



A GUIDE TO CARERS' ORGANISATIONS AND HELPFUL CONTACTS

For people who help to support family, friends and partners who need help to live in the community due to disability, frailty or illness.



INVESTOR IN PEOPLE



**OXFORDSHIRE
COUNTY COUNCIL**
SOCIAL & HEALTH CARE

www.oxfordshire.gov.uk

ARE YOU A CARER?

There are many organisations which offer information and support to carers in Oxfordshire and nationally. This leaflet lists some which you can contact directly. The Carers Centres listed on pages 4 and 5 can put you in touch with other resources we have been unable to include due to space.

If you look after someone with a physical or mental illness or disability, a learning disability or frailty who needs support to live at home, whether or not that person is:

- Young or an older person
- A relative, a partner, a child, or a friend
- Lives with you or not
- Needs personal care or supervision or emotional support

Then you are a Carer.

(This does not include people who provide care as part of their job or on behalf of a voluntary organisation.)

YOUR RIGHTS AS A CARER

All carers age 16 and over have the right to a confidential carer's assessment if they provide – or intend to provide – substantial care on a regular basis for someone who may be eligible for support from Social & Health Care. You can ask for a carer's assessment even if the person you care for does not want an assessment or services

If caring has a major impact on your life and if you need help to continue in your caring role, you may want to request a carer's assessment.

- If the person you care for has a Care Manager, you can ask them for a carer's assessment
- or contact Social & Health Care Customer Services on 01865 375515 or at shc@oxfordshire.gov.uk

To request the Social & Health Care leaflet “ A Guide to Carers' Assessments”, or for further information about the services we provide, please contact Social & Health Care Customer Services (see above).

OXFORDSHIRE CARERS CENTRES

The three Carers Centres in Oxfordshire provide free, confidential advice, support, advocacy and information. These services are direct access and are available to any carer. All three provide individual support in the office or in your home to discuss your needs and the help available. They can signpost carers to further information and resources to help them in their caring role. They help with breaks for carers, including young carers, as well as some group activities or trips. Either phone or drop in for further information.

Carers Centre (Oxford)

174a Cowley Road, Oxford OX4 1UE

Tel: 01865 205192

e-mail: info@carerscentre.free-online.co.uk

- Free, confidential advice, support, advocacy and information
- Parents Plus –individual support and group activities for parent carers of children with disabilities
- South Asian Carers Project-individual support and group activities, Urdu, Pashtoon, Arabic and Hindi + speaking worker
- Counselling

Opening hours: Monday to Friday 10 am to 4 pm
and answerphone

Carers Centre (South & Vale)

5 Lydalls Road, Didcot OX11 7HX

Tel: 01235 510212

e-mail: carers@svcc.fsnet.co.uk

- Free, confidential advice, support, advocacy and information
- Young Carers Project, individual support and group activities for young carers. Message line outside school hours: 01235 512198
- Advocacy service to support carers with difficult claims.

Opening hours: Monday to Friday 9 am to 4 pm and answerphone.

Carers Centre (North & West Oxfordshire)

27 Horsefair, Banbury OX16 0AE

Tel: (local rate) 08457 125546 or 01295 264545

www.carers.org

- Free, confidential advice, support, advocacy and information
- Young Carers project – individual support and group activities for young carers.
- Urdu/Punjabi speaking worker
- Counselling

Opening hours: Monday, Wednesday, Thursday, Friday 10 am to 3 pm and answerphone.

NATIONAL CARERS' ORGANISATIONS & WEBSITES

Caring About Carers

Government website providing details of legislation, services and information for carers

www.carers.gov.uk

Carers UK

National carers' organisation providing information, advice, lobbying

20/25 Glasshouse Yard, London EC1A 4JT

Carers advice line: 0808 8087777

General line: 0207 490 8818

e-mail: info@ukcarers.org

www.carersonline.org.uk

Children's Society –Young Carers

Helpful information by, for and about young carers

www.childrenssociety.org.uk

Princess Royal Trust for Carers

National carers organisation with network of carers' centres

142 Minories, London, EC3N 1LB

Tel: 0207 480 7788

e-mail: info@carers.org

www.carers.org

OXFORDSHIRE CARERS FORUM

An organisation of carers for carers in Oxfordshire which provides information and consultation on carers' issues

