



Caring for someone

Help & advice for carers
in Oxfordshire

www.oxoncarers.org.uk

Personal Reminder

Contact	Name	Phone
Doctor		
Surgery		
Nurse		
Care Manager		
Care Assistant		
Day Care		

Other

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- Social & Community Services Access Team **Tel: 0845 050 7666**
- Social & Community Services Emergency Cover
Out of Hours **Tel: 0800 833408**
- Out of Hours G.P. Services **Tel: 0845 345 8995**
- NHS Direct (24 hrs). www.nhsdirect.nhs.uk **Tel: 0845 4647**
- Carers Direct www.nhs.uk/carersdirect **Tel: 0808 802 0202**

Disclaimer

Whilst every care has been taken to provide accurate information in this Guide, no responsibility can be accepted for any errors or omissions.

Introduction

This **2010 edition** of the **“Caring for Someone Guide”** is produced on behalf of the 3 Oxfordshire Carers’ Centres by the South & Vale Carers’ Centre. More information about the Carers’ Centres & the advice, information & support that we provide to Carers of all ages, including Young Carers, is included in chapter one.

The 3 Oxfordshire Carers’ Centres can be contacted Monday to Friday on:



South & Vale Carers’
Centre on
01235 510212



North & West Oxfordshire
Carers’ Centre on
01295 264545



Oxford Carers’
Centre on
01865 205192

The **“Caring for Someone Guide”** is intended to provide a valuable source of information, not only for Carers but also for Health & Social Care professionals, and for other agencies involved with supporting Carers in our community.

The information in this Guide builds on the previous Guides produced by South & Vale Carers’ Centre, to give an Oxfordshire-wide view of useful services & contacts.

10,000 copies of this Guide are being produced, as well as an electronic copy, which can be used on websites & intranets by a wide range of organisations & professionals.

The Guide aims to give Carers advice and information that they can ‘dip into’ as and when they need it. We fully understand that very few Carers would have the time to sit and read it from cover to cover. We hope that the comprehensive Index section will make helpful information readily accessible.

Please note that the various organisations referred to are constantly changing, and you may wish to contact your local Carers’ Centre for up-to-date information.

Finally we would like to convey our special thanks to those who have supported this Guide financially & with practical help. In particular, we would like to thank the Vale Practice Based Commissioning Consortium of 10 G.P. Practices in South Oxfordshire & Vale of White Horse, and Infineum UK for their support.

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I General Information & Support

If you are reading this guide you are probably looking after somebody who needs your help. You may be popping in for a few minutes now and then for a cup of tea and a chat, and to make sure everything is alright. Or you may be involved twenty-four hours a day, every day, and coping with all kinds of personal care such as lifting, dressing, washing, feeding and toileting.

Many people find it can be very rewarding to look after someone they care about. However, for almost every Carer there will be times of frustration, anger, sadness or simply exhaustion. You may feel you are losing control of your own life, as your role as a Carer becomes more and more intense. You should feel free to seek help and advice early, in order to reduce the likelihood of this happening.

The 3 Carers Centres in Oxfordshire will be able to give you a good introduction to the services and support you may need to help you in your caring role, so it is important to contact your local centre as soon as possible.

There is a dedicated **Website for Carers in Oxfordshire**, which is hosted by Oxfordshire County Council, & which gives a wealth of helpful & up-to-date information, & contact details for relevant support agencies. **www.oxoncarers.org.uk**

Oxfordshire Carers' Centres

South & Vale Carers Centre

Tel: 01235 510212

5 Lydalls Road, Didcot, OX11 7HX

Monday – Friday: 9.00am – 4.00pm

Fax: 01235 512198

E-mail: carers@svcarers.org.uk www.svcarers.org.uk

The South & Vale Carers' Centre provides **advice, information and support** to anyone, of any age, who is looking after a friend or relative, who, because of age, illness or disabilities cannot look after themselves.

A wide range of information is available at the Carers' Centre on all aspects of caring, including Benefits, services, recreation, holidays, specialist equipment etc. We also recruit & train volunteers to sit-in regularly for carers and support all members of the arrangement.

Our **confidential** service is offered to all Carers **FREE** of charge. The Centre is open Monday to Friday 9.00am – 4.00pm, & appointments can be made outside these hours.

If you are unable to travel to the Carers Centre, or would rather someone visited you at home, or another suitable place, there are **Outreach Workers** available in all parts of South Oxfordshire and the Vale of White Horse. Ring the Centre and an appointment will be made for you.

Benefits & Services. Sometimes benefits and services are not as readily available as they should be. When this happens most people need some support in making their case. The Centre has an **Advocacy Worker** who will offer support and advice and attend case conferences and tribunals if necessary, until the situation is resolved.

With money available through the **Oxfordshire Carers Strategy**, a limited range of respite care, trips, outings, complementary therapies and helpful small items can be provided by the Carers' Centre.

Oxford Carers Centre

Tel: 01865 205192

174a Cowley Road, Oxford, OX4 1UE

Monday – Friday 10.00am – 4.00pm

Fax: 01865 242569

Email: info@carerscentre.co.uk www.carerscentre.co.uk

Oxford Carers Centre offers confidential support, information and advocacy for carers living, or supporting someone living in Oxford City. A carer is anyone, of any age, race, or gender who looks after, unpaid, a relative, friend or neighbour who needs support because of illness, frailty, disability or a special condition.

Carers' Support Workers give advice and help over the telephone, in person at the centre, or can see carers in their own home.

Oxford Carers Centre offers specialist support for Asian Carers, Parent Carers, Young Carers and Young Adult Carers. A Volunteer Befriending Scheme is in operation.

The centre offers complementary therapies, courses, groups and trips.

North & West Oxfordshire Carers Centre

Tel: 01295 264545

27 Horsefair, Banbury, Oxon, OX160AE (9.00am – 5.00pm)

Fax: 01295 270660

Mon – Fri 9.00am – 5.00pm

Email: carers@ccnwoxon.org.uk www.carers.org

(Drop-ins & appointments Mon – Fri 10.00am – 4.00pm)

Free and impartial information, advice, advocacy and signposting service to all unpaid Carers over 18 years of age living in North & West Oxfordshire who are looking after a relative or friend with a long-term illness, physical/mental health difficulties, substance/alcohol dependence and/or learning difficulties.

Support is provided through drop-in and appointments services at our offices in Banbury and Witney, home visits by Carers Support Workers for those who are rurally isolated and Carers experiencing ill health or unable to travel. Specialist and generic Carers Support Groups based in community venues; Volunteer Befriending Project (sitting service); small allocations of funding to Carers to provide respite from their caring role; day trips to places of interest; and appropriate and relevant training opportunities. A brokerage service is offered to Social & Community Services-referred self directed support clients (*Cared For*) with support to Carers involved in their budget and care plans.

Reading Carers' Centre

Tel: 0118 950 3941

6 Cross Street, Reading, Berkshire, RG1 1SN

Fax: 0118 958 9332

Email: helpline@prtberks.plus.com

www.carers.org/berkshire

Services for Black & Minority Ethnic Groups (BME)

For BME groups Oxfordshire County Council have Community Development Workers who can be contacted for advice and support.

Community Development Workers: www.oxfordshire.gov.uk

Usha Masih (Asian Community) Tel: 01865 323089

Email: ushamsih@oxfordshire.gov.uk

Ka Lee Powell (Chinese Community) Tel: 01865 323 090

Email: kale.powell@oxfordshire.gov.uk

Addanaya Chobbah (African & African Caribbean Community) Tel: 01865 323092

Email: adannaya.chobbah@oxfordshire.gov.uk

Angela Barnett (European Union Migrant Communities) Tel: 01235 553465

Email: angela.barnett@oxfordshire.gov.uk

Primary Care Trust (PCT) Health Advocate Team

Is a group of specialists in other languages and cultures who can help people access NHS services.

Mrs Jagjit Gurm (Pakistani & Indian Communities) Tel: 01865 264910

Mrs Robina Zafar Tel: 01295 819122

Mrs Labli Bakth (Bangladeshi Women) Tel: 01865 264911

Ms Jennifer Siu (Chinese Communities-Mandarin & Cantonese speakers) Tel: 01865 264912

Ms Kwai Coll (Chinese Communities – Cantonese speakers) Tel: 01865 264912

Ms Jan Brown (Traveller/Gypsy Communities) Tel: 01865 264914

Ms Rosita Ellis (Caribbean Community) Tel: 01865 264 913

PCT Interpreting Service

Interpreting Service for those facing language difficulties which is free of charge and can be accessed through your GP practice or health worker.

The PCT also have publications available in different languages. Contact the **Patient Advice and Liaison Services (PALS)**. Freephone: 0800 052 6088. Language Line provides personal interpreter and translation services. For more information Tel: 0207 520 1430 www.language-line.co.uk. *There is a charge for this service.*

Oxfordshire Language Service Tel: 01865 323003

Provides a professional and reliable translation service. Translates leaflets, passports, birth certificates, prospectuses and other documents. There is a charge for this service.

Email: access@oxfordshire.gov.uk

Multi-lingual Appointment Cards & interpreting services are available for refugee & asylum-seeking families, in order to prevent children & young people taking on inappropriate translation roles for family members who are ill or disabled.

These can be accessed via www.communicate-health.org.uk/card.

Other Support

Oxford Carers Centre ‘Asian Carers Project’

Tel: 01865 205192

Two workers who speak Urdu, Pashtoon, Arabic and Hindi provide group activities, information and support and wellbeing services for South Asian carers.

www.carerscentre.co.uk

North & West Oxfordshire Carers Centre

Tel: 01295 264545

Have an Urdu and Punjabi speaking worker.

Email: carers@ccnwoxon.org.uk

Asian Forum

This forum consists of representatives from the Asian community and statutory organisations. The group meets twice a month mostly at **The Mill Arts Centre, Banbury**. Members learn about services and how to access them and it gives the community a chance to help the service providers to shape their services according to their cultural and religious needs. For more information contact:

Usha Masih

Tel: 01865 323089

Khandan

Education & Social Services for ethnic minorities in the Banbury area

East Street Centre, East Street, Banbury, Oxon, OX16 7LJ.

Tel: 01295 265427

Asylum Seekers (Refugees)

Oxfordshire County Council have an Asylum Seeker Service which is responsible for providing housing, subsistence, support and information to families and single adults who claimed asylum in Oxfordshire before August 2000

Contact Oxfordshire County Council

Tel: 01865 792422.

Asylum Welcome

Tel: 01865 722082

Information, support, campaigning.

Refugee Resource

Tel: 01865 403280

Training, education, employment, counselling.

www.refugeeresource.org

The South & Vale Carers' Centre and Oxford City Carers' Centre both offer services to Young Carers from 0-25yrs. In the North/West of Oxfordshire, the young carers support is provided by Spurgeons (*see contact information below*).

Young Carers Services in Oxfordshire

Often, in a caring situation, the needs of this age group are overlooked and they may find themselves undertaking a major part of the caring within the family. They may not be able to make their own choices and decisions and are certainly not eligible for any financial benefits until reaching 16 years of age. The support we offer includes respite breaks, individual and group support, mentoring, courses and information/sign-posting to other organisations and services, where appropriate. Referrals can be made by individuals or through another agency.

Contact your local Carers' Centre for more details about the support that is available in your area:

South & Vale Young Carers' Project

5 Lydalls Road, Didcot, Oxon, OX11 7HX

Tel: 01235 510212

Email: carers@svcarers.org.uk

Oxford Young Carers' Project

Oxford Carers Centre, 174a Cowley Road, Oxford, OX4 1UE

Tel: 01865 205192

Email: youngcarers@carerscentre.co.uk

www.coolyoungcarerscare.com

Spurgeons Young Carers' Service Northern Oxfordshire

Email: kwalsh@spurgeons.org

Tel: 01865 309602

Unit 2 Begbroke Science Park, Sandy Lane, Yarnton, Kidlington, OX5 1PF

Oxfordshire County Council

Has a team of Young Carers' Support Workers (*one for each area of the County*). They are integrated with the new 'FACEIT' Teams (*Family & Child Early Intervention Team*) which are for children & young people needing family support. Referrals can be made by young carers themselves, their parents, schools, colleges, health professionals & anyone else working with the family.

Central Area Julia Graw

Email: julia.graw@oxfordshire.gov.uk

North Area Rachael James

Email: Rachael.james@oxfordshire.gov.uk

South Area Julie Smith

Email: julie.l.smith@oxfordshire.gov.uk

Oxfordshire County Council Young Carers Team Manager:

Deborah Parkhouse

Tel: 07919 298263

Email: Deborah.parkhouse@oxfordshire.gov.uk

Helpful websites for Young Carers

www.youngcarers.net

www.childrensociety.org.uk/youngcarers

www.oxoncarers.org.uk

National Carers Organisations

Carers UK 20 Great Dover Street, London, SE1 4LX Helpline: 0808 808 7777
The Association aims to influence government policy relating to Carers, develop support and self-help initiatives for carers, and provide information and advice.
There is a regular newsletter. www.carersuk.org

Princess Royal Trust for Carers Tel: 0844 800 4361
Unit 14, Bourne Court, Southend Rd. Woodford Green, Essex, IG8 8HD. www.carers.org.
Provides information & support to carers, & also aims to influence Government policy relating to carers.

Carers Direct Free-phone Helpline: Tel: 0808 802 0202.
National service offering free confidential advice and information for carers.
8.00 am – 9.00pm weekdays and 11.00am – 4.00pm weekends. www.nhs.uk/carersdirect

Local Groups & Organisations

Listed on the following pages are local groups and voluntary organisations, that provide advice, information and support in many different ways. If there is no organisation listed to suit your needs, please do not hesitate to contact your local Carers' Centre for more information.

Age Concern Oxfordshire www.ageconcern.org.uk
(*Changing its name to Age UK Oxfordshire in 2010*). Based in Abingdon, this provides advice and information for elderly people and their Carers. Age Concern Oxfordshire has field officers who can advise on clubs and groups in your area. More information can be obtained by telephoning the

Abingdon helpline Open: Mon – Fri 10.00am – 4.00pm Tel: 01235 849400
Banbury helpline Tel: 01295 278040

Alzheimer's Society Tel: 01235 205407
Services offered include Alzheimer's Club, Support Groups, Carer Support Workers, advice & information:

Vale White Horse Branch (*Abingdon Community Hospital*)
Email: alzheimersclub.abingdon@ntlworld.com

Oxford Branch including South Oxfordshire (Wheatley) Tel: 01865 876508
Email: AlzheimersOxford@aol.com

Banbury & District Branch Tel: 01295 811144
Email: francesclaydon.alzheimerssoc@googlemail.com

Archway Foundation Tel: 01865 790552
Providing for those who are suffering loneliness & isolation. This includes a practical and small programme of activities. Jack Straws Lane, Marston Road, Headington, Oxford, OX3 0DL.
www.archwayfoundation.org.uk

Autism Family Support – Oxfordshire

Tel: 01844 338698

Develops support services for people whose family member has been diagnosed with an autistic spectrum disorder.

Thomley Hall Centre, Menmarsh Rd, Worminghall, Bucks, HP18 9JZ www.autism-fs.org.uk

Berinsfield Information Centre

Tel: 01865 340313/ 343044.

Provides information on benefits, housing, employment & debt. 39 Fane Drive, Berinsfield.

Open: Mon, Tues, Wed & Fri 9.30am – 12.30 pm. Thursday 4pm – 7pm

Citizens Advice Bureau

www.adviceguide.org.uk

Can give confidential advice on for example, benefits (*including tax credits*), debt counselling, employment rights, housing, tax & legal matters, welfare rights etc., and on local resources.

The Bureaux in Oxfordshire are:

Abingdon & District Citizens Advice Bureau

Tel: 01235 521894

The Old Abbey House, Abbey Close, Abingdon OX14 3JD. www.oxnet.org.uk/abingdoncab

For information and advice. The staff will visit household people at home.

Mon, Wed and Fri, 10.00am–4.00pm, Tues 10.00am–1.00pm Thurs closed.

Banbury Citizens Advice Bureau

Tel: 0844 848 7922

26 Cornhill, Banbury OX16 5 NG.

www.banburycab.org.

Mon, Wed, Thurs, Fri. 10am – 4pm Tues 10am – 1pm Monday evenings 4.30pm – 7pm

Bicester Citizens Advice Bureau

Advice Line 08445 730608.

The Garth, Launton Road, Bicester OX26 6PS.

Appointments Line 01869 321806.

Mon, Wed, Thurs, Fri 10am – 1pm

Brackley Citizens Advice Bureau

Tel: 0844 848 7922

Brackley Volunteer Centre, 5 Market House Courtyard, Brackley NN13 7AB.

Mon, Wed, Fri 9.30 am – 12 noon.

Didcot Citizens Advice Bureau Civic Hall, Didcot, OX11 7JN. Tel: 01235 813632

Drop-ins: Mon 10.00am – 4.00pm, Tues, Thurs, Fri, 10.00am–1.00pm

Appointments: Mon. 10.00am – 4.00pm, Tues, Thurs, Fri, 10.00am – 1.00pm and

Thurs. 4.00pm – 7.00pm Tues, Thurs, Fri, 1.00pm – 4.00pm & Wed. 10.00am – 1.00pm.

Henley Citizens Advice Bureau

Tel: 01491 572129

32 Market Place, Henley, RG9 2AH.

Appointments: Tel: 01491 578267

Telephone calls: Mon, Tues, Thurs and Fri, 10.00am–4.00pm. Wed closed.

Personal callers: Mon, Tues, Thurs and Fri, 10.00am– 1.00pm Wed closed.

Oxford Citizens Advice Bureau

Tel: 0844 573 0608

95 St Aldates, Oxford, OX1 1DA.

www.oxfordcab.org

Drop-in advice times: Mon, Tues, Wed 10.00am – 1.00pm, Thurs 12.00pm – 4.30pm,

Fri, Sat 10.00am – 12.00 noon. **Tel Advice times:** Mon, Tues 10.00am – 12.30pm

& 2.00pm – 3.00pm Wed 10.00am – 3.00pm, Thurs 10.00am – 1.00pm, Fri 10.00am –

12.30pm & 1.00pm – 3.00pm.

Thame Citizens Advice Bureau

Tel: 01844 214827

Market House, North Street, Thame, OX9 3HH.

Mon, Tues, Fri 9.30 am – 4.00pm

Wallingford Citizens Advice Bureau

Tel: 01491 833118

The Bullcroft, High Street, Wallingford, OX10 0BX.

Mon, 10.00am – 1.00pm, Tues, 10.00am – 3.30pm, Fri, 10.00am – 1.00pm

Home visits to the housebound by appointment.

Watlington Citizens Advice Bureau

Tel: 01491 578267

Parish Office, Watlington, OX9 5QH (*Henley C.A.B. office*), Thurs, 10.00am – 1.00pm

West Oxfordshire Citizens Advice Bureaux

Tel: 01993 705691

The Old Print House, Marlborough Lane, Witney OX28 6DY.

Mon, Wed, Fri 9.15am – 3.30pm, Thurs 10am – 12.30pm, & 1pm – 6.30pm

31 High Street, Chipping Norton OX7 5AD.

Tel: 01608 641367

Wed, Thurs, Fri 10am – 12.30pm

Appointments can also be made at Shipton under Wychwood Health Centre,

at RAF Brize Norton, & Broadshires Surgery, Carterton

www.westoxoncab.org.uk

Woodcote Citizens Advice Bureau

Tel: 01491 578267

Woodcote Community Centre, RG8 0QY (*Henley C.A.B. office*), Tues, 10.00am – 1.00pm.

In the case of a number being unavailable please ring another bureau, who will be able to give you a number to contact.

Clive Project

Tel: 01993 776295

Supports younger people with dementia & their family and friends.

www.thecliveproject.org.uk

Crossroads Oxfordshire

Tel: 01865 260280

3 Hurst Rd, Cowley, Oxford OX4 1EZ.

www.oxfordshirecrossroads.org.uk

Guideposts Independent Living Centre

Tel: 01993 899985

Showroom, & free objective assessment & information service, when looking for equipment to enhance independence.

www.guidepostsilc.org.uk

Headway Oxford

Tel: 01865 736319

Provides information and support for people affected by brain injury and their families.

Offers countywide community support and Day Services in Kennington on Tues, Wed and Fri and in Banbury on Monday.

www.headwayoxford.org.uk

Headway Thames Valley

Tel: 01491 411469

Information and support for head injured people and their families. There is a day-centre facility at Brunner Hall, Greys Road, Henley on Thames, RG9 1QR.

Hernes House

A base for a team of specialists to support children age 5 – 18 years with profound learning disabilities and additional health needs, and their families. For more information or referral write to: The Clinical Team, Hernes House, Hernes Crescent, Oxford OX2 7PS.

Wantage Independent Advice Centre

Tel: 01235 765348

16 Market Place, Wantage, OX12 8AE. The Centre is open Mon–Fri, 9.30am – 4.00pm

A legal surgery is held twice a month. The Centre may be able to organise drivers & keeps a list of local clubs for elderly people in the Wantage area. www.wantageadvice.org.uk

Maggie's Oxford

Tel: 01865 225690

Cancer support service based at the Churchill Hospital offering information, psychological and emotional support. They have a resident psychologist and a team of cancer support specialists on hand for drop-in and pre-booked appointments.

Open Mon – Fri 9.30am – 4.00pm

www.maggiescentres.org

Motor Neurone Disease Association (Oxfordshire branch)

Tel: 01993 868 768

Support group for carers and the person they care for.

www.mndassociation.org

Multiple Sclerosis Society

Tel: 07792 377 178

Support & information for people with MS and their carers. Regular newsletter.

www.msxford.org.uk

Multiple Sclerosis Therapy Centre

Tel: 01235 832023

Help, encouragement, confidential advice and support to people with MS and their

Carers, 37E Milton Park, Abingdon, OX14 4RT.

Email: ms.therapy@btconnect.com

OMEGA (Oxford Myalgic Encephalomyelitis Group for Action)

A self-help & support group for M.E. sufferers & Carers – Lesh Lender Tel: 01865 766310

Wantage & Grove Support Group – Dorothy Hillbeck

Tel: 01235 765329

Oxfordshire Association for the Blind (OAB)

Tel: 01865 725595

Help, advice & support for blind and partially-sighted people. They are involved in the running of many clubs & classes throughout the county.

www.oxeyes.org.uk

(Office hours 9.00am–5.00pm Mon–Fri)

Oxfordshire Carers Forum

Tel: 01235 547180

2nd Floor, The Charter, Abingdon. OX14 3LZ.

Email: admin@oxoncarersforum.org.uk

An independent organisation of Carers dedicated to promoting Carers' interests supporting their needs and ensuring that their views are heard by both voluntary and statutory organisations. It helps Carers to present their views and experiences effectively to Social and Community Services, campaigns for Carers and those they look after, and liaises with Carers' Centres and other voluntary groups.

The forum also organises free 'Caring With Confidence' courses aimed at improving support for carers and developing caring knowledge and skills. Contact above or visit www.caringwithconfidenceonline.net to find out more and register for online sessions.

Oxfordshire Council of Disabled People

Tel: 01865 792226

Promotes the interests of disabled people in Oxfordshire.

Email: cochilbin@globalnet.co.uk

Oxfordshire Family Information Service (FIS)

Tel: 0845 2262636

Impartial, free, up to date information about choosing and paying for childcare, services for children and young people, family support and education. This is achieved through a helpline, outreach services, printed materials and web access.

www.oxoncis.org.uk

Oxfordshire Key

www.oxfordshire.gov.uk

Oxfordshire County Council's database of clubs, societies, voluntary groups, leisure groups and other community venues across the county. There are terminals in Abingdon library, Thame One-Stop-Shop (Town Hall), South Oxfordshire Council Offices (Crowmarsh), J.R. Hospital, Oxford Library and County Hall. Information available on the terminals includes benefits, charities and community groups.

Ridgeway Partnership (Oxfordshire Learning Disability NHS Trust) Tel: 01865 747455

Slade House, Horspath Driftway, Headington, Oxford OX3 7JH. Provides information & a range of social & healthcare support services for children & adults with learning disabilities.

Parkinson's Disease Society (Oxford Branch)

Tel: 0844 225 3679

They meet on the first Wednesday of the month at North Hinksey W.I. Hall. Information & Support from Maggie Wainwright

Email: mwainwright@parkinsons.org.uk

www.parkinsons.org.uk

Parkinson's Disease Society (Reading Branch)

Tel: 0118 9772666

They meet on the first Wednesday of the month 2.00pm–3.30pm and are open to all Carers and sufferers. Guest speakers and social.

Mrs Horsefield, Branch support

Tel: 0207 931 8080 for more details

Rethink (Oxfordshire)

Tel: 01865 455877

Manzil Way, Oxford, OX4 1XE. Carers Support Service for those caring for someone with mental health problems.

SPECAL

Tel: 01993 822129

Countrywide specialised early care for dementia & Alzheimer's at The Old Hospital, Sheep St., Burford OX18 4LS

www.speccol.co.uk

National Organisations

There are many national associations which can give advice and which also produce leaflets or books which may be useful to you. Some are listed below:

Age UK (formerly *Age Concern & Help the Aged*) Advice & information call 0800 1692939
207-221 Pentonville Road, London N1 9UZ. For Products & Services call 0800 169 88 00
For information about Stairlifts call 0800 019 86 25. www.ageuk.org.uk

Alzheimer's Disease Society Helpline: 0845 300 0336
Devon House, 58 St Katherines' Way, London, E1W 1JX. Tel: 0207 423 3500.
www.alzheimers.org.uk

Arthritis Care Tel: 020 7380 6500
18 Stephenson Way, London NW1 2HD. www.arthritiscare.org.uk

Arthritis Research Campaign Tel: 0870 850 5000
Copeman House, St Mary's Court, St Mary's Gate, Chesterfield S41 7TD. www.arc.org.uk

Carers Direct. www.nhs.uk/carersdirect Freephone: 0808 802 0202
Practical and comprehensive information, advice and support service for Carers. Includes a guide to caring, financial and legal advice, work and study information, keeping healthy, advice for Young Carers and help finding local support groups and services. (7 days a week).

