Information for carers

Do you look after someone?

Do you provide unpaid care for an adult who needs your support?

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.
Section 1: Who are Carers? ................................................................. 4
Section 2: Help for Carers ........................................................................ 4
  Carer Assessment ........................................................................... 5
  Transition from Children’s Services .............................................. 6
  If you are not eligible for support from West Berkshire Council .. 6
  Reading and West Berkshire Carers hub ...................................... 6
  Local Support ............................................................................... 7
  Reading and West Berkshire Carers Hub Support Groups ......... 7
  Dementia Friendly Community Forums ........................................ 7
  Groups for carers of people with Mental Health Conditions .... 7
  Crossroads Care Oxfordshire and West Berkshire ................... 7
  Citizens Advice West Berkshire .................................................. 8
  Help with transport and getting about/Blue badge ................... 8
  Out and about; accompanying a disabled person ...................... 9
Section 3: Useful Websites / contacts ......................................................... 9
  Listening / counselling organisations .......................................... 10
Section 4: Emergency help / Emergency plans ........................................ 11
Section 5: Equipment / Assistive Technology / Telecare & Telehealth ...... 12
Section 6: Help from the NHS ............................................................... 13
  GP ............................................................................................. 13
  NHS Choices ............................................................................... 13
  NHS dental treatment for adults who have special needs .......... 13
  SCAS operates the non-emergency Patient Transport Service (PTS) in Berkshire .. 13
  Patient Advice & Liaison Service/Patient Relations ................. 14
  Patient Information Point (PIP) .................................................. 14
Section 7: Taking a break .................................................................. 14
  West Berkshire Council - Charging for replacement care (also referred to as respite care) .. 15
  Will there be a charge? ............................................................... 15
  Drop-in centres and lunch clubs ................................................. 16
Section 8: Work ................................................................................. 18
  Caring for someone while working ............................................ 18
  Flexible working and work life balance .................................... 18
Section 9: Training for carers ............................................................... 18
Section 10: Young Carers .................................................................. 19
  Help and advice for young carers in West Berkshire ................. 19
Section 11: Guide to financial support .................................................. 19
  Getting help and advice ............................................................. 19
  Applying for financial support / welfare benefits yourself ....... 20
  Welfare benefits for carers ....................................................... 20
  Welfare benefits for Disabled, Vulnerable & Older People .... 20
  Housing Benefit & Council Tax Reduction ............................. 21
  Legal Matters ............................................................................ 21
Section 12: Property adaptations .......................................................... 22
Section 13: End of life planning ............................................................. 23
  Sue Ryder – Duchess of Kent hospice support team ............ 23
  Macmillan Cancer Support ....................................................... 23
  Marie Curie – care for terminally ill patients ......................... 23
  When you are no longer a carer ................................................. 24
Section 14: Other sources of help and support ....................................... 25

You can find a list of other useful organisations in section 14 at the back of the booklet.
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 and put a strain on relationships. 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. It may be difficult to cope with your job, or other members of your family, or to see friends because you are a carer. 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

To work out the best way forward to support you, will talk to you to understand what you want and need.

Where appropriate this discussion can take place with the person you care for, but we recognise it may be more helpful to have this discussion on your own.

This may involve a discussion about resources in your community that might be helpful for you. It will also look at your strengths and things where your family or wider community can help you. We’ll work with you to work out ways we can help maintain or improve your wellbeing and enable you to receive the support you need.

Many carers will need help at home, particularly if the person they care for is housebound 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 and frustrations 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 unpaid 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.

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

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.

**Support that may be available**

Support that may help you and the person you care for include:

- direct payments
- 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 to be re-assessed.

**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.

---

1 Carer's Assessment
Paying for services
West Berkshire Council currently does 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.

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 call the Contact Advice and Assessment Service (CAAS) on 01635 503090.

Further information is available on the Family Information Services (FIS) website

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
Reading and West Berkshire Carers Hub Service is a confidential support service available for carers of all ages, accessible via the Helpdesk.

