

CARERS

INFORMATION PACK



USE THIS PAGE TO RECORD EMERGENCY NUMBERS

AMBULANCE • POLICE • FIRE 999

EMERGENCY CONTACTS:

ADULT SOCIAL CARE OUT OF HOURS	01208 251 300
MENTAL HEALTH OUT OF HOURS TEAM	
CARRICK & RESTORMEL	0845 230 3900
NORTH & EAST CORNWALL	0845 230 3901
KERRIER & PENWITH	0845 230 3902
NHS DIRECT	0845 4647

	NAME	TELEPHONE
DOCTOR		
DISTRICT NURSE		
SOCIAL WORKER		
CASE COORDINATOR		
CARERS SUPPORT WORKER		
NEIGHBOUR		
HOME CARE WORKER		
RESPIRE CARE		
DAY CARE CENTRE		
RELATIVES		
FRIENDS		
OTHERS		

Please fill in the details, so you can find the numbers quickly in an emergency.

Contents:

Chapter		page
1	Introduction	3
2	Carers Support in Cornwall <i>Groups available to support carers</i> Caradon Carrick Kerrier North Cornwall Penwith Restormel	5 6 8 11 13 15 17
3	Information for Parent Carers <i>Signposting information for those looking after a child with a disability or special need</i>	19
4	Holidays <i>Holiday providers offering disabled facilities; funding information</i> Holiday Information Help with Funding, Trusts and Grants Taking a Break <i>Getting a break - day centres, carers break, respite care</i> Who do I contact? What is available?	25 29
5	How can Adult Social Care help? <i>Department of Adult Social Care support & information available to carers & cared for</i>	34
6	Health Services <i>Support through the NHS for carers & cared for</i>	45
7	Social Security Benefits & Dealing with Someone Else's Money	66

	<i>Benefits, allowances & credits which disabled or older people, or carers, may be entitled to.</i>	
8	Housing <i>Benefits and practical support.</i>	80
9	Useful Organisations <i>A-Z of helpful local or national organisations</i>	86

1 INTRODUCTION

Are you a Carer?

Carers look after family, partners and friends in need of help because they are ill, frail or have a physical, mental or learning disability. The care they provide is unpaid.

Did you know that carers can receive support to help them care?

See chapters 2, 4, 5, 7

Did you know you may be eligible for extra financial help from the Government because you are a carer?

See chapter 7

Did you know that there are organisations which can support carers in practical ways, and many support organisations for different diseases and conditions?

See chapter 9

Did you know there are organisations which can provide help with holidays and respite care?

See chapters 4

Around six million people in Britain are looking after someone who cannot manage alone. In Great Britain it has been estimated that one in five households contain someone who is a carer. Some choose to care; others are forced by circumstances to care. Carers often carry out a variety of tasks, such as housework and personal care, which can make caring into a full time job. The majority of carers take on this responsibility willingly, out of a sense of love and commitment to the person they care for.

Children who live with disabled or chronically sick adults or children often take on caring responsibilities. These may undermine or interfere with their schooling, and their social and

emotional development. Children in such circumstances have additional and different needs to adult carers and need special support. We call carers who are children or young people under the age of 18 ‘Young Carers’.

There is a growing awareness of the needs of carers. Because of this, a strong emphasis is being placed on helping you if you are a carer, or if you are considering caring for someone.

This pack has been produced to give carers basic information about services available to help them in this important role, along with other advice and information which may be useful. **It has been designed mainly for people caring for adults, but there is a chapter for parent carers beginning on page 19. The directorate of Children, Young People and Families produce the “Guide to Services for Children with Special Needs” which signposts information for those caring for children. However, much of the information here is relevant to all carers.**

For further information, or more copies of this book, contact:

Carers Support Service
Cornwall Rural Community Council
2 Princes Street
Truro
Cornwall
TR1 2ES
01872 243 531

E-mail: carers@cornwallrcc.co.uk

Website: www.cornwallrcc.co.uk/carers.html

This Carers Information Pack has been produced by the Department of Adult Social Care on behalf of the Carers Support Service, and with their co-operation.

2 CARERS SUPPORT IN CORNWALL

Carers Support Workers

Carers Support Workers work across Cornwall give independent, confidential advice and support to all Carers. They have a wide knowledge of information, support and benefits available to carers to enable you to sustain your caring role.

There are 5 Carers Support Services in Cornwall:

- **Carers Support Service** provides support to carers of older people, and people with a physical or learning disability, ☎01872 243 531.
- **Carers Support Project, Mental Health**, provides services to carers of an adult (18-65) with a mental health condition, ☎01209 613 456.
- **Young Carers Project** provides support and activities for young people (up to 18 years) caring for an adult, ☎01209 614 956.
- **Origo** support older carers (70+) of someone with a learning disability, ☎01872 264 057.
- There is a **Dementia Carers Support Worker** who supports carers in the west of Cornwall who are looking after a person with dementia. You can make contact via the Cornwall Information Centre on ☎01872 322 004.

Groups

Carers groups don't suit everybody, although the support they offer can be valuable, so it is well worth giving a group a try. Even if you decide not to join a group you might want to make contact with one, for up to date information on support, benefits etc. You may find it is a good way of meeting people in situations like your own, whether you meet up as part of the larger group or not.

People get different things from groups. Some people go to a group looking for support. Others become very involved in group activities and some go simply for the social contact, or a combination of all these reasons.

If you feel nervous about going to a group for the first time, do get in touch with the contact person for your area, listed below. Ask if you can meet for a chat and then go along to the group together.

General Carers Contacts

Carers Support Manager 01872 243 531
2 Princes Street, Truro TR1 2ES

Mental Health Carers Support Project 01209 613 456
Room 1, Community Centre, South Terrace, Camborne TR14 8SU

Caradon

Carers Support Worker	Gareth Jenkins Port View Surgery, Saltash 08444 773 008 Mob: 07968 605 325 01872 243 531
Callington Group	Vanessa Marshall Trevillis House, Lodge Hill, Liskeard 01579 382 607
<i>Venue:</i>	Community Room, Callington School & Community College
<i>Day:</i>	Wednesday, fortnightly
<i>Time:</i>	2-4pm

2- Carers Support

Gunnislake Group	Mrs D Agar 2 Rowse Gardens, Calstock Messages: 01872 243531
<i>Venue:</i>	Red Cross House
<i>Day:</i>	2 nd Tuesday of month
<i>Time:</i>	2-4pm
Pensilva Group	Tom Bevan
<i>Venue:</i>	Pensilva Health Centre, School Road, Pensilva
<i>Day:</i>	3 rd Tuesday of month
<i>Time:</i>	2pm
Saltash Group	Pam Coxwell Dep't of Adult Social Care Westbourne House, Liskeard 01579 342 919
<i>Venue:</i>	Wesley Hall, Callington Road, Saltash
<i>Day:</i>	3 rd Wednesday of month
<i>Time:</i>	2-4pm
ASK Carers Group , for families of children with learning disabilities. For information contact Theresa Burt on 01752 851 612.	

Caradon Mental Health Carers

Mental Health Carers Support Worker	Sarah Renals, Community Centre, South Terrace Camborne 01209 613 456
Liskeard Mental Health Carers Group	Kathy Trebilcock The Coachouse, Trevillis House, Lodge Hill, Liskeard 01579 347 651
<i>Venue:</i>	The Coachouse, Liskeard
<i>Day:</i>	Every Friday
<i>Time:</i>	10:30am-12noon
Dementia Carers Group	Sister Mort, Liskeard Hospital, 01579 335278
<i>Venue:</i>	Liskeard Hospital
<i>Day:</i>	3 rd Thursday in the month
<i>Time:</i>	2pm – 4pm

Carrick

Carers Support Worker	Anne Phillips Mob: 07968 605324 01872 243 531
Carnon Downs Group	Sandra Tregidgo 39 Little Oaks, Penryn, 01326 376 208
<i>Venue:</i>	Carnon Downs Village Hall
<i>Day:</i>	Varies, phone for details
<i>Time:</i>	2-4 pm

2- Carers Support

Falmouth & Penryn Group	Barbara Johnson 01326 312 928
<i>Venue:</i>	Falmouth Hospital, Trish Mace Centre
<i>Day:</i>	2 nd Friday of month
<i>Time:</i>	2–4pm
Truro Group	Anne Phillips Carers Support Worker
<i>Venue:</i>	Truro Baptist Church, Chapel Hill, Truro
<i>Day:</i>	3 rd Monday of month
<i>Time:</i>	2-4pm
Perranporth Group	Anne Phillips Carers Support Worker
<i>Venue:</i>	The Cove, Perranporth
<i>Day:</i>	2 nd Monday of month
<i>Time:</i>	2-4pm

Carrick Mental Health Carers

Mental Health Carers Support Group Co-ordinator	Dawn Willers 01209 613 456
Mental Health Carers Support Worker	Jacky Richardson, Community Centre, South Terrace, Camborne 01209 613 456
Truro Mental Health Carers Support Group	
<i>Venue:</i>	Truro Baptist Church, Chapel Hill, Truro
<i>Day:</i>	4 th Monday of month
<i>Time:</i>	1-3pm
Falmouth Mental Health Carers Support Group	
<i>Venue:</i>	Roman Catholic Church Killigrew Street, Falmouth
<i>Day:</i>	1 st Monday of month
<i>Time:</i>	10-12noon
Dementia Carers Support Worker	Val Offredi Dep't of Adult Social Care Roscadghill Park, Heamoor, Penzance 01872 322004
Falmouth Dementia Carers Support Group	Val Offredi See above
<i>Venue:</i>	Langholme Residential Home, Arwennack Avenue, Falmouth
<i>Day:</i>	3 rd Thursday of month
<i>Time:</i>	2.30–4pm

2- Carers Support

Kerrier

Carers Support Workers	Clare Jeckells 01209 614 954 Mob: 07968 605 327 01872 243 531
Constantine Group	Mrs Stacey Williamson c/o Constantine Surgery Bowling Green, Constantine, Falmouth 01326 340 666
<i>Venue:</i>	The Cricket Pavilion, Brill
<i>Day:</i>	Every 4-6 weeks on a Wednesday (phone to check)
<i>Time:</i>	2-4 pm
Helston & District Group	Clare Jeckells Carers Support Worker, above
<i>Venue:</i>	Culdrose Community Centre
<i>Day:</i>	1 st Thursday of the month
<i>Time:</i>	10.30-12.30
St Keverne Group	Mrs Norma Ward Third Acre, Penwartha Coverack, Helston 01326 280 226
<i>Venue:</i>	Can vary, check for details
<i>Day:</i>	2 nd Friday of month (can vary)
<i>Time:</i>	Can vary, check for details

Camborne Group	Clare Jeckells Carers Support Worker, above
<i>Venue:</i>	Veor House, South Terrace, Camborne
<i>Day:</i>	2 nd Wednesday of month
<i>Time:</i>	12.30-2.30
Charles Andrew Group	Paul Gibson 01209 881 800
<i>Venue:</i>	Camborne & Redruth Community Hospital
<i>Day:</i>	1 st Tuesday of month
<i>Time:</i>	10.30-12.00
Kerrier Support Group	Pauline Grace 01326 563 141
<i>Venue:</i>	Penrose Club, All Saints Church, Helston
<i>Day:</i>	Tuesday & Thursday
<i>Time:</i>	2-4pm

Kerrier Mental Health Carers

Mental Health Carers Support Group Co-ordinator	Dawn Willers 01209 613 456
Mental Health Carers Support Workers	Community Centre South Terrace, Camborne 01209 613 456