Contact a Family Free Helpline: 0808 808 3555
209–211 City Road, London EC1V 1JN. Charity providing advice, information and support to the parents of all disabled children. Textphone: 0808 808 3556. www.cafamily.org.uk

Counsel & Care Tel: 0845 300 7585
Advice and information for older people and Carers. www.counselandcare.org.uk
Twyman House, 16 Bonny St, London NW1 9PG. Mon – Fri 10.00am – 4.00pm
(Wed 10.00am – 1.00pm)

Dementia Web Tel: 0845 120 4048
Advice & information for people with dementia & their Carers. www.dementiaweb.org.uk

Diabetes UK Diabetes care line 0845 1202960
10 Parkway, London NW1 7AA. Tel: 0207 424 1000. (Mon-Fri 9.00am – 5.00pm)
www.diabetes.org.uk

Disability Alliance Tel: 0207 247 8776
Universal House, 88–94 Wentworth St, London E1 7SA. Mon – Fri 10.00am–4.00pm
www.disabilityalliance.org.

Provides information on benefits through publications (*like the Disability Rights Handbook*) and free factsheets from its website. It campaigns for improvements to the Social Security system.

Disabled Living Foundation

Tel: 0845 130 9177

Charity providing impartial advice, information and training on daily living aids and also has a demonstration centre. Email: centre@dlf.org.uk to arrange an appointment.
www.dlf.org.uk

Down's Syndrome Association

Tel: 0845 230 0372

The Langdon Centre, 2A Langdon Park, Teddington, Middlesex TW11 9PS. 10.00-4.00pm
www.downs-syndrome.org.uk

Epilepsy Action

Freephone Helpline 0808 800 50 50

New Anstey House, Gateway Drive, Yeadon, Leeds LS19 7XY. www.epilepsy.org.uk

Independent Living (*on-line site*)

www.independentliving.co.uk

Provides news, views and product information to assist with living independently.

Macmillan Cancer Support

Freephone: 0808 808 0000

Information, advice & support for people with cancer and their carers. Offers information on benefits and grants you might be entitled to and their cancer support specialists are available to offer advice on treatments, resources and to give emotional support.
(Mon – Fri 9.00am – 8.00pm) www.macmillan.org.uk

M.E Association. M.E. Connect

Helpline: 0844 576 5326

The ME Association. 7 Apollo Office Court, Radclive Road, Gawcott, Bucks. MK18 4DF.
Information and advice for sufferers of ME and their Carers. www.meassociation.org.uk

Mobilise

Information line: 01508 489 449

National Headquarters, Ashwellthorpe, Norwich, NR16 1EX. UK www.mobilise.info
Charity helping to keep people mobile. Campaigns at local and national level on behalf of disabled motorists, wheelchair and scooter users, carers and their families.
(Mon – Fri 9.00-5.00pm)

Motor Neurone Disease Society

Helpline: 08457 62 62 62

P.O. Box 246, Northampton NN1 2PR. www.mndassociation.org.uk

Multiple Sclerosis Society

Helpline: 0808 800 8000

375 Edgware Road, London, NW2 6ND. www.msssociety.org.uk

National Autistic Society

Helpline: 0845 070 4004

Provides advice, information & support for people with autism and their carers.
www.nas.org.uk

National Society for Epilepsy

Helpline 01494 601 400

Chesham Lane, Chalfont St Peter, Bucks SL9 0RJ. Tel: 01494 601 300. (10.00am – 4.00pm, Mon–Fri)
www.epilepsynse.org.uk

National Osteoporosis Society

Helpline: 01761 472721 or 0845 4500230

Camerton, Bath BA2 0PJ. www.nos.org.uk

Parkinson's Disease Society

215 Vauxhall Bridge Road, London SW1 V1EJ. Tel: 0207 931 8080.
(9.30am – 5.30pm Mon–Fri),

Helpline 0808 800 0303

www.parkinsons.org.uk

Princess Royal Trust for Carers

Largest provider of comprehensive carers support services in the UK providing quality information, advice for Carers including Young Carers.

Tel: 0844 800 4361

www.carers.org

Rethink

89 Albert Embankment, London, SE1 7TP. Support for people with mental health problems, providing advice, information, services, groups, campaigns and research.
(Publications website: www.mentalhealthshop.org)

National advice service: 020 8974 6814.

www.rethink.org

Royal Association for Disability & Rehabilitation (RADAR)

12 City Forum, 250 City Road, London EC1V 8AF.

Tel: 0207 250322 20212

www.radar.org.uk

Royal National Institute for the Blind (RNIB)

105 Judd St, London WC1H 9NE. Tel: 0207 388 1266.

Helpline: 030 3123 9999

www.rnib.org.uk

Royal National Institute for the Deaf (RNID)

19–23 Featherstone St, London EC1Y 8SL. Textphone: 0808 808 9000.

Freephone 0808 808 0123

www.rnid.org.uk

Scope – For People with Cerebral Palsy.

Scope Response PO Box 833, Milton Keynes, MK12 5NY. Tel: 0207 619 7100.

Free helpline 0808 800 3333

www.scope.org.uk

Speakability (*Action for Dysphasic Adults*)

1 Royal Street, London, SE1 7LL.

Helpline: 080 8808 9572

www.speakability.org.uk

Charity supporting people with Aphasia their relatives and carers. Offers advice and information through its helpline, website and training courses. Fact-sheets, low-cost publications and video/DVDs available.

Specal

a UK Dementia and Alzheimers charity providing courses, services and advice.

The SPECAL photograph album approach helps use past memories to live a more contented life in the present.

Tel: 01993 822129

www.specal.co.uk

Spinal Injuries Association

SIA House, 2 Trueman Place, Oldbrook, Milton Keynes, MK6 2HH. Tel: 0845 6786633

Helpline 0800 9800501

www.spinal.co.uk

Stroke Association

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

Tel: 0207 566 0300.

Helpline: 0845 3033100

www.stroke.org.uk

N.B. Occasionally organisations will change address and telephone number. Contact your local Carers' Centre who will have up-to-date information on file.

2 Social & Community Services

(Oxfordshire County Council – for adults)

If you need help and advice about support & services for adults (aged 18 & over), such as home support, day care, residential care, or information about adaptations and equipment, you should contact Oxfordshire County Council

Social & Community Services. The **Access Team** provides a single point of contact for all enquiries, call them on **0845 050 7666**. Email: access@oxfordshire.gov.uk. They are open: Monday to Thursday 8.30am – 5pm, Fridays 8.30am – 4pm (The Access Team also operates as the single point of contact for enquiries about support & services for children & young people.)

If you are contacting Social and Community Services for the first time, it is helpful to have the following information (about you & about the person you care for) to hand:

- Name and address
- Age and, if possible date, of birth
- Nature of any health problem or disability
- An indication of the help or advice needed
- Occasionally the name of your G.P. may be needed

Social and Community Services provides an Out-of-Hours Service staffed by the emergency duty team. Freephone: 0800 833408.

Assessment

This is the first step towards getting help with social care services. A comprehensive assessment of your needs will be undertaken with you. There is no charge for having an assessment.

You can now request a needs assessment on-line, as well as by ringing the **Access Team** on **0845 050 7666**. A care plan is then drawn up with you to outline your care needs.

It is important that the role & needs of the carer, as well as the cared-for person, are both considered, & you may wish to ask for a joint assessment. Support such as respite breaks & some other carer-support services are actually considered as part of the assessment of needs of the cared-for person.

An assessment of needs does not necessarily result in the provision of services (see section on Eligibility below).

Carer's assessment

If you are a carer aged over 16, or someone with parental responsibility for a disabled child, you have the right to ask for an individual carer's assessment of your own care needs. You can also complete a Carer's Self-Assessment on-line or in writing.

If you are caring for an adult, your care needs can be assessed even if the person you care for does not want to be assessed or does not receive any support from Social & Community Services.

An assessment does not necessarily lead to you being eligible to receive services (see section below on Eligibility).

You can find out more by contacting the **Access Team** on **0845 050 7666**, or on the Council's website www.oxfordshire.gov.uk, or from your local Carers' Centre:

South & Vale Carers' Centre	Tel: 01235 510212
North & West Carers' Centre	Tel: 01295 264545
Oxford City Carers' Centre	Tel: 01865 205192

Eligibility

Following an Assessment or a Carer's Assessment, Oxfordshire County Council will decide if you are eligible to receive social care services, by assessing what your needs are & what risk or harm would result if your needs are not met. A nationally agreed set of criteria is used, called Fair Access to Care Services (FACS). This has 4 levels: Critical, Substantial, Moderate & Low, & this relates to the level of your risk of major harm or risk to your independence. **Oxfordshire is only able to provide services to people who are assessed as at Critical or Substantial levels of need.**

Charging for care services

Depending on your financial circumstances, you may be expected to pay for some or all of the cost of eligible care services. *(The information included here only relates to adult social care.)*

The details are set out in the Fairer Charging policy, which is available on the Council website www.oxfordshire.gov.uk or from the **Access Team** on **0845 050 7666**.

For as long as you have capital & assets above a certain level (£23,000 in 2010), then you will usually have to pay for all your care costs yourself. The value of your home is not taken into account.

Otherwise, you will be asked to complete a Financial Assessment, to include all your income, savings & investments, against which are offset standard living costs & certain categories of expenses. The assessment looks at the finances of the person who needs the care, not the finances of the carer.

Self-Directed Support (SDS)

Self-directed support is a system whereby people who are eligible for help from Social & Community Services receive an individual budget with which they can meet their own assessed care needs. This is part of a national initiative intended to give people more choice & control over the services they receive, & a brokerage service is also provided to help people to arrange their own care services. This new system is being introduced gradually in Oxfordshire from 2009 onwards. For more information go to website:

www.takingcontroloxon.org.uk

Direct Payments

If you are eligible for help from Social & Community Services, you can ask to receive a Direct Payment. This means that Social & Community Services will make you a payment direct, so that you can organise & pay for your own care package, instead of having care arranged & provided by the Local Authority. There is help available with organising this.

There is a small amount of funding available to support carers, who have been assessed as eligible for support from Social & Community Services.

Access to your personal records

Tel: 0845 050 7666

You have the right to ask if Social and Community Services hold personal information about you, what it is used for and to be given a copy. You also have the right to know whether your personal information is disclosed to other people or organisations and to ask for incorrect information to be corrected.

There is a form you can complete online from the website: www.oxfordshire.gov.uk or you can request a form from the **Access Team** on **0845 050 7666**.

Disability registration

Registration as Visually Impaired. If a Certificate of Visual Impairment is completed by an ophthalmic consultant, usually at an Eye Hospital, registration can be made via Social & Community Services. This can bring certain benefits, e.g. tax concessions. Rehabilitation officers at S&CS can provide advice and support to clients and carers, regardless of registration.

Email: visual.impairment@oxfordshire.gov.uk

Tel: 01865 894935

Registration as Hearing Impaired. If an audiogram showing severe hearing impairment is obtained via a registered audiologist, usually at the ENT department, registration can be made via Social & Community Services. Equipment Officers and social workers at S&CS can provide advice and support to clients and carers, regardless of registration.

Email: hearing.impairment@oxfordshire.gov.uk

Tel: 01865 894925

Registration as Dual Sensory Loss. If a person has both visual and hearing loss combined, a specialist assessment can be requested from the Sensory Impairment services at Social & Community Services. Social workers, rehabilitation officers and communicator guides at S&CS, specially trained to advise and support, can work with clients and carers.

Email: hearing.impairment@oxfordshire.gov.uk

Tel: 01865 894925

Registration as Physically Disabled. People with permanent and substantial physical disabilities can obtain advice and support from specialist social workers at Social & Community Services. It is not necessary to be registered with S&CS but evidence of disability may be sought from medical advisors.

For more information, call the **Access Team** on **0845 050 7666**, or email: access@oxfordshire.gov.uk

Blue Badge Scheme

Tel: 0845 050 7666

This is a Europe-wide scheme to give concessionary on-street parking for people with disabilities or severe walking difficulties, who travel either as drivers or as passengers, to enable them to park as close as possible to their destination.

There is a small registration fee (£2 in 2010) & you also need 2 passport sized photos. Application forms can be downloaded from the Council website www.oxfordshire.gov.uk, or by contacting the **Access Team** on **0845 050 7666**.

Comments & Complaints

For compliments, comments or complaints about Children & Families Services, you can complete the online form on www.oxfordshire.gov.uk.

Email: cyp.feedback@oxfordshire.gov.uk, phone 01865 810563, or write to:

Complaints & Resolutions

Tel: 01865 810563

Freepost RRHZ-ZGSS-YSTZ
Safeguarding Team
County Hall
New Road
Oxford OX1 1ND

For compliments, comments or complaints about Adult Services, you can complete an online form on www.oxfordshire.gov.uk.

Email: commentsandcomplaints@oxfordshire.gov.uk, phone 01865 323589, or write to:

Comments & Complaints Service

Tel: 01865 323589

Freepost RRYR-XTBE-GBTZ
County Hall
New Road
Oxford OX1 1ND

3 Health & Health Services

It is a good idea to ask your G.P. Practice to register you as a Carer on their records, so that they can look after your health & wellbeing, as well as that of the person you care for. It is also a good idea to ask the person who you care for to give permission to their doctor for information to be shared with you as their carer.

Most G.P. Practices & Health Centres offer a whole range of nursing & therapy services, as well as the services offered by the Doctors. Your Practice website or information leaflet should give up-to-date about all their services.

Carers Direct

Freephone: 0808 802 0202

Carers Direct is a practical & comprehensive national information, advice & support service for carers. It also enables you to find your nearest Carers Centre & support groups. Carers Direct is available on-line on www.nhs.uk/carersdirect, or on Freephone: 0808 802 0202. The lines are open 7 days a week. Monday to Friday 8 am to 9 pm Weekends & Bank Holidays 11 am to 4 p.m.

NHS Direct

Tel: 0845 46 47

A 24-hour/7 days a week telephone help line. Phone: 0845 46 47 if you are worried about a health problem & need information quickly, they can advise you on the most appropriate course of action. www.nhsdirect.nhs.uk

G.P. Out-of-Hours service

Tel: 0845 345 8995

Most Surgeries and health centres are closed between 6.30pm and 8.00am Monday to Friday and all over weekends and bank holidays. If you need urgent medical treatment these times call the Out of Hours Service on 0845 345 8995.

If you need urgent dental care, phone the same number 0845 345 8995, weekdays from 6.30pm to 10pm & weekends & Bank Holidays from 9am to 9pm.

NHS Oxfordshire (*Primary Care Trust (PCT)*) Tel: 01865 336 800

NHS Oxfordshire is responsible for commissioning or providing all healthcare services in Oxfordshire. The commissioned services include those provided by G.P.s, dentists, pharmacists, the major hospitals & specialist NHS Trusts. They also provide a whole range of nursing & therapy services, including the Community Hospitals. NHS Oxfordshire, Jubilee House, 5510 John Smith Drive, Cowley, Oxford, OX4 2LH

Tel: 01865 336 800

www.oxfordshirepct.nhs.uk

Other PCTS

Some parts of our area are covered by other P.C.T.s

Buckinghamshire PCT (<i>Chinnor & Thame areas</i>)	Tel: 01494 552200
Swindon PCT (<i>Shrivenham area</i>)	Tel: 01793 708700
Northamptonshire PCT (<i>North Oxfordshire</i>)	Tel: 01604 651100

Your local doctor's surgery will be able to advise you which PCT they come under.

Hospital Trusts & Specialist Healthcare Trusts

These provide specialist treatment, usually arranged through your GP. They are:

Oxford Radcliffe Hospital NHS Trust (John Radcliffe Hospital, West Wing, Children's Hospital, Churchill Hospital, Horton Hospital)	www.orh.nhs.uk
Nuffield Orthopaedic Centre NHS	www.noc.nhs.uk
Ridgeway Partnership (Oxfordshire Learning Disability NHS Trust)	www.oldt.nhs.uk
Oxfordshire & Buckinghamshire Mental Healthcare NHS Trust	www.obmh.nhs.uk
South Central Ambulance Services NHS Trust	www.southcentralambulance.nhs.uk
Royal Berkshire Hospital (Reading)	www.royalberkshire.nhs.uk

The Patient Advice & Liaison Services (PALS)

All PCTs and Hospital NHS Trusts have their own PALS contacts who specialise in queries and concerns about the services they provide. They are the first point of contact for people needing help and advice on health care concerns and complaints.

Telephone numbers of PALS Officers in Hospital & Specialist Trusts are

Oxford John Radcliffe, West Wing, & Children's Hospital	Tel: 01865 221473.
Oxford Churchill Hospital	Tel: 01865 221473
Banbury Horton Hospital	Tel: 01295 229259
Nuffield Orthopaedic Centre	Tel: 01865 738126
Oxfordshire & Buckinghamshire Mental Healthcare NHS Trust	Tel: 0800 3287971
Ridgeway Partnership (Oxfordshire Learning Disability NHS Trust) (The service at this Trust is called "LISTEN")	Tel: 01865 228173
Royal Berkshire Hospital, Reading	Tel: 0118 322 8338

Telephone numbers of PALS Officers in Primary Care Trusts

NHS Oxfordshire Email: complaints.pct@oxfordshirepct.nhs.uk	Tel: 0800 052 6088
NHS Buckinghamshire	Tel: 0800 328 5640
NHS Swindon	Tel: 01793 708758
NHS Northamptonshire	Tel: 0800 587 0879

LINKs

LINKs were set up in 2008 to replace Patient & Public Involvement Forums. The Oxfordshire LINKs is a group of independent local people, who are committed to improving local health & social care services. They seek local people's views about services, & they have the powers to ask for information from the NHS & the Local Authorities, to inspect the quality of services, & to make recommendations for change.

To find out more about how you can get involved, phone LINKs on 0300 111 0102. Bourton House, 18 Thorney Leys Business Park, Witney OX28 4GJ

Community hospitals

Abingdon	Tel: 01235 205700
Didcot	Tel: 01235 205860
Thame	Tel: 01844 212727
Wallingford	Tel: 01491 208513
Wantage	Tel: 01235 205801
Townlands Hospital, Henley	Tel: 01491 637400
Bicester Hospital	Tel: 01869 604000
Chipping Norton Hospital	Tel: 01608 648450
Witney Hospital	Tel: 01993 209400
Oxford Community Hospital <i>(closed for refurbishment at time of writing)</i>	

Hospital Social Workers

If the person you are caring for is admitted to hospital, you may wish to speak to the Hospital Social Worker who is part of Social and Community Services, but is based at the hospital. There are Social Work Departments in all the main Oxfordshire hospitals. They can be contacted directly by telephone or via the staff on the ward.

John Radcliffe Hospital	Tel: 01865 221208
Churchill Hospital	Tel: 01865 225960
Nuffield Orthopaedic Centre	Tel: 01865 227633
Royal Berkshire Hospital, Reading	Tel: 0118 3225111

Carers of patients in a community hospital who wish to speak to a Social Worker can make enquiries at the hospital reception or via the ward staff.

Comments & Complaints

If you feel you have a complaint, the Patient Advice and Liaison Services listed above can advise you on the appropriate complaints procedure and help you to put your complaint in writing. This service is free and confidential. It is always better to make your complaint as soon as possible.

Complaining about a G.P. or Dentist Tel: 0161 923 6602

All family doctors and NHS dentists operate their own 'Practice based' system for dealing with complaints. You can complain to a member of the Practice team who should give you a copy of their Practice complaints leaflet.

If a doctor behaves unethically or unprofessionally you can complain to the General Medical Council, Euston Road, London, NW1 3JN. The telephone number for complaints is 0161 923 6602.

Independent Complaints Advocacy Service (ICAS)

ICAS is an independent agency, with responsibility for taking up people's complaints about the care or treatment they have received from the National Health Service provided in Oxfordshire. Email: Aylesbury.icas@seap.org.uk Tel: 01296 468170

Continence

Incontinence is a common problem and one which Carers often find particularly difficult to manage. Some are too embarrassed or ashamed to even mention the problem. However, it is very important that the GP is aware of any difficulties as incontinence has many causes and can often be cured, or at the very least made easier to manage.

District Nurses can advise on incontinence issues. They will carry out an assessment and offer a service intended to improve the quality of life for the patient and also their Carer. If appropriate, based on the assessment, incontinence supplies can be provided which help to maintain independence, comfort and dignity.

Continence Advisory Service (Oxfordshire) Tel: 01993 209434
Witney Community Hospital, Welch Way, Witney, Oxfordshire OX8 7JJ. They will offer advice on services & continence clinics throughout Oxfordshire. www.oxfordshirepct.nhs.uk

Continence Advisory Service (Berkshire) Tel: 0118 949 5146
For information on services in Berkshire.

Bladder and Bowel Foundation (formerly Incontact) Tel: 0845 345 0165.
Is an organisation offering information and support for people affected by bowel and bladder problems and their Carers. Continence nurse helpline for medical advice: 0845 345 0165. www.bladderandbowelfoundation.org

The British Red Cross Tel: Abingdon 01235 552664
has commodes, bedpans, urinals etc. for loan and for sale. For more information contact: Medical Loan Department Monday – Friday 1.30pm – 3.45pm).

Churchill Hospital Tel: 01865 225597

Publications

Various booklets and factsheets are available from the 'Bladder and Bowel Foundation'. www.bladderandbowelfoundation.org

Various factsheets & advice available from Age UK www.ageuk.org.uk Tel: 0800 169 29 39

Fact-sheets available from the Disabled Living Foundation

Clothing for Continence (*women*) Tel: 0845 1309177

Clothing for Continence (*men*) www.dlf.org.uk

Dental Health

NHS Direct will provide 24 hour information on the following Tel: NHS Direct: 0845 46 47

- General information on dental services
- Emergency dental services
- Dentists accepting NHS patients
- Details on dental charges and exemption from charges
- Dentists prepared to visit at home

Oxfordshire PCT Dental Helpline Tel: 01865 337267

Emergency advice/treatment Tel: 0845 345 8995

Dental Access Centres. Provide advice/treatment for those people who are not registered with a dentist.

Abingdon Tel: 01235 205767

Banbury Tel: 01295 819171

Bicester Tel: 01869 249066

Didcot Tel: 01235 205888

East Oxford Tel: 01865 264980

Kidlington Tel: 01865 374533

Thame Tel: 01844 214483

Witney Tel: 01993 209474

Publications

Tel: 0800 882200

'Are you entitled to help with health costs?' Leaflet HC11. The form HC1 can be obtained by telephoning the benefit enquiry line: 0800 882200 or download a form from www.direct.gov.uk

Diet & Nutrition

Eating Disorders

Helpline: 0845 634 1414

The Eating Disorders Association provides a listening ear and information about local help. Mon–Fri 10.30am–8.30pm (Sat 1.00–4.00pm). Youth Helpline (under 18) Mon–Fri 4.30pm–8.30pm Tel: 0845 6347650. www.b-eat.co.uk

Occupational Therapists

Tel: 0845 050 7666

These can provide advice where there are practical difficulties with eating and drinking e.g. holding cutlery, positioning/holding plates and cups etc. Contact them through the Access Team at Social and Community Services on 0845 050 7666.

Speech & Language Therapists

www.oxfordshirepct.nhs.uk

These can provide advice & support with eating & swallowing problems. These services are provided by NHS Oxfordshire, & can be accessed by referral from your G.P. or other healthcare professional.

Change 4 Life

Tel: 0300 123 4567

A national program to encourage you to “eat well, move more, live longer”. Local initiatives, as well as national website & helpline. www.nhs.uk/Change4Life

Publications

Tel: 0300 123 1002

‘Five a Day’ booklet available from the Department of Health

www.dh.gov.uk

Hand & Foot Care

NHS podiatry services in Oxfordshire are becoming increasingly specialised, focusing their service towards three key patient groups:

- 1 People with diabetes and/or poor circulation and sensation in their feet.
- 2 People with painful foot/knee problems caused by their gait.
- 3 People with in-growing/infected nails.

Patients are able to access these services via referral by health care professionals.

The podiatry service has a number of self-help leaflets and these can be obtained from

Podiatry Head Office

Tel: 01865 311312.

For many it is recognised that private care will be the only viable alternative. Details of private podiatrists can be obtained from the Health Professions Council

Tel: 020 7582 0866

www.hpc.org

Sole Mates

Tel: 01865 717615

Is a foot-care service offered by Age Concern Oxfordshire www.ageconcernoxon.org.uk

Guideposts Independent Living Centre

Tel: 01993 899985

Has a range of information relating to suitable footwear for people who have problems with ordinary shoes, together with some information about clothing. www.guidepoststrust.org.uk

Your local Carers Centre

Will also have names of chiropodists who will make home visits.

The British Red Cross Society

Tel: Sam Kirby 01235 552 674

Is able to offer hand, neck and shoulder massage to anyone who is tense or anxious; a patient waiting for treatment, or a Carer waiting at a bedside. The service is offered to individuals in such places as hospitals, surgeries, psychiatric units etc. Skin camouflage is offered to people with blemishes, scars and birthmarks.

Publications

The Disabled Living Foundation produces several fact sheets about footwear problems i.e.:

- Footwear for swollen feet
- Footwear for odd-sized feet
- Footwear for cold feet

For copies contact the Disabled Living Foundation. Helpline: 0845 130 9177. www.dlf.org.uk

Hearing Problems

Many people have hearing problems for which help is available, so it is important that the G.P. is aware of the problem. He or she may then refer the patient to the Ear, Nose and Throat (ENT) Department at the John Radcliffe Hospital, Oxford. The Audiology Department will provide a free hearing aid if necessary and it also holds walk-in clinics for re-tubing and simple problems (patients with digital aids must ring for an appointment). Batteries for NHS hearing aids are available free from most health centres and surgeries, or by posting the hearing aid record book and used batteries to:

Audiology Department

Tel: 01865 234 585

Level LG1, West Wing, John Radcliffe Hospital, Headley Way, Oxford, OX3 9DU

Patients who are housebound can be visited at home.

There is also the Royal Berkshire Hospital Audiology Department

Email: audiology@royalberkshire.nhs.uk

Tel: 0118 322 7140

Hearing Therapist

Tel: 01865 234880

There is a Hearing Therapist within the Ear, Nose and Throat department of the John Radcliffe, who supports and counsels anyone experiencing difficulty in communication because of hearing problems. Information is also given on lip-reading classes and tinnitus management.

