Do you look after someone?

Information for carers

April 2016

helpful
gentle
compassionate
thoughtful
considerate
kind
caring

stressed
anxious
hassled
lonely
tense
pressured
worried

West Berkshire Council
Foreword

Welcome to the April 2016 edition of West Berkshire Council’s “Information for Carers” pack. A carer is someone looking after a friend or relative of any age, who through disability, illness or frailty is unable to manage without help.

We recognise that we need reliable and up to date information to support Carers; this is particularly important as a caring role can often mean a limited amount of time for other tasks.

West Berkshire Council has produced a Carers Pack for several years and feedback from carers indicates how valuable they find it.

This edition has been updated and I hope it will provide a source of useful contacts and information that is both readily available and accessible and that supports you as a carer in your caring role.

Tandra Forster
Head of Adult Social Care - West Berkshire Council

Throughout this booklet you can hover over headings and various sections, by doing a CTRL and click you can access the relevant website.

Hard copies of this booklet are also available by contacting Adult Social Care on 01635 503050.

If you require this information in an alternative format or translation, please contact Adult Social Care on 01635 503050 or email ccenquiries@westberks.gov.
You can find a list of other useful organisations in section 15 at the back of the booklet
Emergency Contact Information

Up to date information

It is useful to have details about the person you are caring for ready to hand. Complete this page with their help, cut out and keep in a safe place or place in a ‘Message in a bottle’ in the fridge. For details see page numbered 13

These details are about (family member or friend’s name)

Address and postcode:

Telephone number/s:

NHS Number:

Blood type:

Diabetic: No □ Yes □ If Yes, Type 1 □ Type 2 □

Taking Warfarin: No □ Yes □

Allergies:

Other medication, frequency and dosage: (alternatively attach repeat prescription list)

Attach a recent photograph of your family member or friend you care for

CUT HERE AND MAKE SURE OTHER PEOPLE KNOW WHERE THESE DETAILS ARE KEPT e.g. ‘Message in bottle’
### Useful contact telephone numbers

<table>
<thead>
<tr>
<th>Contact Type</th>
<th>Name &amp; Tel no/s:</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Next of kin:</strong></td>
<td></td>
</tr>
<tr>
<td>Carer/relative/friend:</td>
<td></td>
</tr>
<tr>
<td><strong>Hospital:</strong></td>
<td></td>
</tr>
<tr>
<td>Doctor:</td>
<td></td>
</tr>
<tr>
<td>Out of hours Doctor:</td>
<td></td>
</tr>
<tr>
<td>Social Worker:</td>
<td></td>
</tr>
<tr>
<td>West Berkshire Council:</td>
<td></td>
</tr>
<tr>
<td>Health Visitor:</td>
<td></td>
</tr>
<tr>
<td>District Nurse:</td>
<td></td>
</tr>
<tr>
<td>Warden/Housing officer:</td>
<td></td>
</tr>
<tr>
<td>Resource (Day) Centre:</td>
<td></td>
</tr>
<tr>
<td>Pharmacy:</td>
<td></td>
</tr>
<tr>
<td>Optician:</td>
<td></td>
</tr>
<tr>
<td>Podiatrist (Chiropodist):</td>
<td></td>
</tr>
<tr>
<td>Occupational Therapist:</td>
<td></td>
</tr>
<tr>
<td>Speech/Language Therapist:</td>
<td></td>
</tr>
<tr>
<td>Volunteer driver:</td>
<td></td>
</tr>
<tr>
<td>Other useful contact:</td>
<td></td>
</tr>
<tr>
<td>Other useful contact:</td>
<td></td>
</tr>
<tr>
<td>Other useful contact:</td>
<td></td>
</tr>
</tbody>
</table>
Section 1: Who are Carers?

Many people don’t think of themselves as carers. Recognising yourself as a carer is the very first step to getting the support you may need.

- Carers are people who look after relatives or friends who, because of disability, illness or old age, cannot manage at home without help.
- Some people choose to become a carer, while others have no choice.
- Carers do not necessarily live with the person they assist and may be a considerable distance away.
- Some carers are children who are caring for a parent or family member as well as going to school.
- Anyone may become a carer, at almost any age.

Seeing yourself as a carer is a way of acknowledging that you are doing a job, one that can be both difficult and demanding. Caring can easily become a full time responsibility.

Unlike a paid job, being a carer does not include breaks or holidays, but this doesn’t mean you need them less or are any less entitled to them. You should never feel guilty about asking for the support you deserve and need because you have accepted the role of a carer.

As a carer your life may be taken over by your caring responsibilities. It is important to share some of the care as dedicated caring (maybe for up to 24 hrs a day) causes a build up of stress and anxiety for the person doing the caring. Caring is tough work and we so easily forget about our own wellbeing.

It is important to try to have a break from being a carer, even if it is only for an hour or two a week, to do something you want to do. Carers must recognise that they have needs as well as the person they care for.

Section 2: Help for Carers

Many carers will need help at home, particularly if the person they care for is house bound or can only get out with difficulty. Carers don’t need to struggle on alone. If you feel you are not getting the help or support you need there are organisations that can provide advocacy. You may find it helpful to discuss your problems with someone who is not directly involved - maybe a close friend, relative, minister, GP or nurse. Otherwise you may benefit from joining a carers’ group where you can share experiences with other carers and gain advice and useful information. For many carers the best form of help can be to make sure that the person they care for receives the help and support they are entitled to.

Carer Assessment

If you provide necessary care or support to an adult, family member or friend, or someone aged 18 or over, you may be eligible for support. Adult carers that look after someone can request a carer’s assessment by:

- completing our online enquiry
- downloading and completing our WBC Carers assessment form
- completing the Carers Information Gathering form, a document which provides a range of questions / prompts that may help you consider your caring role.

The person you care for is not required to be in receipt of a service from West Berkshire Council for you to be eligible for an assessment.

---

1 Carer's Assessment
You can also access our online self referral to look for help (for you or the person you care for). If you prefer not to use our online services you can ask for an assessment by calling 01635 503050.

Preparing for a carer's assessment
A carer's assessment means we will look at your needs and how these have a significant impact on your wellbeing to see if you are entitled to any services that could make caring easier for you. The assessment is an opportunity for you to tell the worker what impact caring has on you. So it may be a good idea to make a list, or keep a diary, of everything you do to look after the person you care for.

Some things you may want to think about are:

- do you get enough sleep?
- is your health affected by caring?
- can you leave the person you are looking after?
- are you worried about having to give up work?
- do you get enough time to yourself?

You might also include how caring affects you because of your; health, age, work or studies, and any other activities or commitments. The assessment can be carried out at your home or at the home of the person you are caring for. The assessment is about you, and the person you care for does not need to be present. You can ask a friend or relative to be with you during the assessment, if you want to. If there is more than one carer providing regular necessary care in your household, you are all entitled to an assessment.

Services that may be available
Services that may help you and the person you care for include:

- a break from caring
- help with housework
- changes to equipment or adaptations to the home
- emotional support

This assessment is about your needs and wellbeing as a carer. The needs of the person you are caring for should be discussed in their own needs assessment. If your situation changes, for example you need more support, you can ask for a re-assessment.

Carers Support plan
The worker will develop a 'carers support plan' with you based on your assessment and what you have told us of the person you care for. This plan should include the support and services you have been assessed as needing.

Paying for services
West Berkshire Council currently do not charge for Carers Services therefore a financial assessment is not required.

Transition from Children's Services
Where Children are receiving support services and they or their families believe that they will continue to need some level of support through adulthood the Council will assist to plan this 'transition' from childhood to adulthood. For all children, leaving full time education is a major change and no less so for young people with particular needs. Services provided by Adult Social Care will necessarily be different from those provided within an educational framework and we would advise that parents and children engage with us at an early stage in order to understand whether an individual young person will be eligible for support when they reach the age of 18, and if so what level and type of support is likely to be available.

cont’d on next page
Although it is recognised that circumstances can change over time, where possible we would expect to have an initial conversation with families and children at the age of 14 in order to outline the type of support that may be available; from that point we will agree with families how best to formulate a plan for support into adulthood, how that will lead on from services provided before reaching 18, and what key contact points and planning processes will need to be established to make the ‘transition’ into adulthood as smooth as possible to suit the particular circumstances of the individual young person and their family.

In order to initiate this discussion the starting point will be to contact the Children with Disabilities Team on 01635 503090.

If you are not eligible for support from West Berkshire Council
We will give you advice and information about other sources of help that you may be able to access in West Berkshire. This could include:

**Reading and West Berkshire Carers hub**
- Providing carers with information and advice to support their physical and emotional wellbeing, and supporting carers to navigate other information resources;
- Advice and support on carer specific issues and entitlements, including financial entitlements and rights in employment, and signposting to other relevant services;
- Facilitating and developing mechanisms and opportunities for carers to offer and benefit from peer support.

0118 324 7333  www.berkshirecarershub.org  email: ask@berkshirecarershub.org

**Crossroads Care Oxfordshire and West Berkshire**
Offers a support service for carers. Do you need to go to the doctor, hospital or another appointment? Crossroads offer a free service of up to 8 hours to attend appointments or a Rapid Response Service providing care up to 48 hours in emergencies. Help provided to all ages regardless of disability.
Newbury office: 01635 30008 or 07789700194, out of hours 07867 673063
Regional office 01865 260280  Email: care@oxfordshirecrossroads.org.uk

**Citizens Advice West Berkshire**
2nd Floor, Broadway House, 4-8 The Broadway, Northbrook Street, Newbury, RG14 1BA
Tel: 0300 222 5941
Free, confidential, impartial and independent advice. Help to sort out debt worries, benefits claims, housing and employment problems, or deal with queries about consumer or tax issues. They can advise on legal matters, answer questions about immigration, and have experience on family and personal matters too.