The Carers Hub can offer:
- Information, advice and guidance
- One to One telephone support
- Carers Groups
- Short break accommodation
- Gym memberships
- Carers Grants – for household equipment, breaks, replacement care, learning new skills
- Respite break for carers - Free sitting service for the ‘cared for’ allowing the carer to have a couple of hours break. Available from volunteers (unable to provide personal care)

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

Please note: If you were previously registered with Berkshire Carers Service you will need to register your details with Reading and West Berkshire Carers Hub
Local Support

Reading and West Berkshire Carers Hub Support Groups

Groups for carers of people with any disability or illness - 0118 324 7333
Lambourn  Memorial Hall, Oxford Street, Lambourn, RG17 8XP.
Every 3rd Thursday of the month 10-12 noon
Hungerford Library, Church Street, Hungerford. RG170JG
Every 3rd Tuesday of the month 10:30-12 noon
Pangbourne  Small Village Hall, Station Rd, Pangbourne RG8 7DY.
Every 1st Wednesday of the month 12-2.00pm
Newbury and Thatcham  Winchcombe Place, Maple Crescent, Newbury RG14 1LN.
Every 4th Thursday of the month 10.00 – 12 noon
Reading/Caversham  The Griffin, 10-12 Church Rd Caversham, RG4 7AD.
Every 1st Monday of the month 11.00–12.30pm

Dementia Friendly Community Forums

There are a number of volunteer led Dementia Friendly Community Forums across West Berkshire who are looking to increase public awareness of dementia. The Forums encourage local businesses and organisations to increase their understanding and take action to support people living with dementia to access their services and aim to inspire social interaction between the various elements of the local community. If you would like to share your experience of living with or caring for someone with dementia or would like to know more about how you can be involved with your local Forum please contact Sue Butterworth, Dementia Friendly Community Programme Officer (01635) 503410 or 07387 258245
Email: sue.butterworth@westberks.gov.uk

Groups for carers of people with Mental Health Conditions

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

Thatcham 2nd Wednesday of every month 18.30 – 20.30pm at Hillcroft House, Rookes Way, Thatcham RG18 3HR (same site as Community Hospital)  Contact: Kate Dress, Central LocalityTeam, 01635 292189 or 0118 324 7333

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 Dress (Central Tm) 01635 292189

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: Kate Dress (Central Tm) 01635 292189.

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 Rapid Response Service providing care for up to 48 hours
in emergencies. Help provided to all ages regardless of disability. Can provide self-funding care packages.

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. Citizens Advice 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. 01635 516609 (answerphone) open Mon to Thurs

Outreach - appointment only
Call 01635 516605 for details and to book. Outreach appointments available in GP surgeries: Chieveley, Hungerford, Kintbury, Lambourn, Pangbourne, Thatcham and Woolton Hill

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
Information about concessionary fares for eligible residents in West Berkshire 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 Mon to Sun, minicom 0345 601 0132

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
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. 0239224 8545  Textphone 18001 023 9224 8545 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, information 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

Confidential 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 495146 or you can contact your GP.

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.

If you want to be referred to this service please make an appointment with your GP. Home visits can be arranged.

West Berkshire Council’s webpage provides advice and information to help you reduce your risk of falls.

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. West Berkshire Council’s 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.

Mind online community - a supportive online community (Elefriends) 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. Finding a toilet when out and about continues to be a priority for many people affected by a bladder or bowel problem. Helpline 01926 357220 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, will be carried out in the most appropriate location, the ward, wheelchair Clinic, own home, community hospitals or special schools. 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 28

Hospital Approved Repairer: Millbrooks  Contact: 08700601471 or 01442240541

West Berkshire Independent Living Network
A disabled persons user led organisation. 01635 760425
email: info@wbiln.com Broadway House, 4-8a The Broadway, Newbury RG14 1BA

Listening / counselling organisations

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

Counselling Directory
List of counsellors and psychotherapists who are registered with a recognised professional body. Customer Service Team:0333 3447 990

Newbury Family Counselling Service
Free counselling service to parents & carers. 01635 521296. nfcs.manager@googlemail.com for professional enquiries
NHS Talking Therapies
Team of advisers and therapists who can help you to overcome life’s difficulties and problems and manage them better. Self referral. Stress control workshops. 0300 365 2000 talkingtherapies@berkshire.nhs.uk

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

Section 4: Emergency help / Emergency plans

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 Adult Social Care 01635 503050

Electricity – power cuts call 105, emergencies 0800 072 7282

Scottish & Southern Electricity Networks - Priority Services Register. You could be eligible if:

- You are deaf or hard of hearing
- You are disabled
- You have children under the age of 5 at home
- You are blind or partially sighted
- You are chronically ill
- You are a pensioner

Once you’ve registered, you will be notified about any planned power cuts or essential maintenance in your area. To join the Priority Services Register call: From a landline 0800 294 3259, Textphone: 0800 316 5457, or access an online form via http://www.ssepdr.co.uk/PriorityServices/
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 – Launched by Lions Clubs across the UK
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.