Deaf Direct (Deaf & Hard of Hearing Centre)

Tel: 01865 243447

St Ebbes's, Oxford. OX1 1RL. (*Appointments can be booked*)

www.deafdirect.org.uk

Provide advice/support and equipment to help with hearing problems. There are drop-ins twice a month and a coffee morning. Support workers are available and there is also access to a sign language course. The Centre is open 9.00am–5.00pm

There is a Hard of Hearing Club at the Centre on a Wednesday and also a club for people born with hearing problems that meets on a Friday. For more information

Tel: 01865 243447.

Sensory Impairment Team at Social & Community Services

Tel: 01865 894925

Provides advice, information & support. Textphone (minicom) 01865 894784.

Email: hearing.impairment@oxfordshire.gov.uk

www.oxfordshire.gov.uk

Inclusive Communications

(Product & Service Information for B.T. Customers)

Tel: 0800 800 150

This is a free booklet giving information about BT products and services that may help people with impaired hearing to use the telephone. The guide also gives information for people with speech difficulties, sight impairment and mobility problems. To receive a copy contact: BT, Textphone: 18001 0800 800 150.

www.btplc.com/inclusion

Deafblind UK

Voice/Text : 01733 358100

National charity providing advice, information & services for people who are deafblind.

www.deafblind.org.uk

Hearing Concern

Tel/Text: 020 7700 8177

The Resource Centre, 356, Holloway Rd, London W6 9LZ

www.hearingconcern.org.uk

The John Denmark Unit

Tel: 0161 7723400

Is a national centre for mental health and deafness. The centre provides a mental health service to deaf people of all ages throughout the United Kingdom. Referral is by GP. However, Carers can contact the unit for advice and information.

Lipreading Classes

Tel: 01865 456738.

Are arranged locally and classes often take place in the following towns and villages: Abingdon, Banbury, Charlbury, Grove, Wallingford, Kidlington, Oxford and Wheatley.

For an updated list of classes contact Adult Learning Email: adult.learning@oxfordshire.gov.uk

Sign Language Classes

www.british-sign.co.uk

Are often run at the following centres: Abingdon College, Didcot Community Education Centre, Thame Community Education Centre and the Deaf and Hard of Hearing Centre.

For an updated list of Sign Language classes contact the Abingdon and Witney College, Tel: 01235 533485 or Oxford and Cherwell College 01865 551970.

There is an 'on-line' course available at: www.british-sign.co.uk

Oxfordshire Diocesan Council for the Deaf

Tel: 01865 241399

A team of volunteers who visit people in their homes for support. Administrator:

Jane Tolson, Text: 0781 1890461

Email: jane.tolson@btinternet.com

Royal National Institute for the Deaf (RNID)

Information Line: 0808 808 0123
Support and information for deaf people and people who are hard of hearing. Five-minute telephone hearing check available call: 0844 800 3838. Textphone: 0808 808 9000,

SMS: 0780 0000 360. Email: information@rnid.org.uk

www.rnid.org.uk

The British Deaf Association

Tel: 01772 259725

Bushell Street Mill, Bushell St, Preston, Lancs. PR1 2SP.

Textphone: 05603 115 295.

Email: england@bda.org.uk, www.bda.org.uk

Tinnitus Helpline

Tel: 0808 808 6666 (voice), 0808 808 0007(text)

Speech & Language Therapists

Tel: 01865 224559

These can also provide advice on feeding problems, particularly related to difficulties arising from a stroke. For general enquiries contact: The Speech and Language Service.

www.oxfordshirepct.nhs.uk

Keeping Warm (*Avoiding Hypothermia*)

Age UK. Advice & information

Tel: 0800 169 29 39

www.ageuk.org.uk

British Gas

Tel: 0800 048 0505

Energy and efficiency advice service and product ranges. www.britishgas.co.uk/energy

District Councils

Your local council can provide advice and information on energy saving, grants and discounts for heating and insulation. Some will also do a free personalised energy report on your home. Contact your local council:

Cherwell District Council (www.cherwell.gov.uk) 01295 227 001

Oxford City Council (www.oxford.gov.uk) 01865 249 811

South Oxfordshire District Council (www.southoxon.gov.uk) 01491 823 000

Vale of White Horse District Council (www.whitehorsedc.gov.uk) 01235 520 202

West Oxfordshire District Council (www.westoxon.gov.uk) 01993 861 000

Energy Saving Trust

Tel: 0800 512012

Is an advice & information service giving information on grants, benefits, & other means of saving energy.

www.energysavingtrust.org.uk

Energywatch (*Gas and Electricity Watchdog*)

Tel: 08459 060708

Advice and price comparisons.

www.energywatch.org.uk

Southern Electricity

Energy Line, Tel: 0800 622 838

Keep Warm Keep Well

Tel: 0870 155 5455

Useful information booklet with a range of contact details.

www.direct.gov.uk

Thames Valley Energy Centre

Tel: 0800 512 012

For free, expert energy-saving advice.

www.tvect.org.uk

WarmFront

Tel: 0800 316 2805

Provides grants for energy efficient insulation and heating for people claiming benefits. Contact your local District Council.

www.warmfront.co.uk

Winter Fuel Payment

Telephone helpline: 08459 15 15 15

Most people over the age of 60 and some on certain benefits may be entitled to an annual heating allowance. www.thepensionservice.gov.uk/winterfuel

Medication

Orderline 0845 850 0030

People over the age of 60 are eligible for free prescriptions. If you are under 60 you may still be eligible. The Leaflet HC11 'Help with health costs?' gives information and advice on who is entitled, available from post offices, pharmacies, opticians and GP surgeries.

Information is also given in Leaflet FP95 about 'Prescription Prepayment Certificates' that can help people who need regular or a lot of items on prescription and are not exempt from paying. www.ppa.org.uk/ppc

Your local pharmacist will provide details of any medicines and their possible side effects.

Some surgeries/health centres will send your prescription directly to the pharmacy, ask your local surgery or pharmacist for details. Also some of the larger pharmacies will deliver to your home, check at your local pharmacy for details.

Sight Problems

Visual Impairment Team

Tel: 0845 050 7666

You can contact the Visual Impairment Team at Oxfordshire Social & Community Services on 01865 894935, or ask for help via the **Access Team** on **0845 050 7666**.

Eye Examinations & Voucher Scheme

Since 1986 NHS glasses have ceased to exist and have been replaced by an NHS spectacle voucher scheme. If you need new glasses and qualify under the voucher scheme (see information above about HC11 leaflet) you will be given a voucher, valid for six months, to help pay for them. If you do not qualify for a voucher then you will have to pay the full cost of the glasses yourself.

Although you may not qualify for a voucher to help pay for your glasses, you may be eligible for a free eye test if:

- You have diabetes or glaucoma
- You are 40 or over and have a close relative with glaucoma
- You are registered blind or partially sighted
- You are retirement age or over (from April 1999)
- You may also get help if you are on certain tax credits
- You are a child aged under 16
- You are a young person aged up to 18 & in full time education

The leaflet HCI I

'Help with health costs' gives information about the voucher scheme and advises on who is entitled to it. The leaflet is available from post offices, pharmacies, opticians and GP surgeries. It is also available from the Benefit Enquiry Line Tel: 0800 882200.

Eye Hospitals

Oxfordshire

Oxford Eye Hospital Tel: Inpatients 01865 231233 Tel: Outpatients 01865 231099

Accident & Emergency (eyes) Tel: 01865 234800

Berkshire

Eye Unit Tel: 01753 636496

Patients Tel: 01753 863083

Prince Charles Eye Unit

King Edward VII Hospital, St Leonards Road, Windsor. SL4 3DP Tel: 01753636496

Registration as Visually Impaired Tel: 01865 894935

If a Certificate of Visual Impairment is completed by an ophthalmic consultant, usually at an Eye Hospital, registration can be made via Social & Community Services. This can bring certain benefits, e.g. tax concessions. Rehabilitation officers at S&CS can provide advice and support to clients and carers, regardless of registration.

Email: visual.impairment@oxfordshire.gov.uk, or contact the Access Team on 0845 050 7666.

For registered visually impaired people, there may be eligibility for cheaper travel & some other Benefits. Contact RNIB to find out more on 0303 123 9999.

Email: helpline@rnib.org.uk

For registered blind people only (NB this does not necessarily mean total blindness)

- Entitlement to a Blue Car Badge to assist with parking.
- Tax allowances, plus a small reduction in Council Tax.
- Discount of 50% on TV licence. (NB The RNIB sells a TV sound receiver for which no licence is needed. These are available from Social and Community Services.)
- Extra entitlement to Housing Benefit.
- Extra 'disability premium' if in receipt of Income Support.

Oxfordshire Association for the Blind (OAB) Tel: 01865 725595

Office hours Mon-Fri 9.00-5.00pm. www.oxeyes.org.uk

Free Directory Enquiries

Available for anyone who is blind, partially sighted or unable to read small print.

For further details contact Social and Community Services

Speech Difficulties

The Speech and Language Therapy Service

Tel: 01865 224682

Is part of NHS Oxfordshire and can be contacted for general advice and leaflets, or to make an appointment for an assessment. Clinics are held at local community hospitals and home visits may be possible in exceptional cases. You can make an appointment yourself or ask your GP to do so.

www.oxfordshirepct.nhs.uk

Help for Stroke Patients

Tel: 01865 862416

The Oxford branch of the Stroke Association (Dysphasic Support) will visit stroke patients at home and give help with speech problems. A medical referral is needed. There is also a stroke rehabilitation scheme at Marston in Oxford on Tuesday mornings. For details of both, contact: Mrs Judith Rose,

Speakability (*Action for Dysphasic Adults*)

Tel: 0808 808 9572

1 Royal Street, London SE1 7LL. National charity supporting people with Aphasia, their relatives and carers. Offers advice and information through its helpline, website and training courses, and distributes its own fact-sheets, low-cost publications and video/DVDs.

www.speakability.org.uk

The Stroke Association

Helpline Tel: 0845 3033100

Stroke House, 240 City Road, London EC1V 2PR. Support and advice for those suffering from a stroke and their carers. The Association produces a series of helpful fact-sheets and publications. (Mon-Fri, 9.00am – 5.00pm).

www.stroke.org.uk

4 What to do in an emergency

What if an emergency happens to you, the carer?

As a Carer there are a number of things you can do to help avoid difficulties should you find yourself faced with an emergency situation. The procedures and systems to provide help, advice and information are there and available to you, they are simple but they require you, as Carer, to ensure they are in place and up to date.

A4e Registration

Call 01865 374430

A system whereby a simple registration of your details can ensure a care package is readily available. The Emergency Carers Support Service is there to support you if you have an urgent appointment or you are in an emergency situation. You must register in advance, to give details of the care needs of the person you care for, so a contingency care package can be drawn up, which can be called on in an emergency. This emergency care package is free & will only be available for 48 hours, to enable longer-term arrangements to be put in place. Email: oxfordilsenquiries@a4e.co.uk www.a4e.co.uk

“Message in a Bottle” vital information in an emergency

This is a voluntary scheme to provide the emergency services with vital information about any illness, disability or allergy affecting anyone in the household, & also to give details of who to contact if there is an emergency. The information should be stored in the bottle provided & put in the fridge, with stickers on your fridge & your door to show that you have a “message in a bottle”. Bottles are available free from a range of places, including the Carers’ Centres.

Register as a Carer with your doctor

This is a quite simple – just mention to your doctor at your next visit.

Key Safes

A secure way to keep a spare key available for the emergency services, doctor or a care agency is to have a Key Safe fixed to the outside of your home. This has a key pad, & you simply give the code to trusted individuals who you would like to have access, if you cannot answer the door, & to your local emergency services.

By the telephone

(Simple but often not in place) Keep a list of your main contact numbers by the phone.

If you have a mobile phone ICE (In Case of Emergency)

In case of emergency (ICE) is a programme that enables first responders, such as paramedics, firefighters, and police officers, to identify persons and contact their next of kin to obtain important medical information. It encourages people to enter emergency contacts in their mobile phone address book under the name “ICE”. Alternatively, a person can list multiple emergency contacts as “ICE1”, “ICE2”, etc.

Consider a Pendant Alarm through Oxfordshire County Council

Telecare alarm and sensors promote independence, improve safety at home and provide reassurance for carers. To get Telecare through Oxfordshire County Council, a pendant alarm can be provided through a telephone assessment – call the Social & Community Services **Access Team** on **0845 050 7666**.

Useful Numbers

NHS Oxfordshire (Oxfordshire Primary Care Trust) provides the following contact information to help you to get the right treatment in the right place, at the right time, including in an emergency:

Self-help & Pharmacy

Ask your local pharmacist for on the spot advice & treatment for everyday health problems. They will have a consultation room if you wish to speak privately. Always keep medicines in a locked cabinet.

NHS Direct

Tel: 0845 46 47

24 hour health advice & information about local health services & support

G.P. Surgery

If you are ill or need medical help, or you need a prescription, see your local family doctor or nurse. Most Practices provide a range of clinics & therapies, as well as primary care services. Visitors can be temporarily registered with a local G.P.

Out of hours

Out of Hours 0845 345 8995

Urgent Medical Care from 6.30pm to 8am on weekdays, & 24 hours at week-ends & on Bank Holidays.

Urgent Dental Care from 6.30pm to 10pm weekdays, & from 9am to 9pm at week-ends & Bank Holidays

Minor Injuries Unit *(MIU) Open every day*

Abingdon Abingdon Hospital OX14 1AG, 10am – 10.30pm

Tel: 01235 208730

Henley Townlands Hospital RG9 2EB, 9am to 8pm

Tel: 01491 637435

Witney Witney Hospital OX28 6JJ, 10am to 10.30pm

Tel: 01993 209456/8

First Aid Units

Bicester

Tel: 01869 604024

Bicester Hospital OX26 6DU. Weekdays 6pm to 11pm. Week-ends. 8.30 am to 11pm.

Please phone first

Chipping Norton

Tel: 01608 648450

Chipping Norton Hospital OX7 5AJ, 8.30am to 9pm. Open every day. Please phone first

Wallingford

Tel: 01491 208513

Wallingford Hospital OX10 9DU, 8.30am to 6.30pm, weekdays only, DROP-IN, no need to phone

Eye Emergencies

Oxford Eye Hospital, John Radcliffe Hospital OX3 9DU, Open 24 hours Tel: 01865 234800

Is it an emergency?

Ring 999 for an Ambulance, OR visit the Emergency Department, for emergencies such as loss of consciousness, severe chest pain, serious accidents, or loss of blood.

There are Emergency Departments at the John Radcliffe Hospital in Oxford, & the Horton General Hospital in Banbury.

Mental Health

If you are already known to the mental health services, you should call your Care Co-Ordinator. (*Oxfordshire & Buckinghamshire Mental Health Trust*).

Switchboard & Out of Hours

Tel: 01865 741717

Patient Advice & Liaison Service (PALS)

Tel: 0800 328 7971

Otherwise, first contact your G.P or out of hours

Tel: 0845 345 8995

Learning Disability

If you are already known to the community learning disability services, you should contact your Care Manager. If out of hours tel: 0800 833408. For a child or young person, you should call 01865 747455/228159.

Otherwise, you can contact the Patient Advice & Liaison Service (LISTEN) at Ridgeway Partnership on 01865 228173.

Patient Advice & Liaison Service (PALS)

For confidential on the spot advice & support, helping you to sort out any concerns about care provided, & guiding you through the different NHS services

Primary Care Trust

Tel: 0800 0526088

John Radcliffe Hospital

Tel: 01865 221473

West Wing & Children's Hospital

Tel: 01865 743324

Churchill Hospital

Tel: 01865 235855

Horton Hospital

Tel: 01295 229259

Nuffield Orthopaedic Hospital

Tel: 01865 738126

5 Mental Health Problems & Coping with Stress

Mental illness may affect people of any age, can be short lived or long term, mild or seriously disabling. Because the term 'mental illness' encompasses such a variety of conditions, there needs to be a wide range of services available.

Who can help?

Family & Friends

In the first instance family, friends and acquaintances may be able to help through times of particular stress. Where more help is needed the following resources exist.

Doctors (G.P.s)

The doctor may be the first port of call for anyone needing professional help. Many people get the help they need here; a chance to talk and perhaps some medication to help get through a difficult time. Many Practices also offer access to counselling.

Community Mental Health Teams (CMHT)

Accessed by G.P./medical referral, the Community Mental Health Teams offer a community and social care focused service for those people with acute or severe and enduring mental illness, and their carers and families. This is in order to promote recovery, so that people can lead as independent a life as possible within the community. Carers are offered assessments to assist in maintaining their ability to continue their caring role.

Banbury Community Mental Health Team (CMHT)

The Elms Centre, Oxford Road, Banbury, Oxon OX16 9AL Tel: 01295 819022

City – Central CMHT

Warneford Hospital, Warneford Lane, Headington OX3 7JX Tel: 01865 223701

Didcot & Wallingford CMHT

May Tree House, Mereland Road, Didcot, Oxon OX11 8AS Tel: 01235 516220

East City CMHTs

Neil Unit, Warneford Hospital, Warneford Lane, Headington, Oxford OX3 7JX

North East City CMHT Tel: 01865 223660

City East CMHT Tel: 01865 223690

South East CMHT Tel: 01865 223650

Henley CMHT

Tel: 01491 637451

Townlands Hospital, York Road, Henley, Oxon RG9 2EB

South Cherwell CMHT

Tel: 01869 602402

The Julier Health Centre, Coker Close, Bicester, Oxon OX26 6AT

Thame CMHT

Tel: 01844 217446

Charterhouse, 14 Wellington Street, Thame, Oxon OX9 3BN

Vale CMHT

Tel: 01235 205454

Community Hospital Site, Marcham Road, Abingdon, Oxon OX14 1AG

White Horse CMHT

Tel: 01235 205446

Community Hospital Site, Marcham Road, Abingdon, Oxon OX14 1AG

West Oxon East CMHT

Tel: 01993 209650

Nuffield Health Centre, Welch Way, Witney, Oxon OX28 6JQ

West Oxon West CMHT

Tel: 01993 209650

Nuffield Health Centre, Welch Way, Witney, Oxon OX28 6JQ

Mental Health Services for Children & Young People

Primary Child & Adolescent Mental Health Services (known as PCAMHS) are provided in partnership by Oxfordshire & Buckinghamshire Mental Health NHS Foundation Trust. The PCAMHS Teams are multi-disciplinary & provide an early intervention service to support the emotional & mental health needs of children & young people aged 0 – 19 years. After assessment & any short-term interventions (up to 6 weeks) by PCAMHS, referral may be considered to the Child & Adolescent Mental Health Service (CAMHS) Service, which includes psychiatrists, community psychiatric nurses (CPNs), clinical psychologists, occupational therapists, psychotherapists, support workers, social workers, & other specialist therapists.

Referral to PCAMHS is via your G.P., health visitor, school nurse or hospital doctor. Help is available to children, young people & their families/carers, who are having moderate to severe emotional, behavioural, developmental, psychological or relationship difficulties. Contact details are:

PCAMHS Headquarters, Email: pcamhs@oxfordshire.gov.uk

Tel: 01865 849612.

PCAMHS Banbury & Witney

Tel: 01869 604109

PCAMHS Oxford City

Tel: 01865 396369

PCAMHS South Oxfordshire

Tel: 01865 323501

PCAMHS Witney

Tel: 01993 774065

Mental Health provisions for Older People

Community Psychiatric Nurse (CPN)

If you care for an older person who has mental health problems, you may come in contact with the local Community Psychiatric Nurse (CPN). After initial assessment, treatment for mental health problems and stress will often be carried out by a CPN. The CPN is a qualified Psychiatric Nurse and may also be skilled in counselling and anxiety management techniques and can be a great source of help and support with caring for someone at home.

Older Adult Community Mental Health Teams (CMHTs)

Provide mental health services in the community to people who are over 65 years old and experiencing functional or organic mental health problems, and younger people with dementia. There is also a specialist and an Early Intervention Service.

Services include:

- Assessment and diagnosis
- Psychological intervention
- Medication management
- Memory clinics for the diagnosis of dementia, and treatment and support for people newly diagnosed with dementia
- Support, advice and health information
- Support and education for primary care teams, social and community services, and other statutory, voluntary and private organisations providing care to older people with mental health needs

Therapies available include:

- Medication
- Cognitive behavioural therapy (CBT), including CBT for carers
- Interpersonal therapy
- Family therapy

Individuals who are already receiving mental health care from adult services will normally remain with that service when they reach 65 years, unless their needs change.

The teams include psychiatrists, psychologists, community mental health nurses, approved social workers and occupational therapists.

Mental Health for Older Adults (MHSTOP)

Abingdon Abingdon Mental Health Centre, Community Hospital Site, Marcham Road, Abingdon OX14 1AG.	Tel: 01235 205421
Henley Townlands Hospital, York Road, Henley, Oxon RG9 2EB. Tel:	Tel: 01491 637453
Thame Thame Community Hospital, East Street, Thame, Oxon OX9 3JT.	Tel: 01844 260729
South East Oxfordshire Ridgeway MH STOP, Ridgeway Centre, 99 Wantage Rd, Didcot, Oxfordshire OX11 0AF	Tel: 01235 810575
South West Oxfordshire Nuffield Health Centre, Welch Way, Witney OX28 6JQ.	Tel: 01993 202100
North Oxfordshire Fiennes Centre, Hightown Road, Banbury OX16 8EX	Tel: 01295 819001
Oxford City Manzil Resource Centre, Manzil Way, Cowley, Oxford OX4 1XE.	Tel: 01865 455800

Specialist Team for Older Adults (STOP)

South Oxfordshire Foxcombe Court, Wyndyke Furlong, Abingdon Business Park, Abingdon OX14 1DZ.	Tel: 01235 469516
Vale of White Horse Foxcombe Court, Wyndyke Furlong, Abingdon Business Park, Abingdon OX14 1DZ.	Tel: 01235 549254
Oxford City Knights Court, 21 Between Towns Road, Oxford OX4 3LX	Tel: 01865 323401
West Oxfordshire Mount House, Church Green, Witney, Oxon OX28 4AZ.	Tel: 01993 709032
Cherwell Calthorpe House, Calthorpe St, Banbury, OX16 5RE	Tel: 01295 756440
Slade Hospital Learning Disability Trust, Slade House, Horspath Driftway, Headington, Oxford OX3 7JH	Tel: 01865 747455

Hospitals

Occasionally it is helpful for treatment to be given in hospital, rather than at home, if a person needs a lot of looking after or may be a risk to themselves or others.

There is no direct referral system and admissions to hospital are arranged by GPs either direct or through the Community Mental Health Team – depending on the circumstances.

The main mental health hospital in the County is the:

Warneford Hospital

Warneford Lane, Headington, Oxford, OX3 7JX.

Tel: 01865 741717

www.obmh.nhs.uk

Day Services & Day Hospitals

Oxfordshire and Buckinghamshire Mental Health NHS Trust (OBMH) provides day services and day hospitals for people over 65 years with mental health problems and younger people with dementia. They have a range of therapeutic groups and activities such as memory strategy groups, wellbeing groups, coping with depression and art groups.

Urgent Situations & Urgent Admission to Hospital

If you are already known to the Community Mental Health Team, then you should call your Care Co-Ordinator, or you can call the switchboard for the Oxfordshire & Buckinghamshire Mental Healthcare NHS Trust on 01865 741717. You can also call this number in an emergency outside of office hours.

If there is a need for an urgent assessment, then an Approved Mental Health Professional (previously Approved Social Worker) can co-ordinate this, together with the GP and Psychiatrist.

You can contact the Approved Mental Health Professional Service at Warneford Hospital by telephone on 01865 223656 (during office hours). Out of hours Emergencies Tel: 01865 778911.

General Information & Support

Alzheimer's Society

Tel: 0207 74233500

Devon House, 58 St Katherine's Way, London, E1W 1JX. Advice line 0845 300 0336.

www.alzheimers.org.uk

Alzheimer's Society (Oxfordshire Branch)

Tel: 01865 876508

Alzheimer's Disease Society (Vale and Abingdon)

Tel: 01235 205407

Bi-Polar Organisation (formerly the Manic Depression Fellowship)

Tel: 08456 340540

Provides advice, information, training, employment advice & self-help groups.

www.mdf.org.uk

Clive Project

Tel: 01993 776295

Supports younger people with dementia & their family & friends. www.thecliveproject.org.uk

Combat Stress (www.combatstress.org.uk)

Tel: 01372 841 600

Ex-Services mental welfare society. Tyrwhitt House, Oaklawn Rd, Leatherhead KT22 0BX.

Jewish Care

Tel: 0208 922 2222

Merit House, 508 Edgware Rd. London NW9 5AB. Provides services for elderly, mentally ill, visually impaired and physically disabled people and their families. www.jewishcare.org

MDF (The Bi-Polar Organisation)

Tel: 08456 340540

The fellowship provides advice, information, training, employment advice & self-help groups.

www.mdf.org.uk

MIND (the National Association for Mental Health)

MIND infoLine 0845 766 0163

15-19 Broadway, London E15 4BQ. Tel: 020 8519 2122. Produces a range of booklets giving straight-forward practical information on a range of mental health issues. www.mind.org.uk

No Panic. 93

Tel: 0808 808 0545

Brands Farm Way, Randlay, Telford, Shropshire TF3 2JQ. 'No Panic' aim to aid the relief and rehabilitation of people suffering from panic attacks, phobias, obsessive/compulsive disorders and other related anxiety disorders. (Free-phone National Helpline)

www.nopanic.org.uk

Oxfordshire Mental Health Matters

Tel: 01865 728981

PO Box 1476, Oxford OX4 6GD. OMHM provides an independent advice and information service for anyone interested in mental health, including users, Carers and professionals. The OMHM holds information on self-help groups, complementary therapies, eating problems, counselling, legal advice and benefits. Contact can be by telephone, letter or personal visit. 'Face to face' venues are used across the county.

www.oxford-mentalhealth.org.uk

Oxfordshire MIND

Tel: 01865 511702

125 Walton Street, Oxford, OX2 6AH. The local MIND office offers help and information on all mental health matters, local services and legal issues. www.oxfordshire-mind.org.uk

MIND hold many support groups across the County. Telephone your local office for more information or look on the MIND website above:

Abingdon Tel: 01235 522096

Bicester Tel: 01869 249864

Banbury Tel: 01295 271064

Chipping Norton Tel: 01608 645296

Didcot Tel: 07930 512111

Henley-On-Thames Tel: 01491 572867

Kidlington Tel: 01865 373165

Oxford Tel: 07505 628351

Thame Tel: 01844 218820

Wallingford Tel: 01491 826886

Wantage Tel: 01235 770411

Witney Tel: 01993 702999

SAD (*Seasonal Affective Disorder*) **Association**

Tel: 01903 814942

PO Box 989, Steyning, BN44 3HG.

www.sada.org.uk

Saneline

Tel: 0845 7678000

Help and information for those suffering with mental illness. Open 2.00pm–midnight.

www.sane.org.uk

Rethink

Tel: 0845 456 0455

89 Albert Embankment, London, SE1 7PT. Leading mental health charity, working to help everyone affected by severe mental illness recover a better quality of life.