**Carers Advice Service**
Specialist advice for carers and people with disabilities. Can offer home visits if appropriate. 01635 516609 (answerphone) open Mon and Wed only

**Outreach and Surgeries - appointment only**
Call 01635 516605 for details and to book. Surgeries available in: Chieveley, Hungerford, Kintbury, Lambourn, Pangbourne, Thatcham and Woolton Hill
Mental Health Carers Support Group
Come and meet other Carers for coffee, chat and support. Programme of invited speakers. Regular trips out and social activities.

3rd Wednesday of the month 10-12 noon at The Taste of England Pub, Lower Henwick Farm, Turnpike Road, Thatcham, RG18 3AP (pub opened exclusively for Carers Support Group use)

2nd Wednesday of every month 18.30 – 20.30pm at Community Mental Health Team office, Hillcroft House, Rookes Way, Thatcham RG18 3HR (same site as Community Hospital)

Contact: Kate or Tony, Newbury Community Mental Health Team, 01635 292020

Family Support in Psychosis Project - A safe, supportive and educational group for families whose relative has been diagnosed with a Psychotic Disorder. The Group discuss, explore, develop and learn ways of adjusting. Held on the first and third Wednesday of each month 19:00-20:30pm in the Seminar Rooms A&B (first floor) Prospect Park Hospital, Honey End Lane, Reading, RG30 4EJ. Contact via email familyintervention.group@berkshire.nhs.uk

Help with transport and getting about/Blue badge

Volunteer Centre West Berkshire - If you find it difficult to use public transport – find your nearest Volunteer Centre, West Berkshire scheme below or ring 01635 49004;

- Volunteer Car and Driver Schemes - provide transport to appointments of all kinds
- Newbury Handybus Scheme - takes groups of people on shopping trips and excursions
- Newbury Shopmobility - provides wheelchairs (loan or hire) & scooters for people to use in Newbury. 01635 523854

Journey planning and transport information WBC Transport Services Tm 01635 503248

Blue Badge application - Information on eligibility: 01635 503276 or 01635 503277

Safer Journey Cards
Easy to use travel cards for residents with hidden disabilities and mobility difficulties to show to the bus driver and to help them understand your journey needs. However, anyone who would find them helpful in completing their journey can use them. Contact: Transport Policy Team on 01635 519505 ltp@westberks.gov.uk

Bus Passes for Older and Disabled People
Free National Off-Peak Bus Pass and Local Companion Bus Pass – for disabled customers who require the help of a carer at all times when travelling on West Berkshire buses can apply for a pass. 01635 519800 email: transport@westberks.gov.uk

Disabled persons railcard
The Disabled Person’s Railcard allows you to buy rail tickets at a discount of up to a third. Find out about eligibility under the ‘Transport if you are Disabled’ section on the following website. www.gov.uk/transport-disabled alternatively visit the National Rail website to complete an application form for a railcard: www.disabledpersons-railcard.co.uk
Tel: 0345 605 0525 - 7.00am - 10.00pm, minicom 0345 601 0132 Email: disability@atoc.org
Planning for a stay/coming out of hospital
A FREE ‘Support at Home’ service, for anyone over 65 living in West Berkshire, is provided jointly by Age UK Berkshire, British Red Cross and the Volunteer Centre West Berkshire. Services provided can include short-term practical help, advice and reassurance. Help, advice and support is also given to families as well as to patients, even if a personal care package is already in place for the person hospitalised. Contact 0118 935 8244 or westberksprg@redcross.org.uk

Find further information on WBC’s Going into hospital and Coming out of hospital webpages or ring Adult Social Care for advice 01635 503050

RADAR keys to access public conveniences
The National Key Scheme (NKS) offers disabled people independent access to locked public toilets around the country. Toilets fitted with National Key Scheme (NKS) locks can now be found in shopping centres, pubs, cafés, department stores, bus and train stations and many other locations in most parts of the country.

The scheme requires users to have a special Radar key to gain access to accessible toilets. Locally these are available from Shopmobility, Northbrook multi-storey car park, Pembroke Rd, Newbury RG14 1AJ. 01635 523854. Open Mon to Sat 9.30am – 4.00pm. There may be a small charge. Alternatively you may obtain keys direct from Disability Rights UK

Out and about; accompanying a disabled person
Visiting places of interest - Many places of interest, museums, theatres, sports venues, National Trust and English Heritage sites, offer discounted / free admission to a companion accompanying a disabled person.

Cinema Exhibitors’ Association Card - A national card for disabled people. It entitles the holder to one free ticket for a person accompanying them to the cinema. Valid for one year. 0845 123 1292 www.ceacard.co.uk

Section 3: Useful Websites / contacts
There is a huge amount of information available on the internet. It can sometimes be difficult to find the right website or know if the information you are looking at is reliable. Throughout this document we have tried to provide links to the local organisations and activities that we have listed. There are also a number of other excellent websites that you may find useful.

Help for Carers from WBC webpage
West Berkshire Council’s Adult Social Care information hub – SCiP
Search for local adult social care related providers, services, organisations and activities.

Carers Direct - NHS Choices
Carers support and information online. Find advice on respite breaks, carer's allowance and carers' assessments. Helpline 0300 123 1053. 9am to 8pm Mon to Fri (except bank holidays), 11am to 4pm at weekends

Carers UK
The voice of carers. Advice Line 0808 808 7777 Chat online on the Carers UK forum
Citizens Advice West Berkshire - Carers Advice Service
Specialist advice for carers and people with disabilities. Can offer home visits if appropriate. 01635 516609 (answerphone)

Continence Advisory Service/Clinic
Confidential telephone advice and specialist clinics where expert assessment and a variety of continence treatments are provided. If you suffer from continence issues, you can refer yourself by calling 01189 495145/6 or you can contact your GP.

Crossroads Care Oxfordshire & West Berkshire - Caring for Carers
Helping carers to make a life of their own outside caring.
Newbury office: 01635 30008 care@oxfordshirecrossroads.org.uk

Falls Prevention Clinic
While falling used to be related to ageing and often went untreated, we now know that many things can be done to prevent falls. Falls are the biggest cause of hospital admission, but there are some simple steps that can be taken to reduce the risk of this happening.

The team can help to identify and address any risks before they become a problem, enabling people to continue to enjoy life as they want to. The Falls Prevention team speak with the teams already involved in your care, for example district nurses, community matrons and community physiotherapists to discuss your needs.

If you are a new patient and you want to be referred to this service please make an appointment with your GP. Home visits can be arranged. Existing patients can refer themselves to direct. 0118 955 6868

GOV.UK - Information for carers

Hospital Discharge Team
Assessing prior to hospital discharge - If the person you care for requires support following admission onto a ward, you must ensure that the hospital staff discuss with you any difficulties you face at home in your caring role. Our hospital discharge team will also need to carry out an assessment before the cared for person leaves hospital. Hospital Discharge Team 01635 292120

Mental Health support - To contact CPE call - 0300 365 0300.
Helping to support people who are experiencing mental health problems. The Common Point of Entry (CPE) takes all new referrals for mental health services and makes an initial screening assessment. People may be offered advice and be signposted to other services and support groups if they are not eligible for secondary mental health services.

If appropriate, the Crisis Resolution and Home Treatment Team (CRHTT) will respond. This is a specialist team of mental health professionals who provide crisis support for adults who would otherwise be admitted to a psychiatric hospital. When needed they also help with admissions to inpatient care and support early discharge.

Mind online community - a supportive online community where you can be yourself. We all know what it’s like to struggle sometimes, but now there’s a safe place to listen, share and be heard.

Macmillan online forum for carers only - looking after a loved one with cancer? This is a safe and supportive place to share your worries and emotions without worrying about upsetting members living with cancer.
Toilet card
The 'Just Can't Wait' toilet card uses what is considered to be a universally acknowledged image for a toilet. This generic image should help limit any embarrassment and ensure there is no confusion about the purpose of the card. It may also go some way to helping holders of the card find and access toilets in situations where English may not be the first spoken language. Finding a toilet when out and about continues to be a priority for many people affected by a bladder or bowel problem. Helpline 0845 345 0165 Apply for a Toilet Card

Wheelchair clinic – Royal Berkshire Hospital
Referrals via a Consultant, GP or registered Health Care Professional. In general, wheelchair services are available to people of all ages who have a long-term need for mobility help. The assessment, to determine your eligibility, is normally carried out at NHS wheelchair services centres or clinics. It is unlikely an NHS Wheelchair Service will be able to provide equipment on a temporary loan. 0118 322 6706 or 0118 322 7017 (8:00am to 12.30pm) Clinic information

For list of loan/hire organisations see page numbered 35

West Berkshire Independent Living Network
A disabled persons user led organisation. 01635 760425 or 07905 521452 email: info@wbiln.com

Listening / counselling organisations

Time To Talk
Free and confidential counselling service for young people. 01635 760331 email: Office@t2twb.com

Counselling Directory
List of counsellors and psychotherapists who are registered with a recognised professional body. Customer Service Team: 0844 8030 240

Newbury Family Counselling Service
Free counselling service to parents & carers. 01635 521296. nfcs.manager@googlemail.com

NHS Talking Therapies
Team of advisers and therapists who can help you to overcome life’s difficulties and problems and manage them better. 0300 365 2000 talkingtherapies@berkshire.nhs.uk

Relate
Counselling for couples having difficulties in their relationship. 0118 987 6161 email: appointments@relateberkshire.org

Section 4: Emergency help / Emergency plans

Adult Social Care Services
Specialist services from West Berkshire Council working with colleagues in Health. 01635 503050 email: ccenquiries@westberks.gov.uk website: Adult Social care advice

Out of Hours Social Care Services
West Berkshire Adult Social Care Services: in an emergency to do with social care that cannot wait until the following day call 01344 786543

Emergency Services 999
For all life threatening emergencies and also if someone falls and you cannot lift them the operator will send an ambulance on a non-emergency basis. Text phone or minicom 18000
The **emergencySMS** service lets deaf, hard of hearing and speech-impaired people in the UK send a SMS text message to the UK 999 service where it will be passed to the police, ambulance, fire rescue, or coastguard. You will need to register your mobile phone before using the emergencySMS service. You can register by sending an SMS text message from your mobile phone.