2- Carers Support

Boundervean Mental Health Carers Support Group	
<i>Venue:</i>	Boundervean, 6 Pendarves Road, Camborne
<i>Day:</i>	1 st Wednesday of month
<i>Time:</i>	10-12 noon
Helston Mental Health Carers Support Group	
<i>Venue:</i>	Penrose Club, All Saints Church, Helston
<i>Day:</i>	3 rd Wednesday of month
<i>Time:</i>	10-12 noon

North Cornwall

Carers Support Workers	Denise Seaton Mob: 07968 605 320 Messages 01872 243 531
Crackington & Boscastle Group	Denise Seaton, Carers Support Worker see above
<i>Venue:</i>	16 Lundy Drive, Crackington Haven
<i>Day:</i>	2 nd Tuesday of month
<i>Time:</i>	2-4 pm
Bude Carers Group	Denise Seaton Carers Support Worker, above
<i>Venue:</i>	Neetside Centre, Bude
<i>Day:</i>	1 st Wednesday of month
<i>Time:</i>	2-4pm

Wadebridge Carers Group	Denise Hare Carers Support Worker 07968 605323
<i>Venue:</i>	The Betjeman Centre Southern Way, Wadebridge
<i>Day:</i>	3 rd Wednesday of month
<i>Time:</i>	2-4 pm (check details)

North Cornwall Mental Health Carers

Mental Health Carers Support Group Co-ordinator	Dawn Willers 01209 613 456
Mental Health Carers Support Worker	Rob Collins 01209 613 456
Bude Mental Health Carers Support Group. Rethink 01208 815 676	
<i>Venue:</i>	Neetside Centre, Bude
<i>Day:</i>	4 th Tuesday of month
<i>Time:</i>	2.15-4.15
Wadebridge Mental Health Carers Support Group	
<i>Venue:</i>	Wadebridge Christian Centre, Molesworth Street
<i>Day:</i>	2 nd Tuesday of month
<i>Time:</i>	2 - 4 pm

2- Carers Support

Bodmin Dementia Carers Support Group	Mary Biscombe 01208 251 300
<i>Venue:</i>	Scout Hut, Beacon Road Bodmin
<i>Day:</i>	4 th Wednesday of month
<i>Time:</i>	2-4pm

Penwith

Carers Support Worker (p/t)	Jane Richards Mob: 07968 605 331 Messages 01872 243 531
Penzance Group	Wendy Gauntlett 6 Rose Terrace, Rosevean Road, Penzance 01736 366 699
<i>Venue:</i>	Hanover Court, Wharf Road Penzance
<i>Day:</i>	3 rd Friday of month
<i>Time:</i>	2.30-4 pm
Stennack Group	Rene Thomas / Iris Bidgood Stennack Surgery, St Ives 01736 797 864/ 798 113
<i>Venue:</i>	Community Clinic, St Ives
<i>Day:</i>	4 th Friday of month
<i>Time:</i>	2-3pm

Penwith Mental Health Carers

Mental Health Carers Support Group Co-ordinator	Dawn Willers 01209 613 456
Mental Health Carers Support Worker	Sarah Twomlow 01209 613 456
Penzance Mental Health Carers Group	
<i>Venue:</i>	Richmond House, Penzance
<i>Day:</i>	4 th Wednesday of month
<i>Time:</i>	1-3pm
Dementia Carers Support Worker	Val Offredi Dep't of Adult Social Care Roscadghill Park, Heamoor, Penzance 01736 365 714
Penwith Dementia Carers Support Group	Val Offredi, see above
<i>Venue:</i>	Bellair Clinic, Alverton, Penzance
<i>Day:</i>	1 st Tuesday of month
<i>Time:</i>	10.30-12 noon

2- Carers Support

Restormel

Carers Support Worker	Alison May Mob: 07968 605 326 Messages 01872 243 531
Newquay Group	Mrs Margaret Osborne 01872 243 531 (messages)
<i>Venue:</i>	Roswyth Resource Centre Cheltenham Place, Newquay
<i>Day:</i>	3 rd Monday of month
<i>Time:</i>	10.30am – 12.30pm
Penrice Group	Alison May Carers Support Worker, above
<i>Venue:</i>	Rm 14, Penrice Hospital
<i>Day:</i>	4 th Tuesday of month
<i>Time:</i>	2.30-4pm
St Stephens Group	Pam Deacon 01726 63856 Mob: 07901 627 059
<i>Venue:</i>	Brannel Rooms, St Stephen
<i>Day:</i>	2 nd & 4 th Tuesday of month
<i>Time:</i>	2-4pm

Tregarne Carers Group (Carers of adults with learning disabilities who attend Tregarne)	Sophie Hayton, Tregarne Hostel, North Street, St Austell 01726 72429
<i>Venue:</i>	Tregarne Hostel, St Austell
<i>Day:</i>	Wednesday – 6 weekly
<i>Time:</i>	11-1pm

Restormel Mental Health Carers

Mental Health Carers Support Worker	01209 613 456
Fountain House Group (CARMS – Carers And Relatives Mutual Support / mental health)	Fountain House, 1A Eastbourne Road, East Hill St Austell 01726 76299
<i>Venue:</i>	Fountain House
<i>Day:</i>	4 th Thursday of month
<i>Time:</i>	2.30-4.30pm
Newquay Carers and Relatives Support Group (for carers of mental health service users)	Ellen Mountney Roswyth, 4 Cheltenham Place Newquay 01637 873 122
<i>Venue:</i>	Senior Citizens Club St Michael's Road, Newquay
<i>Day:</i>	Last Wednesday of month
<i>Time:</i>	2-4pm

3 INFORMATION FOR PARENT CARERS

This section is specifically aimed at the parents and carers of children and young people with disabilities and additional needs. There is a wealth of Information available to parent carers and not all the information can be given here, however we hope to provide information here which will signpost you to the organizations that you require.

For further information on support groups both locally and nationally see “Contact a Family”, “The Guide to Services in Cornwall for Children with Special Needs” or the” Family Information Service” – all detailed below.

Parent Carer Council for Cornwall (PCCC)

Their aim is to provide parents of disabled children and children with additional needs with a "voice" in Cornwall. They also provide a regular newsletter to all parent/carer members that will share information and advice. The PCCC want to ensure parent participation in both local and national service planning and delivery. Also they campaign locally and nationally to improve services for children with additional needs.

The PCCC in conjunction with the Cornwall primary care trust (PCT) have put together a tips booklet for parents and carers of newly diagnosed children and young people. This is can be obtained by contacting the numbers below.

Age Range: Families with children aged 0 - 21.

Jane Jones, Coordinator ☎01209 821485

Email: jane.jones@cafamily.org.uk

Ruthanne Lyne, Parent Participation Worker: ☎01326 221025

Email: ruthanne.lyne@cafamily.org.uk

Family Information Service

The Family Information Service can provide information to families with children from 0 - 19 years, and signpost to relevant contacts and services. They provide details on registered childcare, leisure activities for children and families, and family support and information services.

Telephone 📞 0800 587 8191

Local Information online at:

www.cornwall.childrensservicedirectory.org.uk/

Childcare information at <http://www.childcarelink.gov.uk/>

Community Support Teams

In Cornwall, there are 3 Community Support Teams, providing support for children and young people with disabilities and their families and carers.

The team in the West covers Penwith & Kerrier

The team in the Mid covers Carrick & Restormel

The team in the East covers Caradon & North Cornwall

Community Support Teams provide:

- Information and advice about other organisations who offer support to children, and young people with disabilities and their families.
- Support from specialist social workers, Paediatric Occupational Therapists, Community Support Assistants, and Community Support Co-ordinators.
- Assessments of individual children and young people with disabilities, and joint plans as to how their needs can be met.
- Following an assessment, the team can arrange for services such as, short breaks, respite care, social activities, equipment, aids, adaptations, etc., to be provided.

3 – Information for Parent Carers

- Undertake reviews of children and young people's care plans.
- Offer separate assessments for carers.
- Direct work in partnership with children, and young people with disabilities and their families to promote independence and social inclusion, and to enable children and young people with disabilities to reach their full potential.

This service is available to all children and young people with disabilities and their carers, regardless of their culture, ethnic origin, religion, sexual orientation, age, language, or preferred communication. For more information, please contact your local Community Support Team on 01872 322004.

Contact a Family for families of children with disabilities

Contact a Family are the only UK-wide charity providing advice, information, and support to the parents of all disabled children.

Contact a Family, 209-211 City Road, London, EC1V 1JN

www.cafamily.org.uk

Tel: 020 7608 8700 Text phone 0808 808 3556

Fax: 020 7608 8701

Helpline 0808 808 3555 or

Freephone for parents and families (10 am-4 pm, Mon-Fri)

e-mail: info@cafamily.org.uk

Face2face

Face2Face befrienders are parents who themselves have disabled children or children with additional needs. Befrienders offer emotional support, information, and sign posting to other families referred to the service.

Cornwall Face 2 Face, Seton Business Centre, Scorrier, Redruth, TR16 5AW

Tel: 0844 800 9250

Email: cornwallface2face@scope.org.uk

Cornwall Parent Partnership Service

The service aims to provide independent, impartial, confidential, free guidance and information to parents and carers of children with special educational needs, so they can make appropriate informed decisions. It assists them in their relationship with schools, local authority, health and social services. In addition, it provides assistance in matters associated with school admission and exclusion. It also runs free courses for parents around Cornwall.

www.cornwallparentpartnership.org.uk

West Cornwall: Roger James

Tel: 01209 844 692 Email: roger.james@cafamily.org.uk

East Cornwall: Caroline Smith

Tel: 01579 363 671 Email: caroline.smith@cafamily.org.uk

Family Fund

The Family Fund gives grants to low-income families to meet the additional needs of caring for a severely disabled child. The value of the grant depends on the items requested, family circumstances, and the funding we have available. We consider all applications individually on the basis of the information provided.

We design our grants with the needs of the whole family in mind: disabled children, parents, and siblings. There is no entitlement to a grant from the Family Fund. All grants are discretionary and subject to available funding. They can be applied for up to the child's 17th birthday.

Email: info@familyfund.org.uk Tel: 0845 130 4542

For more information or to download the application forms go to www.familyfund.org.uk

3 – Information for Parent Carers

Penhaligon Friends/ Bereavement

We are a Cornish charity supporting bereaved children, young people, parents, and carers throughout the county. We offer children and young people the chance to meet others and share their experiences, as well as practical resources for children and parents. We also offer pre bereavement support.

☎0845 607 1943

enquiries@penhaligonsfriends.org.uk

www.penhaligonsfriends.org.uk

Guide to Services in Cornwall for Children with Special Needs

This guide covers all areas of information relating to children with additional needs. It sign posts parents and carers who would like to find equipment, services, or a diagnostic specific local support group amongst many other areas. To obtain one contact: 0800 587 8191

Record

The aim of the Record is to provide comprehensive information on the numbers and needs of disabled children and young people in Cornwall in order to plan and develop services. To obtain a copy of the record form please contact: ☎01872 322004 and ask for the Truro Children's Support Team.

Short Breaks

This used to be called respite, and is provided by health, the local authority, and voluntary organisations. This is vital for many families and benefits both the carers and the children and young people. For more information on what might be available for you and your family please see the “guide to services in Cornwall for children with disabilities” or, contact your social worker via the community support team.

Children and mental health support

The first point of contact for any concerns or worries about children and young people who may be suffering from any mental health problems would be your GP, who could then refer you on to the appropriate professional. The organisations below offer wide-ranging information and signpost websites; YoungMinds also has a helpline for parents and carers.

YoungMinds

This organization has a Parents Information Service, which is a free, confidential helpline for any adult concerned about a child's mental health. Tel: 0800 018 2138. Opening hours: Mon & Fri 10 am – 1 pm; and Tues, Wed & Thurs 1 pm – 4 pm & Wed 6pm-8pm.

They also produce booklets for parents & carers, and children and young people. These are all available via the following website: www.youngminds.org.uk.