(General Inquiries)

www.rethink.org

Triumph Over Phobia

Tel: 0845 600 9601

P.O. Box 3760, Bath BA2 3YW. Charity supporting sufferers of phobias, obsessive compulsive and anxiety disorders.

www.topuk.org

Day Care for Older People with Mental Health Problems

Day care is accessed through your Community Mental Health Team.

Local Carers Support Groups

Carers Support Groups are constantly forming and disbanding and you should check with your Carers' Centre for details of any new groups in your area.

If you would like to start a relatives' support group in your area, talk to your local District Nurse, Care Manager, Community Psychiatric Nurse or the Carers Centre who may be able to help. Groups may find it helpful to link in with a sitting service, which are provided by each of the Oxfordshire Carers' Centres.

For information on support groups in your area, you can visit the Oxfordshire County Council Website: www.oxfordshire.gov.uk or contact any of the organisations below. Oxfordshire Carers Forum also has a database of support groups. www.oxoncarers.org.uk

Abingdon Alzheimer's Club *(support groups)* Tel: 01235 205407

There are two Carers support groups associated with the Abingdon Alzheimer's Club (Day Centre) who meet monthly.

Oxfordshire MIND Carers' Support Group Tel: 01865 750124

The group offers a friendly supportive setting in which relatives can discuss freely and in confidence the problems that arise from mental illness in the family. Meetings take place on the second Thursday of each month, at Friends' Meeting House, 43 St. Giles, Oxford, OX1 3LW. For more information contact Pat Ross Tel: 01865 750124.

Email: info@oxfordshire-mind.org.uk www.oxfordshire-mind.org.uk

Rethink *(Oxfordshire)* Tel: 01865 455877

Manzil Way, Oxford, OX4 1XE. Carers Support Service for those caring for someone with mental health problems.

www.rethink.org

Warneford Relatives Support Group Tel: 01793 783182

Provides support to relatives and friends caring for someone who has mental health problems, particularly those who have been on wards at the Warneford & Highfield. The group meets at 7.30pm on the last Thursday of the month (excluding August and December) at the main hospital building, Warneford Hospital. For more information contact: Mike Tel: 01793 783182

N.B. Carers support groups sometimes need to change their meeting times and venues. It is advisable to check information with a group's contact number. Your local Carers' Centre will have up-to-date information on the above groups and any newly formed groups.

Publications

'Carers Looking After Yourself'

Available from the Alzheimer's Society

Tel: 020 7423 3500

www.alzheimers.org.uk

'How To Cope As A Carer' MIND Publications

Tel: 0845 766 0163. A guide to supporting an elderly person with dementia, or check on the website for other publications.

www.mind.org.uk/shop/search

The Alzheimer's Society

Produces a publication list of leaflets, information sheets and booklets. The publications list and order form are available from the society.

Tel: 0845 300 0336

www.alzheimers.org.uk/-facts_about_dementia/factsheets

MIND

Produces a publications catalogue containing a wide range of booklets and books about mental health issues. A catalogue can be ordered from MIND.

Tel: info line 0845 7660163

www.mind.org.uk/shop/books

Counselling Services

Caring can be stressful and can sometimes affect the Carer's own health and relationships with a partner or family. If this is happening to you, it is important to talk about your feelings, whether with a friend or relative, or with someone from any of the helping organisations mentioned in this booklet. Your family doctor may be able to help. Some surgeries have a counsellor attached to the Practice or they may refer you to a counsellor elsewhere.

Organisations for Drugs & Alcohol Counselling

Alcoholics Anonymous Groups

24hr Helpline: 0845 769 7555
www.alcoholics-anonymous.org.uk

Al Anon

Offering help for relatives of problem drinkers. Information available from Al Anon 61 Great Dover St, London SE1 4YF. Helpline 10.00-10.00pm daily.

Tel: 0207 403 0888

www.al-anonuk.org.uk

Frank

National drugs helpline, information & support.

Tel: 0800 776 600

www.talktofrank.com

LIBRA

Offering advice, information, counselling & support for people with a drug or alcohol problem.

Cranstoun Libra Oxford

Tel: 01865 723500

West Oxfordshire Libra

Tel: 01993 774892

South & Vale Libra

Tel: 0798 957 5559

Cranstoun Libra Banbury & Bicester

Tel: 01295 273511

'Help 4 Me' (*National Alcohol Helpline*)

Tel: 0800 917 8282.

(Thames Valley, Tel: 01189 597494. Oxford, Tel: 01865 242373)

www.patient.co.uk

DAAT (*The Drug and Alcohol Action Team*) Tel: 01865 290800

Drug and alcohol handbook available. www.oxfordshiredaat.org

Publications

'Caring for Someone with Alcohol Problems'

'H.I.V. & Aids and Older People'

The above books are available from the Age Concern Catalogue.

Tel: 0208 765 7200

General Counselling

G.P. Practice

Your family doctor may be able to help. Some surgeries have a counsellor attached to the Practice or they may refer you to a counsellor elsewhere.

British Association for Counselling & Psychotherapy Tel: 01455 883316

(BACP) This service enables potential clients to find a suitable counsellor with whom they feel comfortable, in their area.

www.bacp.co.uk

Cruse Bereavement counselling (For adults)

Tel: 0844 477 9400

Cruse for children and young people

Tel: 0808 808 1677

www.crusebereavementcare.org.uk

Isis Centre

Tel: 01865 556648

Darlington House, 55 Little Clarendon Street, Oxford, OX1 2HS. A NHS counselling service. The Centre provides a general counselling service for adults and is free. There is usually a waiting list. You can contact them yourself.

Focus Banbury Counselling Service

Tel: 01295 269289

Provides a professional counselling service for individuals and couples. The service is open to all individuals over 16 yrs old. www.focusbanbury.co.uk

Oxfordshire Counselling Service

Tel: 01865 358 364

The Witney Centre for Health and Wellbeing, 2a Corn Street, Witney, Oxon, OX28 6BL. A leaflet is available about the service provided. There is some charge for this service.

www.oxfordshirecounselling.co.uk

Oxfordshire Christian Institute for Counselling

Tel: 01865 308889

The Priory Annexe, 85 Old High St. Headington, Oxford, OX3 9HT. The Institute provides general counselling for adults. There may be some charge for this service. www.ocic.org.uk

Outsiders

Tel: 0707 4993527 and 0207 3548291

Club for disabled people to find partners. Can provide information and help with sexual and personal relationships. BCM Box Outsiders, London WC1N 3XX. Can also provide help and information for carers. www.outsiders.org.uk

Parentline Plus

Tel: 0808 800 22 22

Confidential support for parents under stress. www.parentlineplus.org.uk

For Relationships *(Including Sexual, H.I.V. & Aids)*

Relate (Oxfordshire – The Relationship People)

Tel: 01865 242960

33 Iffley Road, Oxford OX4 1EA. Offers a confidential counselling service by professionally trained counsellors for couples or individuals with relationship difficulties. Psychosexual therapy is also available for couples or individuals who have a specific sexual difficulty. There is a charge for this service.

www.relate-oxfordshire.org

Relate (Banbury)

Tel: 01295 258141

The Terrence Higgins Trust

National helpline: 0800 567123

For information about HIV and AIDS. THT Direct 0845 1221200

www.tht.org.uk

Samaritans

Tel: 01865 722122

60 Magdalen Road, Oxford OX4 1RB. You can make contact 24 hours a day or you can visit between 8.00am – 10.00pm. National number: 08457 909 090 www.samaritans.org.uk

Wantage Counselling Service

Tel: 01235 769744

Orchard House, Portway, Wantage, Oxfordshire OX12 9BU. A registered charity providing general counselling. Fee is by donation. You can contact them yourself by telephone or letter. Email: wantagecounselling@tiscali.co.uk

6 Learning Disability Services

Learning Disability Team

To find out about learning disability services & any support that may be available, call your local Learning Disability Team. The teams are multi-disciplinary, including a range of health & social care professionals & therapists.

Oxford & South Cherwell	Tel: 01865 323357
North & West	Tel: 01295 257727
South & Vale	Tel: 01865 897974
Or you can call the Access Team (www.oxfordshire.gov.uk)	Tel: 0845 050 7666.

Oxfordshire Learning Disability Child & Adolescent Team

Tel: 01865 747455/228159

For support for children & young people with a learning disability, call the Team.

The Ridgeway Partnership

Tel: 01865 747455

This is Oxfordshire's Learning Disability NHS Trust & provides a wide range of health & social care services for people with a learning disability. Contact their Patient Advice & Liaison Service (LISTEN) on 01865 228173, or main switchboard 01865 747455. www.oldt.nhs.uk

Voluntary Sector Support Agencies

Oxfordshire Family Support Network (OXFSN). Supports family carers and relatives of people with a learning disability of any age. Also supports children who have Autistic Spectrum without a learning disability.

Adults	Contact Barbara Coles on 01295 811749
Children	Contact Gail Hanrahan on 01865 890326

ASALD (*Adults supporting adults with learning disabilities*) **in Banbury** Tel: 01295 276 769
A small friendly informal group meets monthly, variable venues.

Mencap

Tel: 0808 808 1111

Have local support groups & also provide services such as supported living & access to employment. Contact their national Helpline for more information on 0808 808 1111. www.mencap.org.uk

CAPOLD (*Citizen advocacy for people of Oxfordshire with learning disabilities*)

Tel: 01865 741293

Free independent advocacy for people with learning disabilities. Both a community and a hospital based service. www.oadg.org.uk

Help with Housing & Supported Living

Advice, information & practical help with housing & supported living is available through the following organisations. Some of these organisations also provide day opportunities & short breaks.

Advance Housing & Support (www.advanceuk.org.uk)	Tel: 01993 700331
Dimensions (www.dimensions-uk.org)	Tel: 0118 929 7900
Home Farm Trust (HFT) – north Oxfordshire (www.hft.org.uk)	Tel: 01295 267906
Home Farm Trust (HFT) – south Oxfordshire (www.hft.org.uk)	Tel: 01235 831686
Real Life Options (www.reallifeoptions.org)	Tel: 01865 309662
Style Acre (www.styleacre.org.uk)	Tel: 01491 838760
Kingwood Trust (www.kingwood.org.uk)	Tel: 0118 931 0143
Macintyre (www.macintyrecharity.org)	Tel: 01908 230100

Employment Opportunities

For information about employment opportunities for people with a learning disability, contact:

Oxfordshire Employment Service (www.oxfordshire.gov.uk)	Tel: 01865 791606
Mencap Employment (www.mencap.org.uk)	Tel: 01865 770994
Right Employment (www.rightemployment.org)	Tel: 01865 408347

7 Services for Children, Young People & their Carers

Oxfordshire County Council: Children, Young People, & Families

If you need help and advice about services for children & young people, including for young carers, you should contact Oxfordshire County Council Department for Children, Young People & Families. The **Access Team** provides a single point of contact for all enquiries, you can call them on **0845 050 7666**. Email: access@oxfordshire.gov.uk. They are open: Monday to Thursday 8.30am to 5pm Fridays 8.30am to 4pm.

If you are contacting them for the first time, it is helpful to have the following information (*about you & about the person you care for*) to hand:

- Name and address
- Age and, if possible date, of birth
- Nature of any health problem or disability
- An indication of the help or advice needed
- Occasionally the name of your G.P. may be needed

An Out-of-Hours Service is also provided, staffed by the emergency duty team.
Freephone: 0800 833408

Carer's Assessment

If you are a carer aged over 16, or someone with parental responsibility for a disabled child, you have the right to ask for an individual carer's assessment of your own care needs. An assessment does not necessarily lead to you being eligible to receive services. You can also complete a Carer's Self-Assessment on-line or in writing.

You can find out more by contacting the **Access Team** on **0845 050 7666**, or on the Council's website www.oxfordshire.gov.uk, or from your local Carers' Centre:

South & Vale Carers' Centre	Tel: 01235 510212
Oxford City Carers' Centre	Tel: 01865 205192
North & West Carers' Centre	Tel: 01295 264545

Grants

Community Chest

Tel: 01865 256648

The Community Chest project is an awards scheme for 5-13 year olds living in Oxfordshire to apply for funding for any out of school play or leisure activities.

Family Fund

Tel: 0845 130 4542 or 01904 621115

The Family Fund is an independent grant giving organisation which helps low-income families care for a severely disabled child or young person. Families are supported by grants that relate to the need of their disabled child or young person. www.familyfund.org.uk

Inclusion Support Scheme Grants

Tel: 01865 323047

A scheme that aims to promote inclusion and remove barriers to play, childcare and leisure for disabled children and young people. It is available for children from birth – 18 years old with impairments or emotional, behavioural or learning difficulties who would otherwise be prevented from taking part. The award is made directly to the provider for additional staff hours, equipment, or transport. (£250 for the under 5's, & £500 for older children and young people – as at 2010). Email: inclusion.support@oxfordshire.gov.uk

TURN2US

Tel: 0808 802 2000

A charity that helps people to access monies available from welfare benefits, grants & other sources. Free, confidential information & advice. www.turn2us.org.uk

Emotional & Practical Support & Information

ACE (*Advisory Centre for Education*)

Advice Line: 0808 8005793

ACE offers independent advice for parent and carers of children aged between 5-16 years on a range of educational issues including exclusion, attendance, admissions, bullying and special educational needs. Exclusion Line 0808 800 0327. Text: Ask ACE to 68808 and follow the instructions. www.ace-ed.org.uk

Action for Sick Children

Tel: 0800 0744 519

A leading children's healthcare charity formed to ensure that sick children always receive the highest standard of care possible. Action for Sick Children provide a series of booklets to help parents prepare their child for hospital. www.actionforsickchildren.org

Child Brain Injury Trust (*CBIT*)

Tel: 0845 6014939/01869 341075

CBIT offers information and support to families with a child with an acquired brain injury. www.cbituk.org

Children's Centres

Tel: 01235 547170.

The Oxfordshire Children's Centres (also known as Sure Start Children's Centres) are one-stop-shops for all young children (aged under 5) & their parents/carers. The Centres provide a whole range of information, advice, & support, & an opportunity for families to have fun together. There are a range of Centres across the County & also a mobile service. For more information: www.oxfordshire.gov.uk

Children in Touch

Tel: 01844 338696

Children in Touch is a charity that supports the therapeutic education of autistic children.

Childline

Tel: 0800 111

Childline is a free confidential helpline for children provided by the NSPCC. No problem is too big or too small.

www.childline.org.uk

Contact a Family

Tel: 0808 808 3555

Contact a Family provides advice, information and support to the parents of all disabled children, no matter what their condition of disability. Oxfordshire: 01582 600388

www.cafamily.org.uk

Department for Children Schools & Families (DCSF) Tel: 0870 000 2288

Designed to enable all children and young people to reach their full potential, securing integrated children's services and educational excellence raising standards so that more children and young people reach expected levels. The department leads on work across Government to improve outcomes for children.

www.dcsf.gov.uk

Early Years Information Line

Tel: 01865 815175

This is the Schools Admission Line.

Educational Psychology Service

Tel: 01865 323381

Available to all school children in Oxfordshire. The service plays a vital role in the psychological assessment of a child's special educational needs.

Education & Resources for Improving

Childhood Continence (ERIC)

Tel: 0845 370 8008

ERIC is dedicated to supporting children and young people, their families and health professionals with information, confidential support, services and resources on childhood bedwetting, daytime wetting and constipations.

www.eric.org.uk

face2face

Tel: 0844 800 9189

face2face offers emotional support to parents of children who have been newly recognised as having a special need or disability. Trained volunteer befrienders link with parents so that they can meet and to face to face. Befrienders offer support, practical advice and reassurance to parents.

www.face2facenetwork.org.uk

Face 2 Face (Youth Counselling)

Tel: 01993 892420

A free, confidential counselling service run by Oxfordshire County Council Youth Service for young people aged 9-19 and living in Oxfordshire. Tel: 01993 892424 for a 24hr answer service.

FUSE

Tel: 01235 812332

Youth Club sessions for young disabled people or young people with learning disabilities, held at The Vibe Youth Centre in Didcot.

Health Talk

Health Talk is a website developed by Oxford University to give information and to provide a forum to ask questions or share experiences.

www.healthtalkonline.org

Helen & Douglas House (*Hospice*)

Tel: 01865 794794

Helen & Douglas House provide a home-from-home environment where families can receive professional care, practical support and friendship built around their needs.

www.helenanddouglas.org.uk

Hippos

Tel: 07950 125810 or 01865 767460

Hippos is an informal support group that meets monthly. It is based in Oxford for parents and carers of children with special needs living in Oxfordshire.

Homestart (*Oxfordshire*)

Homestart Oxfordshire provides one-to-one support for parents and carers of children under five years of age who are, for whatever reason, finding it difficult to cope. Support is available through trained volunteers for about three hours each week.

Didcot

Tel: 01235 511152

Oxford (www.homestart-oxford.org.uk)

Tel: 01865 779991

Banbury (www.home-startbanbury.org.uk)

Tel: 01295 266358

Mencap

Tel: 0800 808 1111

Values and supports children and young people with a learning disability, their families and carers, enabling them to develop their confidence and skills they need to lead fulfilling lives. Services include: independent living jobs and training, specialist care, education, housing and leisure.

www.mencap.org.uk

My Life My Choice

Tel: 01865 204214

My Life My Choice is a self-advocacy organisation, run by and for people with learning difficulties in Oxfordshire.

www.mylifemychoice.org.uk

National Youth Advocacy Service

Tel: 0800 616 101

Information, advice, advocacy and legal representation for children and young people up to the age of 25.

www.nyas.net

Oasis (*Oxfordshire Autistic Society for Information and Support*)

Tel: 07900 144 493

Oasis offers information and support to parents and carers of children with autistic spectrum disorders and also to professionals working in the field of autism.

www.oasionline.org.uk

Oxfordshire Children and Young People's Trust Tel: 01865 810650

A partnership that has overall responsibility for planning and delivery of services for children and young people. The Trust is responsible for publishing a single Children and Young People's Plan and for making sure that services deliver the commitments outlined in that Plan.

Oxfordshire County Council Social Care Assessment Teams

If you are concerned that a child may be suffering physical, sexual or emotional abuse or is being neglected, contact the following numbers:

Tel: 0845 050 7666

Tel: 0800 833 408 (Emergency Out of Hours)

Tel: 01295 756517 (Banbury Assessment Team)

Tel: 01865 323048 (Oxford Assessment Team)

Tel: 01235 549297 (Abingdon Assessment Team)

Oxfordshire Dyslexia Association Tel: 01865 428263

Aims to support children and adults with dyslexia, and their families, and to raise awareness of dyslexia. Tel: 01865 428263/01235 528405 (*Children's helpline*)

01865 762773 (*Adult helpline*).

Oxfordshire Deaf Children's Society Tel: 01865 331316

Email: warde@warde-adam.fsnet.co.uk

Oxfordshire Family Information Service (FIS) (Oxfordshire CC) Tel: 0845 26 26 36

Information & support for children, young people & families in Oxfordshire. Information on finding and paying for childcare, services for children and young people, parenting, family support and education. This is achieved through a helpline, outreach services, printed materials and web access. www.oxonfis.org.uk

Amongst other publications, Oxon FIS publishes "*Your Child & You*", a 150-page information guide for parents & carers of disabled children & children with special needs.

Oxfordshire Family Support Network (OXFSN) Tel: 01865 890326

This is a parent-led group which promotes the involvement of parents & family carers working in partnership with professionals and voluntary bodies across Oxfordshire to promote the independence of all people with learning disabilities and to improve the quality of life for them and their families. www.oxfsn.co.uk

Oxfordshire Learning Disability Child & Adolescent Team

Supporting children and young people who have moderate or severe learning disabilities and challenging behaviour. Tel: 01865 747455/228159

Parent Partnership Tel: 01865 810516

Offers impartial information, support, advice and training to parents in order to help them make informed choices about their child's special educational needs. www.oxfordshire.gov.uk/partnership

Parents Plus Tel: 01865 726444

Part of the Oxford Carer's Centre, Parent Plus supports any parent in Oxford who is caring for a child with long-term illness, impairment or specific need.

Email: parentplus@carerscentre.co.uk

Parentline Plus

Tel: 0808 800 2222

Parentline Plus offers help and support through an innovative range of free, flexible, responsive services and is shaped by parents for parents. www.parentlineplus.org.uk

Parent Talk Oxfordshire

Tel: 01865 875482

Support and skills for parents and carers of older children and teenagers.
Email: parent-talk@oxfordshire.gov.uk

Peers Early Education Partnership (PEEP)

Tel: 01865 397970

Supports parents and carers in their role as the first educators of their children. Groups in Oxford, Banbury & Faringdon – Learning Together Programme. www.peep.org.uk

Save the Children

Tel: 020 7012 6400

Expertise in children's rights, poverty & economic justice. Working to deliver change in children's lives. www.savethechildren.org.uk

Scope

Tel: 0808 800 3333

Supporting children & adults with cerebral palsy. Information, advice, & someone to talk to. www.scope.org.uk

SeeSaw

Tel: 01865 744768

Supporting grieving children. www.seesaw.org.uk

SEND (Special Educational Needs & Disability) Tribunal

Helpline: 0870 241 2555.

The SEND Tribunal hears appeals against decisions by Local Authorities about children's special educational needs. www.sendist.gov.uk

SENSS (Ormerod Resource Base)

Tel: 01993 814741

Purpose-built, specialist secondary support for students with communication and interaction difficulties and physical difficulties. Situated at the Marlborough School, Woodstock.

Shires Spectrum Support Group

Tel: 01295 712287

Offers support & resources to parents/carers of children on the autistic spectrum.

Special-needs-kids

Email: enquiries@special-needs-kids.co.uk

Online information directory and shopping site to help parents and carers of children with special needs. www.special-needs-kids.co.uk

Breaks

Break

Tel: 01263 822161

Break provides special care services for children, adults and families with special needs, including holidays, respite care, children's homes, adult day care, residential assessments for families in crisis and a range of services.

Camp Mohawk

Tel: 0118 940 4045

Provide day facilities, primarily for children with autism, to those families who most need a break.

www.campmohawk.org.uk

Chiltern Centre for Disabled Children

Tel: 01491 575575

Provides essential short break care services, together with social and recreational opportunities for children & young people with physical and/or learning disabilities.

www.chilterncentre.co.uk

Flexicare

Tel: 01865 321 1881

Flexicare is an Oxfordshire charity for children with special needs which provides sitting-in, care at home and transport for families registered with the charity.

Newman Holiday Trust

www.newmantrust.org

The Newman Holiday Trust is a charity that runs a free one week summer holiday for children with special needs aged between 5-16years.

Activities

Active8

Tel: 01235 225823

Junior Multi-Sports Club For children (5-18) with a disability.

Activities Oxfordshire

Tel: 01865 815166

Positive activities for young people aged 13-19 years in Oxfordshire.

www.activitiesoxfordshire.info

Anjali Dance Company

Tel: 01295 251909

The Anjali Dance Company showcases the creative potential of people with learning difficulties. The company aims to show that disability is no barrier to creativity.

www.anjali.co.uk

Banbury & District Sports Association

Tel: 01295 750430

For people with disabilities who enjoy a variety of sports, including swimming, bowls, darts and badminton.

Email: kgc@globalnet.co.uk

Banbury United LD Football Club

Tel: 07894 742191

For Adults (18+) with a learning disability

Email: lizerrall@aol.com

Coasters Football Group

Tel: 01865 455882

For adults with mental health issues.

Email: oxford.coasters@obmh.nhs.uk

Downs Syndrome International Swimming Organisation

Tel: 07708 205352

www.dsiso.org

Dreaming Spires Ten-Pin Bowling

Tel: 01865 331778

Ten-Pin bowling for people who are visually impaired.

Email: kpl6302@aol.com

Fourteen (14) Club of Wantage

Tel: 01235 764504

The club meets on Mondays at Fitzwaryn School, & provides fun activities for disabled young people aged 14 or over.

www.14club.org.uk

Guideposts Inclusive Fun Clubs

Tel: 01993 899980

All year round fun club for young people aged 3 – 19 years. From 9am – 4pm in holiday times and 3pm – 6pm during term time. High quality childcare to support families and enable parents and carers to work, train, relax or spend time with siblings.

www.guidepoststrust.org.uk

Henley YMCA LD Football Club

Tel: 07750 4435798 or 01491 411849

For men (16+) years with a learning disability. Email: mike.henlyymca@btconnect.com

KEEN (Kids Enjoy Exercise Now)

Tel: 01865 794198

Activity club for children with learning difficulties.

www.keenoxford.org

Let's Play Project

Tel: 01295 263622

The project supports children with disabilities and additional needs to participate in mainstream play schemes.

Oxford Actionnaires Club

Tel: 07793 819953

For children (8-16) who are blind or partially sighted.

www.actionforblindpeople.org.uk/children/clubs/midlands/oxford-actionnaires/

Oxford Adapted Rowing Club

Oxford Adapted Rowing Club welcomes anyone with a disability but cannot cater for wheelchair users as they currently have no hoisting facilities or lift in the Boat Club.

Email: oxfordadaptiverowing@live.co.uk

Oxfordshire Boccia Academy

Tel: 01865 252678 or 07768 237580

For juniors (8+) and adults with Cerebral Palsy, manual or powered wheelchair users or physically ambulant. www.oxfordshiresport.org

Oxford City Casuals

Tel: 07817 885396

For juniors and adults with a learning disability.