**111 - You can call 111 when you need medical help fast but it's not a 999 emergency.**

**Police (non-emergency number) 101**
If you are deaf, deafened, hard of hearing or have a speech impairment, a text phone is available on 18001 101

**Carers' Emergency Card**
A small yellow card carried by carers to alert others to the fact that there may be a dependant person at home in need of help. Available from Council offices 01635 503050

**Crossroads Care Oxfordshire and West Berkshire**
Contingency Planning / Rapid Response
Crossroads Care will help you to plan for the future. The Rapid Response Coordinator will visit your home and help you plan for the future should an emergency situation arise that will prevent you the carer from looking after your loved one.
Call the Newbury office 01635 30008 to make an appointment or 07789700194
(Out of hours  07867 673063) email: care@oxfordshirecrossroads.org.uk

**Electricity – power cuts/emergencies 0800 072 7282**
Electricity Pay as you go emergency 0800 980 0414

**Southern Electricity Careline - Priority Services Register.**
Ensure you are on the Priority Services Register if you rely on one or more of the following:

- Home dialysis machine
- Artificial ventilator
- Adjustable bed
- Oxygen concentrator
- Stairlift

Careline can make sure that your local network operator is aware you rely on your supply. They’ll do their utmost to prevent your supply from going off and, if it does, they’ll make sure that you get your power back on as a matter of urgency.

Once you’ve registered, your local network operator will let you know about any planned power cuts or essential maintenance in your area. To receive any of the services which Careline provides, you just need to join the Priority Services Register call: From a landline 0800 294 3259, Textphone: 0800 316 5457,

**Emergency Care Information - recording**
Write up important information about the person being cared for, including essential details to help professionals in the event of needing Emergency Care i.e. illness/disability, medication.

**Gas emergencies - National Gas Emergencies 0800 111 999. Minicom 0800 371 787**

**GPs**
You should call the NHS 111 service if you urgently need medical help or advice but it’s not a life threatening situation. If it’s life threatening call 999  **NHS emergency service**
Mental Health – 24 hr crisis support Service for West Berkshire: 0300 365 0300

‘Message in a Bottle’ Scheme
Essential information kept in a bottle in the fridge, emergency services will know about it because there are stickers on the front door and fridge. Bottles and forms are available FREE at local chemists, health centres and housing associations. Also available from West Berkshire Council - Tel: 01635 503050

Newbury Samaritans
Local helpline 01635 42452, 116 123 (this number is free to call) or National helpline 08457 909090 or email: jo@samaritans.org Confidential helpline is always available - 24 hrs a day. There will always be a person there on the other end of the phone to listen to someone in crisis.

Thames Water
Leakline on 0800 714 614
Public sewer blockage or flooding on 0800 3169 800 Textphone for hard of hearing customers only for leaks and sewer blockage 0800 316 9898

Section 5: Equipment / Assistive Technology / Telecare & Telehealth

There is a wide range of devices and services available that can help to support people at home, provide reassurance to carers and reduce accidents and falls in the home, amongst other things. Search WBC’s Social Care information hub for a sample of providers.

Telecare is a service that provides sensors and monitors (e.g. motion or falls detectors) often linked to community alarm systems that trigger a warning at a control centre that can be responded to within defined timescales. These options require either a family member/friend or a response service to be able to respond when contacted by the control centre.

Assistive Technology (AT) consists of ‘stand alone’ pieces of equipment (not connected to a monitoring/response service) such as simple mobile phones, bath plugs that reduce the risk of scalding and flooding, remote control for electrical items in the home, automatic pill dispensers etc.

Both Telecare and Assistive Technology can be purchased privately or through social care if the cared for is eligible for a funded service. Alternatively, your local NHS trust may pay for a telecare system as part of a continuing healthcare or intermediate care package, if you are eligible. NHS - Carers direct guide

Telehealth typically involves electronic sensors or equipment that monitors vital health signs remotely from home or while on the move. Readings are automatically transmitted to an appropriately trained person who can monitor the health vital signs and make decisions about potential interventions in real time, without the patient needing to attend a clinic. If you think telehealth would be beneficial please speak to your GP.

British Red Cross Society
Provide a short-term medical loan service, such as mobility aids, kitchen equipment and household accessories. Newbury, Monday to Friday, 10am - 2pm, (closed Wed) 01635 40081. Reading, Tuesday 9.30am- 4.30pm, Wed, Thurs, Fri 1- 3.30pm 01189 358 230 berks@redcross.org.uk

Disabled Living Foundation (DLF)
DLF is a national charity that provides impartial advice, information and training on daily living aids. 0300 999 0004
Equipment from NRS - Returning your loaned aids and equipment
If no longer used, please arrange collection 0844 893 6960

Emergency Alarm Systems (help in the home or garden)
**Age UK pendant alarm service.** To buy or request a demonstration 0800 011 3846
**Forestcare** – lifeline hub and sensors also rented out weekly. 01344 786 500
**Sovereign Housing Association** – Careline 01635 279505
**Newbury Shopmobility** - hire/loan wheelchairs and mobility scooters. 01635 523854

**Royal Berkshire Fire and Rescue Service**
Newsham Court, Pincents Kiln, Calcot, Reading RG31 7SD. Enquiries: 0118 945 2888
To request a free home fire safety check call **Freephone 0800 587 6679**
**Email:** reception@rbfrs.co.uk

**Safe+Well Berkshire – a service run by NRS Healthcare**
Offers free advice on a wide selection of equipment, assistive technology and telecare items
- an advisor will call you to chat about everyday tasks and will suggest daily living aids that
might help you. Can also advise you on where you can try out aids before you buy them. An
Occupational Therapist can also come to your home (there is a charge for this service.)
NRS Healthcare, Units 1, 2 & 3, Ely Road, Theale Commercial Estate, Theale, Berkshire
RG7 4BQ 0118 903 2411

---

### Section 6: Help from West Berkshire Council & the NHS

As well as offering you a carers assessment West Berkshire Council can do an assessment
for the person you care for. This assessment looks at their needs and any risks to their
safety and wellbeing. The information from the assessment will be used to decide what their
level of need is. The Government has set criteria to decide eligibility for services, both for
carers and the people they care for. Everyone is entitled to information and advice. Where
possible you will also be told about other organisations and groups who may be able to help.

**GP**

As well as supporting you with your health your GP will be able to advise on a variety of
other support options and services that are available to you:

- Adaptations and equipment
- Occupational Therapist
- District Nurses & Health Visitors
- Community Psychiatric Nurses
- Substance Misuse Service
- Podiatrists (Chiropodists)
- Continence advice
- Macmillan Nurses - palliative care
- Dentists
- Opticians

If you have feelings of not being able to cope, anxiety and stress, your GP can refer you to a
free NHS counsellor.

**NHS Choices**

To find local health services near you – GPs, A&E hospitals, Dentists, Pharmacies, Opticians

**NHS dental treatment for adults who have special needs**

This includes anxious adults with learning and physical disabilities, complex medical
problems or mental health difficulties, and frail older people. 01753 638660
SCAS operates the non-emergency Patient Transport Service (PTS) in Berkshire

For people who are unable to use public or other transport due to their medical condition, and include those who are:

- attending hospital outpatient clinics
- being admitted to or discharged from hospital wards
- needing life-saving treatments such as radiotherapy, chemotherapy or renal dialysis or DVT treatment.

Berkshire and Hampshire Contact Centre is open 7am - 11pm Monday to Friday and 8am to 8pm Saturday and Sunday. 0300 100 0024

Patient Advice & Liaison Service

PALS provides free, informal, confidential help and advice for patients, carers and their families. Their aim is to sort out problems quickly on your behalf. Your feedback is used to improve the quality of services. 0118 322 8338

Patient Information Point (PIP)

PIP is a local service that provides a wide range of information to anyone who wants to find out more about illnesses or where they can get support. PIP is based at West Berkshire Community Hospital, Rookes Way, Newbury RG18 3AS 01635 273324
e-mail: bks-tr.Enquiriespip@nhs.net

Repeat prescriptions – NHS Electronic Prescription Service

All your repeat prescriptions can now be delivered direct to your chosen address - at no extra cost. You will need to register then Pharmacy2U will remind you by either email or telephone before your medicines run out. 0113 265 0222,
e-mail: customercare@pharmacy2u.co.uk

A guide to keeping healthy and happy

This handbook has been produced to help you find more information and support if you need it. It can help you stay active, healthy and independent. The booklet gives advice that can help prevent problems with your health from developing, and also gives information on finding care and support if problems do occur.

Section 7: Taking a break

All carers need to have time off to have a break from caring and sometimes you both need a break from each other - time to be your own person again. The break may be for a few hours, a few days, or longer periods on a regular basis. This is sometimes called ‘respite’ and sometimes ‘replacement care’. Even if you do not want a break at this time it’s good to know what is available and how to arrange a planned or ‘emergency’ break.

Continued on next page
Crossroads Care Oxfordshire and West Berkshire
Crossroads Care is a registered charity that provides a trained carer to stay with someone at home while the carer has a break to go shopping or pursue a hobby. They also provide a service for children with a disability. Grant funding is available. Self funders and holders of personal budgets can also purchase care direct, donations welcomed. Care is assessed on an individual basis to suit the care needs.

Crossroads Care has two three berth caravans which take up to 8 people each. These are at Butlins Minehead in Somerset. Crossroads let these at very reasonable rates and it's open for all carers in West Berkshire to rent. Unfortunately, it has no disabled access. It is very well equipped and anyone using it can make use of all Butlins facilities while there or just treat it as a base from which to enjoy the seaside resort of Minehead.