Youthinmind are also another informative internet site that can signpost to the right support. www.youthinmind.co.uk

4 HOLIDAYS and SHORT BREAKS

Carers, like everyone else, need a break or a holiday from time to time. However as a carer it can often be complicated to arrange time off, without the person you care for. A number of services are listed here which can help you to make it possible to get away on your own. These include home care (nursing and social), day care, and residential care.

Alternatively, holidays can be arranged for the cared for person on their own, or for you to go away together. Also listed here are groups which aim to ease the difficulties faced by disabled travellers.

NB: It may be possible to get financial help in the form of a Carers Grant from the Department of Adult Social Care. A needs assessment will be carried out to see if you qualify for this grant. See chapter 5.

Holiday Information

AA Guide for Disabled Travellers

AA guide listing 50 towns in the Shopmobility Scheme, 600 Hotels and 500 places of interest with suitable facilities. Call the AA's Disability Helpline on 0800 26 20 or go to their website to order or download a copy: www.theaa.com, click on Accessibility at the very bottom of the page, and then the link half way down the page.

The Good Access Guide

www.goodaccessguide.co.uk

An online directory of services for disabled people, older people, and anyone whose life is made easier by better access to goods, services and amenities, including holidays.

Action for Blind People

14-16 Verney Road, London SE16 3DZ 020 7732 8771
Holidays and independent accommodation.
www.actionforblindpeople.org.uk

Arthritis Care

18 Stephenson Way, London NW1 2HD
Helpline for brochure 0808 800 4050
The Arthritis Care website contains information about holidays in the Publications and Resources section –
www.arthritiscare.org.uk

Break (Holiday and Respite Care)

1 Montague Road, Sherringham, Norfolk NR26 8WN
01263 823 170. www.break-charity.org For children and adults with profound learning disabilities.

Churchtown Farm see Vitalise

Cornwall Disabled Association

1 Riverside House, Heron Way, Newham, Truro TR1 2XN 01872 273 518 cda@cornwalldisabled.co.uk Have adapted holiday caravans for hire and organise holidays for disabled people.

John Grooms Association for Disabled People

50 Scrutton Street, London EC2A 4PH 020 7452 2000
www.johngrooms.org.uk Housing Association and holiday organisation.

Jubilee Sailing Trust

Jubilee Sailing Trust Ltd, Jubilee Yard, Hazel Road, Woolston, Southampton SO19 7GB Bookings 023 8044 9138 / 0870 443 5781 Fax: 0870 443 5782 www.jst.org.uk Runs voyages for able-bodied and disabled crews aged 16 and over.

4 – Holidays & Short Breaks

Royal Association of Disability and Rehabilitation (RADAR)

RADAR, 12 City Forum, 250 City Road, London EC1V 8AF 020 7250 3222 Fax: 020 7250 0212 www.radar.org.uk RADAR issue a yearly guide "Holidays in Britain & Ireland – a Guide for Disabled People", listing suitable and accessible holiday venues for people with physical disabilities. The cost for the 2008 edition is £13.50, and you can order it by post or online. See RADAR entry in chapter 8 for information about the Toilet Key scheme.

SSAFA (Soldiers, Sailors and Airmen's Families Association)

01872 863 078 E-mail: barrytwilliamson@aol.com. If you or the person you care for ever served in the armed forces, SSAFA may be able to help with holiday costs - according to your income.

The Scout Holiday Homes Trust

Gilwell Park, Bury Road, Chingford, London E4 7QW 020 8433 7290 www.scoutbase.org.uk/hq/holhomes E-mail: Lynda.peters@scout.org.uk Registered charity providing inexpensive self-catering holidays for families with a member with special needs. No scouting connection is needed.

Tourism for All (formerly Holiday Care)

c/o Vitalise, Shap Road Industrial Estate, Kendal, Cumbria LA9 6NZ 0845 124 9971 E-mail: info@tourismforall.org.uk www.tourismforall.org.uk Advice on holidays, holiday helpers and travel arrangements. Reservations service with accessible hotels.

Vitalise - Holiday Centre for Severely Disabled

(formerly the Winged Fellowship Trust)

12 City Forum, 250 City Road, London EC1V 8AF Information Line 0845 345 1972. Bookings and brochure 0845 345 1970 www.vitalise.org.uk E-mail: info@vitalise.org.uk Has 5 holiday centres in the UK which are ideal for the "cared for" person, to give the carer a break, or for people to go with their carers. Some nursing care is available. Vitalise also has links with hotels in Spain & Germany which can provide accessible accommodation.

One of the holiday centres is in Cornwall, formerly called **Churchtown Farm**. This is at Lanlivery, Bodmin 01208 872 148. They can provide organised holiday breaks (some themed weeks), 2 self catering cottages for 6-9 people and activity holidays for groups, schools or colleges.

Help with Funding, Trusts, and Grants

A Guide to Grants for Individuals in Need

ISBN 0-907164-51-X. Published by Directory of Social Change. Thousands of trusts which can help people in particular areas; your library should have a copy.

Family Holiday Association

16 Mortimer Street, London W1T 3JL 020 7436 3304. E-mail: info@fhaonline.org.uk www.fhaonline.org.uk Funding so families can have a week's holiday together. Apply through a professional who works with your family (eg Social Worker).

Family Action

501-505 Kingsland Road, London E8 4AU 020 7254 6251 Fax: 020 7249 5443 www.family-action.org.uk Advice for students aged 16 and upwards about funding. Welfare Grants for families within criteria of domestic violence, asylum seekers, mental health problems and leaving rehab.

Handicapped Aid Trust

15 Church Road, Lytham, Lancashire FY8 5LH 01253 796 441. Fax: 01253 796441. Funding towards the costs of a carer to accompany on holiday abroad someone who needs their help for personal care. Contact the membership secretary for an application form. Applicant must be aged over 17.

Royal Air Force & Dependents Disabled Holiday Trust

57 Junction Road, Ashford, Middlesex. TW15 1NJ.

www.rafddht.org.uk E-mail: ddht@blueyonder.co.uk Holidays in time share developments for people who have served in the Air Force and/or their severely disabled dependants.

TAKING A BREAK - Day Centres, Carers Break, Respite

All carers need a break from caring; time to do what they want to do; time for themselves. This break could be for a few hours, a couple of days or even longer, and it can be on a regular or occasional basis. Such a break, where the cared for person is looked after by someone else, is also known as “respite care”. It can be invaluable to help carers recharge their batteries.

Even if you don't want any respite care now, you need to know what is available and who to contact. Emergencies can happen, so keep this book handy.

The Department of Adult Social Care administer the Carers Grant, which is funding for carers. Following a needs assessment you may qualify for a grant towards a holiday, time-out for a hobby or a direct payment to pay for a break. This is on top of your normal package of care, and could be, for example, an extra night's sitting.

Who do I contact?

The first point of contact should be your local Department of Adult Social Care Office. These are located in Penzance, Camborne, Truro, St Austell, Liskeard, Bodmin, and Launceston. At the time of going to print, all offices can be reached via ☎01872 322 004. (This number may change when the new Cornwall Council comes into being in April 2009.)

Ask for the Access Team and explain to them that you are a carer and that you think that you need some respite care. A specially trained member of staff will ask you for some details about yourself and the person you care for.

For the majority of people this will lead to an assessment. The purpose of this is to find out what your needs are and together to decide on the type of help that would be best for you. This might include a needs assessment for the carers grant.

What is available?

1 Day Care

There are a number of centres throughout the county that provide day care for older people, people with physical or learning disabilities and people with mental health problems. The day centres will provide a range of services including:

- companionship
- social activities
- drop-in facilities
- rehabilitation
- advice
- education

Often meals are provided, although these cost extra. Whilst the person you care for is at the day centre, you can have a few hours to yourself .

2 Respite Care

If you feel in need of a break during the day, or need a complete night's sleep to help you cope better, there are a number of organisations that offer this. Further details can be found in 2 publications which are available at your local Adult Social Care office: '*Right Care Index*' and '*Care Choices*'. The Carers Support Service on 01872 243 531 can also help.

4 – Holidays & Short Breaks

3 Respite Care in hospital

If there is a medical need, the person will be offered a bed in a community hospital, if the doctor feels this is appropriate.

4 Respite Care in a Care Home or Care Home with Nursing

This means that the person you care for will move into alternative accommodation such as a care home (or care home with nursing) on a temporary basis so that you can have a break. This service is arranged through the Department of Adult Social Care and is MEANS TESTED.

5 Intermediate Care, and its impact on Carers

Intermediate Care is an initiative that addresses inappropriate hospital admissions, facilitates early discharge, prevents early admission to long-term care and maximises independent living. It acts as a bridge between hospital and the community. The services provided are integrated Health and Adult Social Care and have been shown to be cost effective. It is preventative, providing short-term support for the patient and carer in the home, or residential accommodation.

Intermediate Care is not exclusive for older people and there are plans to widen the availability.

The process begins with assessment, has a planned outcome, is time limited and involves multi-agency working. The services available are:

- Holding service providing trained care in an emergency, preventing A & E admission.
- Rapid Assessment Teams (RATs) make an assessment within 24 hours, and arrange specialist equipment and a package of care if necessary.

Adult Social Care can give more details and a leaflet. Carers Break has contracted with Adult Social Care to provide night care for clients referred by the Rapid Assessment Teams.

- Community Rehabilitation Teams provide assessment and a package in the home to facilitate independence.
- Assessment/treatment in a Nursing Home with rapid access to transport. This is nurse led, providing medical treatment and therapy. This is usually over a 7-day period.

6 **British Red Cross Care & Response Services**

The Main Red Cross Office for Cornwall is on 0845 331 5000. The Home from Hospital Service & Care & Response Service are available on 01872 272 878.

The Red Cross have community care teams of trained volunteers in most parts of the county who may be able to "sit" with the person you care for whilst you have a break to do some shopping, attend a carers support group etc.

They run a **Care & Response Service**. This comprises trained volunteers, to help prevent hospital admissions and breakdowns in care. The volunteers aim to respond rapidly in a crisis situation, ie if the carer is taken ill, where possible.

The service can provide

- Escorts to appointments
- Sitting service for clients, to relieve carers
- Practical assistance for people with temporary mobility problems (eg shopping, collecting pensions, etc)
- Befriending service to ease isolation, especially following bereavement
- Assistance to rehabilitation teams to promote independent living

The Red Cross also have a **Home From Hospital** service. This offers practical help to support people returning home from hospital. They can offer "take home and settle in" visits, and up to 6 weekly visits following that. They can also collect prescriptions, pensions, shopping etc, or assist people to go shopping for themselves.

All Red Cross Services are short-term and are assessed on need.

7 St John Ambulance Helping Carers At Home Service

HCAH Service Co-ordinator Elaine Smith 01752 847 814.

Helping Carers at Home Service operates in the Saltash area provides trained personnel to give respite for those caring for a relative or friend in their own home. This is done in consultation with the carer, and cared for, regarding how best to provide the help needed.

5 HOW CAN ADULT SOCIAL CARE HELP?

Cornwall Department of Adult Social Care (to be known as *Adult Care and Support* from April 2009) offers community care services and support, alongside Health and Housing agencies in Cornwall:

- For all carers, including young carers (people under 18 who care for an adult).
- For older people.
- For adults with a physical disability, learning disability, hearing or sight loss, a drug or alcohol problem, or people living with HIV/AIDS.
- For people leaving hospital.
- For people considering living in a care home, or care home with nursing.

Services for children with a disability, and their carers, are now provided by the Department for Children, Young People and Families. The services are unchanged, and can be accessed through the same offices and phone numbers as Adult Social Care (see overleaf).

Assessments

Carers are offered their own Assessment of Need. Your assessment is independent of any assessment of the person you care for. You may be sent a self assessment form instead of, or in advance of, a visit from a worker from Adult Social Care.