Email: ctoxford@btinternet.com

Oxfordshire Play & Leisure Service

Tel: 01869 252905

Offers information about play & leisure activities & inclusive schemes for disabled children & young people.

Oxford Otters Swimming Club for the Disabled

Tel: 01844 212742

Email: suemcc@gotadsl.co.uk

OXS RAD Sports & Leisure Centre

Tel: 01865 741336

Includes: Running, Special Olympics.

www.oxsrاد.org

Oxford Sailability

Tel: 01865 862386

Oxford Sailability is a local sailing group for people (adults & juniors) with disabilities.

www.oxfordsailingclub.com

Oxford Swans Swimming Club Email: partridge@oxfree.com Tel: 01865 764919

Oxfordshire Playbus Tel: 01869 233933

Sensory bus offering a unique service bringing the fun and benefits of a multi-sensory environment to disabled children. Offers a toy library service and a place for parents and carers to meet together. For more information Tel: 01869 233933.

Parasol Project Tel: 01865 742816

Supports opportunities for children & young people to participate in mainstream play & leisure activities. Also have a Volunteering & Befriending Scheme.

www.communigate.co.uk/oxford

Sailability Tel: 0845 3450403

Adults & juniors with a visual impairment, learning difficulty or physical disability.

www.rya.org.uk/sailability

Soft Scramble Session Tel: 01235 812058

Roll, crawl and slide on a soft inflatable assault course, for adults with learning difficulties.

Special Olympics Oxfordshire Boccia Club Tel: 01865 252678 or 07768 237580

For juniors(8+) and adults with a learning disability (Special Olympics define this as having an IQ of 75 or less)

Email: ltappin@oxford.gov.uk

Spiceball Banbury Special Olympics Tel: 01295 257522

For adults with learning disabilities.

Summertown Stars VI Football Section Tel: 07867 646503

For blind/visually impaired/partially sighted juniors & adults. Email: jokalies@hotmail.co.uk

The Thomley Activity Centre Tel: 01844 338380

A recreational and educational facility for children & young adults with individual needs, with indoor & outdoor play & therapeutic resources. Menmarsh Road, Worminghall, Bucks. HP18 9JZ

www.thomleyhall.org

Wantage Disability Swimming Club Tel: 01235 868270

For people with disabilities or who are recovering from an operation.

Western Corner Project Tel: 01993 772973

For disabled children & young people in West Oxfordshire, who have a moderate or severe learning impairment. Week-end play & leisure activities for young people up to the age of 18.

West Oxfordshire Multi Sports Club Tel: 01993 861557

For adults with learning disabilities.

Email: leisureandtourism@westoxon.gov.uk

Wheel Chair Basketball Club Tel: 01865 225339 or 07887 650398

For people with physical disabilities & non-disabled family & friends.

Email: julia.hyde@oxfordshirepct.nhs.uk

Wheel Chair Tennis

Tel: 01235 540700

Tennis for people with physical disabilities.

Having your say

Bigvoiceoxfordshire (www.bigvoiceoxfordshire.com)

Tel: 01865 256681

A website about hearing the rights, views & voices of children & young people up to the age of 21 years.

Oxfordshire Family Voices (OFV)

Oxfordshire Family Voices is a forum for parents and carers of disabled children in Oxfordshire. OFV organises consultations with service providers, at the highest level, regarding issues that stem from parents and carers concerns to issues that service providers want feedback on.

www.oxfordshirefamilyvoices.org.uk

Parents Involvement Network (PIN)

Tel: 01865 256671

PIN aim to involve a wide number of parents & carers across the county, so that more views can be heard.

www.oxfordshirefamilyvoices.co.uk

Parents/Carers Sounding Board

Tel: 01865 854451

Brings together parents & carers with the Council Member for Children & Families, the Director & relevant officers from the Council, so that issues can be discussed & prioritised.

Transition Planning/14+

Transition Matters

Tel: 01295 811749

An excellent guide written and produced by Oxfordshire Family Support Network (OxFSN) called 'Transition Matters' is available to help with the transition to adulthood for families of young people with learning difficulties. Contact: Gail Hanrahan (Co-ordinator Transition Support Service) 01865 90326. Email: gail@oxfsn.co.uk, www.oxfsn.co.uk, Barbara Coles (Learning & Support – adults).

Email: Barbara@oxfsn.co.uk.

Transition Support Service

Gail Hanrahan Tel: 07726 347 395

Organise workshops & informal presentations which are open to any parent/family carer of a teenager between the ages of 13 and 19 years old giving information and guidance about the transition process. More information & to book a place contact Gail Hanrahan on 07726 347 395.

Other helpful websites: www.oxfordshire.gov.uk or www.supportforfamilies.org

Transition Information Network (TIN)

For parents, carers and people who work with and for disabled young people in transition to adulthood. TIN is an alliance of organisations and individuals who come together with a common aim to improve disabled young people's experience of transition into adulthood. www.transitioninfonetnetwork.org.uk

Connexions (www.connexions-direct.com) Tel: 080 800 13219

Connexions offers information and advice for young people to make decisions and choices in life regarding careers, relationships, housing, rights and travel. www.connexionsoxfordshire.com

Skill Tel: 0800 328 5050

Promotes opportunities for young people with any kind of impairment in post-16 education, training or employment. Information & advice. www.skill.org.uk

8 Practical help in the home

If you find in your caring role that you are having difficulty in managing personal care tasks like washing, dressing, getting up, putting to bed, toileting and laundry, you can ask for Social and Community Services to assess the situation and explain any help for which you may be eligible. Contact the **Access Team** on **0845 050 7666**.

The assessment process is explained further in section 2. Social & Community Services. If you are eligible for help, then this may be provided by Social & Community Services, or through a private care agency, or by giving you an Individual Budget for you to arrange your own care. Any help from Social & Community Services is subject to a Financial Assessment, & you may have to pay towards your care.

Independent Agencies

There are many local independent agencies which provide a range of personal non-nursing care at home during the day or at night on a part-time basis. These services must be arranged and paid for by the client.

Lists of agencies are available from your local Carers' Centre:

South & Vale Carers' Centre	Tel: 01235 510212
North & West Carers' Centre	Tel: 01295 264545
Oxford City Carers' Centre	Tel: 01865 205192

The Oxfordshire Care Services Directory also lists all local agencies. Copies are available by contacting the Access Team on 0845 050 7666. www.carechoices.co.uk

All care agencies must be registered with the Care Quality Commission, & you can find details of agencies & their Ratings for quality of service, on the Care Quality Commission's website www.cqc.org.uk

Personal & Practical Help

As well as the information below, there are several local help groups to be found on the website www.dailyinfo.co.uk

Anchor Staying Put (Small Repairs) Tel: 0845 140 2020.
This is a service for older or disabled people, providing help with small repair jobs such as curtain rails, grab rails, window locks, key safes, moving furniture. Anchor Staying Put is part of Anchor Trust, a registered charity, & there is an hourly charge for labour plus the cost of materials. www.stayingput.org.uk

Community Laundry Service Tel: 0845 050 7666
This is available in some areas for those coping with incontinence or for those who, due to infirmity, are unable to do their own washing. For further details contact the Social and Community Services **Access Team** on **0845 050 7666**.

Gardening & Decorating

Volunteer & Good Neighbour Schemes will give individual information and advice, & some may be able to provide a gardening or decorating service (see *Volunteer Schemes listed later in this section*)

Your local Rotary, Lions or Round Table Clubs may well be able to help with these kinds of jobs. Numbers are in the Phone Book or via OCVA. www.oxnet.org.uk

N.B. There is an enormous demand for help with gardening. The above groups will help if they can, but there is often a long wait.

Housework

Tel: 0845 050 7666

Assistance with housework is only provided by Social and Community Services in very exceptional circumstances, but for information about local agencies, you can contact the Access Team on 0845 050 7666, or contact your local Carers' Centre for more information.

LETS Schemes

www.letslinkuk.net

This is a voluntary scheme involving a small number of local people exchanging skills, services or goods without money changing hands, e.g. gardening services exchanged for cooking skills.

Banbury LETS Tel: 01295 276201

Bicester LETS Tel: 01869 241438

Oxford LETS Tel: 07762 356627

Wallingford LETS Tel: 01491 834519

Lifting

The District Nurses from your GP surgery or Health Centre may be able to give advice on moving and handling the person you care for. Carers of patients in hospital may be able to get advice from the ward or day hospital physiotherapist.

Red Cross

Has medical equipment depots in Oxfordshire, loaning wheelchairs, bathing and toileting aids and a range of other equipment. The main depot is at Red Cross House, Colwell Drive, Abingdon OX14 1AU & is open Mon–Fri. 1.30 pm–3.45pm Tel: 01235 552664. For the Community Response Unit (mobile service) tel: 01235 552660. There is also a depot at the Churchill Hospital. Open Monday to Friday, 9.30am to 11.30am.

Tel: 01865 225597

www.redcross.org.uk

Your local **Carers' Centre** will be able to inform you of any local 'moving and handling' courses that they are aware of.

Backcare

Helpline 0845 1302704

Charity for Healthier Backs.

www.backcare.org

Meals

Some private companies provide a frozen meals service:

Wiltshire Farm Foods

Tel: 01993 868810

Unit D1, New Yatt Business Centre, Witney OX29 6TQ. Email: witney@wiltshirefamood.co.uk

Dial-a-Shopper

Tel: 01296 662988

is available throughout Buckinghamshire and parts of the surrounding counties and also provides a meals and salads shopping service.

Oakhouse Foods

Tel: 0845 643 2009

Email: enquiries@oakhousefoods.co.uk

www.oakhousefoods.co.uk

Flowfood www.flowfood.co.uk

Tel: 0845 6063924

Pets

Some animal sanctuaries will take pets on a short-term basis when a person is admitted to hospital, but this service is dependent on available space and is at the discretion of the Sanctuary Manager. Telephone numbers of animal sanctuaries can be found in Yellow Pages.

Cinnamon Trust www.cinnamon.org.uk

Tel: 01736 757900

10 Market Square, Hayle, Cornwall TR27 4HE. This trust has fostering facilities countrywide and will take animals for fostering or walking, for the elderly and terminally ill, during hospital stays. They also have two sanctuaries that will accept pets when it is necessary.

PDSA

Tel: 0800 9172509

This is a national veterinary charity. In an emergency they may be able to help with treatment & fees if you are receiving certain means-tested benefits. www.pdsa.org.uk

Shopping

Social & Community Services may be able to offer a service for eligible people. However, most of the larger supermarkets offer home shopping – mainly using the internet for ordering.

Volunteer Schemes

There are many volunteer & Good Neighbour schemes in Oxfordshire who may be able to arrange help with odd jobs, 'sitting', driving, collecting prescriptions, shopping or visiting housebound people. Obviously the help they can offer depends on the volunteers available at the time, but it is well worth contacting your local scheme.

Details of local schemes are available from your local Carers' Centre, or from the Oxfordshire Volunteer Centre (*see below*).

Oxfordshire Volunteer Centre

Tel: 01865 251946

Floyds Row, St. Aldates, Oxford OX1 1SS. Monday – Friday 9.30 – 4.30.

Email: vol@ocva.org.uk

www.oxnet.org.uk

Volunteer Link-Up (West Oxfordshire)

Tel: 01993 776277

Email: westoxonvb@freeuk.com

Cherwell CVS & Volunteer Bureau

Tel: 01295 279515

Email: banburycvs@tiscali.co.uk

9 Equipment & Adaptations

There is a wealth of different equipment, gadgets and adaptations available, which can help with maintaining independence at home & making life easier. However, it is sometimes hard to know what will help you most, if you don't know what is available or where to get it.

Equipment and adaptations may be provided by Social & Community Services, for people who meet the eligibility criteria, which are explained in chapter 2. For people in Oxfordshire who have a defined long term need for help with normal everyday activities, there may be advice and equipment available to help them. Contact the Access Team on 0845 050 7666. You can also complete a Self-assessment, & you can view & order some equipment on-line on the Oxfordshire County Council website www.oxfordshire.gov.uk.

Requesting an assessment for equipment or adaptations

- You can contact the Access Team and ask to speak to an Occupational Therapist and/or the Hearing Impairment and Visual Impairment Teams.
- You can write to Social and Community Care, Oxfordshire C.C., P.O. Box 780, Oxford OX1 9GX, giving details of the problem and requesting an assessment. Please give as much information as possible, including your telephone number.
- If you are assessed by a Social and Community Services' Occupational Therapist as being in need of specialist equipment, this will usually be provided to you on loan, other items will need to be bought by you.

Guideposts Independent Living Centre has a showroom, with room lay-outs, demonstrating all sorts of equipment & gadgets, & they also have Occupational Therapists, whom you can consult by appointment. Guideposts is a charity & all information & advice is free. Information Line 01993 899985. www.guidepostsilc.org.uk. Independent Living Centre, Northfield Farm Lane, Witney OX28 1UD

The Disabled Living Foundation

Helpline on 0845 130 9177

Is a national charity, which offers free advice & information. They have a comprehensive website on www.dlf.org.uk, or you can call their Helpline on 0845 130 9177.

Ricability

Tel: 020 7427 2460.

Is a national research charity which provides information about a whole range of products & aids for daily living.

www.ricability.org.uk

Mobility Shops

Many towns now have mobility shops, & you may be able to find what you're looking for there. Be sure that items are on 'sale or return' and that they meet your needs before purchasing.

Anchor Staying Put

Tel: 0845 140 2020

Can help with small adaptations & installing equipment, e.g. grab-rails. Anchor Staying Put is a charity providing help with small repairs & home improvement. There is a charge for works carried out.

www.stayingput.org.uk

Disabled Facilities Grants

For larger adaptations to your home, you may be eligible for a Disabled Facilities Grant, which may require a referral from an Occupational Therapist to your local District Council. Disabled Facilities Grants are subject to a financial assessment, and you may be asked to contribute part or all of the cost. Please remember that you cannot apply after adaptation work has started; you must wait for an Occupational Therapist assessment and the result of your grant application.

More details of these grants can be obtained through your District Council:

Cherwell District Council (www.cherwell.gov.uk) Tel: 01295 221655

West Oxfordshire District Council (www.westoxon.gov.uk) Tel: 01993 861000

Oxford City Council (www.oxford.gov.uk) Tel: 01865 252864

South Oxfordshire District Council (www.southoxfordshire.gov.uk) Tel: 01491 823213

Vale of White Horse District Council (www.whitehorsedc.gov.uk) Tel: 01235 520202.

Personal Alarms & Sensors

Telecare/Telemedicine: a large range of different sensors is available. Sensors can detect if someone falls, if a door is opened, if someone has taken their medicine, & if someone's health deteriorates. Sensors are linked up to a 24-hour response centre.

These can be purchased privately, contact

Telecare Services Association www.telecare.org.uk Tel: 01625 520320

Available from Social & Community Services for eligible people. Tel: Access Team on 0845 050 7666.

Age Concern Aid Call Tel: 0800 77 22 66

This service is available throughout the United Kingdom. The alarm button can be worn as a pendant, clip or wrist strap and is waterproof. For more local information contact: Age Concern Oxfordshire Tel: 01235 849400. E-mail: helpline@ageconcernoxon.org.uk.

Community Alarm Telephone Services (CATS) Tel: 01865 858825

Provide a telephone-based alarm system for people living in Oxfordshire in privately owned or privately rented accommodation. For more information contact: Community Alarm Telephone Services, P.O. Box 309, Wallingford OX10 1DJ. www.catsalam.co.uk

Senior Link Tel: 0845 603 4576

Is an alarm system from Help the Aged. For more information contact us.

www.helptheaged.org.uk

Housing Associations

Several of the Oxfordshire Housing Associations provide alarm services for private residents, as well as their own residents:

Charter Community Housing Provide services in North Oxfordshire. www.cchousing.co.uk	Tel: 0845 009 2500
Cottsway Housing Provide services in West Oxfordshire. www.cottsway.co.uk	Tel: 0800 8766 366
Oxford Control Centre Provides services in Oxford City area. www.oxford.gov.uk	Tel: 01865 760733
SOHA Housing Provides alarm for private clients as well as tenants. For more information contact: Lifeline Alarm Team.	Tel: 01235 515900 www.soha.co.uk
Vale Housing Association Provides a range of alarm services, with & without a support service, also keysafes.	Tel: 01235 536001 www.sovereign.org.uk/vale

Demonstration Centres

Guideposts Independent Living Centre has a showroom, with room lay-outs, demonstrating all sorts of equipment & gadgets, & they also have Occupational Therapists, whom you can consult by appointment. Guideposts is a charity & all information & advice is free. Information Line 01993 899985. www.guidepostsilc.org.uk. Independent Living Centre, Northfield Farm Lane, Witney OX28 1UD

Disabled Living Foundation (DLF). www.dlf.org.uk. The aim of the DLF is to make everyday life easier for disabled people, older people and carers, by giving expert & impartial advice about equipment for daily living. They can offer advice through the following services:

- DLF Helpline – Tel: 0845 130 9177, open Mon–Fri, 10.00am–4.00pm
- Letter enquiry service – The DLF will be happy to answer your enquiry by letter should you prefer this option. DLF, 380–384 Harrow Road, London W9 2HU.
- Equipment Centre – The Centre, at the London address above, displays a wide range of useful equipment and gadgets for older people and people with disabilities. It is staffed by advisers who will demonstrate items and discuss practical problems with visitors.
- Publications – The DLF publishes a wide range of books, factsheets and advice notes related to choosing and using equipment. Also you can visit their website: www.dlf.org.uk

I.L.E. (*Independent Living Exhibition*)

Tel: 01296 398616

This Centre in Aylesbury is open on Mon, Wed and Fri. 10.00am–4.00pm and has a permanent display of armchairs, bath equipment, a kitchen and kitchen utensils, hoists, stairlift, through floor lift, wheelchairs and much more. An Occupational Therapist is available to give advice. For more information contact: I.L.E. Brookside, Station Way, Aylesbury, Buckinghamshire, HP20 2SL. If you wish to visit please telephone for an appointment.

Independent Living Centre Swindon (formerly Options Plus)

Tel: 01793 643966

Has a permanent display of aids and equipment and information on facilities and services for disabled people and their Carers. No sales or loans. Assessment and viewing by appointment only, Tuesday – Friday, 9.30am – 4.00pm. Independent Living Centre, Stratton Road, Swindon, Wiltshire, SN1 2PN. A charge is made for people not living in Wiltshire.

www.ilc-swindon.com

Equipment for People with SIGHT Problems

Oxford Eye Hospital (*Ophthalmology*)

Tel: 01865 234163

Based at the John Radcliffe Hospital West Wing can supply low vision aids (e.g. high-powered magnifiers for close work) after the patient has seen an ophthalmologist. Equipment can also be bought privately, but tends to be expensive.

www.oxfordradcliffe.nhs.uk

The Royal National Institute for the Blind (*RNIB*)

Tel: 08457 669999

Sells over 600 products to help with everyday life. They are described in a free catalogue, published in large print, tape, braille and on disk, which can also be ordered online at www.rnib.org.uk. The Customer Services Team can provide information on all kinds of products and publications for people with impaired sight.

www.rnib.org.uk

Sensory Impairment Team

Tel: 01865 894935.

Provides advice & information about coping with very poor sight & they can be contacted at Social & Community Services.

Email: visual.impairment@oxfordshire.gov.uk.

www.oxfordshire.gov.uk

Oxfordshire Association for the Blind (*OAB*)

Tel: 01865 725595

Has a sight-advisory & resource centre at Bradbury Lodge, Gordon Woodward Way, Abingdon Road, Oxford OX1 4XL. They have a demonstration area with all sorts of equipment & aids, a technology suite, a Braille transcription service, they publish a regular newsletter, & they also have a welfare officer to give advice.

www.oxeyes.org.uk

Equipment for People with HEARING Problems

If you are concerned about hearing difficulties, you should first discuss this with your G.P., who can then refer you on to a hearing specialist for advice.

Sensory Impairment Team

Tel: 01865 894925

Can provide advice & information & they can be contacted at Social & Community Services. Textphone (minicom) 01865 894784.

Email: hearingimpairment@oxfordshire.gov.uk

www.oxfordshire.gov.uk

Oxford Deaf & Hard of Hearing Centre

Tel: 01865 243447

Littlegate Street, Oxford OX1 1RL. Provides a range of information & services for people who are deaf or hard of hearing.

www.deafdirect.org.uk

Telephones, TVs & Radios

BT

Tel: 0800 800 150

Have an Age & Disability Team who can advise about special phones & other products.

Information is available under Inclusive Communications on their website www.bt.com, & they also produce written guides.

Social and Community Services

Tel: 0845 050 7666.

May be able to provide financial assistance to chronically sick or disabled people for the installation of a telephone (though not rental charges) when the person needs ready access to a telephone to contact a doctor in an emergency, and without which their life may be deemed to be critically at risk. Contact the **Access Team on 0845 050 7666**.

Black & white televisions and radios may also be provided by Social and Community Services for chronically sick or disabled people who are housebound, frequently alone or confined to one room apart from the rest of the family. Apply through Social & Community Services **Access Team** on **0845 050 7666**.

People with specific conditions may be able to get help from particular charities if Social and Community Services are unable to help. Ask your local Carers' Centre for more information about charities.

Wheelchairs

Short-term loan/hire

Short-term loan wheelchairs may be available through your District Nurse, if you are in regular contact with your G.P. Practice.

The British Red Cross Society Medical Loan Service Tel: 01235 552664

Provides short-term loans of equipment in an emergency, for holiday use, and whilst you are waiting to be assessed by Social and Community Services or NHS Oxfordshire, the Primary Care Trust. There are 17 depots/outlets throughout the county, & the following items are available for loan or sale: wheelchairs, commodes, backrests, bed cradles, bath seats, high-chairs, bedpans, urinals, crutches, walking frames, sheepskins, raised toilet seats, etc. For further details contact: Tel: 01235 552664. Monday – Friday, 1.30pm – 3.45pm www.redcross.org.uk

Oxfordshire Wheelchair Service

Tel: 01865 227273

Provides specialist and long-term wheelchairs. They are based at the Nuffield Orthopaedic Centre in Oxford. You need to be referred to this service by your G.P. or Occupational Therapist.

N.B. Scooters and outdoor pavement vehicles are not available via Social and Community Services, but advice on private purchase can be requested from the Access Team on 0845 050 7666.

Walks with Wheelchairs

Is a U.K. website dedicated to providing free information about routes that are suitable for wheelchair users. www.walkswithwheelchairs.com

Other Equipment Providers

Medequip

Tel: 01235 861877

They supply equipment to enable independence, such as mobility equipment, grab-rails and bathing equipment. Equipment is available for sale or hire. There is a small showroom & appointments can be made. www.medequipuk.com

Remap

Tel: 0845 1300456

Is a national organisation, with a local panel for Oxfordshire, whereby volunteers make or modify equipment for disabled people. The only stipulation is that the equipment is not already available commercially. Remap, D9, Chaucer Business Park, Kemsing, Sevenoaks, Kent, TN15 6YU. Local contact: Ms P Lee, Tel: 01865 810403 or Mrs. C. Hunt 01865 743480 (Office). www.remap.org.uk

Sequal Trust

Tel: 01691 624222

Is a national charity, which raises funds to provide communication aids (e.g. computers) for disabled children and adults on a permanent free loan basis. They will visit to give advice and information in the Oxfordshire area. No medical referral is necessary. Contact: The Sequal Trust, 3 Ploughmans Corner, Wharf Road, Ellesmere, Shropshire SY12 0EJ. www.thesequaltrust.org.uk

Disability Equipment Register

Tel: 01454 318818

Is a database of specialist equipment, which is either for sale or is wanted.

www.disabilityequipment.org.uk

RNID SHOP

Tel: 0808 808 0123

Provides products including listening devices, phones, amplifiers, hearing loops, textphones. Textphone 0808 808 900.

www.rnid.org.uk

Publications

Arthritis Care

Tel: 0808 800 4050.05.

Gives advice on aids & equipment for people suffering from arthritis. www.arthritiscare.org.uk

The Disabled Living Foundation

Tel: 0845 1309177

Produces a publications list which includes a wide range of books, factsheets and advice notes. Factsheets available include: 'Making a Difference' (*a free 32 page guide to equipment and services*). E-mail: helpline@dlf.org.uk.

www.dlf.org.uk

Age UK for free advice & information www.ageuk.org.uk Tel: 0800 169 2939.

10 Transport

Transport can be a problem for a Carer, because of the expense or because of the disability of the person for whom they are caring, or simply because there is a lack of accessible transport. However, there is quite a lot of help available for older people and disabled people.

Practical Help

Parking/Blue Badge Scheme

Tel: 0845 050 7666

The Scheme provides a Europe-wide arrangement of parking concessions for people with severe walking difficulties, (travelling either as drivers or passengers) registered blind people and people with very severe upper limb disabilities. The scheme allows badge holders to park closer to their destination and, in some areas, free parking. For a copy of the 'Blue Badge Scheme' leaflet and application form contact Social & Community Services Access Team: 0845 050 7666 or your Carers' Centre. www.oxfordshire.gov.uk

The National Key Scheme (NKS)

Tel: 020 7250 3222

Unfortunately most disabled toilets need to be locked to discourage vandalism and misuse. To enter, a RADAR key is needed. Keys can be used nationally and may be obtained from your local Council offices or by contacting RADAR. www.radar.org.uk

RADAR

Also publishes a guide which lists over 8000 toilets fitted with the NKS lock throughout the United Kingdom.

Local Shopmobility Schemes

Shopmobility

A service that provides powered and unpowered wheelchairs and scooters for people, who have either permanent or temporary limited disability.

Oxford Shopmobility Scheme (Email: rbrooks@oxford.gov.uk) Tel: 01865 248737

Level 1 Westgate car park, Oxford. Open Mon – Fri 9.00am – 4.30pm Sat. 09.30 – 4.00 pm.