Newbury: 01635 30008  Oxford: 01865 260280  care@oxfordshirecrossroads.org.uk

Disability Holiday Guide
A user-friendly, holiday inspiring website focusing on what's most important – your ability! 0845 2269 109  email: admin@disabilityholidaysguide.com

Disabled holiday’s 4u – online site only
Worldwide accessible tourism directory aimed at travellers with mobility limitations, elderly and all kinds of special needs, temporary or permanent, while on holidays.

Duchess of Kent House
Full service hospice in Reading that cares for cancer patients and offers respite care to give relatives and carers a break during the illness. 0118 955 0400  email: enquiries.berkshirewest@suerydercare.org

‘Forget Me Nots’
Respite breaks offered to people living with dementia or a disability on alternate Saturdays at The Phoenix Resource Centre, Newtown Road, Newbury RG14 7EB and Greenfield House Resource Centre, Highview, Calcot RG31 4XD. Crossroads Care Support Workers will care for a loved one with care needs in order to provide the carer with a break. Small charge. 01635 30008  email: care@oxfordshirecrossroads.org.uk

Link Up
Slater Centre, Buckner-Croke Way, New Greenham Park, Thatcham, Berkshire RG19 6HN  Employment opportunities & training for adults with learning disabilities. 01635 778120

Seable holidays for deaf, blind & visually impaired
The luxury of a holiday to suit your needs. info@seable.co.uk 0207 749 4866

Traveleyes
A commercial tour operator providing holidays for both blind and sighted travellers. Tel 0113 887 4275

Vitalise
National charity providing essential breaks for disabled people and carers. 0303 303 0145

West Berkshire Mencap
Mencap Centre, Enborne Gate, Enborne Road, Newbury, RG14 6AT  01635 41464  Learning and leisure activities for adults with a Learning Disability, Gateway Club, Newbury, weekly social club Wednesday 7pm. Leisure Plus, various ongoing activities

Yellow Submarine
Is a registered charity that provides holidays for adults and children with learning disabilities across the South East. 01865 236119

For additional holiday/break information visit: westberks/scip
Leisure activities for Mental Health carers

Evening Group for Mental Health Carers - Come and meet other Carers for support and coffee on the 2nd Wednesday of every month 18:30- 20:30pm at the Community Mental health team office, Hillcroft House, Rookes Way, Thatcham RG18 3HR—same site as The Community Hospital. Contact: Kate or Tony, Newbury Community Mental Health Team

Additional activities – specific activities identified at Carers Group which carers may like to do, these are organised as requested e.g. local walks, occasional trips out. Contact: Tony Young 01635 292020 (during office hours) for further details.

West Berkshire Council - Charging for replacement care (also referred to as respite care)

West Berkshire Council Adult Social Care will be able to advise on the options available to enable you to have a break and may also be able to provide some services such as a short break in a care home or regular day services.

Will there be a charge?

West Berkshire Council will charge for these services based on the personal financial circumstances of the person to be cared for only as they are the direct recipient of the services. Some service users pay the actual cost, others pay a proportion of the cost, and some make no financial contribution at all. You will be offered a financial assessment and advice about Welfare Benefits that may be available to you.
Drop-in centres and lunch clubs

Audrey Needham Lunch Club
01635 47559. 29 Victoria Grove, Newbury RG14 7RB. Mon-Fri 12.15pm 24hr notice required.

Beansheaf Community Centre – Over 60s Lunch Club (Holybrook residents only)
Calcot RG31 7AW. 1st Friday of every month. 01189 420196. 48 hr notice

Burghfield Cafe B
Burghfield Methodist Church, Reading Road, Burghfield Common RG7 3QA. Mon 9.00am – 1.00pm Wed 9.00am – 12.00pm. Contact Emma Shumsky 07931 305996 emma@cafeb.org.uk

Burghfield Coffee morning
01189 835524 Methodist Church Hall RG7 3QA, 3rd Thurs in each month 10-11.30am Open to all ages

Burghfield Common Lunch Club (Anderson Hill) - Blands Court,
Wed & Fri between 10.00am 2.00pm for residents of Burghfield Common & Mortimer. Morning tea/coffee & biscuits. 2 course lunch £3.00. People MUST register first. Transport can be arranged - must be booked. Ann Howlett. Tel 01189 833 664

Cold Ash Lunch Club
Mrs Pinnock 01635 876370 St Mark’s Church, Cold Ash Hill. 2nd Wednesday of the month 12.30pm

Frilsham & Yattendon Lunch Club
01635 201066 Frilsham Clubroom 1st Friday of each month 12.30pm

Holybrook Community Arts and Crafts Cafe
01189 427730 Holybrook Centre, Fords Farm, Calcot, RG31 7YT. Friday 2-4.30pm

Hungerford - CHAIN Pub Lunch Club
01488 682606 or 01488 683727. 1st Mon of the month. Transport within Hungerford can be arranged.

Hungerford residents only - CHAIN over 60s Lunch 01488 682547 at the Croft Hall, Hungerford 3rd Thurs of each alternate month

Hungerford - Tuesday Club
01488 682037 British Legion Hall, 20 Church Way, Hungerford, RG17 0JU. For elderly & disabled, 2nd Tuesday of the month. 2.15 – 4.15pm

Kintbury Volunteer Group Lunch
01488 657119 Coronation Hall, Inkpen Rd, Kintbury 3rd Thursday of the month 1.00pm Booking required

Lambourn Friendship Club
01488 72825 Lambourn Methodist Hall Thursday afternoons 2-4pm.

Mortimer – Age Concern Coffee morning
Every Thursday at The Methodist Hall in Mortimer. 10.00-11.00am. Cost .50p which includes a drink and biscuits. Judi Morris 01189332418

Mortimer Village Partnership lunch club
0118 988 2676 Mortimer Community Centre, The Fairground, Mortimer Common RG7 3RD. 2nd and last Thursday of the month (No Lunch in Aug). Soup, tea/coffee for the elderly and less mobile – help with transport if required

Newbury Baptist Church - Men's Breakfast
Full English breakfast - NBC hosts a monthly Men's Breakfast on the 1st Saturday of every month. All men are welcome
If you would like to join email mensbreakfast@newburybaptistchurch.org or call 01635 550124

Newbury - Memory Café Corn Exchange
For people living with dementia and their carers. Monthly drop in – no need to book. 10.30am – 12.30pm. 0845 5218 218 getinvolved@cornexchangenew.co.uk

Pangbourne Village Hall – Tea Club
Station Road, RG8 7AP Open to any age. Songs, quiz, talks. 4th Tues of the month 2.00-3.30pm 01189 843625
Rev. Jean Rothery

CONTINUED ON NEXT PAGE
Pangbourne Second Monday Club for over 60s
0118 984 4246 or 0118 984 2427 Dorman Rooms, St Bernadette’s Church, Horseshoe Rd, Pangbourne. RG8 7JL. 2nd Monday of the month 2.00-3.30pm. Help with transport if required. Please ring first to check venue

Shaw Lunch Club
01635 40450 or 07747575248
St Mary’s Church Centre, Church Rd, Shaw, RG14 2DR. 4th Tues of the month, 12-2pm.

Thatcham Old Folks Club
01635 864584 Parish Hall, Chapel Street, Thatcham RG18 4JP
2nd Wednesday of every month. 2-4.30pm

Theale Age Concern Tea Club
St Luke’s Church, Englefield Rd, Theale, RG7 5AS. Thursday 2-4pm.
Lynn Fuller Tel 01189 303 125
Sheila Lovegrove Tel 01189 303 106

Tilehurst – Thursday lunch
St Catherine’s Church & Centre, Wittenham Avenue, RG31 5LN. Open to everyone, young or old. 12:45pm.
Anne Soley 01189 425407

Tilehurst – Friday Friends
Weekly 2.00pm-4.00pm. £3.50. Light exercise, singing, craft activities. Tea & cakes. Rev Denis Smith 01189 427786

Upper Basildon - Tea and chat group
St Stephens Church Centre, Upper Basildon RG8 8LS. 2nd Thursday of each month between 2.30 and 4.00pm. Small group of ladies meeting for a cup of tea, piece of cake and a chat. Ladies or gentlemen very welcome. Only £1. Please come along, or contact Val Broadbent 01491 672328 if you want to find out more

Yattendon – Over 60s Tea Club
3rd Tuesday of the month. In the Social Club (behind Village Hall) 2.30-4.00pm.
01635 201066

Yattendon – Coffee morning
1st Tuesday of every month. 10.30-12noon
Further info. 01635 201066

Woolhampton & District Lunch Club for singles (any age)
0118 971 3334 Woolhampton Village Hall, Bath Road, RG7 5RE. (Call Monday, Wednesday, Fridays 9.30-11.30am)
1st & 4th Wednesday of the month.
Welcomed from the following villages: Bucklebury, Woolhampton, Midgham, Lower Padworth, Brimpton and Beenham

Woolhampton Seniors’ Social Club (over 60s)
Woolhampton Village Hall, Bath Road, RG7 5RE. 4th Wed of each month 2.30-4.30pm. 01189 713140 Stella Nesbitt
**Section 8: Work**

**Caring for someone while working**

Carers may be working when the need to care for someone comes about, and combining working and caring can be stressful. It's important to let your employer know. If you are thinking of leaving work, consider what alternatives there might be. Think about what you will be giving up, and whether you really want to lose it.

Many employers already offer schemes to help carers including information on caring, facilities and support groups in the local area, confidential counselling or welfare services. Others support informal networks of carers within their workplace.