Alternatively the carers self assessment form is available online, and you can find it at www.cornwall.gov.uk/careforms

Some people are offered a joint assessment, together with the person they care for. However, you have the right to ask for your own separate, and private, Carer's Assessment if you want one, and even if the person you care for has refused to have an assessment, or does not receive help from Adult Social Care (as

set out in the Carers Recognition and Services Act, Carers and Disabled Children's Act 2001).

An assessment will look at the scope and intensity of the support you are giving, and whether you wish to have any practical or emotional support to help you.

Why should I have an assessment?

An assessment can help carers to feel that their role in the life of the person they care for is fully recognised and valued. Knowing that there is support available may help carers feel less isolated, while getting information and advice can often help encourage and instil confidence.

An important function of assessment is to identify and reduce any risk to the health of the carer - for example if equipment is provided to help with lifting the person cared for. Also if you are able to discuss medication and coping strategies with a professional, you may feel better equipped to cope from day to day. Being able to plan what could be done in a crisis (for example if you yourself are taken ill) can lift some of the worry off your shoulders.

The services that Adult Social Care can provide, in terms of practical help, are often the main reason carers contact them. The following list is not exhaustive, can cover both the carer and the cared-for person, and can include:

- Information, advice and guidance, particularly around training, education and work
- Arranging for respite care or short breaks
- Day care
- Personal care at home
- Direct Payments scheme
- Meals at home

- Help with sight or hearing loss
- Equipment to help people live more safely and independently at home
- Advice on adaptations to your home
- Employment, training and work experience opportunities
- Disabled Person's Parking Concession Badge (Blue Badge Scheme)
- Help arranging any other services required, eg from Health or your local Housing Department.

Trained staff can access a wide range of voluntary and statutory services on your behalf, as well as money from the **Carers Grant**, which can be awarded to carers to:

- purchase extra day or night sitting
- give financial help to enable carers to pursue interests or hobbies
- to finance a break.

Carers Grant money is only available to carers who have had a needs assessment, and is subject to resources being available.

The person you care for can also receive any of the services listed above, except for the specialist ones for carers. Full information about these services provided is included in the Adult Social Care information leaflets, see below.

How is care organised?

At the time of going to print, Adult Social Care is co-ordinated in each district by a **General Manager**. The General Manager is responsible for a team of **Care Managers**, who organise the main care workers – social workers, occupational therapists (OTs), learning disability specialists, case co-ordinators, and other professionals. There are also some specialist workers to support carers of people with Dementia.

5 – Adult Social Care

Mental Health services are provided by Cornwall Partnership Trust – see chapter 10 for more information. They have specialist workers to support carers of people with mental health problems.

Local teams in Cornwall are organised around GP surgeries; this means that people requiring help are allocated Adult Social Care workers according to their surgery, and their GP. The teams work closely with external organisations to provide the best level of support for the people in their care. This could be people who work for the NHS, or charities such as Age Concern, as well as the Carers Support Workers from CRCC (chapter 3).

Important information about Fair Access to Care Services (FACS) – which applies to the assessment for the person you look after

Please note that when the person you look after has an assessment, Adult Social Care will look at 5 areas of his/her life which are essential for safety and independence. The worker will then decide if his/her needs in each of these 5 areas are **critical, substantial, moderate** or **low**. At the moment, Adult Social Care can support people who have critical or substantial needs. We will help people with moderate or low needs to find support from other organisations. More detailed information on FACS is available in Adult Social Care's leaflet *Assessing your needs* listed at the end of this chapter.

Contacting the Department of Adult Social Care

If you feel that you, or the person you look after, needs help from Adult Social Care, you can contact Adult Social Care's switchboard on 01872 322004, and ask for the Access Team. Or if you prefer, you can ask your GP to make contact on your behalf. We call this "making a referral". It simply means giving us a person's details, contact information and the nature of the problem they want our help with. You can also make a referral online at www.cornwall.gov.uk/careforms by following the link to the referral form.

Reception Service workers in all offices are trained to help members of the public gain prompt access to information and/or social care services appropriate to their needs. They will ask for a few basic details about you and the person you care for, including your GP.

Office hours: Monday – Thursday 8.45am – 5.15pm

Friday 8.45am – 4.45pm

Outside office hours 01208 251 300 (emergency number only for evenings, weekends and bank holidays)

What happens next?

Following discussion, it may be that another organisation, such as a provider of housing or benefits, is better placed to help you. In this case, the Department of Adult Social Care will ensure that you know who to contact. If the situation is one Adult Social Care can help with, they will send a trained person to see you (and the person you care for if requested), to carry out an assessment of your needs.

This includes young carers, ie those under 18 years of age.

Your situation will be assessed and any issues identified. **In particular you will be asked whether you need any help to continue caring.** The Assessor should take into account your views as to which services are required and when you would like them.

You are also entitled to have your carer's assessment in a separate room, ie, in private. You can have an independent person to support you, or a friend or family member with you if you wish. You do not have to have your assessment with the person you care for present.

Is there a cost for services?

Many services are free, and there is no charge for an assessment by the Department of Adult Social Care. Visits to your home and advice from Adult Social Care workers are also free, and so is any daily living equipment offered following an assessment of need. If a person has a meal at a day care centre, or a meal at home, eg “Meals on Wheels”, this will be charged for (see below).

The person you care for may be charged for other services.

A financial assessment will be offered to them to work out how much contribution they need to make to the cost of any services they receive. Further information is given in the appropriate Adult Social Care publications, see list overleaf, and on the website at www.cornwall.gov.uk/ascleaflets. For example, charges may be made for:

- Personal care, **sometimes known as home help or home care**
- Meals, **either at home or in a day care centre**

Following assessment, Adult Social Care workers will always advise about any charges before setting up a service.

If a carer is provided with a service that is chargeable, they will be charged for it themselves (following a financial assessment). If the person you care for is provided with a chargeable service, then they are liable for the cost of that service themselves. If you care for your partner, and you are **both** requiring chargeable services, you may be financially assessed as a couple.

The financial aspects of **staying in a care home, or a care home with nursing**, whether for respite or for permanent care, are explained in their leaflet *Moving to a care home?*

Will records be kept?

Yes, the Department of Adult Social Care has to keep records about people who use their services. These records are securely kept and remain confidential. Information about having access to your records is given in their leaflet *Access to personal records*.

What can I do if I am not satisfied?

If you are dissatisfied with any aspect of your assessment, or the services provided to you or the person you look after, Adult Social Care will always help you to sort it out. Raise your concerns first of all with local staff who work with you. They will want an opportunity to put things right, and can resolve most problems quickly and efficiently by dealing with them locally. If you are still not happy, you can contact the Registrar of Complaints on 01872 322 004. More detailed information about sorting out complaints or problems is given in their leaflet *How to make a comment, compliment or complaint*.

Alternatively, if you are pleased with a service, please do let Adult Social Care know, as it is important and helpful for staff to know when things are going well.

Department of Adult Social Care Information

To obtain copies of any of the following publications, or to find out more about Adult Social Care you can:

- **Ring your local Adult Social Care office: see next page**
- **e-mail: adultcare@cornwall.gov.uk**
- **Visit the Department of Adult Social Care pages of the County Council website: www.cornwall.gov.uk**
- **Speak to your Adult Social Care worker**

All of the following publications are available free of charge and in large print, on computer disk, on audio-cassette or in other

5 – Adult Social Care

formats on request, via the Adult Social Care Public Information Officers on 01872 323 661. If you require information in a language other than English, or need BSL translators, speak to your local Adult Social Care office, who will be able to arrange this for you.

For Carers

- Services for Carers
- Information for Young Carers

For Adults with a Disability

- Services for people with a physical disability
- Services for people with a sight or hearing loss
- Community Development (opportunities for people with disabilities through work & personal achievement)
- Home Adaptations
- Rehabilitation services for older people and people with disabilities
- Say No to Abuse

For Adults with a Learning Disability (in easy read format)

- Services for people with a learning disability
- Say No to Abuse
- Have your say – making a comment, compliment or complaint

For People with HIV / Aids

- Services for people living with HIV & AIDS

For People with Mental or Emotional Problems, or Addictions

- Directory of Bereavement, Death and Trauma Support Services in Cornwall
- Services for people with a mental health problem
- Services for people with drug or alcohol Problems

For Older People

- Moving to a Care Home
- Extra help when you leave hospital
- Rehabilitation services for older people and people with disabilities
- Home Adaptations
- Services for older people
- Review Visitor Scheme

General Leaflets - for everybody

- Home Adaptations
- Access to Personal Records
- Assessing your Needs
- Direct Payments Scheme
- Extra Help when you Leave Hospital
- Help Outside Normal Working Hours
- How to make a Comment, Compliment or Complaint
- Say No to Abuse
- Directory of Bereavement, Death and Trauma Support Services in Cornwall
- Staying Safe in Cornwall
- Services for people with dementia
- Care and Support Services (British Red Cross)

Local Adult Social Care Offices

For Penwith:

Roscadghill Parc

Heamoor

Penzance

TR18 3QX

01872 322 004

5 – Adult Social Care

For Kerrier:
The White House
24 Bassett Road
Camborne
TR14 8SL
01872 322 004

For Carrick:
Cathedral Close
Wilkes Walk
Truro
TR1 2TE
01872 322 004

For Restormel:
Sedgemoor Centre
Priory Road
St Austell
PL25 5AB
01872 322 004

For Caradon:
Westbourne House
West Street
Liskeard
PL14 6BY
01872 322 004

For North Cornwall:

Priory House

Priory Road

Bodmin

PL31 2AD

01872 322 004

AND

Hendra House

Dunheved Road

Launceston

PL15 9JW

01872 322 004

Department of Adult Social Care Headquarters and Complaints

Manager

Old County Hall

Station Road

Truro

TR1 3AY

01872 322 004

6 HEALTH SERVICES

NHS Direct – 0845 46 47

NHS Direct is a nurse-led helpline and is open 24 hours a day every day of the year.

If you need advice or reassurance or are not sure which services to use then ring NHS Direct 0845 46 47.

A interpretation service is available.

You can also visit NHS Direct online at www.nhs.direct.nhs.uk or access NHS Direct Interactive using digital satellite TV.

For confidential advice and information call PALS - Patient Advice and Liaison Service

There is a Patient Advice and Liaison Service (PALS) in every NHS Trust. PALS provide support, information and advice to patients, carers and relatives. We act impartially when handling patient and family concerns, liaising with staff, managers and where appropriate, relevant organisations to negotiate immediate and prompt solutions.

PALS can:

- **Listen to your concerns, suggestions or queries**
- **Provide information on NHS services**
- **Advise and support patients, their families and carers**
- **Help sort out problems with you, or on your behalf**

Each trust also has a separate complaints system, but part of the PALS role involves resolving minor complaints. It may be worth approaching us first if you have an issue with the care received or other concerns, before making a formal complaint.

The PALS service is confidential. We will always ask for the patient's permission before personal information is discussed with others. The only reason we might have to consider passing on information would be to protect you, or others, from very serious harm.

You can contact the relevant PALS Team on:

Cornwall and Isles of Scilly PCT

PALS Team 0845 170 8000

email: palsteam@CIOSPCT.cornwall.nhs.uk

Cornwall Partnership Trust

PALS Manager 01726 291109

Royal Cornwall Hospitals Trust

01872 252 793

e-mail: pals.service@rcht.cornwall.nhs.uk

Derriford Hospital

Liz Hurman/SarahMulhall 01752 517 657

South Western Ambulance Services NHS Trust

PALS Officers 01392 261 585

e-mail: pals@swast.nhs.uk

Your Doctor (GP) _____ (please fill in)

If you or the person you care for, has a health problem and you need professional medical advice, contact your GP (General Practitioner) surgery. A GP should be able to give you information, advice and support as well as treatment. Do not be afraid to ask your doctor about your needs as well as those of the person you look after. Make sure that you are listed with your doctor's surgery as a carer. This will help them to make

6- Health

emergency arrangements for the person you care for if something happens to you.