Shopmobility in Banbury

Tel: 01295 252722

Langdale Gate, Witney OX28 6DS. Mon – Sat. 9am – 4.30pm

Shopmobility in Bicester

Tel: 01869 320132

The Shopmobility unit is behind the Age Concern Pop-in Centre, in the Crown Walk car park, off Manorsfield Road, Bicester. Email: bic.shopmobility@tiscali.co.uk

Shopmobility in Witney

Tel: 01993 864787

Langdale Gate, Witney, OX28 6DS. Mon, Wed. & Thurs 9.30am–4.00pm

Shopmobility at Swindon

Tel/Fax: 01793 512621

Wyvern car park, Islington Street. Mon – Sat. 09.00 – 4.15pm.

Shopmobility at Newbury

Tel: 01635 523854

1 Bolton Place, Newbury.

There is a **Shopmobility Directory** of all the schemes in the United Kingdom. For a copy enquire at your local Shopmobility scheme or at www.shopmobilityuk.org

Community Transport

Local Community Transport/Voluntary Car Schemes

Tel: 01865 883488

Many towns and villages in Oxfordshire operate voluntary car/mini-bus schemes, which can help you to get to the doctor's surgery or chemist, or to the shops. A full list is obtainable from Oxfordshire Rural Community Council (ORCC), Jericho Farm, Worton, Witney OX29 4SZ. www.oxonrcc.org.uk

Dial-A-Ride

Door-to-door service for people who cannot access ordinary public transport due to infirmity, living in the Cherwell district. Concessionary bus passes are not accepted. The minimum fare is £1.50 (as at 2010). Cannot be used for hospital or day centre visits.

Banbury (Mon-Fri. 09.00 – 12.00)

Tel: 01295 263777

Bicester (Mon-Fri. 09.00 – 4.30)

Tel: 01869 320132

Kidlington (Mon-Fri. 09.00 – 4.30)

Tel: 01865 374442

Octabus Dial-a-Ride

Tel: Walters Limousines 01865 876176

Similar service as above but for people living in the Oxford City, Vale of White Horse and West Oxfordshire districts. Concessionary bus pass holders travel free.

Public Transport

Concessionary Fares Scheme

Enquiry Helpdesk on 0300 330 3000

Since 1st April 2008, free bus travel has been subject to a national free bus travel scheme. The scheme applies to disabled people & to older people aged 60 or over (dependent on age eligibility changes). For more information, contact the Department of Transport Enquiry Helpdesk on 0300 330 3000.

Email: concessionaryfares@dft.gsi.gov.uk

www.dft.gsi.gov.uk

Rail Travel

The booklet '**Rail Travel Made Easy**' gives information about planning your journey, concessionary fares, the Disabled Persons Railcard and much more. The leaflet is also available in Easy Read & Large Print versions, & on-line. Included in the booklet is an application form for a Disabled Persons Railcard. A Railcard entitles the holder to discounts of up to a third on a range of tickets. If an adult is accompanying the Railcard holder, they too can travel at the reduced fare. A copy is obtainable from your local rail station. www.disabledpersons-railcard.co.uk

Routesixty www.nationalexpress.com

Tel: 08705 808 080

Half-price fares on most National Express Services for people age 60 & over.

Senior Railcard

Tel: 08457 484950

Gives up to a third off most rail travel. To apply you need to be over 60 or have a disability. The 'Senior Railcard' leaflet will give you more information and is available from your local rail station or you can contact by telephone or website.

www.railcard.co.uk

www.nationalrail.co.uk

Taxis and private hire cars

Can be booked in advance to give you a door-to-door service. Many taxis and hire cars are large saloon or estate cars, and most of these are not wheelchair accessible, but if you can transfer from your wheelchair, most can take a wheelchair in the boot. It is best to order a taxi 24 hours in advance to ensure that a suitable taxi is available.

The following companies have taxis that are wheelchair accessible:

ABC Taxis

Tel: 01865 775577 or 01865 770077

Pryors Taxis (Didcot)

Tel: 01235 812345

City Taxis

Tel: 01865 794000

Webbs of Wantage

Tel: 0788 164 7777

Financial Assistance

Free Passport

Passport Advice line: 0870 521 0410

UK nationals born on or before 2nd September 1929 can get a free 10 year passport from Identity and Passport Office. www.ips.gov.uk

Mobility Component of Disability Living Allowance (DLA)

The mobility component is for people aged 3 or over. It is payable at two rates:

- The Higher Rate is payable for people who are unable or virtually unable to walk.
- The Lower Rate is for people who cannot walk outside on unfamiliar routes without someone to guide or supervise them.

People who qualify for the higher rate qualify for:

- The Blue Badge; either as a driver or passenger
- Exemption from Road Tax; details are issued when the allowance is awarded.

Motability

Tel: 0845 4564 566

This scheme allows the use of the Higher Rate Mobility Component of Disability Living Allowance or War Pensioners' Mobility Supplement to lease or buy a car, or buy a powered wheelchair or scooter. City Gate House, 22 Southwark Bridge Road, London SE1 9HB.

www.motability.co.uk

Road Tax Exemption

If you receive the Higher Rate Mobility Component of DLA or War Pensioners' Mobility Supplement you may be entitled to exemption from Road Tax. The exemption can only be claimed if the vehicle is used 'solely by' or 'only for' the purpose of the disabled person concerned.

For the higher rate mobility component, form DLA 403 will need to be filled in from the Disability Living Allowance Unit and you will be sent a client certificate DCA 404. If you receive war pensioners mobility supplement you should complete form WPA67 form 'Veterans-UK' and they will supply an exemption certificate.

As from 13th October 1993 people in receipt of Attendance Allowance or the DLA (Care Component) are no longer eligible for exemption. However those with an exemption certificate on that date are protected. **www.direct.gov.uk – Vehicle tax for disabled people.**

Disability Living Allowance

Enquiry Line on 0800 88 22 00

Contact the Benefit Enquiry Line on 0800 88 22 00. www.dwp.gov.uk or www.direct.gov.uk

Service Personnel & Veterans Agency

Tel: 0800 169 2277

Norcross, Thorton-Cleveleys, Lancs, FY5 3GZ.

Help with hospital fares

Tel: 0800 88 22 00

Help to visit a relative who is ill may be possible for people who have been on some means-tested benefits for at least 26 weeks. Those who have been claiming job-seekers allowance, pension credit or income related ESA for at least 26 weeks may be eligible for a budgeting loan. Applications can be made on form SF500 available at **www.dwp.gov.uk**

The Leaflet 'Are you Entitled to Help with Health Costs?' (HC11) gives information about help with hospital fares, who is entitled to claim and how to claim. Copies of the leaflet are available from hospitals, GP surgeries, pharmacies, your local Carers Centre or the Benefit Enquiry Line: Tel: 0800 88 22 00.

Help with fares to visit a close relative who is ill

Those receiving Income Support may get help from the Social Fund through a Community Care Grant. For more information see leaflet SFL2 'How the Social Fund Can Help You'. Contact your local 'Job Centre Plus' or website: www.direct.gov.uk

General Information

Automobile Association (A.A.) www.theaa.com

Tel: 0800 262050

The Automobile Association has a 'Disability Helpline' for its members and people with motability cover that provides information on a range of mobility-related queries.

Dialability

Tel: 08456 251251

Has information about holidays and transport and holds leaflets for places of interest in Oxfordshire and surrounding areas. www.dialability.org.uk

Forum of Mobility Centres

Freephone 0800 559 3636

A network of 17 independent organisations across the UK who offer professional, high quality information, advice and assessment to individuals who have a medical condition or are recovering from an accident or injury which may affect their ability to drive, access or egress a motor vehicle. For general support/advice contact

Freephone 0800 559 3636.

www.mobility-centres.org.uk

RAC Response

Tel: 0800 029029

Is a service available to 'Blue Badge' holders. www.rac.co.uk/breakdowncover//blue-badge

Red Cross Transport Scheme

Tel: 01235 552 67

A car service for transport to hospitals or day centres and a disabled persons' vehicle for groups. Available to people who are unable to use public transport.

www.redcross.org.uk/localservice

Mobilise

National Headquarters, Ashwellthorpe, Norwich, NR16 1EX. UK. The charity that keeps people mobile. Campaigns at local and national level on behalf of disabled motorists, wheelchair and scooter users, carers and families. Advisors help with issues such as Blue Badge Scheme, parking problems, returning to driving after becoming disabled, car adaptations and choosing mobility aids. Information line open 9-5pm

Mon – Fri: 01508 489 449.

www.mobilise.info

Tripscope

Tel: 08457 58 56 41

Is a nationwide travel and transport information service for people with mobility problems. It offers assistance with any aspect of travel, whether planning journeys involving private motoring or public transport.

www.tripscope.org.uk

Publications

There are guides to transport for disabled people, produced by the **Department for Transport**. Copies can be obtained from: Dept. Transport, Great Minster House, 76 Marsham Street, London, SW1P 4DR. **Enquiry Helpdesk: 0300 330 3000**

www.dft.gov.uk

Community Transport in Oxfordshire

Tel: 01865 883488

This Guide is produced by the Oxfordshire Rural Community Council.

www.oxonrcc.org.uk

'Driving after a stroke' available from the Stroke Association Tel: 0845 3033100

www.stroke.org.uk

|| A break in the daytime

Having a few hours to yourself occasionally can make an enormous difference if you are caring for another person. You may choose to spend the time doing jobs which have piled up, go out and see friends and family, pursue an outside interest, or simply put your feet up in order to 'recharge your batteries'. Many Carers find it difficult to 'let go' at first, even for a short period of time, and some feel guilty that they want a break. However, it is very important that Carers do get some time to themselves; and many people find that the person they are caring for also gains from the stimulation of being in different company for a while.

Breaks & Sitting Services

In practical terms, you can either arrange to have someone 'sitting' with the person in the home, or you can arrange for them to go out to a day centre, day hospital, club or other activity.

The Oxfordshire Carers' Centres offer a range of breaks & services, which include:

- A Volunteer Befriending Scheme, which matches up a volunteer to sit with the person you care for, to give you a regular short break
- Trips and outings organised by the Centres
- An agency Carer to your home to give you a short break free of charge
- A grant to purchase a small item to help in your caring role
- Parent Carers can have a holiday play scheme paid for, although they have to find the play scheme themselves
- Young Carers can have an interest or hobby funded to enable them to enjoy something away from the home, or they can join in the monthly trips organised by the Centre and only have to contribute a small amount

To find out more, please contact your local Carers' Centre:

South & Vale Carers' Centre Tel: 01235 510212

North & West Carers' Centre Tel: 01295 264545

Oxford City Carers' Centre Tel: 01865 205192.

The Relief to Carers Service

Is provided by Social & Community Services, & is for Carers of an adult or child with a severe illness or disability, who would be at risk if left on their own for more than a short period of time. Trained care assistants are provided to relieve the Carer of their caring responsibilities for a while. Contact the **Access Team on 0845 050 7666** for more information.

Rethink

Tel: 01865 455877

Offers a range of services to carers of people with severe mental illness, including 'Time Out' (short breaks for carers).

www.rethink.org

Headway

Tel: 01865 736319

Offers a range of services, including short breaks, to carers of people with Acquired Brain Injury.

www.headway.org.uk

Leonard Cheshire Foundation

National helpline: 020 3242 0307

Offers a range of services, including short breaks, for carers of people with physical disabilities.

www.lcdisability.org

Oxfordshire Crossroads

Tel: 01865 260280

Offers a range of services to carers, including short breaks. Contact Oxfordshire Crossroads, 3 Hurst St, Cowley.

www.oxfordshirecrossroads.org.uk

Alzheimer's Society Oxfordshire

Tel: 01865 876508

If a member of the Alzheimer's Disease Society has been assessed by Social and Community Services, but care has not yet commenced, the Alzheimer's Society Oxfordshire may be able to provide financial help to purchase some care from Crossroads.

Many of the **Independent agencies**, listed in the Oxfordshire Care Services Directory, can provide a sitting service to give the carer a break. Contact the **Access Team for more information on 0845 050 7666**.

Day Hospitals

Day Hospitals are part of the NHS hospital service and referrals are usually made through the G.P. or Community Nursing Service. Their aim is to provide rehabilitation and treatment to enable people to be cared for at home. Carers have the opportunity to build up a useful and supportive relationship with members of staff.

The person's need for day care will be assessed and reviewed on a regular basis. There is no charge for day hospital treatment. Transport can be provided at a charge and lunch is provided free of charge.

Some local **Community Hospitals** provide day-hospital treatment. You will need to be referred for assessment by your G.P.

Abingdon Day Hospital (Marcham Road, Abingdon)

Tel: 01235 205700.

Faringdon Day Hospital (Cedar Road, Faringdon)

Tel: 01367 242150.

Thame Day Hospital (East St, Thame, OX9 3JT)

Tel: 01844 216055.

Wallingford Hospital (Reading Road, Wallingford OX10 9DU)

Tel: 01491 208500.

Witney Community Hospital (Welch Way, Witney OX28 7JJ)

Tel: 01993 209400

Hospital day care for people with mental health problems

Is available via Oxfordshire & Buckinghamshire Mental Health NHS Trust
(www.obmh.nhs.uk) at:

Abingdon Mental Health Centre Tel: 01235 205404

Abingdon Community Hospital, Marcham Road, Abingdon OX14 1AG

Crisis Day Centre Tel: 01295 819014

The Elms Centre, Oxford Road, Banbury OX16 9AL

Older People's Day Services Tel: 01295 819001

The Fiennes Centre, Hightown Road, Banbury OX16 9BF

Older Adults Oxford City Day Service Tel: 01865 455800

Manzil Day Hospital, Manzil Way, Cowley, Oxford OX4 1XE

Wykeham Park Tel: 01844 260729

Thame Community Hospital, East St., Thame OX9 3JT

To attend a Day Hospital for older people with mental health problems, it is usually necessary to be referred by one of the following professionals: G.P, Psycho-geriatrician, Community Psychiatric Nurse (CPN), District Nurse or Care Manager. They will also have specialist knowledge of other day hospitals and mental health day services within Oxfordshire that are not mentioned above.

Day Services

Day Services for older people are provided at all the local residential homes for older people run by the **Order of St Johns Trust**. To find out where these are Tel: 01865 202356. www.osjct.co.uk. There is a small charge for attendance, lunch and transport.

Some other residential care homes do provide day services. Contact the Social & Community Services **Access Team** for more information. **Tel: 0845 050 7666**

Additionally there are Day Services provided by Social & Community Services, at:

Abingdon Resource & Wellbeing Centre, Abingdon Tel: 01235 521094

Banbury Day Centre, Banbury Tel: 01295 263366.

Bicester Resource Centre, Bicester Tel: 01869 242808.

Didcot Day Centre, Didcot Tel: 01235 518444.

Shotover Resource Centre, Oxford Tel: 01865 787315

Wallingford Day Centre, Wallingford Tel: 01491 836467.

Wantage Day Centre, Wantage Tel: 01235 765934.

Willows Day Centre, Oxford Tel: 01865 787315

(upstairs at Shotover Resource Centre, for people with dementia)

These Centres are open five days a week, Monday to Friday. They provide a wide range of activities, helping people to stay healthy & stimulated, as well as giving carers a break. People usually stay all day. Lunch and transport may be provided. There is a small charge for attendance, lunch & transport. Some services are subject to an assessment of needs & eligibility. Applications should be made via Social and Community Services Tel: 0845 050 7666.

Other Day Services

Most towns & villages offer a wide range of day activities, day centres, clubs & leisure activities, run by different voluntary & private organisations. As there are too many to list all of them here, for detailed information about services in your local area, contact your local Carers' Centre:

South & Vale Carers' Centre	Tel: 01235 510212
North & West Carers' Centre	Tel: 01295 264545
Oxford City Carers' Centre	Tel: 01865 205192

Most of the private and voluntary day centres make a modest charge to cover the costs of hiring the premises and for meals and transport. You should check the costs when you make enquiries.

Activities for People with Disabilities

The Oxfordshire Disability Sports Club Directory

Gives a wealth of information about clubs & activities in Oxfordshire for disabled people.

Tel: 01865 252676.

www.oxfordshiresport.org

Open Access

In association with Leonard Cheshire Disability (www.lcdisability.org), is a drop-in group for physically disabled people of all ages, their carers and supporters. It meets on the 1st, 2nd & 4th Wednesday of each month, 10.00am – 1.00pm at the Red Cross Hall, Wantage. Social activities, speakers, refreshments and day trips.

The Newman Holiday Trust offers

Holidays for children with special needs, aged 5 – 16.

Tel: 01212 885099

www.newmantrust.org

PHAB

Aim to encourage people with and without physical disability to come together and share in membership and activities. Clubs are run by the members for the members.

For information about local PHAB groups.

Tel: 0208 667 9443

www.phabengland.org.uk

Riding for the Disabled

There are 10 groups in Oxfordshire. For more information about local groups.

Tel: 0845 241 6322

www.rda.org.uk

OXSRAD

Offers accessible & integrated sports, leisure activities and recreation. Court Farm Place, Marsh Lane, Marston, Oxford OX3 0NQ.

Tel: 01865 741336

www.oxsrad.org

Sailing for disabled people is offered by The Disabled Sailing Association

www.disabledsailingassociation.org.uk

Tel: 01803 408886

Disabled Sailing

Tel: 01329 317279

www.disabledsailing.org

Most local Leisure Centres & Swimming Pools have facilities & sometimes special activities for disabled people. Contact your local District Council for more information about accessible sports & leisure activities.

Leisure Activities at Home

Ryder-Cheshire Volunteers Leisure Activities Project

Tel: 01926 485446

Aim to link people with a volunteer who is willing to spend an hour or two each week sharing an interest that they have in common. This is for people with a physical disability from 17 years to 70 years. For information on this service, contact: Head Office on 01926 485446.

www.rcv.org.uk

Winslow Press

Tel: 0845 2302777

Telford Road, Bicester OX6 0TS produces a free catalogue containing games, activities etc. It is designed for use in day centres and hospitals but individuals may find it useful.

www.winslow-cat.com

Royal National Institute for the Blind (RNIB)

Tel: 0845 7023153

Has a catalogue containing over 600 products, including games and equipment, available from: RNIB Customer Services, Tel: 0845 7023153.

www.rnib.org.uk

Adult Education

Oxfordshire Adult Learning

Tel: 01865 456738

offers a range of day & evening learning opportunities across Oxfordshire. Courses are also available for people with learning disabilities. Tel: 01865 779584

www.oxfordshire.gov.uk

New Start

Is an adult education and careers guidance service that can help if you are thinking of returning to work, wanting a change of direction or wishing to re-train. Find out more on www.oxfordshire.gov.uk, or contact your local New Start Advisor:

North Oxfordshire

Tel: 01295 265160

Oxford City

Tel: 01865 798081

South Oxfordshire & Vale of White Horse

Tel: 01235 534086

Taylor House (Leonard Cheshire Services for Disabled Students) Tel: 01865 766322
16 Osler Road, Headington, Oxford OX3 9BJ. Provides a range of services to support
disabled students attending any of Oxford's H.E. or F.E. institutions.

www.taylorhouse.u-net.com

To search for **University & College Courses** across the U.K., you can request the
UCAS Book through your local Library or on www.ucas.com. It also provides
information about fees, bursaries, financial support, & information for disabled students.

Library Services

Oxfordshire Library Service

Offers extra services for disabled people & people who are housebound. Disabled people
can take out up to 20 books & 20 audio books, & people who are housebound can take
out up to 30 books & 30 audio books. Longer loan periods are also offered for DVDs
& CDs. See www.oxfordshire.gov.uk for more information & for on-line renewals.
Local Libraries are listed in the local Phone Book under Oxfordshire County Council.

Mobile Library Service

Many villages are visited by the Mobile Library Service. Contact your local Library
for details, or visit www.oxfordshire.gov.uk. Mobile libraries usually offer large print
books and audio, as well as a selection of ordinary books. DVDs & CDs may be
available from some mobile libraries.

Longer Breaks

If you have been caring for someone for a while, it is likely that you will occasionally need
a longer break than just for a few hours. Your own circumstances will dictate whether it is
more appropriate for someone to come into the home to look after the person you are
caring for; or whether they should go to a residential or nursing home for what is known
as 'short break' or 'respite'. Alternatively, you and the person you are caring for may wish
to go on holiday together.

Independent care agencies may be able to help provide care at home. Most agencies are
flexible and will provide a carer to sleep-in if required. The charges vary and you should
check these with the agency; also check if mileage charges or V.A.T. will be added on. Ask
for a home visit to discuss your requirements and to find out more information on what
the care the agency can provide.

Information about local Residential & Nursing Homes, & home care agencies, is included
in the Care in Oxfordshire Guide www.careinoxfordshire.co.uk, or via the **Access
Team** on **0845 050 7666**.

Information & quality ratings & reports are also available from the **Care Quality
Commission**. www.cqc.org.uk. Tel: 03000 616161.

Relief Care in a Family Home

Adult Family Placement Scheme

This scheme offers short stays for older or disabled adults in the homes of approved caring families (*adult placement providers*). It enables a Carer to have a complete break from looking after a dependent relative and at the same time offers a stay in a 'home from home' atmosphere.

All caring families in the scheme are carefully selected and full support is given to them.

A charge is made for a stay under the scheme. Financial help with the cost may be available from Social and Community Services, according to the usual Assessment & Financial Assessment procedures for Social & Community Services (*see chapter 2*).

Contact Social & Community Services **Adult Placement Team** on **01235 469544**.

Email: scsadultplacementteam@oxfordshire.gov.uk

Holidays

There are many companies now offering specialist holidays for older people & for disabled people of all ages. You can contact your local Carers' Centre for more information:

South & Vale Carers' Centre	Tel: 01235 510212
North & West Carers' Centre	Tel: 01295 264545
Oxford City Carers' Centre	Tel: 01865 205192

Holidays for children & young people with special needs are listed online on

www.special-needs-kids.co.uk

BREAK

Tel: 01263 822161

Can offer holidays for elderly people (including those with dementia and incontinence problems) and people with learning disabilities. Contact: BREAK, 1 Montague Road, Sheringham, Norfolk NR26 8WN. Various holiday centres in Norfolk.

Grooms Holidays www.groomsholidays.org.uk

Tel: 0845 584478

A leading provider of a wide range of services for people with disabilities.

Livability Holidays www.livabilityholidays.org.uk

Tel: 0207 452 2000

Produces a brochure of self catering & hotel holidays suitable for people with physical disabilities. For a brochure contact: Livability Holidays, 50 Scrutton Street, London EC2A 4XQ.

Vitalise (*formerly Winged Fellowship*)

Tel: 0800 915 4666

Short breaks & holidays for disabled people & carers, at their own fully accessible centres & at other locations. They also work in conjunction with Action for Blind People to offer holidays at their Vision Hotels. Contact Vitalise for more information:

For breaks at Vitalise Centres	Tel: 0845 345 1970
For breaks for visually impaired people	Tel: 0845 330 0149
For adventure activity breaks	Tel: 01208 872148

Tourism for All

Tel: 0845 1249971

A national charity dedicated to accessible tourism. They have a wealth of information about accessible holidays & short breaks, & other services. They can be contacted c/o Vitalise Tel: 0845 1249971. www.tourismforall.org.uk

Holiday Care

Tel: 0845 1249971

Holiday and travel information for disabled people, one-parent families, Carers and those on a low income. They produce information sheets on regional information, overseas destinations, activity holidays, financial help and much more. For more information contact: Holiday Care Service, Second Floor, Imperial Buildings, Victoria Road, Horley, Surrey RH6 7PZ.

RADAR (*Royal Association for Disability Rights*)

Tel: 0207 250 3222

Publishes a guide to over 1500 accessible holidays & places to stay in U.K. & Ireland. For a copy of "Where to Stay" contact RADAR Tel: 0207 250 3222. www.radar.org.uk

Macmillan Cancer Support

Tel: 0808 808 00 00

May be able to help with grants for people with cancer and their families in financial need, which may include grants for convalescent breaks. Contact Macmillan about financial issues on 0808 808 00 00. www.macmillan.org.uk

Direct Gov

www.direct.gov.uk

A Government website that provides a wealth of information about all sorts of public services. They have information about accessible holidays for disabled people & contact details.

Financial Considerations

How breaks can affect Benefits

Enquiry Line Tel: 0800 88 22 00.

It is important to remember that Benefits from the Department of Work & Pensions (DWP) may be affected when a longer break is involved. For example, Disability Living Allowance & Attendance Allowance will be affected by a hospital or residential home stay of more than 4 weeks. Carers Allowance will be affected if the person you care for is in hospital. Find out more from your local Carers' Centre, from your local Citizen's Advice Bureau, or direct from the Department of Work and Pensions www.dwp.gov.uk. See also the DWP Leaflet "Going into Hospital".

The Disability Alliance

Tel: 020 7247 8776

is a national charity providing information & support on financial issues for disabled people. They publish a number of fact sheets, & also the Disability Rights Handbook, which is a comprehensive guide to rights & Benefits. Contact them for more information (*not an advice line*) on 020 7247 8776. www.disabilityalliance.org

12 Housing & Residential Care

As can be seen from chapter 9 “*Equipment & Adaptations*”, there are a huge number of ways in which you can maintain your independence at home, by adapting your home & by using all sorts of gadgets & equipment. However, in spite of all help that you and others are giving, there may come a time when it is no longer possible or appropriate for someone to remain at home. This is always a big decision for all concerned. However, you as the Carer must acknowledge your own needs and the limits of the care you and others can provide.

There are a large number of housing options available, in terms of supported & sheltered housing, to rent & to buy, & you may wish to talk over the options available with a Housing Adviser at your local District Council Housing Department (see contact details below), or with a Social Worker /Care Manager at **Oxfordshire Social & Community Services Access Team Tel: 0845 050 7666.**

Local District Councils

Cherwell District Housing Options Email: housing@cherwell-dc.gov.uk	Tel: 01295 252535
West Oxfordshire Housing Services Also online enquiry form	Tel: 01993 861010
Oxford City Housing Needs Also online enquiry form	Tel: 01865 252858
South Oxfordshire Housing Services Email: housing.services@southoxon.gov.uk	Tel: 01491 823325
Vale of White Horse Housing Advice	Tel: 01235 520202

Oxfordshire Homechoice (*Choice-based Lettings*)

Oxfordshire Homechoice is a partnership between 4 District Councils in Oxfordshire & their Housing Association partners, to provide comprehensive advice & information about housing options, including advertising available vacancies, across the 4 Districts of: Cherwell, Oxford City, South Oxfordshire, & Vale of White Horse.