**Flexible working and work life balance**

If an employee is caring for someone (e.g., a child or adult) they have the legal right to ask for flexible working. [gov.uk/flexible working](http://gov.uk/flexible working) or [NIdirect/flexible working](http://NIdirect/flexible working)

Practical guides are available from [http://www.carersuk.org/search/other-rights-at-work](http://www.carersuk.org/search/other-rights-at-work) resources page

Or visit [Age UK](http://Age UK) to find: ‘Your rights at work guide’

**What help will Universal Jobmatch (replaced Jobcentre Plus) give me to find work?**

Your adviser can help you with advice on training, finding a job, local childcare and local replacement care. Also, if you start work, your adviser can continue to provide support and advice. 0345 606 0234 Mon to Fri or Textphone 0845 605 5255. [Gov.uk/Jobsearch](http://Gov.uk/Jobsearch)

**What other support is available?**

**Jobcentre Plus** may be able to help pay for things like replacement care while you attend appointments with a personal adviser, take part in a training course or attend job interviews.

**Where should I go for more information?**

To find out more and to arrange an appointment with an adviser at your nearest Jobcentre. Newbury 01635 648500/Reading 01189 524400

**Section 9: Training for carers**

**West Berkshire Council** can sometimes offer training to help you in your caring role, such as moving and positioning and back care. These courses are often free of charge. 01635 519700

**British Red Cross** – First Aid Courses

**St Johns Ambulance** - Various training courses held in different locations.

**NHS** - Moving and handling advice and video.

**On-line training resource for Stroke carers** - This e-learning resource contains a set of topics which will provide on-line advice, support and information for informal carers.

**Online training for Dementia carers** – The Social Care Institute for Excellence have developed 7 e-learning modules which are aimed at anyone who comes into contact with people with dementia.
Caring with Confidence on-line learning - Caring with Confidence gives you a better understanding of the problems you may face as a carer and helps you find new ways to tackle them.

Carers UK e-learning Working with embrace-learning, e-learning courses designed to support carers and people working with carers. This course aims to help carers identify and find resources, technologies and sources of support in order to prevent their caring responsibilities from becoming overwhelming. Consisting of two study units, the interactive learning materials also describe the symptoms of – and suggest strategies for coping with – stress, including tips for staying healthy and managing time effectively.

Understanding Dementia course held at Beechcroft OPMHS, Hillcroft House, Rookes Way, Thatcham RG18 3HR. 5 weekly sessions held 6 times a year for family and friends who are caring for people with dementia. The course is accessed through the NHS Dementia clinic and families are invited to attend following the diagnosis appointment. “Dementia handbook for carers” has been produced and aims to answer all the questions you may have if your family member has Dementia or the symptoms of it. Hard copies are available from all Berkshire Memory clinics or online.

Section 10: Young Carers

Help and advice for young carers in West Berkshire

Are you aged 5-18?
Do you help look after someone in your family?

We can help...
Young carers are children and young people under 18 who take on caring tasks and responsibilities within their family that most of us only do as adults. The person you care for could be a parent, grandparent, a brother, sister or a family friend.

The person you look after may have a physical disability, a progressive disease, a mental health difficulty or a substance misuse problem.

It can be rewarding to care and help your family cope but you should still be able to relax and have some fun, which is what West Berkshire’s Young Carers Project is all about.

We can help by...
- giving you time out from caring
- linking you up with other young carers
- making it easier to get out to clubs and leisure activities
- listening to you and helping you voice how you feel

Find out more about our Young Carers Project.

Contacting the Young Carers Project
A young carer can contact our friendly team directly to talk about how we can help. A family friend concerned about a young carer can make initial contact on behalf of the young person.

A GP, Care Manager or other professional can also contact us.
youngcarers@westberks.gov.uk  (01635) 529735

Young Carers online chat
Section 11: Guide to financial support

Allowances for carers and people with disabilities are a right and should not be thought of as charity. However, you will have to claim to receive all the money that you and the person you care for are entitled to. Not all benefits are means tested and carers should not be concerned about making a benefit claim.

Getting help and advice with your claims

West Berkshire Council Client Financial Services
Anyone who receives a chargeable non-residential care service from West Berkshire Council will be referred to the Financial Assessment and Charging Team who can help to ensure that they receive all the benefits which they are entitled to.

Further information can be found on the following topics on West Berkshire Council's 'Paying for your Care' website
- Benefits advice and information
- Self funders
- Non residential & respite financial assessment
- Residential & nursing care financial assessment
- Health funding
- Deferred payments

West Berkshire Council recommends that you take independent legal and/or financial advice.
You will find useful information on our ‘Planning how to pay for your future care’ web page

Citizens Advice West Berkshire
The Citizens Advice service helps people resolve their legal, money and other problems by providing free, independent and confidential advice.
Tel: 0300 222 5941

Applying for financial support / welfare benefits yourself

Jobcentre Plus, Newbury, RG14 1JB and Reading RG1 1HD
Tel: National helpline 0345 604 3719

The Pension Service
Basic State Pension – if you reached State Pension age before 6 April 2016 you will receive the basic State Pension.
New State Pension – if you reached pension age on or after 6 April 2016 you will receive this.
Help making a claim Monday to Friday, 8am to 6pm (except public holidays)
Telephone: 0800 731 7898
Textphone: 0800 731 7339

Welfare benefits for carers

Carer's Allowance
You may be able to claim Carer’s Allowance if you are aged 16 or over and you spend at least 35 hours a week caring for someone. 0345 608 4321 or Textphone 0345 604 5312
**Pension Credit**
This is an income based entitlement for people of pensionable age. If you are disabled or a carer you may be able to get an extra amount included in your Pension Credit.
**Pension Credit helpline:** 0345 606 0265  **Textphone:** 0800 169 0133

**Carer's Credits**
A National Insurance credit to enable carers to build up qualifying years for the basic State Pension and additional State Pension. 0345 608 4321 or **Textphone** 0345 604 5312

**Income Support – carer premium**
If you are claiming Income Support and you are also entitled to Carer's Allowance, you may be able to get a 'carer premium' which is an extra amount included in your Income Support. Telephone: 0345 608 8545  **Textphone:** 0345 608 8551

**Budget loan – applications via your local Jobcentre Plus office**
If you are getting certain benefits or payments and you need financial help to ease exceptional pressure on your family, you may be able to get a Budgeting Loan. You could be eligible if you are caring for someone who is ill or disabled. 0345 603 6967

**Welfare benefits for Disabled, Vulnerable & Older People**

**Universal Credit**
Universal Credit is a new single benefit payment for Working Age claimants replacing several current benefits including housing benefit, Income Support, Employment Support Allowance and Child Tax Credit. All working age claims will be transferred to Universal Credit by 2017. The scheme has been delayed locally.
Telephone: 0345 600 0723  **Textphone:** 0345 600 0743

**Personal Independence Payment (PIP)**
PIP replaced Disability Living Allowance from June 2013. Individuals currently on Disability Living Allowance will be invited to make an application to Personal Independence Allowance over the next few years as Disability Living Allowance is being abolished. You must claim before you reach age 65.
**PIP Enquiry Line** (not for starting a new claim) 0345 8503322 Textphone: 0345 601 6677

Call the Department for Work and Pensions (DWP) to make a new Personal Independence Payment claim

**DWP - Personal Independence Payment claims**
Telephone: 0800 917 2222  **Textphone:** 0800 917 7777

**Disability Living Allowance**
If you are already getting DLA when you reach 65, you can continue to get it as long as you still have care or mobility needs or until the DWP asks you to claim PIP instead. The DWP will only ask you to claim PIP instead if you were under 65 on 8 April 2013.

**DLA Helpline:**
If you were born on or before 8 April 1948 - Telephone: 0345 605 6055  **Textphone:** 0345 604 5312
If you were born after 8 April 1948 - Telephone: 0345 712 3456  **Textphone:** 0345 722 4433
**Attendance Allowance**
This is a tax-free benefit for people aged 65 or over who have an illness or disability and need help with personal care or supervision. **AA Help Line** 0345 605 6055
**Textphone** 0345 604 5312

**Employment and Support Allowance**
If you cannot work because of illness or disability you may be able to get Employment and Support Allowance. The Employment and Support Allowance replaces Incapacity Benefit and Income Support, paid because of an illness or disability. If you already receive Incapacity Benefit, you will continue to receive it until you are transferred to Employment and Support Allowance. To make a new claim telephone: 0800 055 6688 Textphone: 0800 023 4888

**Health/travel related costs – NHS Low Income Scheme (LIS)**
If you have a low income, you may be able to get help with NHS costs through the NHS Low Income Scheme (LIS). The scheme covers:
- prescription costs
- dental costs
- eye care costs
- healthcare travel costs
- wigs and fabric supports

You can apply for the scheme as long as your savings, investments or property (not counting the place where you live) don’t exceed the capital limit.

Any help you’re entitled to is also available to your partner and any dependent young people. Being exempt from charges for NHS treatment will depend on a number of conditions as described in a downloadable booklet.

If you need help making your claim or you have questions about the LIS, call **0300 330 1343** to speak to an adviser. They can also fill in the form for you and post it to you to sign. All you need to do then is post it back in the envelope provided.

**Value Added Tax (VAT) relief on equipment and services**
Some goods may qualify for VAT relief if the item has been designed, or adapted, solely for a disable person’s use. This includes some medical appliances, certain adjustable beds and hoists and some adapted vehicles. Services that may qualify for relief include: installation of equipment, adaptation of equipment and certain building alterations.

**Housing Benefit & Council Tax Reduction**
If you are on a low income and need financial help to pay your rent, you may be able to get Housing Benefit. You may get extra money if you are a carer. If you provide at least 35 hours of care a week for someone in your household, you may be able to get a separate reduction on your Council Tax bill. The person you are caring for cannot be your spouse, partner or child. This reduction can be made in addition to Council Tax Reduction. There is also a separate Council Tax relief where certain facilities exist in the house for meeting the needs of a disabled person. 01635 519258
Legal Matters

If the person you are caring for is unable to manage their own affairs or finances, you may need to look at ways to help them, or manage them on their behalf. For advice contact:
Citizens Advice: 0300 222 5941
Age UK Berkshire: 0118 959 4242 or info@ageukberkshire.org.uk

Powers of Attorney
This is when one person, who must have mental capacity, can give another the legal right, or power, to act on their behalf with regard to their property and financial affairs. If a person loses their mental capacity then ordinary power of attorney automatically comes to an end.