The Elms, 9 Church Green, Witney OX8 6AZ

Tel: 01993 706543

e-mail: carers@oxoncarersforum.org.uk

www.oxoncarersforum.org.uk

OLDER PEOPLE

Age Concern (Oxfordshire)

St Edmunds House, 39 West St Helens Street,
Abingdon OX14 5BW

Tel: 01235 849400

Age Concern (National)

Information line for older people and their carers

Tel: 0800 009966

Help the Aged – Senior Line

National advice and information for older people and their carers

Tel: 0808 800 6565

PARENT CARERS OF CHILDREN WITH SPECIAL NEEDS AND DISABILITIES

Contact a Family (CaF)

CaF is a national organisation providing information for parents of children who have a disability or special need

UK Helpline: 0808 8083555

Local representative: 01789 450055

The Green Pack

Information for parents of Children with Special Needs and Disabilities in Oxfordshire is available from:

Parent Partnership Service

Macclesfield House, Oxford

Tel: 01865 810516

Oxfordshire Family Services Development Officer – Autism

Based at the Thomley Activity Centre (see below)

Tel: 01844 338696

e-mail: rachel@childrenintouch.freeserve.co.uk

Parents Advisory Group (PAG)

Group open to all parents of children with disabilities in Oxfordshire. Raises issues of common concern.

e-mail: pag.oxford@aol.com

Parents Plus

Free and confidential individual support and group activities for parent carers of children with disabilities

Situated in the Carers Centre (Oxford), see above:

Tel: 01865 205192

SeeSaw

Grief support for children and young people coping with death

Bush House, 2 Merewood Avenue, Oxford OX3 8EF

Tel: 01865 744768

Thomley Activity Centre

A recreational and educational facility for children and young adults with individual needs, with indoor and outdoor play and therapeutic resources. Located on the border between Oxon and Bucks

Menmarsh Road, Worminghall, Bucks HP18 9JZ

Tel: 01844 338380

DISABILITY AND ILLNESS

Alheimers Society

Helpline: 01865 556469

Outreach worker: 07796 441203

Clive Project

Supports family and friends of younger people with dementia

Tel: 01993 776295

Headway

Brain Injury Support Worker, Day Centre

Tuesdays and Fridays (answerphone)

Tel: 01865 739373

MENCAP

Supports people with learning disabilities, their families and carers

National helpline: 0808 8081111

MS (Multiple Sclerosis) Society

Helpline: 0808 800 8000

Office: 0208 438 0700

Oxfordshire Council of Disabled People

Promotes the interests of people with disabilities & campaigns for better services and access

35 Leopold Street, Cowley, Oxford OX4 1TW

Tel: 01865 722285

Oxfordshire Mind

Information/resource centre on mental illness

Day services, supported housing and crisis line for users.

125 Walton Street, Oxford OX2 6AH

Tel: 01865 511702

e-mail: office@oxmind.freemove.co.uk

Oxfordshire Parents with Disabilities Network

Support and information for parents with disabilities and their families

Helpline: 01235 810949

Minicom: 01235 811345

e-mail: contact@opdn.org.uk

www.opdn.org.uk

Rethink Carer Support Project

Support and information for carers of adults with severe mental illness

Rectory Road Centre, 27–29 Rectory Road, Oxford
OX4 1DU

Tel: 01865-455607 Ring for an appointment

SCOPE (Cerebral Palsy)

Oxfordshire Community Fieldworker 01582 600388
National Helpline 0808 8003333

SPECAL

Specialised early care for Alzheimers

Educates family members right from the start to care effectively for their relatives.