Everyone is entitled to receive services from a GP. If you are not registered with a GP surgery, you can contact the **Cornwall and Isles of Scilly Primary Care Trust for help** on **0845 170 8000**.

Community Pharmacist

The pharmacist is available for consultation without appointment, whilst the pharmacy is open. He or she will be able to advise whether your condition can be treated with an over the counter medicine or recommend whether or not you should see the doctor.

The pharmacist can advise on the following minor ailments:

- **Bugs and viruses**
Coughs, colds, flu, cold sores, minor infections, sore throats, minor eye infections, mouth ulcers, sinusitis
- **Injuries**
Minor cuts and bruises, sprains and strains, sports injuries
- **Stomach problems**
Indigestion, diarrhoea, constipation, irritable bowel syndrome, vomiting
- **Women's health**
Cystitis, pre-menstrual bloating, period pains, thrush
- **Skin conditions**
Spots, dandruff, athlete's foot, corns, warts and veruccas, sweat rash, insect bites
- **Infestations**
Head lice, worms, scabies
- **Allergies**
Contact dermatitis, hay fever

- **Aches and pains**
Headache, toothache, rheumatic pain, cramp
- **Children's problems**
Including nappy rash, teething pain, colic
- **Others**
Ear wax and piles (or haemorrhoids)

Please ask if you would like your pharmacist to let you have information about your medicines in large print or other formats.

You can find details of your nearest pharmacy in local telephone directories or by calling NHS Direct on 0845 4647.

Cornwall and Isles of Scilly Primary Care Trust

The Primary Care Trust or PCT commissions hospital, mental health and learning disability services for the people who live in the area. They also provide community services.

Primary Care is often the first point of contact between you and the health service and offers a range of options for you and your family. It might be a visit to a doctor or dentist, a visit to an optician for an eye test, or a trip to the pharmacist to buy cough mixture. The Primary Care Trust works closely with all providers of health care to ensure that you receive the high standard of care you expect from your NHS.

To contact the Primary Care Trust call: **0845 170 8000**

Community Services

There are a variety of other community services available. These are shown in more detail below, with information about how you can access them.

- Primary Care Trust Dental Service
- Community Midwifery Service
- Community Matrons
- Community Psychiatric Nursing Service
- Continence Services
- Contraception and Sexual Health Services
- District Nursing Service
- Health Visiting Service
- Macmillan Nursing and Therapy Service
- Occupational Therapy Service
- Physiotherapy Service
- Podiatry (used to be called Chiropody)
- School Nursing Service
- Speech and Language Therapy
- Orthopaedic Clinical Assessment Service
- Diabetic Specialist Nursing
- Marie Curie Nursing Service
- Psychology Service

Primary Care Trust Dental Service

The Primary Care Trust Dental Service offers residents of the county access to urgent dental treatment when they don't have a dentist to provide them with routine treatment. Visitors to the county are also able to access dental treatment through the Primary Care Trust Dental Service. Special care dentistry is also provided for people with particular needs. The Primary Care Trust's Dental Service operates from 23 clinics throughout Cornwall and the Isles of Scilly.

How can someone access this service?

If you are not registered with an NHS dentist and have a dental emergency, call the **Dental Helpline** on 01872 354 375 to book an urgent appointment.

Community Midwifery Service

Community Midwives in Cornwall provide care for women and their families during pregnancy, birth, (dependent on where you choose to give birth) and the postnatal period, which is up to 28 days after birth. The services offered include pre-conceptual health advice and ante-natal education.

Every pregnant woman will be allocated a named midwife who ensures an individualised plan of care is made. Care is provided in a variety of settings, which can include your home, a clinic at your GP surgery, the local Children's Centre or Birth Centre. The Midwives work jointly with GPs, health visitors and other health services.

How can someone access this service?

Your GP surgery will provide you with information on how to contact a Midwife.

Community Matrons

Community Matrons are skilled nurses who specialise in caring for people with complex health care needs in their own home or care home. They aim to help patients understand and manage their conditions and will act as a co-ordinator of care in order to prevent unnecessary admissions to hospital. If patients are admitted to hospital the community matron works with the hospital team to ensure a fast and effective discharge.

How can someone access this service?

If your GP thinks that someone would benefit from support from a Community Matron, they will refer them.

Community Psychiatric Nursing Service

Community Psychiatric Nurses (CPNs), are Registered Mental Nurses who work with mentally ill people in the community. They will visit people in their own homes and work with them and their carer(s) to provide care based on individual needs.

How can someone access this service?

This service is available through a person's doctor or consultant psychiatrist. Once referred they will be allocated a named nurse.

Continence Services

Bladder or bowel incontinence is very common and may affect up to 10% of the Cornish population. Health and social care organisations in Cornwall are currently working towards an integrated continence service. This will mean that all professionals involved in continence care will work in partnership to agreed common policies. Anyone with a bladder and/or bowel problem is entitled to be assessed and to receive treatment to promote continence, help prevent incontinence, and to maintain quality of life. Aids and equipment can also be provided if necessary.

How can someone access this service?

Anyone with a bladder and/or bowel problem can contact their local surgery and ask to be seen by a local healthcare professional.

For more information, please contact Sharon Eustice, Nurse Consultant, Continence Promotion Service, Bodmin Community Hospital, Boundary Lane, Bodmin, PL31 2QT Tel:01208 251 333.

Contraception & Sexual Health Service

The Contraception & Sexual Health Service is a county-wide specialist service providing free, confidential advice on contraception and birth control. All methods of birth control are available, including condoms.

How can someone access this service?

Appointments can be made but are not always necessary. Anyone may contact the Service through the Contraception & Sexual Health Information Service, Cornwall, Tel: 01872 354 393, or under "Health" Royal Cornwall Hospitals Trust – Other Health Services in the telephone directory.

District Nursing Service

The District Nursing service is available to anyone requiring nursing care who, because of their medical condition, is unable to access services elsewhere. This does not include those with transport difficulties for whom a voluntary car service is available. Following referral to the service, an assessment will be made of the appropriateness and urgency of a home visit. At the initial visit there will be a full holistic assessment to identify the needs of both patient and carer. A plan of care will be mutually agreed. Referrals to other services will be made by the nurse as appropriate.

How can someone access this service?

Contact the local District Nursing Team direct or through your GP. Referrals may also be made on your behalf by other health professionals such as hospital staff. Patients will normally be contacted within two working days or as indicated by the referral. At this time the need for a home visit will be established and a visit arranged if appropriate.

Health Visiting Service

A health visitor is a qualified nurse, with special training in the promotion of good health and prevention of ill health. Their role is to support and assess all aspects of physical, emotional and social health in all age groups, particularly focussed on children and families.

Health Visitors offer objective, non-judgmental, practical support to patients and their carers. The health visitor has a professional relationship with many agencies and services within the community.

How can someone access this service?

Anyone may make direct contact with a health visitor at their local surgery or health centre, and will be assigned a named health visitor.

Macmillan Nursing and Therapy Service

These services provide specialist help and support for people with cancer and other advanced illnesses, and to their families. This service is given at home and in hospital. This help includes the relief of pain and symptoms, emotional support and practical help.

How can someone access this service?

Anyone can contact this service, but Macmillan will confirm the needs of the patient with their own doctor before getting in touch. Macmillan Nursing and Therapy Service, 3 St Clement Vean, Tregolls Road, Truro, Tel: 01872 354 383

Occupational Therapy Service

This service is for people with long term conditions or recovering from serious illness. When a person is having difficulty with the basic tasks of everyday living, an Occupational Therapist (OT) uses therapeutic techniques to work with them towards agreed goals, helping to maintain their independence. The aspects of

daily living that they can help with range from a person's ability to concentrate, deal with anxiety and mix with people, to their ability to work, dress, bathe and cook. Any one of these can be affected by a serious or long-term health condition. A person suffering in this way may benefit from intervention by an Occupational Therapist.

Occupational Therapists are qualified in both physical and mental health work and after training often go on to specialise in a particular field, such as Stroke Rehabilitation or Acute Mental Health.

In Cornwall there are Occupational Therapists working with adults and older people in hospitals, outpatient services and the community providing both physical and mental health services.

How can someone access this service?

Most people contact Occupational Therapists via other healthcare staff such as their GP, consultant, community nurse or psychologist, or via the Department of Adult Social Care. Once referred, the Occupational Therapist will contact the person to assess their situation and set goals for treatment.

Physiotherapy Service

This service provides assessment and treatment for a range of conditions which cause pain and affect mobility, restricting a person's independence.

Physiotherapists can provide treatment, advice and support, and may help in a variety of post-operative, medical and chronic conditions. They aim to encourage improvement in the patient's quality of life and level of independence.

Clinics are available in all hospitals and in some health centres throughout the county.

How can someone access this service?

Appointments can be made by hospital consultants, GPs or health care workers. All urgent referrals will be seen within two working days, whilst more routine referrals will be seen on average within six weeks. A GP may offer the Physio Direct scheme; the patient contacts a Physiotherapist by telephone to discuss the problem and what type of treatment would be most appropriate. Your GP surgery will have details if this service is available in your area.

Podiatry (formerly Chiropody)

This service provides free treatment for people with complex foot problems, with the aim of maintaining mobility and preventing unnecessary foot related problems.

There are clinics across Cornwall, offering consultation and routine treatment. Specialist treatment for diabetic foot emergencies or complex musculoskeletal problems might require a longer journey to an appropriate clinic.

How can someone access this service?

The Podiatry service accepts referrals from GPs, consultants, allied health professionals and patients. Ask your local health centre or surgery.

School Nursing Service

This service provides specific support for children during their school years. Both parents and teachers can approach the school nurse regarding children in their care. All school nurses are fully trained nurses and many have a School Nursing qualification. In some areas, the health visitor will also be the school nurse.

The school nurse will advise parents and children on health education and health promotion. Should a child have special

needs, the school nurse will work in partnership with other health services to provide co-ordinated support to these children, and their parents.

How can someone access this service?

Each school will have a named school nurse, available to all their pupils. To contact the nurse, simply telephone your local Health Centre.

Speech and Language Therapy

This service is for people who have a speech or communications problems. The service will offer help and support to adults and children and their families. Following an assessment, an appropriate course of action will be agreed and carried out.

Speech and Language Therapists also work with adults and children who have difficulties eating and drinking.

How can someone access this service?

Access to the service is available through a consultant, GP, school or health care professional, or a direct enquiry from the person concerned. They will be notified of an appointment time by the local speech and language therapist, usually within 6-8 weeks.

Other Services

Orthopaedic Clinical Assessment Service

Any person with severe hip or knee conditions can use this service for diagnosis, advice on managing their condition and if necessary referral on to therapy or medical services. This team can refer a person on for consideration for surgery if necessary.

How can someone access this service?

A GP refers into this service.

6- Health

Diabetic Specialist Nursing

This service is available to support diabetic patients and their carers. The service gives practical support and advice, and specialist knowledge. People can refer themselves, but referral is usually made through the GP, practice nurse, health visitor or district nurse.

Marie Curie Nursing Service

This service provides a pool of nurses who can be called upon by the Community Nurse or Macmillan Nurse to provide nursing care in their own homes for people with cancer, during the day or overnight. Tel: (0845) 0567 899.

Psychology Service

The Psychology Service can be contacted via your GP or hospital consultant.

Hospital and Emergency Services

If you or the person you care for becomes ill, or a person's condition gets worse, contact your GP. They will assess the situation and arrange admission to hospital if necessary.