Newbury Samaritans
Local helpline 01635 42452 or 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.
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) (part of Shaw Trust)
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 786 599. customer.services@bracknell-forest.gov.uk
Sovereign Housing Association – Careline 01635 279505, careline@sovereign.org.uk
Newbury Shopmobility - hire/loan wheelchairs and mobility scooters. 01635 523854

Royal Berkshire Fire and Rescue Service
Newham 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 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 2410

Section 6: Help from the NHS

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.
If you have feelings of not being able to cope, anxiety and stress, your GP can refer you to a free NHS counsellor. You must inform your GP that you are a carer.

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. 07780 924990

SCAS operates the non-emergency Patient Transport Service (PTS) in Berkshire
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 including 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.
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.

Crossroads Care Oxfordshire and West Berkshire
Crossroads Care 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 in Somerset which take up to 8 people each. Unfortunately, they have no disabled access. Newbury: 01635 30008 Oxford: 01865 260280 care@oxfordshirecrossroads.org.uk

Reading and West Berkshire Carers Hub
Take a break at Carlton Meres Country Park. If you are registered as a carer with the Reading and West Berkshire Carers Hub you can access breaks in one of their self catering lodges at Carlton Meres in Suffolk.

Guests are asked to cover cleaning costs by way of a minimum donation to the Carers hub. 0118 324 7333 www.berkshirecarershub.org email: ask@berkshirecarershub.org

Disability Holiday Guide
A user-friendly, holiday inspiring website focusing on what’s most important – your ability!
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’ service provided by Crossroads Care
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. 01635 30008 email:
care@oxfordshirecrossroads.org.uk

NHS – list of companies providing accessible holidays and days out.

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

Seable holidays for deaf, blind & visually impaired, disabled and wheelchair users
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

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.gov.uk/scip

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 House
Breakfast clubs, Lunch & afternoon tea
01635 475599. 29 Victoria Grove, Newbury
RG14 7RB. Breakfast clubs Wed & Fri.
Lunch Mon-Fri 12.15pm 24hr notice
required. Afternoon tea Mondays.

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 9.00 –
1.00pm Wed 9.00 – 12.00pm, Fri 3.00pm -
5.30pm. Contact Deborah Griffiths 0785 725
2187 deborah@togetherinmission.org.uk

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

The Anderson Hill DC Lunch Club  Blands
Crt, Burghfield Common
Term time only Wed & Fri between 10.00am
2.00pm for residents of Burghfield Common &
Mortimer. Morning tea/coffee & biscuits. 2
course lunch. 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

Holybrooke Community Arts and Crafts
Cafe – Drop in
Lorna Webber lorna@lornawebber.com
Holybrooke Centre, Fords Farm, Calcot, RG31
7YT. Friday 2-4.30pm
http://holybrookartsandcraftscafe.blogspot.co.
uk/

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

Hungerford – St Lawrence’s Church
Parish Lunch
3rd Monday of every month at 12 noon.
Transport can be arranged. For information
or to book a place call: Chris Buck 01488
683396
parishlunches@stlawrenceshungerford.org.uk

Hungerford - Tuesday Club
01488 682037 John Hollister Held at Football
Club, RG17 0AY. For elderly & disabled,
2nd Tuesday of the month. 2.15 – 4.15pm

Kintbury - Village Lunch
01488 657119 Coronation Hall, Inkpen Rd,
Kintbury 3rd Thursday of the month 12.45
pm Booking req’d Office open 9.30-11.30am

Lambourn Friendship Club
01488 72825 British Legion Hall, Upper
Lambourn Rd, Lambourn, Hungerford RG17
8QD Thursday afternoons 2-4pm.

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

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
1st Saturday of every month. All men are
welcome 8.00-9.30am
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
10.30am – 12.30pm. 0845 5218 218
getinvolved@cornexchangenew.co.uk

CONTINUED ON NEXT PAGE
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

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

Purley Park Social Club Afternoon Pop in - RG8 8BG
Club 01189 427 047 or Joy 01189 423436 Quizzes and various puzzles or you can just pop in for coffee/tea, biscuits and a chat. Anyone who would like a bit of daytime company is very welcome on their own or with a friend. There is a nominal charge of £1 for refreshments

Shaw Pensioner’s Lunch Club
01635 40450 or 07747575248
St Mary’s Church Centre, Church Rd, Shaw, RG14 2DR. 4th Tues of the month, 12-2pm. No lunch July or August, December lunch is usually the third Tuesday

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 Church Cafe – Thurs & Fri lunch
St Catherine’s Church & Centre, Wittenham Avenue, RG31 5LN. Open to everyone, young or old. Tea & coffee from 8.45am Lunches 12.00 to 2.00pm12:45pm.