All Council & Housing Association vacancies in the 4 Districts are advertised, including sheltered housing & homes adapted for use by disabled people.

To find out more, visit www.oxfordshirehomechoice.org.uk, or contact your local District Council Housing Department on the above numbers.

Sheltered & Supported Housing

Sheltered housing allows the independence of your own flat or bungalow, but with the reassurance of knowing that assistance is available from a warden or scheme manager if there is an emergency. There are many different types of schemes both to rent or buy. Some sheltered housing has additional facilities such as a common room, hairdressing, chiropody.

Contact your local District Council Housing Department for more information, on the numbers above.

Response

Tel: 01865 397940

A range of housing, support & care services for people with mental health needs.

www.response.org.uk

Advice & Publications

First Stop: advice for older people

Advice Line tel: 0800 377 7070

Advice & information for older people about housing, care, finances & rights. This is a joint service provided by Counsel & Care, Age Concern/Help the Aged, Elderly Accommodation Counsel, & NHFA.

www.firststopcareadvice.org.uk

Counsel and Care

Advice Line 0845 300 7585

Advice & information for older people, their carers & families.

Email: advice@counselandcare.org.uk

www.counselandcare.org.uk

EAC Housing Care

Advice Line (free) 0800 377 7070

Advice on retirement housing, care homes & elderly care.

www.housingcare.org

Age UK

Tel: 0800 169 29 39

For a wide range of advice & information, also products & services. www.ageuk.org.uk

Residential Care

Residential Homes

Tel: 0845 050 7666

Copies of the 'Care in Oxfordshire Guide' (which includes care homes (residential homes & nursing homes and domiciliary care agencies), are available from Oxfordshire Social & Community Services Access Team.

www.careinoxfordshire.co.uk

All care homes & care agencies must be registered by the **Care Quality Commission**. They also inspect services & report on the quality of all services, which are registered with them. You can obtain copies of their inspection reports by ringing **0300 616161**.

www.cqc.org.uk

For information about care homes & care agencies in Berkshire, visit the website: www.reading.gov.uk, or you can contact any of the Local Authorities in Berkshire for a copy of the Berkshire Care Directory. This is also available from Age Concern Berkshire: **Tel: 0118 959 4242.**

Nursing Homes

Registered nursing homes offer nursing care in a residential setting. They are registered with the Care Quality Commission and are regularly inspected. Their staff teams include qualified nurses & sometimes there is a doctor in attendance. Local nursing homes are included in the Care in Oxfordshire & Berkshire Care Directory Guides.

Paying for Charges in Care Homes (Residential & Nursing Homes)

Paying for residential & nursing home care can be expensive, especially if specialist care such as dementia care is needed, & getting financial help can often seem complicated.

More information about financial help from Social & Community Services is set out in chapter 2. You can contact Oxfordshire Social & Community Services **Access Team** on **0845 050 7666** for more information, or visit their website on www.oxfordshire.gov.uk. In addition, you may wish to contact independent financial advisors who can discuss your options, including equity release and immediate care insurance, that can be purchased at the point of entering residential care.

NHS Continuing Healthcare & NHS-Funded Nursing Care

If you are considering a Nursing Home as a possible option, then you first need to arrange for a Needs Assessment of the person's need for nursing care (nursing needs, as opposed to personal care, e.g. help with washing, dressing, eating, getting around). This Needs Assessment will cover firstly NHS Continuing Healthcare eligibility, & secondly, NHS-funded Nursing Care eligibility. For more information, contact your G.P. or District Nursing Team, or contact the Oxfordshire Continuing Care Team based at Abingdon Community Hospital. Tel: 01235 205784.

NHS Continuing Healthcare

Under certain circumstances, where someone has extensive, intensive, complex, & or unpredictable healthcare needs, the person may be eligible for NHS Continuing Healthcare funding. This means that the NHS pays for the total care package, without means test. There is a very detailed national framework of eligibility for Continuing HealthCare, & a

multi-disciplinary team of health & social care professionals is responsible for assessing people's needs, using the national framework. Very few people meet the criteria for NHS Continuing Healthcare, but everyone who is considering entering a Nursing Home should first be assessed for Continuing Healthcare. NHS Continuing Healthcare Funding can also pay for care to be provided within a person's own home, rather than in a nursing home, if the person's needs are such that they meet the eligibility criteria.

NHS-funded Nursing Care contribution (FNC)

If a person does not meet the criteria for NHS Continuing Healthcare & they are wishing to enter a Nursing Home, they should have their needs assessed for NHS-funded Nursing Care (FNC). FNC is a standard contribution towards the costs of services provided in Nursing Homes by registered nurses & the contribution is made by the NHS. You therefore have to be assessed as needing nursing care, in order for the NHS to pay this part of the fee. This is called the NHS-funded Nursing Care contribution (FNC). It is paid direct to the Nursing Home & is paid at a single flat rate (£106.30 per week in 2009/10).

Age Concern has produced a very comprehensive Factsheet number 20 to explain all about Continuing Healthcare & NHS-funded Nursing Care. Available on their website www.ageconcern.org.uk or on freephone 0800 00 99 66.

General Information & Publications

Age UK

Tel: 0800 169 29 39

Provides a wide range of advice & information, also services & products. www.ageuk.org.uk

Counsel and Care

Tel: 0845 300 7585

provides advice and information to older people and carers. They have an information line Tel: 0845 300 7585, & online Care Home Handbook. The following Factsheet is available: '*Guide to paying Care Home Fees*'. www.counselandcare.org.uk

The Alzheimer's Society

Tel: 0845 300 0336

Carers UK

Tel: 0808 808777

Also have booklets and information sheets concerning nursing and residential care.

Grace

Tel: 0800 137669

An independent consultancy, providing information about long-term care & financial issues. Grace Consulting, Orchard House, Albury, Guildford, Surrey GU5 9AG.

www.graceconsulting.co.uk

Nursing & Residential Care Home Fees Specialists (NHFA) Tel: 0800 998833

Are independent financial advisors who give advice about long term care and how to meet care costs. www.nhfa.co.uk

The Relatives & Residents Association

Tel: 020 7359 8136

24 The Ivories, 6–18 Northampton St, London N1 2HY, is a national charity for relatives & friends of people in care homes. The Association provides a national Helpline above.

13 Caring & Employment

There are times when carers think about making changes to their work situation to be better able to manage their caring role. Wherever possible, carers need to think carefully about their options and seek advice before making decisions.

Carer's Assessment

As a carer, you have the right to ask Social and Community Services for an individual assessment of your own care needs. Your care needs can be assessed even if the person you care for does not want to be assessed or does not receive any support from Social & Community Services. An assessment does not necessarily lead to you being eligible to receive services. You can also complete a Carer's Self-Assessment on-line or in writing.

For more information, contact the **Access Team** on **0845 050 7666**, or look on the Council's website www.oxfordshire.gov.uk, or via the Oxfordshire Carers' Centres:

South & Vale Carers' Centre	Tel: 01235 510212
North & West Carers' Centre	Tel: 01295 264545
Oxford City Carers' Centre	Tel: 01865 205192

Care Assessments

If there has been a change in the condition of the person you are caring for, they can ask for an assessment or reassessment from Oxfordshire Social and Community Services. Contact the **Access Team: 0845 050 7666**

Leaving Work to Care for Someone

You may not need to resign from work if you wish to care full time.

Your employer may be able to offer:

- A career break – an unpaid break from work which can last from 6 months to 3 years
- Voluntary redundancy
- Early retirement

If you are considering leaving work completely, the Citizens Advice Bureau can offer a benefit check so you can find out if you may be entitled to any financial help. You may also wish to consider what might happen in the future if you are moving in to live with someone and the impact on any future pension.

Combining Caring & Working

Flexible working

You might want to change your pattern of working, or your place of work (e.g. work from home). Employees, who have worked continuously for 26 weeks can apply to their employer to request flexible working if they are a parent (this has a broad definition) caring for a disabled child under 18 or they are caring for an adult in the carer's home. At present you can only make one application in a 12 month period. You need to consider if there is any chance of you being made redundant in the near future as redundancy payments are based on working hours. You also must consider if you wish to return to full time work with the same employer at a later date, as you have no statutory right to do so. However, you could ask your employer if this could be an option. The application has to include specific information and as the rules may change – do check. Forms are available from www.direct.gov.uk.

The application must:

- State that it is an application for flexible working
- Specify the flexible working pattern and the date on which the proposed new hours should start
- Explain the effect the change may have on the employer (if any) and how this could be dealt with
- Explain how your application meets the requirements of being a “parent” or carer of a disabled child or adult
- State whether a previous application has been made and if so when
- Be dated

Your employer needs to meet with you within 28 days and then write to you with a decision within 14 days of the meeting. You are able to appeal within 14 days of this notification. Further advice is available from Citizens Advice Bureaux or the Carers Centres.

Useful websites

Citizens Advice

www.citizensadvice.org.uk

Information on employment and other issues with factsheets available in different languages

TIGER

www.direct.gov.uk

Tailored Interactive Guidance on Employment Rights provides guidance on different types of flexible working arrangements

ACAS

www.acas.org.uk

Guidance on flexible working and employment issues, including mediation

Multikulti

www.multikulti.org.uk

Information in 13 languages on employment and other rights and benefits

Working Families

Tel: 0800 013 0313

Helps children, working parents & carers & their employers to find a better balance between responsibilities at home & at work.

www.workingfamilies.org.uk

Returning to work or starting a new career

If you want to return to work after a period of caring has come to an end, or return or start working while caring for someone, advisors at Jobcentre Plus can provide work-focused support. They can help you to prepare for work by helping to find suitable training and support you to look for and apply for suitable jobs. They can advise on replacement care whilst you attend appointments with a personal adviser, take part in training, attend interviews, or even do a work trial with an employer.

Contact your local Jobcentre Plus:

Abingdon Tel: 0845 604 3719
38-44 Stert Street, Abingdon OX14 3QS

Banbury Tel: 01295 455000
Crown Buildings, Southam Road, Banbury OX16 2EX

Didcot Tel: 0845 604 3719
130A The Broadway, Didcot OX11 1LS

Oxford Tel: 01865 445000
7 Worcester Street, Oxford OX1 2BX

Witney Tel: 0845 604 3719
Unit A, 2 Rivers Trading Estate, Station Lane, Witney OX28 4JA

Oxfordshire County Council Adult Learning Service *(New Start)*

Can help adults who want to go back to work, improve their skills or start a new career by providing advice and information to find courses at all levels, basic skills, possible sources of funding, improve interview skills and draft a CV or application forms. Contact:

North Email: north.newstart@oxfordshire.gov.uk Tel: 0845 604 3719

City Email: city.newstart@oxfordshire.gov.uk Tel: 01865 798081

South & Vale Email: south.newstart@oxfordshire.gov.uk Tel: 01235 534086.

If you left school with few qualifications and would like help improving your reading, writing or maths skills, you can contact **Skills for Life: 01865 456738.**

Volunteering

Volunteering is a good way to do something different, meet people, build up skills and make a difference. Volunteering is encouraged by Jobcentre Plus, which does not impose restrictions on the number of hours you volunteer for, as long as you are not paid (other than receiving reasonable expenses). You must also remain available for a job interview within 48 hours & to start work within 7 days – this only applies to people on Job Seeker's Allowance. It is very important that you check with a Jobcentre Plus Adviser before you start any voluntary work.

You can search for volunteering opportunities near you on the Do It website: www.do-it.org.uk. There are three Volunteer Centres in Oxfordshire who can offer advice on volunteering:

Oxfordshire Community & Voluntary Action (OCVA) Tel: 01865 251946
Open Monday – Friday 9.30-4.30. E-mail vol@ocva.org.uk

Volunteer Link-Up (West Oxfordshire) Tel: 01993 776277
Email: westoxonvb@freeuk.com

Cherwell CVS & Volunteer Bureau Tel: 01295 279515
Email: banburycvs@tiscali.co.uk

Young Carers

Information, advice & guidance about careers, learning opportunities, & other choices in life, are available from **Connexions** www.connexionsoxfordshire.com for young people aged 13 – 19 years (or up to 25 years, if you are disabled or have a learning disability). Trained Connexions Advisers are available for all young people in the relevant age ranges, & they can be accessed via schools, youth centres, 30 access points across Oxfordshire, or via the 6 Connexions Centres in Oxfordshire.

Abingdon Connexions Centre Tel: 0845 6029279/01865 328400
62 Stert St., Abingdon OX14 3 UQ

Banbury Connexions Centre Tel: 0845 6029288/01865 328440
2 Broughton Road, Banbury OX16 9PZ

Bicester Connexions Centre Tel: 0845 6029298/01865 328420
Minton Place, Victoria Road, Bicester OX26 6QB

Didcot Connexions Centre Tel: 0845 6029292/01865 328480
197 The Broadway, Didcot OX11 8RU

Oxford Connexions Centre Tel: 0845 6029315/01865 328490
104 Gloucester Green, Oxford OX1 2RH

Witney Connexions Centre Tel: 0845 6029284/01865 328730
6 Church Green, Witney OX28 4AW

14 Money & Legal Matters

Caring for a dependent person can be a costly business, especially as it may mean that the Carer is unable to remain in paid employment. It is important to know where you can get financial help and what exactly your rights are. Remember that millions of pounds worth of Benefits go unclaimed every year – so do not hesitate to claim any Benefit that you think you may be entitled to.

General information on benefits

Publications

A very worthwhile publication is the 'Disability Rights Handbook' which gives details of benefits available to all disabled people, their Carers and families. Disability Alliance ERA, Universal House, 88/94 Wentworth Street, London E1 7SA.

Tel: 0207 247 8776

www.disabilityalliance.org

Many of the national organisations produce factsheets, information leaflets and books with advice and information concerning benefits. A selection of the publications are listed below:

Age UK

Tel: 0800 169 29 39

For a wide range of advice & information, also products & services. www.ageuk.org.uk

Carers UK www.carersuk.org

Tel: 0808 8087777

Information Booklets

'Dealing with someone else's money'

'Money worries'

'Guide to Carers Rights and Benefits' 2008/2009

MIND (*publications dept.*)

Tel: 0845 7660163

Booklets 'A–Z of Social Security Benefits for People with a Mental Health Problem'

Benefit helplines & advice centres

Free advice on welfare benefits and legal matters (as well as leaflets and claim forms) are available from Citizens Advice Bureaux (CABs).

Barton Advice Centre

Tel: 01865 744152

Gives information and advice about benefits, money advice and general information to the local community, and those with no local advice centre. Barton Neighbourhood Centre, Underhill Circus, Headington, Oxford OX3 9LS.

Oxfordshire Welfare Rights

Provides welfare rights advice for the whole of Oxfordshire and can help with benefit problems, tribunal and appeals hearings. Appointment is by referral via Social and Community Services, advice centres, or C.A.Bs.

Oxfordshire County Council 'Money Management' Service

Email: access@oxfordshire.gov.uk

Tel: 0845 050 7666

This is offered to service-users with mental health issues, including dementia and learning disabilities, who don't have an appropriate person to help them.

Debt Management

If you have debt problems, you should seek independent, confidential advice immediately at your local Citizens Advice Bureau or contact:

National Debtline

Tel: 0800 808 4000

Community Legal Advice www.communitylegaladvice.org.uk

Tel: 0845 345 43450

Pension Tracing Service

Tel: 0845 6002 537

A free service if you think you may have an old pension but are not sure of the details and would like it traced.

www.thepensionsservice.gov.uk

The Department of Work & Pensions (DWP)

The DWP organises its benefit processing through Jobcentre Plus offices. There is a free Benefit Enquiry Line for people with disabilities 0800 88 22 00.

Local Jobcentre Plus Offices:

Abingdon 38-44 Stert Street, Abingdon OX14 3QS

Tel: 0845 604 3719

Banbury Crown Buildings, Southam Road, Banbury OX16 2EX

Tel: 01295 455000

Didcot 130A The Broadway, Didcot OX11 1LS

Tel: 0845 604 3719

Oxford 7 Worcester Street, Oxford OX1 2BX

Tel: 01865 445000

Floyds Row, Oxford OX1 1SS

Tel: 0845 604 3719

Witney Unit A, 2 Rivers Trading Estate, Station Lane, Witney OX28 4JA Tel: 0845 604 3719

Benefits for carers

Carer's Allowance

For people aged 16 years or over, who regularly spend at least 35 hours caring for someone, who receives either Disability Living Allowance Care Component (middle or higher rate) or Attendance Allowance (either rate). It is means-tested, but it does not depend on having paid National Insurance contributions.

You can be paid Carer's Allowance even if you work, so long as your earnings are below a set 'earnings limit' (£95 per week as at 2009/10 rates). In some cases, receiving Carer's Allowance may reduce means-tested Benefits payable to the cared-for person. If in doubt, seek advice from your local Carers' Centre or Citizens Advice Bureau.

You cannot be paid Carers Allowance if you are receiving the same amount or more money from various other Benefits. This includes state pension, maternity allowance, incapacity benefit, & contribution-based employment & support allowance. This is due to the "overlapping benefits rule".

Carer's Premium

Some people who are not eligible to claim Carer's Allowance due to the "overlapping benefits rule" should still put in a claim, because they may be paid a lower amount, known as Carer's Premium. This is an extra amount paid to carers who claim a means-tested Benefit, such as Income Support, Pension Credit, or Housing Benefit/Council Tax Benefit.

Home Responsibilities Protection (HRP)

HRP protects your future entitlement to State Retirement Pension by crediting you with National Insurance contributions. This should happen automatically if you receive Carer's Allowance or you get Income Support & look after a sick or disabled person.

From April 2010, the system has changed, & parents & carers will be able to build up qualifying years through new weekly credits for State Retirement Pension. If you are a parent or carer, you will be able to get a credit for each week in which you:

- Are getting Child Benefit for children aged under 12
- Are an Approved Foster Carer
- Are caring for at least 20 hours a week for someone who is getting Attendance Allowance, or Disability Living Allowance (middle or higher rate), or Constant Attendance Allowance, or the need for care has been certified.

If you reach pension age on or after 6th April 2010, complete tax years of HRP that you already built up will be converted into qualifying years up to a maximum of 22 years. These qualifying years will also count towards Bereavement Benefits.

Benefits for people with a disability

Disability Living Allowance (DLA)

This is a benefit for adults & children with disabilities, who need help to look after themselves (*care component*) or who need help with getting around (*mobility component*). You don't need someone looking after you to qualify.

DLA is tax-free, it is not means-tested, & it is paid on top of any other earnings or income you may have. You can make a claim for DLA up until the day before your 65th birthday, & must normally have needed help for at least 3 months before you can be paid. There are special rules for people who are terminally ill, which means that Benefits can be paid quickly & easily (*the 3 month qualifying period doesn't apply*).

Mobility component can be paid at the higher rate from age 3 years onwards, & the lower rate from the age of 5 years upwards. Care component is payable from birth, at 3 different levels dependent on the degree of disability.

To claim call the Benefit Enquiry Line on 0800 88 22 00, or contact your local Jobcentre Plus office. You can also claim online at www.dwp.gov.uk or via www.direct.gov.uk

Attendance Allowance (AA)

A tax free, non-means-tested benefit for people over 65 who need help because of a disability or illness. It is set at two different rates (*for day-time or night-time care, and day-time and night-time care*). The Attendance Allowance does not affect other benefits.

It is available for people who have needed a lot of attention or supervision for the past six months, although they do not need to have a Carer to qualify. People who are paying their own fees in a privately run nursing or residential home may also qualify.

To claim or for more information see leaflet DS 702, available from your local Jobcentre Plus office, or contact your local Carers' Centre.

Statutory Sick Pay (SSP)

SSP is paid to employees by their employers for up to 28 weeks in any period of sickness. It is paid to employees who work full or part-time, & who earn at least the lower earnings limit (*£95 per week in 2009/10*). It is primarily the responsibility of the employer.

Employment & Support Allowance (ESA)

ESA is a new Benefit, payable to people whose ability to work is limited by ill-health or disability. From 27/10/2008, it replaced Incapacity Benefit & Income Support paid on grounds of incapacity. It can be paid to people who are self-employed or are not working & who have a limited capability for work. It can also be paid to employees who have come to the end of their 28-week entitlement to Statutory Sick Pay.

ESA has 2 different levels:

- a) 'Contributory ESA', which has replaced Incapacity Benefit, is dependant upon having paid/been credited with sufficient National Insurance contributions in certain specified years, or having been incapable of work from before age 20 (or 25 if you have been in education or training).
- b) 'Income-related ESA' is means-tested, & is paid to those who have limited capability for work and a low income or savings below set limits. It can be paid on its own, or as a top-up to Contributory ESA.

ESA is paid at a lower rate during the initial 13-week 'assessment phase'. During this period, all claimants undergo a 'work capability assessment'. This determines whether the claimant is entitled to ESA & divides people into 2 separate groups. The majority of people will be placed in the 'work-related activity' group, & will be expected to meet various conditions, including attending 'work-focussed interviews'. More severely disabled claimants will be placed in the 'support group', for which they will be paid a slightly higher rate of ESA, & will not be required to attend any 'work-related activities'.

Claims should be made by calling the **Jobcentre Plus Claimline** on 0800 055 6688. Claimants for ESA will also be asked if they wish their information to be used to claim Housing Benefit or Council Tax Benefit. **Do not delay making a claim as you may lose Benefit.**

Incapacity Benefit/Income Support paid on the basis of incapacity

These 2 Benefits (IB/IS) were abolished for new claims from 27.10.2008, & were replaced by Employment & Support Allowance (ESA). However, claimants who were already receiving Incapacity Benefit or Income Support on the basis of incapacity before 27.10.2008 will remain on these Benefits, whilst they satisfy the relevant rules of entitlement. The Government has indicated that such claimants will be moved onto ESA in the period between 2009 & 2013.

(Although IB/IS ceased for new claimants on 27.10.2008, a very small category of claimants may reclaim IB/IS, instead of ESA, if they do so within 2 years of their previous claim ending, & they meet certain strict conditions. If in any doubt, ask Job Centre Plus if you might fall into this category).

Benefits for people on a low income

Income Support (IS)

This is payable to people between 16 & 60 years of age, if they have a low income & limited savings/capital. It provides for basic living expenses for the claimant & their partner, if they have one. Extra amounts may be given for carers or those in receipt of certain disability Benefits. IS is for people who are not required to sign-on as available for work, e.g. people who are carers or are single parents. IS can help towards mortgage interest payments. Getting IS also passports you to certain other types of benefits, including free prescriptions & dental treatment, & to free school meals.

To claim IS, contact **Jobcentre Plus Claimline on 0800 055 6688.**

Pension Credit (PC)

Pension Credit is a means-tested Benefit for people aged 60 & over, & whose income is below set levels. Unlike Income Support, there is no upper savings limit. Entitlement looks at a combination of both income & savings. Pension Credit has 2 elements:

- a) 'Guarantee Credit' provides a top-up of income to meet minimum income levels determined by Government.
- b) 'Savings Credit' is payable from age 65 or over, & provides extra money to 'reward' those who have made modest provision for their retirement.

Extra amounts can be included for carers, those who are more severely disabled, & for mortgage interest.

If you are not sure if you will qualify, you should claim anyway. For new claim, call 0800 99 1234. For enquiries about existing claims, call 0845 6060 265.

Tax Credits

Tax Credits are administered by H.M. Revenues & Customs, & there are 2 types.

- a) 'Child Tax Credit' is a means-tested payment for people, whether they are working or not, & who are responsible for children. Entitlements are higher for children with disabilities.
- b) 'Working Tax Credit' is a means-tested payment for people who are in low paid work. It can include extra entitlements for certain disability-related criteria, or to meet eligible child-care costs.

To claim call the **Tax Credit Help-line on 0845 300 3900**.

Housing Benefit (HB)

HB is a means-tested Benefit, administered by local District Councils, for people who need help with paying their rent. For claimants aged under 60, the person/couple must not have more than a set level of savings (£16,000 in 2009/10). For claimants aged 60 years & over, there is not a savings limit, but entitlement is calculated looking at a combination of income & savings.

Council Tax Benefit (CTB)

CTB is a means-tested Benefit, administered by local District Councils for people who need help with paying their Council Tax. Entitlement is calculated in a similar way to Housing Benefit including the savings limit for those aged under 60.

To claim Housing Benefit or Council Tax Benefit, contact your local District Council for a claim pack. They will have advisers who can help you with your claim.

You can also make a claim when you apply for Income Support, Pension Credit, or Income-related Employment & Support Allowance.

Appointeeship/acting for another person

There may be circumstances where the person you are caring for is unable to act for themselves because of learning disabilities, or a serious health problem such as mental illness or dementia. You can ask the Job Centre Plus or the Pension Service to make you an “*appointee*”. They will want to visit you & the cared-for person, to ensure that an appointeeship is appropriate. Appointeeship will enable you to deal with their Benefit claims on their behalf, to notify changes of circumstances, & to manage payments.

Alternatively, the person you care for can appoint you or someone else to act for them under a Lasting Power of Attorney (LPA), which is described in more detail overleaf. The ‘attorney’ can be granted authority to manage all financial affairs, not just State Benefits.

For further information, contact the **Office of the Public Guardian on 0300 456 0300**. www.publicguardian.gov.uk

Both Appointeeship & Lasting Power of Attorney are subject to the provisions of the Mental Capacity Act 2005. The Act contains the following key principles:

- A presumption of capacity – every adult has the right to make their own decisions, & must be presumed to have capacity unless it is proved otherwise.
- The right for individuals to be supported to make their own decisions – people must be given all appropriate help before anyone concludes that they cannot make their own decisions.
- That individuals must retain the right to make what may be seen as eccentric or unwise decisions.
- Best interests – anything done for or on behalf of people without capacity must be in their best interests; and
- Least restrictive intervention – anything done for or on behalf of people without capacity should be the least restrictive of their basic rights & freedoms

Complaints about benefits

If you are dissatisfied with the treatment you have received from the Jobcentre Plus office because, for example, you had to wait too long, you feel you have been treated unfairly, impolitely or you are not satisfied with the advice and information you have been given, and wish to complain you can:

Ask to speak to the person you dealt with or, if you prefer, you can ask to speak to the supervisor.

or

You can ask to speak to or write to the Customer Service Manager at your local Jobcentre Plus Office. Their name & telephone number should be displayed in all their offices and will be given to you by staff, on request.