District General Hospitals

The **Royal Cornwall Hospitals Trust** (Tel: 01872 250 000) is responsible for:

the Royal Cornwall Hospital, Truro
West Cornwall Hospital, Penzance
St Michael's Hospital, Hayle.

The **Plymouth Hospitals NHS Trust** (Tel: 0845 155 8155). Is responsible for: Derriford Hospital, Plymouth.

The **Northern Devon Healthcare NHS Trust** (Tel: 01271 322 577) is responsible for: North Devon District Hospital.

Community Hospitals

Community Hospitals provide a range of services. These may include assessment and rehabilitation for older people, inpatient services, day hospital services, occupational therapy and physiotherapy services, outpatient services and minor injuries units. Please ask the Patient Advice and Liaison Service (PALS) Tel: 0845 170 8000 for more information about the services provided at your local community hospital.

Minor Injury Units

Minor injury units are able to treat cuts, bruises, burns, small fractures (where x-ray is available), sprains, strains and head injuries (where the patient has not been knocked unconscious). Many units can also treat minor illnesses such as sore throats, rashes etc. You do not need an appointment.

There are minor injury units at the following hospitals:

Bodmin Hospital, Boundary Road, Bodmin, PL31 2QT.
Open 8am to 10pm, 7 days a week. Tel: 01208 251577.
X-ray available 9am to 5pm, Monday to Friday.

Camborne-Redruth Community Hospital, Barncoose Terrace, Redruth, TR15 3ER.
Open 8am to 10pm, 7days a week. Tel: 01209 881650.
X-ray available 9am to 5pm, Monday to Friday.

Edward Hain Hospital, Albany Terrace, St Ives, TR26 2BS.
Open 8am to 8pm, 7days a week. Tel:01736 576107.
No x-ray facilities

Falmouth Hospital, Trescobeas Road, Falmouth, TR11 2JA.
Open 8am to 8pm, 7days a week. Tel: 01326 434739.
X-ray available 9am to 5pm, Monday to Friday.

6- Health

Fowey Hospital, Green Lane Fowey, PL23 1DU.

Open 24 hours, 7 days a week. Tel: 01726 832241.

No x-ray facilities.

Helston Community Hospital, Meneage Road, Helston, TR13 8DR.

Open 8am to 8pm, 7 days a week. Tel: 01326 435815.

No x-ray facilities.

Launceston Hospital, Link Road, Launceston, PL15 9JD.

Open 8am to 10pm, 7 days a week. Tel: 01566 765653.

X-ray available from 9am to 5pm, Monday to Friday and Sunday.

Liskeard Community Hospital, Clemo Road, Liskeard, PL14 3XA.

Open 8am to 10pm, 7 days a week. Tel: 01579 335278.

X-ray available from 9am to 5pm, Monday to Friday and Saturday

Newquay Hospital, St Thomas Road, Newquay, TR7 1RQ.

Open 8am to 10pm, 7 days a week. Tel: 01637 893623.

X-ray available 9am to 5pm, Monday to Friday.

St Austell Community Hospital, Porthpean Road St Austell, PL26 6AA. Open 8am to 10pm, 7 days a week. Tel: 01726 291199.

X-ray available 9am to 5pm, Monday to Friday.

St Barnabas Hospital, Higher Port View, Saltash, PL12 4BU.

Open 8am to 10pm, 7 days a week. Tel: 01752 857407.

No x-ray facilities

St Mary's Hospital, Isles of Scilly, TR 21 OLE.

Open 24 hours, 7 days a week. Tel: 01720 422392.

X-ray facilities on Tuesdays.

Stratton Hospital, Hospital Road, Stratton, EX23 9BP.

Open 24 hours, 7 days a week. Tel : 01288 287713.
X-ray available 9am to 5pm, Monday to Friday.

There is also a minor injuries unit at the Cumberland Centre, Damerel Close (off Madden Road), Devonport, Plymouth. The Centre is normally open from 9am to 5.30pm, 7 days a week, Tel: 0845 155 8003. X-ray available 9am to 5pm, Monday to Friday.

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Is the situation an emergency?

Go to, or call, your local A&E (Accident and Emergency) or call 999 for an ambulance.

Accident and Emergency is for serious conditions and emergency treatments such as:

- Loss of consciousness
- Heavy bleeding
- Difficulty in breathing
- Suspected heart attack
- Serious injuries

There are A&E departments at:

- Truro - **Royal Cornwall Hospital**. Royal Cornwall Hospital (Treliske), Treliske, Truro, TR1 3LJ . Tel: 01872 250 000
- Plymouth - **Derriford Hospital**, Derriford Road, Crownhill, Plymouth, Devon, PL6 8DH Tel: 0845 155 8155
- Barnstaple - **North Devon District Hospital**, Raleigh Park, Barnstaple, Devon, EX31 4JB. Tel: 01271 322577

999 Service

When dialling 999 it is important to ask the following questions...

Is it a life threatening emergency?

Is someone's life in danger?

Is someone experiencing chest pain?

If the answer to any of the above is yes, please dial 999, if not please consider the following alternatives:

Seeing your local GP

Travelling to your local minor injuries unit

Over the counter medication and advice at your local pharmacy

Phoning NHS Direct, a 24 hour service on 0845 4647

Remember that phoning 999 unnecessarily may result in putting lives of others at risk.

Once you are put through to the Ambulance Control Centre the operator will ask you:

1. What is the phone number you are calling from?
2. What is the exact location of the incident?
3. What is the problem?

Be prepared to explain, as clearly and briefly as you can, and if necessary, give directions. Once this basic information has been given, the operator will despatch an appropriate resource, and carry on talking to you. They will ask for more information about the casualty, and if necessary give you instructions to help them.

Out of Hours Care Services

GP services out of hours

In the evenings, at weekends and on Bank Holidays you should still phone your usual surgery number. If the surgery is closed your call will automatically be diverted to the Out of Hours Urgent Care Service. Alternatively, you can call **0870 242 1 242**.

Please only contact the service if your need is urgent, as services out of hours are only for **urgent** medical problems that cannot wait until normal surgery hours.

When you contact the service they will take your details and a doctor or nurse will call you back within an hour. The doctor or nurse will decide whether to give you advice or arrange a clinic appointment or a home visit, for you to see a doctor or an emergency care practitioner. This will be within 1 to 6 hours depending how urgent your condition is.

Pharmacy services out of hours

Times of opening will be displayed at each pharmacy, in local papers and are available from NHS Direct on 0845 4647. Only prescriptions marked URGENT will be dispensed outside these hours.

Dental Services out of hours

If you are registered with a dentist contact, your dental practice for advice. If you are not registered with a dentist and have a dental emergency, please contact the Dental Helpline on 01872 354375.

NHS Direct - the 24 hour nurse led helpline on 0845 4647 – can give advice on dental pain, as can your local pharmacist. Please note that the GP does not offer dental services.

For information on registering with an NHS dentist call the NHS Dental Helpline on 01872 354375..

Respite Care

For more details on respite care, both at hospital and other places, see chapter 3.

Admission to hospital is usually aimed at those people who are in need of nursing care rather than simply 'social' respite care. However, it is possible to obtain free, regular and planned respite care in a hospital setting, to give you a break from your caring responsibilities, if the person you care for is considered to fit the criteria for re-assessment, treatment or top-up rehabilitation. Otherwise, respite will take place in a Nursing or Residential home setting. The Department of Adult Social Care may pay towards this and the individual would be means-tested.

Your GP, district nurse or other healthcare staff will be able to advise you.

6- Health

Mental Health & Learning Disability

Cornwall Partnership Trust - 01726 291 000

Provides services related to Mental Health, Learning Disabilities and Child & Family Services.

7 SOCIAL SECURITY BENEFITS & DEALING WITH SOMEONE ELSE'S MONEY

State Benefits

Benefits are available from the Department of Work & Pensions, formerly known as DSS or Social Security, and not to be confused with "Social Services"! The first step to making a claim is by filling in the appropriate forms and sending to the DWP. Remember that forms for some benefits have to be sent to offices in other parts of the country. For a form, phone your local Jobcentre Plus Office.

There is also a free telephone number under the heading of Jobcentre Plus in chapter 13, which is an enquiry line for people with disabilities and their carers. The freephone number is 0800 88 22 00 or textphone 0800 24 33 55 and is open from 9 am until 4.30 pm Monday to Friday. Claims for Income Support, Incapacity Benefit and (from October 2008, when it replaces Incapacity Benefit for new claimants) Employment Support Allowance are usually made over the telephone although you can still request paper forms if you would prefer them. The telephone number is 0800 055 66 88 (lines are open 8.30am – 6.00pm, Monday – Friday). This service is for under 60's only. You could also ring Carers National Association freephone helpline 0808 808 7777.

CAUTION! SOME CLAIMS WILL AFFECT OTHER BENEFITS YOU MAY BE RECEIVING. If you need advice about which benefit you may be entitled to, write or telephone the Citizens Advice Bureau (See chapter 13). Your local Department of Adult Social Care office may be able to advise you, if you are in contact with them. Your local Jobcentre Plus office can also be very helpful – their booklet SD4 "Caring for someone?" is useful.

Carers Allowance (Claim Pack DS700 or DS700(SP) for carers over retirement age)

To claim you must be age 16 or over. You must be spending at least thirty-five hours a week looking after someone who is getting either rate of Attendance Allowance, or Disability Living Allowance at the middle or higher rate of the care component. If you are a student there are rules relating to the number of hours you study – seek advice. It is a taxable weekly cash benefit.

You can claim CA if you earn less than £95 per week (from 2008) after taking money off for allowable expenses.

If you are also on Income Support, Pension Credit, Housing Benefit or Council Tax Benefit, seek advice, as the hours you work and the amount you earn could affect your benefit. Carers Allowance counts in full as income for most means-tested benefit purposes

If you are of retirement age, seek advice as you may have an “underlying entitlement” to Carers Allowance. It may be that you don’t get Carers Allowance directly, but making a claim for it may be a passport to other benefits or a carers premium.

Income Support (Leaflet IS1) and Pension Credit

To qualify for Income Support, you (and your partner if you are part of a couple) must be unavailable for work (there are exceptions – seek advice). Being a carer, especially if you are entitled to Carers Allowance, may class you as being unavailable for work. If you or your partner are under 60 years old, your savings/capital must not exceed £16,000 (from April 2006).

If you or your partner are aged 60 or over, you may qualify for a Pension Credit. This is in two parts – Guarantee Credit and Savings Credit. Both parts of Pension Credit are means-tested. Pension Credit Guarantee will ‘top-up’ your income to a minimum level, depending on your circumstances. This year the minimum

level is £119.05 if you are single (from April 2007), and £181.70 if you are a couple (from April 2007).

If you or your partner are aged 65 or over you may also qualify for Pension Credit Savings, which can be paid in addition to, or separate from, Pension Credit Guarantee. You may be entitled to Savings Credit even if you do not qualify for Guarantee Credit.

Income Support and Pension Credit are both means-tested benefits based on your income and savings/capital (but not the value of the house you live in). Most forms of income and savings are taken into account. It is always worth making a claim, even if you are unsure whether you qualify. The capital limit for Income Support is £16,000, although savings of more than £6,000 may be taken into account and reduce the amount awarded. There is not capital limit as such for Pension Credit although capital is still taken into account.

To claim Income Support (for people under 60) the telephone number is 0800 055 66 88 .

To claim Pension Credit the number is 0800 99 1234.

How do Income Support and Pension Credit work?

If you have less coming in than the law says you need, you are topped up with Income Support or Pension Credit Guarantee. The amount the law says you need depends on your circumstances and the members of your household.