Enduring Powers of Attorney (EPA)
After 31st March 2007 this was replaced by Lasting Powers of Attorney. An EPA is a legal document that allows someone, who must have mental capacity, to appoint a legally authorised person to look after their property and financial affairs either now or in the future, once mental capacity has been lost.

Lasting Power of Attorney (LPA)
This replaced EPA in April 2007. LPA is a legal document that allows someone, who must have mental capacity, to appoint a legally authorised person to look after their property and financial affairs. You can also appoint an Attorney to make health and welfare decisions on their behalf, should they become incapable of doing so themselves (for whatever reason) at some point in the future. An LPA will only become legal once the person has lost their mental capacity and it has been registered with the Office of the Public Guardian, P.O. Box 16185, Birmingham B2 2WH Tel: 0300 456 0300 Textphone 0115 934 2778 customerservices@publicguardian.gsi.gov.uk

Appointeeship
This is about taking charge of paying bills and collecting pensions where the claimant is incapable of doing so themselves, for whatever reason, but able to give their consent.
Contact the office of the Department for Work and Pensions who pays the current benefit.: Newbury Jobcentre plus 0345 604 3719 / Reading 0345 604 3719/ Textphone: 0345 608 8551, or Citizens Advice: 0300 222 5941

Court of Protection
The Court of Protection make decisions on financial or welfare matters for people who can’t make decisions at the time they need to be made (they ‘lack mental capacity’). They are responsible for:
- deciding whether someone has the mental capacity to make a particular decision for themselves
- appointing deputies to make ongoing decisions for people who lack mental capacity
- giving people permission to make one-off decisions on behalf of someone else who lacks mental capacity
- handling urgent or emergency applications where a decision must be made on behalf of someone else without delay
- making decisions about a lasting power of attorney (LPA) or enduring power of attorney (EPA) and considering any objections to their registration
- considering applications to make statutory wills or gifts
- making decisions about when someone can be deprived of their liberty under the Mental Capacity Act.

Further details are available from: Court of Protection: Telephone: 020 7127 6863
Email: help@courtofprotectionuk.com Information Officers Ltd, 592 London Road, Isleworth, Middlesex TW7 4EY
Section 12: Property adaptations

You may find that your home or that of the person you are caring for is not appropriate or doesn’t meet their needs. The design of many homes can be very restrictive and unable to accommodate varying levels of disability. This may be due to stairs or steps that are difficult to manage, or the accommodation may be too far away from people who can offer support. It is likely that disabled people may require alterations to their home or may need to move.

Occupational Therapy
West Berkshire Council’s Adult Social Care teams will carry out an assessment of your needs. They may recommend adaptations and/or equipment for your home. In extreme cases they may recommend a move to a more suitable property. They can advise about grants for adaptations and if you have bid on a property available through Choice Based Lettings they can advise on its accessibility and suitability. 01635 503050

Careline - Southern Electric
Service for elderly or disabled people, giving advice on energy saving and special devices/adaptors to make it easier to use electric controls. 0800 622 838 Textphone: 0800 622 839

Disabled Facilities Grant
Available to households for work that is needed to help a disabled person live more independently in their own home. Grants of up to £30,000 are means tested and are available to home owners and private tenants. You may have to contribute towards the cost of the work needed unless you receive certain means-tested benefits, or the application is for a disabled child. If you can’t afford your contribution, we can advise you on other options. An Occupational Therapist must recommend any adaptations that you may need. 01635 503050 or email ccenquiries@westberks.gov.uk

Home Repair Assistance Grant
West Berkshire Council Housing Services, dependent upon available funding, can offer grants on a discretionary basis for works costing up to £3000 - covering things like security works, repairs and minor disability adaptations. This grant is not means tested but you do have to meet certain criteria to qualify, depending on the type of works needed. Contact: Private Sector Housing Officer on 01635 519680

Aster Living - home improvement agency
Help people adapt their homes and apply for grant assistance. 01635 588811 email: bwer@asterliving.co.uk

Sovereign Housing tenants
Sovereign may be able to install minor aids for you such as grab rails, lever taps or small ramps.

If you need a more complex adaptation an Occupational Therapist will need to assess what works are needed. Contact Disabled Adaptations Team, 0800 587 2325 24-hour textphone: 01635 582 650

West Berkshire Council - Energy Efficiency
With growing concerns about climate change, it’s West Berkshire Council’s duty to promote energy efficiency. By making your home energy efficient, you can not only help the environment, but you can make significant savings on your fuel bills too!

West Berkshire Council works in partnership with the National Energy Foundation to deliver energy efficiency advice and assistance within our area. Contact: Private Sector Housing Officer on 01635 519680.
Section 13: Housing options
There are various schemes and programmes that may be of interest to people who are considering alternatives to their current accommodation. For example:

- Common Housing Register
- Mutual Exchange
- Supporting People

For further housing related information and advice please call Housing Advice Enquiries on 01635 519588 or visit West Berkshire Council’s Housing Advice web page.

Section 14: End of life planning
End of life does not normally begin earlier than one year before death. However, in some cases there is sudden illness. These situations are much harder to plan for and care has to be put in place at very short notice.

The definition of the beginning of end of life care is variable according to the individual person and professional perspectives. In some cases it may be the person who first recognises its beginning. In other cases the principal factor may be the judgement of the health/social care professional/team responsible for the care of the person. In all cases, subject to the person’s consent, the beginning is marked by a comprehensive assessment of supportive and palliative care needs. (End of Life Care Guide)

Sue Ryder – Duchess of Kent hospice support team
Carers and family members of someone who is approaching the end of their life can have a vital role in enabling that person to die in the place of their choice. However, they also have their own needs. Many carers willingly take on the role of looking after someone close to them who are nearing the end of their life. The support team ensure your physical, psychological, social, financial and spiritual wellbeing are all taken into account.
Tel: 0118 955 0400 Duchess of Kent Hospice, 22 Liebenrood Road, Reading RG30 2DX

Macmillan Cancer Support
Understanding what will happen, the Macmillan support team can help you understand what will happen in the last few weeks, days, and at the end of life. Need to talk?
Call free 0808 808 00 00 Monday to Friday, 9am-8pm

Marie Curie – care for terminally ill patients
End of life care is about caring for people who have an advanced, progressive and incurable illness so they can live as well as possible until they die. It is about providing support that meets the needs of both the person who is dying and the people close to them. This care has a strong focus on managing symptoms to keep a person comfortable, helping them to adapt to the changes in lifestyle and cope with the emotional impact of their illness.
0800 0902309 (Mon to Fri, 9.00am to 5.00pm). email: supporter.relations@mariecurie.org.uk

Coping with your feelings and dealing with other people’s
Caring for someone with an illness can be very rewarding, but it can also be challenging and sometimes upsetting. You may feel resentment and guilt, and experience stress and depression. It’s better to face your feelings than ignore them, as they may be causing you discomfort, and may get worse.
Making decisions about future care
People who are unwell or have a life-limiting illness often spend time thinking about how they would like to be cared for if they don’t get better. They may want to consider how they would like to be cared for and where, the treatments available to them and what their preferences are. We believe it is very important that people are given the choice to decide where they would like to be cared for at the end of their lives.

Planning care in advance
If you have specific wishes or preferences, it is a good idea to discuss these with your carers and family and think about putting them down in writing so people have a clear understanding of the type of care and treatments you would prefer. This may make it easier for them to understand and accept your decisions. One way of making people aware of your wishes is by a process called advanced care planning.

Advance care planning
Advance care planning – sometimes referred to as a living will, advance decision, advance directive or advance statement - is about thinking ahead and talking to the people involved in your care such as your family, doctors or nurses. It is a time when you can express your views, preferences and wishes about the care you would like to receive. If you record your wishes in writing in some way, ask for a copy to be added to your medical records or care plan. Even if you don’t have anything in writing, you can ask for your wishes to be added to your records.

If your wishes are not known, your doctor may consult your next of kin. Life partners may not be considered next of kin unless you are married or in a civil partnership. Your doctor is obliged to use their medical judgment and act in your best interests, whoever they talk to.

Age UK Factsheet 72 explains fully information on Advance Decisions, Advance Statements and Living Wills which could be useful for any age group. If you drew up paperwork before October 2007, you are strongly advised to review it because the Mental Capacity Act is now in force and may affect it.

An advance decision to refuse treatment is the only type of living will that is legally binding and must indicate exactly what type of treatment you wish to refuse and should give as much detail as necessary about the circumstances under which this refusal would apply. If you want to make an advance decision to refuse life-sustaining treatment, it must meet certain requirements set out in the Mental Capacity Act.

Hospices
Provide specialist care for terminally ill people, and support for carers both in the Hospice and at home. Admission is arranged through your GP or hospital consultant.

Dying in hospital
Relatives can stay with a dying patient as long as they wish. If they are not present at the time of death they can have time with the person who has died either in hospital or at the mortuary.

Dying at home
This should be possible, if it is the wish of the person you are caring for. Nursing, Home Care and Care Attendance Services can be increased. Cancer patients (and some other terminally ill patients) may be cared for by a specialist Macmillan Nurse or Marie Curie nurse. This can be arranged through your GP or Hospital Consultant.

Death and what happens next
Step by step guide on what to do when someone dies.
**Death certificate**
When a death occurs you need to obtain a death certificate from the GP concerned or the hospital doctor, should the death occur in hospital.