Tel: 01993 822129

www.specal.co.uk

Stroke Association

National Helpline: 0845 303 3100

SENSORY IMPAIRMENT

Sensory Impairment Team is a County team of specially trained staff, based at Social & Health Care offices in Abingdon. If you would like someone to call to see you or talk with you on the telephone, please contact them

Telephone/text: 01235 549395 Videophone available
Fax 01235 549398

e-mail: visual.impairment@oxfordshire.gov.uk

or: hearing.impairment@oxfordshire.gov.uk

Deafblind UK

National Centre for Deafblindness

John & Lucille van Geest Place, Cygnet Road, Hampton,
Peterborough PE7 8FD

Minicom & voice

Helpline: 0800 132320 Switchboard: 01733-358100

Hearing Concern

Information on hearing loss

Helpline: 0845 0744600 text & voice

www.hearingconcern.org.uk

LOOK

Oxfordshire's visually impaired child support group

Tel: 01235 868262

National Deaf Children's Society

Helpline: 0808 8008880

Oxfordshire Association for the Blind

9 Newtec Place, 66-72 Magdalen Road, Cowley OX4 1RE

Tel: 01865 725595

e-mail: vision@oxeyes.org.uk

www.oxeyes.org.uk

Oxfordshire Diocesan Council for the Deaf

Team of volunteers who visit people in their homes for support

Administrator: Textphone and fax: 01295 758042

RNIB (The Royal National Institution for the Blind)

Helpline offers an immediate, expert, confidential service

Many Helpline staff have sight problems themselves. They are trained to listen and to give reassurance and advice.

Helpline: 08457 766 9999

DRUGS AND ALCOHOL

Libra Project

Information, support & advice for drug and alcohol users and their families

Oxford: 205 Cowley Road, Oxford OX4 1XA

Drop in: Monday, Thursday, Friday 1:30–4:30

Tel: 01865 723500 e-mail: libra.oxford@btinternet.com

Banbury: 01295 273511

West Oxfordshire: 01993 774892

National Drugs Helpline

(renamed: "Talking to Frank About Drugs")

Monday to Friday 8am–11 pm, Weekends 24 hours

Tel: 0800 776600

OTHER HELPFUL NUMBERS

**Social & Health Care Out of Hours
Emergency Duty Team: 0800 833408
NHS Direct: 0845 4647 (24-hour service)**

Benefits Enquiry line

Confidential advice and information on benefits for people with disabilities and their carers

0845 604 2757

Dialabilty

Information on local services and on products for the disabled, their carers and professionals

Oxford Centre for Enablement, Windmill Road, Oxford
OX3 7LD

Tel: 01865 764730 e-mail: helpline@dialability.org.uk

Direct Payment Information and Advice Service

35 Leopold Street, Cowley, Oxford OX4 1TW

Tel: 01865 728994

Oxfordshire Community Care Advice and Action Group

Tel: 01235 550888

Oxfordshire Housing Rights

11a New Rd. Oxford, OX1 1LT

Tel: 01865 726475

OTHER USEFUL CONTACTS

Blank lined area for listing other useful contacts.

For further information about our services, contact
Social & Health Care, Customer Services on
01865 375515 or e-mail us at shc@oxfordshire.gov.uk

Alternative formats of this publication are available
on request. These include large print, Braille, audio
cassette, computer disk and e-mail. Versions in
other languages are also available.

Please call 01865 375515

All of our publications can be made available in this
language.

English

Te gjitha publikimet tona mund te ofrohen ne kete
gjuhe.

Albanian

আমাদের সব প্রচারপত্র সচরাচর পাওয়া যেতে পারে।

Bengali

我們所有的印刷品均有這種語言的版本可供索閱。

Chinese

کلیه نشریات ما می تواند به این زبان قابل دسترس باشد.

Farsi

Toutes nos brochures peuvent être mises à votre
disposition dans vette langue.

French

અમારા બધા પ્રકાશન આ ભાષામાં ઉપલબ્ધ થઈ શકે છે

Gujarati

हमारे सभी प्रकाशन इस भाषा में प्रदान किये जा सकते हैं।

Hindi

ਸਾਡੇ ਸਾਰੇ ਪ੍ਰਕਾਸ਼ਨ ਇਸ ਭਾਸ਼ਾ ਵਿਚ ਮਿਲ ਸਕਦੇ ਹਨ।

Punjabi

ہماری تمام اشاعت اس زبان میں حاصل کی جاسکتی ہیں۔

Urdu

If you are not happy with the assessment or services offered:

If you have a concern or complaint about Social &
Health Care, first try to discuss this with the staff or
manager providing your services. If this does not
resolve the problem, please contact the Social &
Health Care Complaints Service on 01865 816069.