Tilehurst – Friday Friends
St Catherine’s Church & Centre, Wittenham Avenue, RG31 5LN
Weekly 2.00pm-4.00pm. Light exercise, singing, craft activities. Tea & cakes. Tel 01189 425407 Anne Soley

Tilehurst, St Michael’s Church - Wednesday Lunches
Most Wednesdays (except during Lent) held in the Morlais Room, Routh Lane RG30 4JX from 12.30 pm. A chance to socialise with friends. Two courses plus tea and coffee. If you would like to book your place please contact Jackie Chappell 01189569791 or Diane Morris 01189 942 7578, please book in advance.

Upper Basildon - Tea and chat group (The Chatterbox)
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 Rosemary Sandbach 01491 672494 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 details 01635 201066

Woolhampton & District Lunch Club for retired singles
Georgina Cardy 0118 971 3334 (Call Monday, Wednesday, Fridays 9.30-11.30am) Woolhampton Village Hall, Bath Road, RG7 5RE. 1st & 4th Wednesday of the month 12.30 to 2.00pm. 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. (No club in Aug) Joyce Walter 01189 713432 or 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 (eg a child or adult) they have the legal right to ask for flexible working. [gov.uk/flexible working](http://www.carersuk.org/search/other-rights-at-work)

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 to find: ‘Your rights at work guide’

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.

To find out more and to arrange an appointment with an adviser at your nearest Jobcentre. 0345 6043719

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 519373 training@westberks.gov.uk

British Red Cross – First Aid Courses 0844 871 8000

St Johns Ambulance - Various training courses held in different locations. 0844 770 4800

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.

About Me: Building resilience for caring explores how you can cope with stress, build support networks and get information on services and benefits.
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 of the Dementia handbook are currently only 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.

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

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 'Charges for your Care' webpage

- Benefits advice and information
- Self funders
- Non residential & respite financial assessment
- Residential & nursing care financial assessment
- Health funding
- Deferred payments
Applying for financial support / welfare benefits yourself

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

**Leaving work to care for someone** - If you’re considering leaving work because it’s difficult to combine employment and caring, it might be possible to change your working pattern and reduce your hours. Find useful information on the Carers UK website

---

**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 Service 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. New claims Telephone: 0800 055 6688 Textphone: 0800 023 4888

**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. Social Fund 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 2022. Telephone: 0345 600 0723 Textphone: 0345 600 0743

**Personal Independence Payment (PIP)**
PIP replaced Disability Living Allowance (DLA) from June 2013. Individuals currently on DLA will be invited to make an application to Personal Independence Allowance over the next few years as DLA 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

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. 0300 123 1073

Housing Benefit & Council Tax Reduction
If you are on a low income and need financial help to pay your rent or council tax, you may be able to get Housing Benefit and Council Tax Reduction.

You may also get an extra discount 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 discount on your Council Tax bill. The person you are caring for cannot be your spouse, partner or child. This discount can be made in addition to Council Tax Reduction. There is also separate Council Tax relief where certain facilities exist in the house for meeting the needs of a resident disabled person. For further information please contact West Berkshire council;

http://www.westberks.gov.uk/counciltax   Telephone 01635 519520 (council tax)
http://www.westberks.gov.uk/housingbenefit
http://www.westberks.gov.uk/counciltaxreduction
Telephone 01635 519258 (benefits)

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 West Berkshire : 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.
Lasting Power of Attorney (LPA)
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. 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 cannot make decisions at the time they need to be made (they ‘lack mental capacity’). Enquiries Tel 0300 456 4600   Email: courtofprotectionenquiries@hmcts.gsi.gov.uk

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 need. This may be due to stairs or steps that are difficult to manage. It is likely that disabled people may require alterations to their home or may need to move.

West Berkshire Council’s Adult Social Care teams will carry out an assessment of your needs. If they assess that you need an adaptation, they will refer you to an Occupational Therapist in the Housing Grants & Loans Team who will advise on what is ‘necessary and appropriate’ to meet your care needs and 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

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. An Occupational Therapist must recommend any adaptations that you may need. 01635 503050

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 £5000 - 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

Sovereign Housing tenants
Sovereign may be able to install minor aids 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
Section 13: 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. 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. The support team ensures 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 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 is better to face your feelings than ignore them, as they may be causing you discomfort, and may get worse.

Making decisions about future care

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. 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.

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  Call to book an appointment 0118 937 3533

Tell Us Once service - The Registrar will ask if you would like to use the ‘Tell Us Once’ service. Register online or call the Department for Work and Pensions on 0800 085 7308 and speak to a Tell Us Once advisor
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.