Grants

Grants can sometimes be obtained from local and national charities; they are worth approaching if you or the person you are caring for requires financial help for a particular purpose, e.g. a holiday, residential care, equipment, telephone, nursing care, fuel bills, etc. Your local Carers Centre may be able to offer advice on charities.

The Charities Digest

Tel: 0207 490 0049

Is also a good place to start; your local library will have a copy or you can buy it from: Sales Dept, Waterloo Information Services, Paulton House, 8 Shepherdess Walk, London N1 7LB or order on-line at www.amazon.co.uk

Charity Search

Tel: 0117 982 4060

Is a national organisation that can help find appropriate charities for elderly people and the 'mature' disabled person. Charity Search, 25 Portview Road, Bristol, BS11 9LD.

On-line search engine at:

www.g_nation.co.uk/charities

Grants may be obtainable from the following Voluntary Organisations

Friends of the Elderly

Tel: 0207 730 8263

40 – 42 Ebury Street, London SW1 0LZ. Referral via Social & Community Services, C.A.B or Advice Centres.

www.fote.org.uk

Macmillan Cancer Support

www.macmillan.org.uk 0808 808 0000

SSAFA Forces Help

Welfare Assistance www.ssafa.org.uk Tel: 0845 6581167

The Royal British Legion

www.britishlegion.org.uk Tel: 08457 725725

Contact Legionline for all Ex-Services information. Mon – Fri 10.00am – 4.00pm

If the person you are caring for belonged to a professional body or a trades union, it is worth approaching them to enquire if they can help.

District Council Grants

For larger adaptations to your home, you may be eligible for a Disabled Facilities Grant, which may require a referral from an Occupational Therapist to your local District Council. Disabled Facilities Grants are subject to a financial assessment, and you may be asked to contribute part or all of the cost. Please remember that you cannot apply after adaptation work has started; you must wait for an Occupational Therapist assessment and the result of your grant application. More details of these grants can be obtained through your District Councils:

Cherwell District Council www.cherwell.gov.uk

Tel: 01295 221655

West Oxfordshire District Council www.westoxon.gov.uk

Tel: 01993 861000

Oxford City Council www.oxford.gov.uk

Tel: 01865 252864

South Oxfordshire District Council www.southoxfordshire.gov.uk Tel: 01491 823213

Vale of White Horse District Council www.whitehorsedc.gov.uk Tel: 01235 520202

Small adaptations, e.g. grab-rails, can also be provided by **Anchor Staying Put**, which is a charity providing help with small repairs & home improvement. There is a charge for works carried out. **Tel: 0845 140 2020.** www.stayingput.org.uk.

Dealing with legal matters

Lasting Power of Attorney & Court of Protection

A Lasting Power of Attorney (LPA) is a legal document that you (*the 'Donor'*) make using a special form. It allows you to choose someone (*the 'Attorney'*) you trust to make decisions about things such as your finances and property, on your behalf, at a time in the future when you are no longer able to, or if you lack the mental capacity to make those decisions yourself.

A Lasting Power of Attorney can only be used when it is registered with the Office of the Public Guardian (OPG) and becomes valid if the person becomes mentally incapable, but it must be organised before this occurs and with the consent of the person. The need for the services of the Court of Protection (*see below*) can then be avoided.

There are two types of LPA

Property and Affairs LPA – allows your Attorney to make decisions on your behalf about your property and affairs, including paying your bills, collecting your income and benefits or selling your house subject to any restrictions or conditions. It does not allow your Attorney to make decisions about your personal welfare. You can appoint a Property and Affairs Attorney to manage your finances and property while you still have capacity, as well as when you lack capacity. For example, it may be easier for you to give someone the power to carry out tasks such as paying your bills or collecting your benefits or other income, if you find it difficult to get about or talk on the telephone.

Personal Welfare LPA – allows your Attorney to make decisions on your behalf about your personal welfare, including whether to give or refuse consent to medical treatment on your behalf and deciding where you live. These decisions can only be taken on your behalf when you lack the capacity to make them yourself, for example if you are ill, unconscious or because of the onset of a condition such as dementia. It does not allow your Attorney to make decisions about your property and affairs.

These arrangements can be made through a solicitor or your local Citizens Advice Bureau or enquiries can be made to: The Enquiries and Acceptance Branch, Office of the Public Guardian, Archway Tower, 2 Junction Road, London, N19 5SZ.
Tel: 0845 330 2900 www.publicguardian.gov.uk

The Court of Protection is an office of the Lord Chancellor's Department which protects the affairs of mentally infirm people who cannot manage for themselves. An administration fee is usually charged and there is a registration fee. Enquiries to the Public Trust office, at the Office of the Public Guardian (*address as in previous paragraph*).

If there is doubt as to whether a particular person is mentally capable of making a Power of Attorney, it would be wise to seek medical advice.

The key principles of the **Mental Capacity Act 2005** will apply:

- A presumption of capacity – every adult has the right to make their own decisions, & must be presumed to have capacity unless it is proved otherwise.
- The right for individuals to be supported to make their own decisions – people must be given all appropriate help before anyone concludes that they cannot make their own decisions.
- That individuals must retain the right to make what may be seen as eccentric or unwise decisions.
- Best interests – anything done for or on behalf of people without capacity must be in their best interests; and
- Least restrictive intervention – anything done for or on behalf of people without capacity should be the least restrictive of their basic rights & freedoms

Compulsory Hospital Admission & Care

In very exceptional circumstances, a person can actually be forced against their will to leave their own home. Such circumstances would include a situation where they were living in squalid or hazardous circumstances and were not being adequately cared for (*Section 47 of the National Assistance Act 1948*). Removal would have to be in the person's best interests and must prevent harm to their health or serious nuisance to other people. A medical officer of health (Community Physician) would be responsible for this assessment and decision.

Anyone suffering from a mental disorder can be removed from their home under Section 2, 3 or 4 of the Mental Health Act 1983, if they are in need of compulsory hospital admission in the interests of their own health and safety, or for the protection of others. Application is made by an Approved Mental Health Professional, or nearest relative.

Application can also be made to the Local Authority for 'Guardianship' under Sections 7 and 8 of this Act. This requires the person to live at a certain place, to attend for medical treatment or allow access where the patient is residing for treatment.

Carers (Recognition & Services) Act 1995

This Act gives Carers the right to ask Social & Community Services for an individual assessment of the care they provide and of their ability and willingness to continue providing care.

While this Act entitles the Carer to an assessment, services are not automatically provided as a result, but will be assessed as an unmet need.

For more information and advice, contact Carers UK who publish a guide *"Looking after someone: a guide to carers' rights & benefits"*.

Tel: Help-line: 0808 808 7777.

www.carersuk.org

Community Legal Advice

Funded by the Legal Services Commission and delivered by independent advice agencies and solicitors for people on benefits or low incomes (means – tested service).

Helpline: 0845 3454345

www.communitylegaladvice.org.uk

Free Will Writing

Some charities, such as 'Help The Aged', offer a free Will Writing Service for simpler Wills (you are not obliged to leave a donation for the charity in your Will).

Publications

Alzheimer's Society www.alzheimers.org.uk

Tel: 0845 300 0336

Information leaflets No. 467 – 'Financial and legal Affairs'

Age UK

Tel: 0800 169 29 39

For a wide range of advice & information, also products & services. www.ageuk.org.uk

MIND

Info line: 0845 7660163

Produces a set of 'rights' guides designed to help users of mental health services, their relatives and Carers understand the Mental Health Act 1983 and related law. www.mind.org.uk

Legal aid

For information and leaflets concerning Legal Aid contact your local Citizens Advice Bureaux or local Advice Centre.

Social & community services: Legal Obligations

Assessment

Local authorities are required to assess people who they think may require community care services, and their carers, and to decide on the basis of that assessment what, if any, services they should provide to meet those needs.

When they carry out the assessment they must inform health and housing authorities if they think there are also health and housing needs and must invite those authorities to become involved in the assessment.

Local authorities must also assess the needs of disabled people for certain welfare services on request. These assessments can be requested by disabled people themselves or by their Carers. The carers' assessments must take into account the Carer's ability to continue providing care on a regular basis.

- (1) The NHS and Community Care Act 1990.
- (2) The Disabled Persons Act (Services, Consultation & Representation) Act 1986
- (3) The Carers (Recognition and Services) Act 1995
- (4) The Carers & Disabled Children Act 2000
- (5) The Carers (Equal Opportunities) Act 2004

For more information & advice contact Oxfordshire Community Care Rights at 2 Home Farm Barn, Thrupp Lane, Radley, Abingdon OX14 3NG. **Tel: 01235 550888**, e-mail: admin@occr.co.uk.

Registration as a Disabled Person

People who come within the defined categories of Section 29 of the National Assistance Act 1948 may apply to be registered as disabled with Social Services. These categories include people who are:

Blind or partially sighted

Deaf or hearing impaired

Deaf without speech

Substantially & permanently handicapped by illness, injury or congenital deformity

Medical evidence from the GP will be required unless the disability is obvious. Apply via Oxfordshire Social & Community Services **Access Team: Tel: 0845 050 7666**.

Registration is not obligatory but it does help Social and Community Services to plan for the needs of disabled people. Registration in itself no longer gives any advantages with regard to Housing Benefit, except for registered blind people.

Protection of Property

Under the National Assistance Act 1948, when a person is admitted to hospital, or to accommodation for the elderly, or is removed to any other place under an order made under the above Act, the Authority has an obligation to arrange for the protection of the clients' property, if arrangements have not already been made. If the person is unable to arrange this for themselves, the Social & Community Services should arrange for the property to be secured, if required, and any items of value to be removed. The kennelling of animals should be arranged similarly. The cost of such arrangements may be recouped from the client.

Comments & complaints

If you are dissatisfied with the services, or lack of them, that either you or the person you are caring for are receiving, it is sensible to discuss this initially with the worker concerned and to try to resolve the matter informally. It may be helpful to write to the worker as well. There may be occasions when this will not solve the problem, and you will have to use the more formal complaints procedure.

For comments or complaints about Children & Families Services, you can complete the online form on www.oxfordshire.gov.uk, email cyp.feedback@oxfordshire.gov.uk, phone **01865 810563**, or write to:

Complaints & Resolutions

Freepost RRHZ-ZGSS-YSTZ, Safeguarding Team, County Hall, New Rd, Oxford OX1 1ND

For comments or complaints about Adult Services, you can complete an online form on www.oxfordshire.gov.uk, email commentandscomplaints@oxfordshire.gov.uk, phone **01865 323589**, or write to:

Comments & Complaints Service

Freepost RRYR-XTBE-GBTZ, County Hall, New Road, Oxford OX1 1ND

For comments & complaints about Homecare Agencies or Care Homes, contact the **‘Care Quality Commission’**, Finsbury Tower, 103-105 Bunhill Row, London EC1Y 8TG. Tel: 03000 616161. www.cqc.org.uk

Advocacy

The South & Vale Carers Centre has an ‘Advocacy Worker’ who supports the work of the centre in various ways:

- General guidance if necessary for some Disability Living Allowance (DLA) and Attendance Allowance (AA) applications
- Support in the preparation of and attendance at appeals to the Independent Tribunal Service in respect of DLA, AA & some other matters, for example income support allowance
- Background advice on making Lasting Powers of Attorney
- Advice on making a Will and what is required, which allows time for reflection and is useful preparation for seeing a solicitor.

The work really covers two distinct aspects:

Background advice: on legal and administrative matters such as difficulties over bank accounts, alleged overpayment of benefits, problems with the occupation or disposal of a house owned by an elderly relative who is unlikely to return to it. Sometimes the advocacy worker is able to resolve the problem completely, but quite often it is necessary to seek help from a solicitor, accountant or other professional.

Refusal of benefit (*particularly Disability Living Allowance or Attendance Allowance*)

The advocacy worker can help to take the matter further; It is possible to seek a review of the decision, which may result in the allowance being granted. If unsuccessful, the advocacy worker can help to prepare an appeal to the tribunal and represent the client and Carer at the tribunal. It is often possible to obtain further information about the case which can make the difference between success and failure at tribunal.

Oxfordshire Community Care Rights (OCCR)

Offers information about rights in relation to residential and nursing home care, charges, continuing health care, equipment or for home adaptations, home care support etc

The service is free, confidential and home visits can be arranged. Contact Oxfordshire Community Care Rights at 2 Home Farm Barn, Thrupp Lane, Radley, Abingdon OX14 3NG. Tel: 01235 550888 E-mail: admin@occr.co.uk

Oxfordshire Advocacy (OADG)

Provides independent volunteer advocates for a wide range of people who find it difficult to speak up for themselves. Barton Neighbourhood Centre, Underhill Circus, Headington, Oxford, OX3 9LS. Tel: 01865 741200 www.oadg.org.uk

15 End of Life Care

There are many specialist services available relating to end-of-life care & palliative care, which provide advice & information, as well as practical care services, family support, & bereavement services. Although the best known agencies, such as Macmillan & Marie Curie, provide services for cancer patients & their carers, there are increasingly more charities & private agencies providing support for a wide range of patients & their carers.

Advice & support from your G.P. Practice

In the first instance, your local G.P. District Nursing or Health Visiting Service will be able to provide a wide range of information, & also provide you with emotional & practical support. District Nurses provide palliative care & are able to provide a whole range of care services at home.

Advice & information

Carers Direct

Tel: 0808 802 02 02

This national service provides advice & information for carers, & their website has easy to read information about a wide range of end-of-life issues, including palliative care, bereavement support, registering a death, wills & estate issues, & Benefits issues. The Helpline is open 8 am to 9 pm weekdays, & 11 am – 4pm at week-ends. www.nhs.uk/carersdirect.

Sue Ryder Care www.suerydercare.org

Tel: 0845 050 1953

Sue Ryder Care provide a range of information & support services for carers.

Macmillan Cancer Support

Tel: 0808 808 00 00

Provide information & support for carers of people with cancer. www.macmillan.org.uk

Marie Curie Cancer Care

Tel: 020 7599 7777

Provide information & support for carers of people with cancer. www.mariecurie.org.uk

Community matron for supportive & palliative care for Oxfordshire

Oxfordshire has a specialist Community Matron for supportive & palliative care, jointly funded by Sue Ryder Care & Community Health Oxfordshire. Her role is to provide direct support to up to 60 patients, to provide advice to influence & seek to improve services & processes relating to end-of-life care. Referrals can come from patients & relatives, or via a G.P. or other healthcare professional. She is based at Sue Ryder's Nettlebed Hospice, & can be contacted on **01491 641384 (switchboard) or 07920 501542 (mobile)**.

Care agencies

Many care agencies & providers of Residential & Nursing Homes have staff who are experienced in palliative care, & can provide end-of-life care services at home or in a residential setting. For more information, contact the **Access Team** on **0845 050 7666**.

Specialist nurses

Macmillan Cancer Support

Tel: 0808 808 00 00

Macmillan provide specially trained nurses, some of whom specialise in particular cancers. Referral for a Macmillan Nurse is via your G.P. or other healthcare professional.

www.macmillan.org.uk

Marie Curie Cancer Care

Tel: 020 7599 7777

Marie Curie provide specialist nurses, & also trained volunteer helpers who give support, advice & information to patients & carers.

www.mariecurie.org.uk

Across Oxfordshire there are teams of nurses who specialise in respiratory disorders, heart failure and a motor neurone disease specialist nurse. Your G.P. or District Nurse will be able to provide further information.

Hospice Services

Sir Michael Sobell House

Tel: 01865 225860

Churchill Hospital, Old Rd, Headington, Oxford OX3 7LJ. www.sobellhospiceoxford.org provides inpatient services, a Day Hospice, family support & bereavement services, & community services. They also provide specialist training & support for other agencies specialising in palliative care.

Katharine House

Tel: 01295 811866

East End, Adderbury OX17 3NL.

www.khh.org.uk

provides inpatient services, day services, family support & bereavement services, & also community support via their own Macmillan Nurses. The Hospice is in a quiet, rural setting.

Sue Ryder Care Nettlebed Hospice

Tel: 01491 641384

Near Henley, RG9 5DF.

www.suerydercare.org

Provides 18 inpatient beds, day therapy, outpatient services, family support & bereavement services. Referrals are made via your GP or other professional involved.

Helen & Douglas House Hospice

Tel: 01865 794749

14A Magdalen Road, Oxford OX4 1RW. (weekdays 9 am – 5 pm)

www.helenanddouglas.org.uk. Provides hospice care for children & young adults. They also provide family & sibling support services. Referrals can be made direct, or via your G.P. or other health & social care professionals.

NHS Continuing Healthcare

Where someone *“has a rapidly deteriorating condition, which may be entering a terminal phase, with an increased level of dependency”*, the person may be eligible for NHS Continuing Healthcare funding. This means that the NHS may pay for the total care package, without means test. There is a very detailed national framework of eligibility for Continuing Healthcare, & a multi-disciplinary team of health & social care professionals is responsible for assessing people’s needs, using the national framework. The criteria are very strictly defined & applied.

There is a Fast Track process for assessing people who have *“a primary health need arising from a rapidly deteriorating condition, which may be entering a terminal phase, with an increased level of dependency”*. This definition is included in the National Framework for Continuing Healthcare. In order to be eligible for Continuing Healthcare funding, an appropriate healthcare professional must provide supporting evidence that the person’s needs are in line with this definition. If someone is eligible, then it is expected that a suitable end-of-life care package will be urgently put in place. For more information, you can contact the Continuing Care Team. The Oxfordshire Continuing Care Team is based at Abingdon Community Hospital. Tel: 01235 205784.

16 Coping with bereavement

If you are caring for someone, it is quite likely that you will bear the burden, both emotionally and practically, when that person dies. It may be helpful to prepare for this time and to plan ahead, where possible, as it is not easy to make decisions at a time of loss and distress.

Publications

Cruse produces a publications list of books and leaflets that give advice, information and support on bereavement (*see below*).

‘What to do after a death in England and Wales’

A guide to what you must do & the help you can get. Information is given on the following:

- Paying for a funeral
- Probate, property and possessions
- Help available, and practical advice
- Support and comfort

The guide is available from your local Jobcentre Plus Office or your Carers Centre, ask for leaflet DWP 1027. www.jobcentreplus.gov.uk

Age UK

Tel: 0800 169 29 39

For a wide range of advice & information, also products & services. www.ageuk.org.uk

‘Goodbye Dear Friend’ by Virginia Ironside, a book that deals with coming to terms with a dear pet’s death.

Practical advice on bereavement

You can obtain practical advice from your local minister, the funeral director or from your local Citizens Advice Bureau.

Registration of Death

Tel: 0845 129 5900

A death must normally be registered at a Register Office within 5 days. Oxfordshire County Council’s Registration Service produces a Bereavement Guide offering advice on such things as arranging a funeral and winding up an estate. www.oxfordshire.gov.uk

Funerals

The **Age UK ‘Guaranteed Funeral Plan’** is a straightforward way to take care of funeral expenses and arrangements in advance. The Plan is easy to understand, simple to buy and takes care of all the essential funeral arrangements. Contact: Age Concern Oxfordshire Tel: 01235 849400 www.ageconcern.org.uk

The Co-operative Funeral Plan

Also provides a similar plan to the above.

Contact 0800 328 7083

www.co-operative.coop/funeralcare

Financial

Help with funeral expenses may be given through a grant from the Social Fund if you are on Income Support, Family Credit or Housing Benefit. For full details see leaflet 'Help with Funeral Expenses from the Social Fund' available from your Carers Centre.

The Carers Centres

All have information on making a will, bereavement and counselling, and copies of many of the books and fact sheets mentioned.

Emotional support

Apart from dealing with the practical matters involved after a death, you may find yourself coping with the emotional effects of the loss as well. Adjustment to a new life without someone to care for is not easy, particularly if you have been caring for the person for some while. You may find it useful to talk over your feelings with a friend or relative, or possibly with your local minister or doctor. You may also like to talk to others in a similar situation.

Cruse offers help to all bereaved people. It does so by providing:

- **Someone to talk to**
Experienced people listen, to give support, and to counsel bereaved people, individually in their own homes or in Cruse rooms. The service is completely confidential.
- **Practical Advice**
Guidance in obtaining help with practical problems can be given.
- **Social Activities**
Regular meetings are held. They aim to alleviate loneliness while providing a chance to establish friendships and to move gradually towards a new life.

Cruse National Headquarters

Cruse Bereavement Care, PO Box 800, Richmond, Surrey TW9 1RG.

www.crusebereavementcare.org.uk

For Adults

Tel: 0844 477 9400

For Children

Tel: 0808 808 1677

Cruse Oxfordshire Branch

Wesley Memorial Hall, New Inn Hall Street, Oxford, OX1 2DH.

Tel: 01865 245398.

Banbury Branch

www.oxfordcruse.co.uk

Tel: 01295 266350

Email: info@oxfordcruse.co.uk

Cruse produces a publication list of over 50 books and leaflets, available from Cruse Headquarters and Oxford Cruse. The titles cover the following topics:

- Information and advice on bereavement, including books that give support after a suicide or losing a parent.
- Losing a partner
- Practical information
- Comforting the bereaved. A booklet is available giving guidelines and suggestions for anyone wanting to help someone who is bereaved
- Help for bereaved children. Titles include those suitable for children under 7, for 7–11 year olds and 11 years upwards

The National Association of Widows

Tel: 0845 8382261

Offers a friendly helping hand to widows and their families. The national office provides advice and information and local branches provide support and companionship. National office, 48 Queens Road, Coventry CV1 3EH. (*answer-phone at times*), www.nawidows.org.uk

Local Branch Support Groups: Bicester, Oxford and Thame hold monthly support groups. Contact the above for up to date information on times/venues etc.

Age UK www.ageuk.org.uk

Tel: 0800 169 29 39

Provides a wide range of advice & information, also products & services.

The Childhood Bereavement Network

Tel: 0207 843 6309

Is a service which was launched in Oxfordshire in 1998 to ensure the right of all children and young people to information, guidance and support to enable them to manage the impact of death on their lives. www.childhoodbereavementnetwork.org.uk

Local groups in this network are:

Oxford Young Cruse Same address & telephone as above for Cruse Oxford Branch.

SeeSaw

Tel: 01865 744768

Registered Charity dedicated to providing grief and bereavement support for children and families in cases where a parent or sibling is dying. Also specialist grief support for children (up to 18) when a parent or sibling has died. Bush House, 2 Merewood Avenue, Headington, Oxford OX3 8EF. www.seesaw.org.uk

Other helplines

Lesbian & Gay Bereavement Project

National Helpline: 0845 1221200.

Oxford Tel: 01865 243389 (Mon-Fri 10.00 – 5.00pm)

www.tht.org.uk

Child Death Helpline

Tel: 0800 282986.

10.00am – 1.00pm Mon – Fri and 1.00pm – 4.00pm Tues & Wed. 7.00pm – 10.00pm every evening.

www.childdeathhelpline.org.uk

The Compassionate Friends

Helpline: 08451 232304

For bereaved parents of children, 365 days per year 10.00am – 4.00pm and 6.30pm – 10.30pm

www.tcf.org.uk

17 Safety & Safeguarding

It is important to keep both yourself and the person you are caring for safe. Here are a few organisations that can provide support.

Emergency Duty Team

Tel: 0800 833408

Out of hours service for Social Care emergencies involving adults. Otherwise call Oxfordshire County Council **Access Team** on **0845 050 7666**.

Safeguarding Adults Protection Board

Tel: 0845 050 7666

Help if you or any adult you know is suffering from emotional, financial or physical abuse, neglect, exploitation or mistreatment. Oxford County Council Access Team
Tel: 0845 050 7666 Email: access@oxfordshire.gov.uk www.oxonsafeguardingadults.org.uk

Thames Valley Police

Tel: 08458 505 505

MedicAlert

Tel: 0800 581 420

Charity providing a life-saving identification system for people with hidden medical conditions and allergies. There is a cost for this service. www.medicalert.org.uk

Message in a Bottle

Tel: 01993 772241

Scheme whereby people store a plastic container containing brief medical history in their fridge. Stickers are supplied for front door to alert emergency staff. Contact your GP or Madeleine Radburn (Lions Club County Co-ordinator/Oxford City)
Email: maddy@johnradburn.org.uk

Oxfordshire Falls Prevention Service

Tel: 01993 209556

Help and advice for older people to help them avoid falls and to regain confidence if they have experienced a fall. Email: jayne.treleaven@oxfordshirepct.nhs.uk

Smoke Alarm Check/Installation

Tel: 0800 032 5999

Free smoke alarm checks, free installation of new alarm and free fire plan. (*Community Fire Safety Helpline*) Email: fire.service@oxfordshire.gov.uk www.oxfordshire.gov.uk/fire_service

Securing Your Property

Your local Crime Reduction Advisor can check and advise on home security and assistance with the cost of improving security is available in Oxford City. Contact your local Crime Reduction Officer at: www.thamesvalley.police.uk

Rogue Traders

Tel: 0845 051 0845.

Consumer advice and investigation of complaints against traders and/or services.
Oxfordshire Trading Standards Email: trading_standards@oxfordshire.gov.uk

Scam Awareness (*Office of Fair Trading*)

Tel: 0800 389 3158

A leaflet is available to help protect yourself and provides information about the most common scams. Tel: 0800 389 3158 or email: oft@ecgroup.co.uk and quote COII and leaflet no. OFT831.

Caller ID

View callers' numbers on your telephone before you answer. Contact your telephone service provider.

24/7 Alarm Services

Contact with a 24hr response centre for help, assistance and advice. Contact various organisations providing this service such as Oxfordshire County Council, Help The Aged, Age Concern, and Housing Associations.

Mailing Preference Service

Tel: 0845 703 4599

Free service enabling consumers to have their names and home addresses in the UK removed from lists by the industry to avoid unwanted mail. www.mpsonline.org.uk

Telephone Preference Service

Tel: 0845 070 0707

Free service where individuals can register their wish not to receive unsolicited sales and marketing telephone calls. It is a legal requirement that companies do not make such calls to numbers registered on the TPS. www.tpsonline.org.uk

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