair Provision

To find out about obtaining a temporary wheelchair, you might want to contact your local NHS Wheelchair Service, your local British Red Cross or your local Shopmobility Scheme.

Well Aware

Health and Wellbeing at your fingertips!

Well Aware is a website run by The Care Forum with lots of information about 1,000s of health, wellbeing and community services.

How to contact Well Aware:

- **Log on to www.wellaware.org.uk today and try it yourself!**
- **Email info@wellaware.org.uk**
- **Telephone 0808 808 5252.** This call is FREE. The Well Aware Team at The Care Forum will search for information for you.





The information provided in this publication is given in good faith and is in no way connected to or affiliated with any of the organisations contained within this publication. The information supplied should not be taken as legal advice.

The content is also not intended to replace other healthcare professional advice that you may be encouraged to seek.

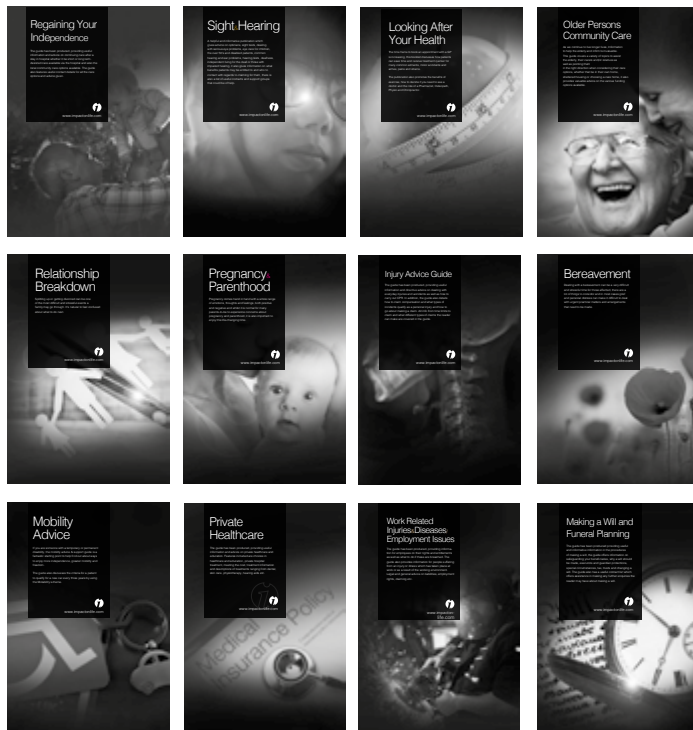
Professional advice should be sought where appropriate. Any rates and information contained within this publication was correct at the time of print in May 2018.

As benefit entitlements change regularly, you are advised to contact the benefits enquiry line or your local jobcentre plus for information about current entitlements.



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