**Registering a death**
Although it may be a difficult time, registering the death is an important legal requirement. A death must be registered within 5 days of the death taking place. The death certificate needs to be taken to the Registrar of Births and Deaths:

**West Berkshire:** Shaw House, Church Rd, Newbury, RG14 2DR  01635 279230
Appointments can also be made to register a death in Hungerford.

**Reading:** Yeomanry House, 131 Castle Hill, Reading, RG1 7TA  0118 937 3533

If possible take the deceased person’s medical card with you. You will probably need several copies of the death certificate for insurance and other purposes. Get these from the Registrar at the time of registration.

The Registrar will also give you a green certificate for the funeral director and, if it is required, a white certificate of registration to send to the Department for Work and Pensions.

**Tell Us Once service** - The Registrar will ask if you would like to use the ‘Tell Us Once’ service. When someone dies, there can often be a number of government departments and agencies to notify. For example, a passport or driving licence may need to be cancelled, or benefits stopped. The ‘Tell Us Once’ service is designed to make things simpler for you, by helping you give this information to government only once.

**Funeral arrangements**
The deceased may have left instructions in their will about funeral arrangements. It is therefore important to discover whether a will has been made. This may be lodged, for safe keeping, with the deceased’s solicitor or bank.

Most people make funeral arrangements through a funeral director, although you can make your own arrangements. You can also get information on Shaw and Newtown Road cemeteries from Newbury Town Council, Town Hall, Market Place, Newbury, RG14 5AA Tel: 01635 35486.

If you receive low income benefit or tax credit, you may be able to get help with paying for a funeral. If you are concerned that you are unable to meet the costs of the funeral, please discuss this with the funeral director when you first meet them and they will advise you. If the person who died has not left enough money to cover the costs of the funeral and you receive any low income benefits, you may be entitled to receive help from the Department for Work and Pensions.

Once the type of arrangements have been decided, a funeral director should be found to carry out the arrangements. Yellow Pages carry a list. Before committing yourself to arrangements with any firm, ask for a full quotation of costs.

Some people choose to invest in pre-paid Funeral Plans, where the cost of a funeral is paid in advance. You should try to discover whether the deceased holds such a policy before making funeral arrangements.

**National Association of Funeral Directors (NAFD)**
The National Association of Funeral Directors stipulates that its members must be able to offer a basic funeral at reduced expense. 0121 711 1343  email: info@nafd.org.uk

**The Natural Death Centre**
Information on woodland and green burial options. 01962 712 690
When you are no longer a carer

Everyone needs time to grieve, and it is very important to find emotional support at this time. Bereaved people need to talk, to express their feelings, and to grieve. Some GPs have counselling services that can help you with your feelings of loss following the long term care of a loved one. Other organisations include:

**Cruse**
Free help to anyone who has been affected by a death. They provide trained and experienced volunteers who will listen to the feelings of despair or guilt or remorse that bereavement can bring, and who can help bereaved people to cope with these feelings.

Cruse also provides the opportunity to discuss practical problems, backed by a wide range of fact sheets and information on where to find other help. Because bereavement can often bring loneliness, Cruse friendship groups provide the opportunity to make friends.

01635 523573  email: wbc.admin@hotmail.co.uk

**Compassionate Friends**
This organisation offers support to bereaved parents and their families.

Helpline 0845 123 2304

**Duchess of Kent Support team (0118 955 0400) and Marie Curie organisation (0800 090 2309) also offer bereavement support.**

**Bereavement Advice Centre**
Supports and advises people on what they need to do after a death. There are many practical issues to manage when someone dies. **If you are seeking information and advice concerning a death call freephone 0800 634 9494 (a charge may be made by some mobile networks).** The lines are open from 9am to 5pm, Monday to Friday except bank holidays. You will hear a brief recorded message and then speak to one of our advisors. Bereavement Advice Centre, Simplify, 8 Clifford Street, London W1S 2LQ

**Barnabas Bereavement Group – Shaw Church Centre, Newbury**
The group meets every Wednesday morning from 10am to 12noon in the church centre. Contact Judith via the church office on 01635 40450

**Bereavement Allowance (previously Widow’s Pension)**
You might be able to claim Bereavement Allowance (previously known as Widow’s Pension) if you’re widowed between 45 and State Pension age. You can get it for up to 52 weeks from the date your husband, wife or civil partner died. If you receive this payment it may affect any other benefits you are in receipt of.

You may get Bereavement Allowance if all the following apply:
- you were 45 or over when your husband, wife or civil partner died
- you’re under State Pension age
- your late husband, wife or civil partner paid National Insurance contributions, or they died as a result of an industrial accident or disease

Download a Bereavement Benefits pack (form BB1) or order it over the phone from your local Jobcentre Plus. The pack has help notes on how to fill in the claim form. Take the completed form to your local Jobcentre Plus or send it to: Dover Benefit Centre, Post Handling Site B, Wolverhampton WV99 1LA

Claims can only be backdated 3 months and are dated when the office receives them. Bereavement Service helpline: Telephone: 0345 606 0265. Textphone: 0345 606 0285. Monday to Friday, 8am to 6pm.
Helping to stop unwanted direct mail to the deceased
If someone you know has died, you can reduce the amount of unwanted marketing post being sent to them, stopping painful daily reminders. By registering with this free service, the names and addresses of the deceased are removed from mailing lists, stopping most advertising mail within as little as six weeks.
The Bereavement Register, FREEPOST RTEU-JSHJ-LCTZ, 1 Newhams Row, London SE1 3UZ. Tel: 020 7089 6403 Email: help@thebereavementregister.org.uk
Automated phone line registration service: 0800 082 1230

Section 15: Other sources of help and support
This is just a short list of resources available to help you.

Action on Elder Abuse
Works to protect and prevent the abuse of vulnerable older adults.
0808 808 8141 Email: enquiries@elderabuse.org.uk

Action on Hearing Loss (previous name RNID)
For practical information and advice on hearing loss, or if you are profoundly deaf.
Freephone Information Line: 0808 808 0123 Freephone Textphone 0808 808 9000 SMS 0780 0000 360 Email: informationline@hearingloss.org.uk

Age UK Berkshire
Information, support and essential services for over 50’s
0118 959 4242 Email: info@ageukberkshire.org.uk

Allergy Action
A website developed to promote awareness of food allergies that offers practical advice.
Includes food labelling and translation cards for use abroad
01727 855294 Email: info@allergyaction.org

Alzheimer’s Society West Berkshire – Dementia and Carer support
Dementia and carer support - provides emotional and practical support on all aspects of living with memory problems. Newbury office 01635 500869 Email: westberkshire@alzheimers.org.uk

Arthritis Matters (Reading)
Support to those who suffer from arthritis, irrespective of age, gender or race.
0118 9776172 Email: enquiries@arthritismatters

Autism Alert Card – Berkshire Autistic Society
Cards are available free of charge to anyone with an Autism Spectrum Condition subject to supporting documentation being sent. It will help those presented with a card, know how to help the card holder and it will also assist you in identifying that you are dealing with someone with autism. 0118 959 4594 Unit 7, Richfield Place, Richfield Avenue Reading RG1 8EQ

Berkshire Vision
Advice and information, as well as various activities and resource services. Home visiting scheme available. 0118 987 2803 Email: info@berkshirevision.org.uk

British Institute of Learning Disabilities
Information and advice for people with learning disabilities, their families and carers. 0121 415 6960 Email: enquiries@bild.org.uk
British Heart Foundation
For information and advice helpline: 0300 330 3311 (Mon to Fri 9am-5pm)
Textphone: 18001 020 7554 0000.

West Berkshire support Groups – Heartbeats
Calcot Community Centre, High View, Calcot Reading RG31 4XD held 1st Tues of every month – June Drew-Clifton 01189 426 105
Newbury: St John’s Church Hall, St John’s Rd, Newbury RG14 7PR held 2nd Wednesday of every month – Derick Nobbs 01635 861317

Charles Clore Day Hospice
The Charles Clore Day Hospice is a day therapy unit based at the West Berkshire Community Hospital which specialises in caring for and supporting patients with life-threatening illnesses, and their families. These include cancer and complex neurological disorders. 01635 273725

Community Furniture Project
Everyone can buy recycled furniture. Unit F, Hambridge Rd Ind Estate, Bone Lane, Newbury RG14 5SS (Mon-Sat 9-5.00pm) 01635 43933. email: enquiries@cfpnewbury.org

Continence Laundry Service
Awash Laundry, Thatcham. 0845 5194 816

Day/resource centres/daily activities
For a list of resources in your area visit our Adult Social Care information point (SCiP) or contact West Berkshire Council’s Access for All team on 01635 503050

DeafPLUS
Charity working for equality between deaf people and hearing people in all areas of life.
Tel: 01252 316005 Mobile: 07949 994358 Email: hants@deafplus.org

Dementia Care Advisory Service
Confidential support for you and your cared for on your journey along the dementia pathway.
For people under 65 with dementia in West Berkshire, Reading and Wokingham Boroughs contact Gill Stokes – Tel: 0118 949 5101 or 07919 396 355, gill.stokes@wokingham.gov.uk
For people over 65:
If you live in West Berkshire - Tel 01635 500869
If you live in Reading - Tel 0118 957 1183

Dementia handbook for carers
This booklet aims to answer all the questions you may have if your family member has Dementia or the symptoms of it. Hard copies of the Dementia handbook are currently only available for patients newly diagnosed, or living with Dementia. These can be found in Memory Clinics in Newbury - 01635 292070, Reading - 0118 9605959 and Wokingham - 0118 9495101.