If you receive low income benefit or tax credit, you may be able to get help with paying for a funeral from the Department for Work and Pensions.

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. 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 0345 123 2304

Bereavement Advice Centre
Supports and advises people on what they need to do after a death. If you are seeking information and advice concerning a 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.

Download a Bereavement Benefits pack (form BB1) or order it over the phone from your local Jobcentre Plus. Claims can only be backdated 3 months and are dated when the office receives them.
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 14: Other sources of help and support

This is just a short list of resources available to help you.

Abuse – advice from West Berkshire Council
Concerned about an adult being abused or neglected? If you think that you, or someone you know is being abused, there are ways in which you can get help. For advice from West Berkshire Council’s Safeguarding team: Telephone 01635 519056 or email safeguardingadults@westberks.gov.uk

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: Information.Line@hearingloss.org.uk

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

Alzheimers Society Berkshire – Dementia and Carer support
Dementia and carer support - provides emotional and practical support on all aspects of living with memory problems. Berkshire office 01189 596482 Email: berkshire@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
Available 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. 0118 959 4594, Richfield Avenue Reading RG1 8EQ contact@autismberkshire.org.uk

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 Adult Social Care 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 young people (under 65) with dementia in West Berkshire, contact the Young People with Dementia service (YPWD) – Tel: 0118 949 5286 contact@ypwd.info
For people over 65: If you live in West Berkshire contact Alzheimer's Society West Berkshire Tel 0118 959 6482

Dementia handbook for carers
Hard copies 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

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@mensadviceline.org.uk

Dystonia Berkshire
Advice and information for carers. 020 7793 3650 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. 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. For more information telephone 01635 503503

Headway Thames Valley
Supports people with a brain injury and their families and carers. 01491 411469 info@headwaythamesvalley.org.uk

Hearing Dogs for Deaf People
Tel: 01844 348100 (voice and minicom) info@hearingdogs.org.uk
Hoarders Support Group – West Berkshire
Practical hands-on support as well as expert advice. Broadway House, 4-8 The Broadway, Newbury, Berkshire RG14 1BA. Jo Cooke 07950 364 798

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

Link Up
Employment opportunities and training for adults with learning disabilities. Slater Centre Unit E, Hambridge Road Industrial Estate, Bone Lane, Newbury, , RG14 5SS 01635 778120

Macmillan Cancer Relief
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.

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 Email: info@mind.org.uk

Motor Neurone Disease Association (Reading and West Berkshire)
Email: enquiries@mndrwb.org email:enquiries@mndrwb.org National Helpline 03457 62 6262

Multiple Sclerosis Society
In the West Berkshire area the local group holds regular social occasions for those with MS and their carers.
Reading, Wokingham & Districts office: 0118 986 2591 Email: ms@bmstc.org
Newbury Branch: 07555 600 252 Email: newbury@mssociety.org.uk
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, financial aid, overnight nursing care. 01635 31542 cancercare@newbury.net

Parkinson’s Disease Society Newbury
Support, advice and information to people with Parkinson’s, carers, families and friends. newburyparkinsons@gmail.com
Pets – Support from The Cinnamon Trust
A national fostering service is provided for pets whose owners face a spell in hospital. 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 for people with physical disabilities
Centre in Reading organises club activities and Wednesday evening meetings. Also arranges ‘Skills for Independence’ projects Reading, RG1 2TD 07754 199893 or Club Leader Joanna Payne on 07879490400 (after 2pm) enquiries@reading.phabclub.org

Post – free for blind and visually impaired people
You can send books and letters in braille, large print or audio, and mobility aids such as white canes, first class and free of charge. Packages must be unsealed, marked ‘Articles for the Blind’, and show a return address.

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 helpline@rnib.org.uk

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. 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. 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@berkshire.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

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. Rivermead Leisure Centre, Richfield Avenue, Reading, Berkshire RG1 8EQ 07341 267740 info@sportinmind.org
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

Village Agents
Aim 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 581001 or 07775 366812  Email: gillian@vcwb.org.uk

Wheelchair loan/hire
British Red Cross  Newbury 01635 40081, Reading 01189 358286, Goring 01491 873565
Newbury Shopmobility - Volunteer Centre West Berkshire  01635 523854

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
We are committed to being accessible to everyone. If you require this document in an alternative format or translation, please call Mary Blackett on Telephone 01635 503306.

West Berkshire Council
Adult Social Care
West Street House
West Street
Newbury
RG14 1BD

T 01635 503050
www.westberks.gov.uk/carers