Carers Allowance counts in full as income for means-tested benefits such as Pension Credit and Income Support, therefore, if you are paid Carers Allowance your benefit will be reduced by this amount. However, a Carer Premium will be included in the amount the law says you need, so when you add the two benefits together you may find you are still better off. If you are in any doubt, please SEEK ADVICE.

In some cases, Carers Allowance ‘overlaps’ with other benefits. This means you cannot be paid both, so you are paid the one worth the most. It is still possible in these cases to qualify for the Carer Premium as part of Income Support, Pension Credit, Housing Benefit and Council Tax Benefit. You may still be better off.

Disability Living Allowance (Leaflet SD1)

Disability Living Allowance is for new claimants under the age of 65. If a person is aged over 65, they will make a claim for Attendance Allowance. If someone is getting DLA when they become 65 it can continue for as long as they have the same needs.

The benefit is for people who have physical and/or mental health problems, and is awarded in 2 parts:

- the **Care Component**, which looks at their ability to take care of themselves (paid at 3 different rates)

- the **Mobility Component**, which looks at their ability to get around (paid at 2 different rates)

DLA is based on the help that is needed from another person, even if it is not actually being received. A person must have been ill or disabled for at least 3 months before they can qualify. In certain circumstances this ‘waiting period’ is waived, so it is always worth getting further advice about this if you are unsure.

Disability Living Allowance is non-means-tested, non-taxable and is not based on National Insurance contributions. It is paid in addition to almost every other benefit, and may entitle someone to Income Support or Pension Credit or a higher rate if they are already in receipt of these benefits. It may also mean that they are entitled to Council Tax and/or Housing Benefit.

Attendance Allowance (Claim Form SD1)

This benefit is for people who become ill or disabled after the age of 65. Attendance Allowance is similar to DLA Care Component in that it looks at a person's ability to take care of themselves.

There are two rates:

lower rate for people who need help during the day or night

higher rate for people who need help during the day and night.

There is no Mobility Component to Attendance Allowance.

Attendance Allowance is based on the help that is needed from another person even if no one is giving this help. In order to qualify for Attendance Allowance a person must have needed this help for at least six months.

Attendance Allowance is similar to DLA as it is non-means tested, non-taxable and not dependant on National Insurance contributions. It is also paid in addition to almost every other benefit and may entitle a person to Pension Credit, or more Pension Credit if they already receive it. It may also mean that they are entitled to Council Tax and/or Housing Benefit.

Forms for both Attendance Allowance and Disability Living Allowance can be requested by calling 0845 7123456

Constant Attendance Allowance

This is an extra amount of money paid on top of war pensions and pensions for a disability or illness caused by an accident or disease at work. It is awarded if the person needs regular personal attendance.

For more information on Industrial Injuries Constant Attendance Allowance, get leaflet NI6, *Industrial Injuries Disablement Benefit* from your Jobcentre Plus office. If the accident or disease was

7 – Social Security Benefits

from work before 5 July 1948, get leaflet PN1, *Pneumoconiosis, byssinosis and some other diseases from work*, or WS1, *Extra cash with Workmen's Compensation*. War Pensioner's Constant Attendance Allowance is described in WPA leaflet 1, *Notes about War Pensions and allowances* from a War Pensioners' Welfare Service office, or the Veterans Agency on 0800 169 2277.

If the person you care for gets one of these pensions, they should check at the office that deals with their pension to see if they can get Constant Attendance Allowance paid on top. If they do, you may be able to get Carers Allowance, Home Responsibilities Protection, the Carer Premium in Income Support, Pension Credit, Council Tax Benefit and Housing Benefit.

Please note that someone can't get both Attendance Allowance and Constant Attendance Allowance in full together, though they may be able to get a top up of either one of these benefits.

Housing Benefit and Council Tax Benefit

These are benefits you can get from the District or Borough council to help with paying rent and council tax. If your rent includes payments towards services such as water and heating, Housing Benefit cannot cover these costs – it can only look at the actual rent.

If you get Income Support or Pension Credit Guarantee you may be able to get the maximum amount of Council Tax and Housing Benefit, subject to possible deductions for other people living in your household, the number of rooms you have and the members of your household. However, if you are in private rented accommodation you can only get as much of your rent covered by Housing Benefit as the Rent Service (who are a separate organization from the Council) deems reasonable. If you are intending to take up a tenancy in the private sector it is worth asking the relevant District or Borough Council about this before you take up the tenancy. Most private rents are usually viewed as

excessive, and so it may fall to you to make up the shortfall in benefit.

If you do not get Income Support or Pension Credit, and have less than £16,000 capital you may still get these benefits because you are on a low income. Again it may be useful to ask the relevant District or Borough council before entering into any agreement with a landlord. (See also Housing Section).

The Social Fund (Form SFL2 SB16)

If you are in receipt of Income Support or Pension Credit Guarantee you may be able to apply to the Social Fund for help with certain expenses. There are various different payments you can get:

- 1. Budgeting Loan.** These are lump sum loans to buy essentials like furniture. The DWP will make an assessment of your need for the items you are requesting the loan for. You are not allowed to ask for a loan for certain things. Repayment is deducted from your weekly benefit. Any savings over £500 will be deducted from the amount you can be paid (£1,000 for people over 60). The loan is interest free. (See Leaflet SF500).
- 2. Crisis Loan.** These can be paid to meet the costs of emergencies or short term living expenses. The DWP will make an assessment of need. The loan is interest free and is paid back out of your weekly benefit. You don't have to be on Income Support or any other benefit, but any money you have coming in is taken into account. Claims may be made over the telephone – contact your local Jobcentre Plus for details.
- 3. Community Care Grant.** This can be paid in order to help people leave institutional care, help people remain in the community rather than go into institutional care, and help ease exceptional pressures on families under stress. It can also be used to help with travelling expenses in

7 – Social Security Benefits

certain circumstances. This grant does not have to be paid back. The DWP will make an assessment of need. Any savings in excess of £500 will be deducted from the amount paid (£1,000 if people over 60). (Form SF300)

Other payments of money can be accessed from the Social Fund, and are not dependant on Income Support or Pension Credit. Each type of payment has its own set of criteria. This money includes payments towards Funeral Expenses, Winter Fuel and Cold Weather payments, and Sure Start Maternity Grants. For further information about these payments, please contact your local Jobcentre Plus office, or seek further advice.

Road Tax Exemption

If you use your car solely on behalf of a disabled relative or if he/she owns it, you might be excused road tax if:

- your relative is receiving Higher Rate Mobility component of Disability Living Allowance
- or if they get Disability Living Allowance and are aged between 2 and 5, or over 65.

To claim, write to the Disability Benefits Unit, Government Buildings, Warbreck House, Warbreck Hill Road, Blackpool, FY2 0YF or phone 08457 123 456.

Digital TV

There is help available to some people who receive benefits to switch over to digital television when they turn off the analogue signal in 2009.

What to do if you think a decision about a claim for benefits is wrong

If you think that the DWP has made a wrong decision about your benefit you should ask for details of the decision. If you feel the reasons for their decision are wrong, or you feel they have based their decision on the wrong information, you can ask them to look

at their decision again. You then need to supply some further evidence for them to consider.

If they do not change their decision, or you feel the new decision is still not correct, you can ask for your case to be heard before an independent Appeal Tribunal. You need to fill in form GL24 (from a local Jobcentre Plus office) requesting this. You need to state clearly and concisely why you feel the decision is wrong, in all correspondence with the DWP (the people who make the decision), or the local council, when disputing a Housing or Council Tax Benefit claim.

If your case goes as far as an Appeal Tribunal, you will be given the option of attending in person or having your appeal heard in your absence. Please note, you have more chance of success if you attend. You will be sent copies of your papers, including any evidence you have supplied and all the information and reports used by the department to make their decision.

You may be able to get help with your appeal from Citizens Advice Bureau, or from the Department of Adult Social Care if you are in contact with them. Other details will be fully explained if you contact the local Citizens Advice Bureau and ask for help, or ask for booklet N1260 - *A guide to Reviews and Appeals*.

Problems with the Service?

Each area has a Customer Services Manager based at the local Jobcentre Plus office.

Dealing with Someone Else's Money

There may be a time when someone you care for can no longer manage their own money, for a variety of reasons. The course of action you should take will depend on their condition and financial circumstances.

If the person you care for is mentally capable but unable to get out.

It is usually possible for someone to legitimately access the customer's account with their permission. The precise arrangements will depend on the type of account they have and with which account provider. Customers should contact their bank, building society or other account provider to check what arrangements are available and which type of account would be most suitable for their circumstances.

On no account should the customer disclose their PIN (Personal Identification Number) number to a third party in order for them to access their account.

Some current and basic bank accounts can be accessed at Post Office branches through either cheque books or cards and PINs. This option may not be available to third parties. If third party Post Office access is important this should be confirmed with the relevant bank, building society or account provider.

Basic bank accounts are simple accounts that have fewer features and are less flexible. They do not allow overdrafts or cheque books and some will not provide a standing order facility or access via a third party mandate or a letter of authority. They do permit direct debits, a cash card and with most accounts money can be withdrawn at Post Offices.

If the person you care for is mentally incapable of claiming or managing their benefits.

A person may require someone to collect or receive payments on their behalf because they are no longer capable of managing their own affairs.

A DWP officer acting on behalf of the Secretary of State can authorise someone else to act on a customer's behalf if the customer is incapable of managing their benefit. This is called an appointment to act and the person or organisation appointed to act is called an appointee. A Social Security appointee is not appointed to look after the person's affairs generally, only to deal with the person's benefit entitlement and benefit payments.

Appointee action should only be considered if a customer is incapable of managing their own affairs even if they require some support to do this, e.g. due to a mental or extreme physical disability. Appointee action is not appropriate for customers who are capable of dealing with their own affairs.

An officer from the DWP will meet with you and the person you care for to explain the procedure. They will inform you of the responsibilities involved in becoming someone's appointee.

The account into which benefits and pensions are paid must be in the appointees name only. An appointee cannot use a joint or third party account.

If the customer had an existing account prior to needing an appointee, this account should be closed and a new one opened in the appointee's name only.

Social security benefits are usually paid straight into a bank account, which can be very useful - many accounts have interest paid on them so that money will be working for the person. Most regular bills can be paid from the account automatically. Many utilities providers have budget schemes which help spread the cost of larger winter bills over the whole year. This also saves you having to worry about whether the person you care for has forgotten to pay a bill. In this way almost all the regular expenses can be taken care of. Don't forget that if the person has a low income they could probably apply to have the interest paid without tax – which would earn them more. HM Revenue & Customs

7 – Social Security Benefits

(incorporating the Inland Revenue) or your local Citizens Advice Bureau would be able to tell you if someone qualifies.

Planning for the future

If the person has income from other sources than benefits or owns property they should consider taking out a Lasting Power of Attorney for property and affairs. This is a legal procedure which allows them to give you legal control of their affairs at time in the future when they lack the mental capacity to manage themselves. Becoming an attorney is not a duty to be undertaken lightly because it can be a heavy responsibility. You might, for example, be involved in selling a house or negotiating with the Inland Revenue.

Both **you** and the **person you care for** should seek independent advice (perhaps from a solicitor or Citizens Advice Bureau) before going ahead, and you should not feel upset if the person you care for refuses to give you this power - after all you could sell their home!

If the person you care for is incapable by reason of mental disorder

If the person you care for is already incapable by reason of mental disorder, your action will depend on their income.

If they receive social security benefits, again, you could apply to be their appointee, provided you are at least 18 years old. As this is a big responsibility the DWP will normally visit you both to make sure that:

- a) the person you care for is not capable of managing their own affairs

- b) that you are a fit person to take care of their money and will use it for their benefit
- c) that you fully understand your duties.