Domestic Abuse
Investigation Unit – Thames Valley Police – report incidents 999/101
National Domestic Violence Helpline – for women experiencing domestic abuse. 0808 2000 247. Email helpline@womensaid.org.uk
Men’s Advice Line – for male victims of domestic abuse. 0808 801 0327. Email: info@mensadvice-line.org.uk

Dystonia Berkshire
A neurological movement disorder. Advice and information for carers. 0845 899 7148 Email: info@dystonia.org.uk
Epilepsy Society
Support for people with epilepsy, as well as their friends, families & carers.
UK helpline 01494 601 400

Foodbanks
Trussell Trust Distribution centres currently in Newbury, Hungerford, Lambourn and Thatcham. Care professionals such as doctors, health visitors, social workers, Citizens Advice staff, welfare officers, the police and probation officers, amongst others, identify people in crisis and issue them with a foodbank voucher.

Set opening days and times. 07955 626621. info@westberks.foodbank.org.uk

Footcare Service – Happy Feet
WBC provide a basic foot care service in partnership with Berkshire West Podiatry Services. There are people who are unable to carry out their own basic foot care, who aren’t eligible for NHS podiatry care and who have no one else who can do it for them. Poor foot care can lead to a lack of mobility, falls and poor general health.

West Berkshire Council’s Happy Feet Team can visit you in your home and provide four aspects of basic foot care:

• toenail cutting
• filing of toenails
• bathing of feet
• cream application to feet

Anyone can refer themselves to the service, but you will be asked some questions about your medical history before the visit. We have to make sure that you are eligible, ie 'medically fit', to receive the service. For more information telephone 01635 503503

Headway Thames Valley
Supports people with a brain injury and their families and carers. Brunner Hall, 84B Greys Road, Henley-on-Thames, Oxfordshire RG9 1TF 01491 411469 info@headwaythamesvalley.org.uk info@headwaythamesvalley.org.uk

Hearing Dogs for Deaf People
Dogs trained to meet the needs of even more people with a hearing loss, including dual-purpose dogs for deaf/blind people and hearing dogs for deaf children. Tel: 01844 348100 (voice and minicom) info@hearingdogs.org.uk

Hoarders Support Group – West Berkshire
Practical hands-on support as well as expert advice to those suffering with varying levels of Hoarding Disorder, ranging from the chronically disorganised to an extreme hoarder. We support both the individuals and their families throughout this process which helps them to reconnect with each other as a family unit and the wider local community.
Broadway House, 4-8 The Broadway, Newbury, Berkshire RG14 1BA.
Jo Cooke 07950 364 798 or Amanda Peet 07542 910 676.

Hospitals
West Berkshire Community Hospital, Thatcham 01635 273300
Royal Berkshire Hospital, Reading 0118 322 5111
Basingstoke and North Hampshire Hospital 01256 473202
Great Western Hospital, Swindon 01793 60 40 20
**Macmillan Cancer Relief**  
Charity working to improve the quality of life for people living with cancer. Expert care and practical support are offered, together with a range of information services, a helpline, publications and cancer care centres. 0808 808 00 00 Freephone Mon-Fri 9-8.00pm  
Macmillan online forum for carers

**Meals delivery**  
**Fair Close Day Centre** – hot meals delivered in Newbury and Thatcham boundaries  
01635 40488/41294 Email: fc-ageconcern@btconnect.com  
**Hot meals** delivered by qualified carer to Pangbourne & Purley on Thames. 365 days a year. Julie Kalus 07719472100

**Wiltshire Farm Foods** - Frozen meals delivered to your home once a week. 01635 298044 for a brochure and a menu.

**Medicine Waste/disposal**  
Never throw unused or expired medicines in the rubbish bin or flush them down the toilet. Medicines that have been flushed down a toilet could end up in the drinking water system or harm the environment. Take unwanted medicines to a pharmacy (chemist), where they can be disposed of safely

**MIND for Mental Health support**  
Charity providing advice and support to anyone with a mental health problem. 0300 123 3393 Text: 86463 Mind online community

**Motor Neurone Disease Association (Reading and West Berkshire)**  
The main aim of this national organisation is to ensure that people with motor neurone disease can secure the care and support they need. 07760 854975  
email: ReadingMND@hotmail.com  
National Helpline 03457 62 6262

**Multiple Sclerosis Society – Berkshire Branch**  
Provide support and welfare to those living with multiple sclerosis. In the West Berkshire area the local group holds regular social occasions for those with MS and their carers. There is also a Welfare Officer who can provide information and advice.  
Reading office: 0118 901 6000 Email: ms@bmstc.org  
Newbury Branch: 07555 600 252 newburyanddistrictmssociety@gmail.com  
MS National Centre Helpline: 0808 800 8000

**Newbury College**  
Monks Lane, Newbury, Berkshire RG14 7TD  
Courses in Workskills are available to suit different learners’ needs. 01635 845000 info@newbury-college.ac.uk

**Newbury & District Cancer Care Trust**  
Support and advice to cancer patients and their families residing in West Berkshire. Offer hospital transport, equipment loan, financial aid, overnight nursing care. 01635 31542 canccercare@newbury.net

**Parkinson’s Disease Society Newbury**  
Support, advice and information to people with Parkinson’s, carers, families and friends. 01635 869532 Email: mhansford@tiscali.co.uk
Pets – Support from The Cinnamon Trust
A national fostering service is provided for pets whose owners face a spell in hospital - volunteers take pets into their own homes and supply love and care in abundance until owner and pet can be reunited.
The Cinnamon Trust also provides long term care for pets whose owners have died or moved to residential accommodation which will not accept pets. 01736 757 900 admin@cinnamon.org.uk.

PHAB clubs - physical disabilities
Centre in Reading organises club activities and Wednesday evening meetings. Also arranges ‘Skills for Independence’ projects. MAPP Centre, 22 Mount Pleasant, Silver Street, Reading, RG1 2TD 07754 199893 enquiries@reading.phabclub.org

RNIB (Action for Blind People)
National Society for visually impaired people offers support and information. Also a Talking Books library service. 030 31 23 99 99

seAp West Berkshire – Advocacy
Advocacy in West Berkshire is available to you if you are an older person, a carer, a person with a disability or a mental health illness.
The service will help you to access information and services and be involved in decisions.
Tel: 0300 3435731 Email: WestBerkshire@seap.org.uk

SHaRON (Support, Hope and Recovery Online Network)
Provides a safe and secure online social networking site similar to facebook, dedicated to providing a space for people in West Berkshire who are supporting someone with a Mental Health Problem. Supported by the same Doctors, Nurses, and Pharmacists who provide Mental Health Services across Berkshire.
Only Relatives and Carers of those who have been treated for a Mental Health problem in Berkshire can join – no one else can. To join SHaRON, please ask your Care Manager. 0118 982 2931 Email: sharon@sharon.nhs.uk

Stroke Care for Newbury & West Berks
Family Support Service - Hospital & home visiting, information and assessment of individual needs. Contact Fiona Forrest 01635 529360 Fee.strokecare@gmail.com

Stroke Support - Rehabilitation programmes, comprising NHS assessments, seated exercise, information, fellowship, support & recreational activities.

Tuesdays at Woolhampton Village Hall, Bath Rd, Woolhampton, RG7 5RE. Contact Wendy Gosden 01256 881007
Also at Riverside Community Centre, Newbury, RG14 2FG. Contact Sarah Lander on 01635 38082

Wednesdays at Nuffield Health & Fitness, The Racecourse, Newbury, RG14 7PN. Contact Sarah Lander on 01635 38082

Carer Support - Information, advice, fellowship & support to partners & carers of stroke survivors, first Tuesday of the month at Woolhampton. Contact Fiona Forrest 01635 529360 Fee.strokecare@gmail.com

Hydrotherapy sessions run by Alex Rawlings (01635 30681) at Brookfields Physiotherapy Clinic, Westridge, Highclere, Newbury RG20 9RX
http://www.strokecarenewbury.org.uk/ email: info@strokecarenewbury.org.uk
Sport in Mind
Berkshire based charity that uses sport and exercise to promote mental wellbeing and improve the lives of people experiencing mental health problems.
07969579947 info@sportinmind.org

Talking Newspaper for the blind - Sue Campbell 01488 668530

The Silverline Helpline for Older People
- a sign-posting service to link them into the many, varied services that exist around the country;
- a befriending service to combat loneliness;
- and a means of empowering those who may be suffering abuse and neglect, if appropriate to transfer them to specialist services to protect them from harm.
0800 470 80 90 Email: info@thesilverline.org.uk

The Outside Clinic for hearing and sight tests at home
If you’re 60 or over and unable to get to your High Street Optician you are entitled to a free eye test in the comfort of your own home. Hearing assessments are also available to everybody. Tel: 0800 854 477 Email: info@outsideclinic.com

Village Agents
The Village Agent project aims to put older and / or socially isolated residents in direct contact with community, voluntary and statutory agencies that offer help and advice, and to assist them in engaging in local activities. Volunteer Centre West Berkshire
Tel: 01635 49004 or 07775 366812 Email: gillian@vcwb.org.uk

Wheelchair loan/hire
British Red Cross 01635 40081
Newbury Shopmobility - Volunteer Centre West Berkshire 01635 523854
The Newbury and District Cancer Care Trust 01635 31542 www.newburycancercare.org.uk/
Wheelfreedom 0800 0258 005

West Berkshire Citizen Advocacy Service (WEBCAS)
Provide a range of advocacy services for people in West Berkshire. Broadway House, 4-8 The Broadway, Newbury RG14 1BA Tel: 01635 760535 Email: info@webcas.org.uk

West Berkshire Mencap
Services for people with learning disabilities, their families & carers. Mencap Centre, Enborne Gate, Enborne Road, Newbury, RG14 6AT Tel: 01635 41464

West Berkshire Therapy Centre
A specialised therapy gym for people with disabilities in West Berkshire and surrounding areas. Exercise is proven to help many conditions such as stroke, multiple sclerosis, parkinsons and arthritis. Tel: 01635 864561 Email: info@westberkshiretherapycentre.org.uk