If the person you care for has another source of income, eg, occupational pension or savings that need to be spent on their benefit or their savings from benefits exceed £6000 (Cornwall County Council agreed limit), your only option, assuming you do not already have a Lasting Power of Attorney, is to apply to the **Court of Protection**, if you live in England or Wales. This exists to look after the affairs of people incapable by reason of mental incapacity and who have not planned for this ahead of time. They will appoint a Deputy (usually the nearest relative) to manage the person's affairs and oversee the running of the estate. If there is no relative willing to apply, the receiver can be a solicitor or a bank manager. There can be a fee recoverable from the person whose affairs need managing. The first step is to contact the Office of the Public Guardian for advice and the application forms.

Further Help

Agent and Appointee requests obtain form AP1 from DWP and return the simple tear off form, or write to DWP explaining the situation.

For 3rd Party mandates contact your bank or building society.

For Powers of Attorney consult a solicitor, law centre, or Citizens Advice Bureau or the person can write their own, forms are available from the Office of the Public Guardian 0845 330 2900

Court of Protection consult a solicitor, law centre, or Citizens Advice Bureau or the person can write their own, forms are available from the Office of the Public Guardian 0845 330 2900

And Finally...

If someone has a large sum of money to invest, do seek financial advice on how to best invest it. The means tested benefits use an **assumed income** from savings in their calculations so the **actual interest** you receive doesn't matter. So if you can increase the interest paid, you keep the extra! Large sums of money may affect the entitlement to certain means-tested benefits – so you always need to keep the DWP informed.

8 HOUSING

District Councils can provide advice relating to housing in both the public and private sector. This includes enquiries such as the rights and responsibilities of private tenants and their landlords, council housing policy and mortgage advice. Advice is also available from independent sources such as Shelter or CAB.

The Housing Departments provide advice and help to council house residents where there are specific problems. Sheltered housing is part of their responsibility and is primarily to provide for older people to live independently whilst being in contact with a warden and other residents.

Each District Council has produced leaflets covering all aspects of their housing services. You can also obtain leaflets from them on specific entitlements.

Caradon	01579 341 100
Carrick	01872 224 736
Kerrier	01209 614 008
North Cornwall	01208 893 333
Penwith	01736 336 869
Restormel (Borough)	01726 223 300
Council of the Isles of Scilly	01720 422 537

Housing benefit

Housing benefit can help you pay your rent if you are on a low income. The housing benefit scheme is run by the district / borough councils, and is sometimes called rent rebate or rent allowance. There is more information about housing benefit in the leaflet "Housing benefit - help with your rent". You can get this from your Department of Adult Social Care office or local council.

8 - Housing

Help can also be given with paying the Council Tax if you are on low income. Ask your local council or the Citizens Advice Bureau for further advice. There are booklets and leaflets available giving the full details "Help with Council Tax".

Lifeline or Emergency Alarm Schemes

"Lifeline" is an emergency communication system. Two items are provided to the user of the lifeline, a tiny personal radio transmitter to be carried everywhere with you in your home and garden, in the form of a push-button on a cord. The other item is a special kind of telephone. The control centre staff are trained to ensure you have constant "around the clock" care and protection.

In the event of the user requiring emergency assistance, they press their emergency button, or make a call on the special phone. This will either put them through to the call centre, or call a nominated person. If the call goes to the call centre, they will talk to the user, or try to, and will contact a nominated person. This could be a relative, friend or neighbour, nominated by the user, and would usually be a key holder for the property concerned. The user decides who will be a key holder. The call centre can also call an ambulance if they feel this is necessary.

Carrick Lifeline Scheme 01872 224 628
Covers Penwith, Isles of Scilly, Kerrier, Carrick, Restormel & North Cornwall

Caradon Lifeline Scheme 01579 340 831
Covers Caradon, Restormel & North Cornwall

Age Concern Aidcall 01872 321 100
Covers all Cornwall.

Home Improvement Agencies

These advice & support agencies enable older and disabled people to stay in their own homes by advising on home improvement work, such as repairs and adaptations. They will

also oversee any work that is carried out. They can offer information on grants, loans, and benefits and will help the client apply for any help that should be available to them.

Anchor Staying Put (North Cornwall)	01208 815 615
Carrick Care & Repair (Carrick)	01872 260 777
West Cornwall Care & Repair (Penwith & Kerrier)	01736 367 535
Caradon Care & Repair (Caradon)	01579 340 073

Handy Person Schemes

These schemes provide help with small jobs around the home for people who are over 60, have a disability or a carer. They are funded by the Supporting People programme and are supported by the district / borough councils.

Penwith, Kerrier, Carrick & Restormel	0845 603 1676
North Cornwall	01208 816 576
Caradon	01579 340 073

Disabled Facilities Grants

Anyone who has a person who is disabled living in their home can apply for a **disabled facilities grant** in order to make the home more suitable for the person's needs. Home owners and tenants (including council tenants) can apply.

These grants can cover basic areas such as

- improving access to the house
- improving access within the house (including wheelchair accessible kitchens & bathrooms)
- improving heating and lighting
- adapting heating and lighting controls for easier use

8 - Housing

- improving safety (eg an adapted room where a person can be left without hurting themselves)
- improvements to allow a disabled person to care for another person in their home (eg a disabled person with a child).

If you think this could apply to your situation, you should contact your local Department of Adult Social Care and ask for an assessment. They will ask a Case Co-ordinator to assess your home situation, and the needs of the disabled person. It is possible that the issues can be resolved simply, with more minor adaptations, and if so, this will be done. Adult Social Care also have leaflets about the Disabled Facilities Grant, which you can ask for, containing more detailed information.

The work to be done will be discussed and agreed, and a Disabled Facilities Grant could help with some or all of the cost. A Financial Assessment will be carried out to see whether you or the disabled person will need to make a contribution to the cost. **NB** if the adaptation is for a child under 19 years, the grant is not means-tested.

Please note that the process for obtaining the Grant can take several months. It is not possible to arrange for work to be carried out prior to someone's return from hospital, for example. **Please also note that the money cannot be issued retrospectively**, so do not begin any work while the process is still ongoing, in the hope of the money being awarded.

The maximum amount that can be awarded is £30,000 (as at May 2008), but only for work which is assessed as "necessary, appropriate, reasonable and practicable". This is a maximum, not an entitlement.

Homelessness

District councils are obliged by law to provide temporary accommodation to households who are **homeless** and have a **priority need**. The legal definition of homelessness extends beyond not having a place to live and includes the circumstance that it is not reasonable for you to continue to occupy your present accommodation (eg because your home does not meet the special needs of a disabled person). This applies whether you are an owner occupier, renting privately, or a council tenant. **A household has a priority need if it contains an older person, a disabled person, a dependant child or pregnant woman, a person who is seen as vulnerable, or a person who is homeless because of an emergency (such as fire or flood)**. In certain circumstances people who are homeless and have such a priority need are entitled to permanent rehousing.

Cornwall County Council has responsibilities, in certain circumstances, to assist families and young people where there are accommodation difficulties.

Specialist Housing Advice Agencies

Shelter

48 West End, Redruth TR15 2SQ 0844 515 2300, Fax: 0844 515 2910 Office open for callers Mon & Thurs 9.30-1 & for telephones Mon, Tues, Thurs 9.30-1, 2-4pm & Fri 9.30-1. Answerphone available at other times.

Free 24 hour emergency helpline: 0808 800 4444

Free, impartial advice on any housing matter. Contact with Shelter may also be made through your local Citizens Advice Bureau who have a formal consultancy arrangement.

Community Energy Plus

Tolvaddon Energy Park, Camborne TR14 0HX. 0800 512 012, www.energysavingtrust.co.uk.

8 - Housing

Free impartial advice on energy efficiency, renewable technologies, water, waste and transport .

Terence Higgins Trust (THT)

0845 12 21 200 www.tht.org.uk HIV / AIDS charity with a housing advice section which can give advice about HIV/AIDS related housing issues.

Community Legal Advice

Legal Services Commission Helpline: 0845 345 4 345.
www.communitylegaladvice.org.uk Free, high quality legal information. Search for a local legal advisor or solicitor, get free information leaflets, find out if you qualify for Legal Aid.

9 USEFUL ORGANISATIONS

The following list of organisations includes some local groups, some national ones which have local branches and others which have a national service only. Many offer advice and/or support to their particular interest group, and all will be able to refer you to someone else if they cannot help you themselves. For a fuller list, please contact your **local library** and ask to see the **Community Database**, or go online to www.cwic.cornwall.gov.uk

A

Action on Elder Abuse

Tel: 0808 808 8141 (Freephone)

E-mail: enquiries@elderabuse.org.uk

Web: www.elderabuse.org.uk

Action for Blind People

14-16 Verney Road, London SE16 3DZ. **Helpline:** 0800 915 4666, **Tel:** 020 7732 8771 **Web:** www.afbp.org

Training, information, advice, holidays, independent accommodation, business support.

Addaction CADA

Trevint House, Strangways Villas, Truro, TR1 2PA.

Tel: 01872 263 001 **E-mail:** truro@addaction.org.uk

Web: www.addaction.org.uk

Drug & alcohol information, treatment & support.

Age Concern

Boscawen House, Chapel Hill, Truro TR1 3BN.

Tel: 01872 266 388 **E-mail:** acc@ageconcerncornwall.org.uk

Web: www.ageconcerncornwall.org.uk.

National website: www.ageconcern.org.uk,

Information line: 0800 00 99 66.

9 - Useful Organisations

Help and advice for older people. Day centres, advocacy, domestic care service, transport services, befriending, homecare, insurance for over 50's. (open 7am-7pm daily).

Al-Anon & Al-Ateen

Tel: 020 7403 0888 Helpline Open 10am-10pm 365 days a year.

Web: www.al-anonuk.org.uk

Self help groups for friends and relatives of problem drinkers.

Alzheimer's Disease Society

Helpline: 0845 300 0336

West Cornwall & Isles of Scilly Office:

Tel: 01209 713 980 **Web:** www.alzheimers.org.uk

(open Monday-Friday 8.30am-6.30pm).

E-mail: WestCornwall@alzheimers.org.uk.

Arthritis Care

South England Region, 18 Stephenson Way, London NW1 2HD.

Tel: 0844 888 2111 (low cost rate)

E-mail: SouthEnglandinfo@arthritiscare.org.uk

Web: www.arthritiscare.org.uk

Arthritis Research Campaign

St Mary's Court, St Mary's Gate, Chesterfield, Derbyshire S41

7TD. **Tel:** 01246 558 033 **Web:** www.arc.org.uk

AFASIC

1st Floor, 20 Bowling Green Lane, London, EC1R 0BD.

Helpline: 0845 355 5577 **Web:** www.afasic.org.uk

Helping children & young people with speech and language problems.

Association of Spina Bifida & Hydrocephalus

Helpline: 0845 450 7755. **Web:** www.asbah.org

Asthma UK

Summit House, 70 Wilson Street, London EC2A 2DB.

Tel: 020 7786 4900 **Helpline:** 08457 010 203

Web: www.asthma.org.uk

B

Back Care Association

16 Elmtree Road, Teddington, Middlesex TW11 8ST.

Tel: 020 8977 5474 **Fax:** 020 8943 5318.

Helpline: 0845 130 2704

Web: www.backcare.org.uk

Benefits Agency – see Jobcentre Plus

Break

Davison House, 1 Montague Road, Sheringham, Norfolk NR26 8WN **Tel:** 01263 822 161. **Web:** www.break-charity.org

Holidays and respite for children and adults with profound learning disabilities.

Breast Cancer Care

5-13 Great Suffolk Street, London, SE1 0NS.

Main switchboard: 0845 092 0800. **Helpline:** 0808 800 6000

Web: www.breastcancercare.org.uk

British Deaf Association

10th Floor, Coventry Point, Market Way, Coventry CV1 1EA.

Tel: 02476 550 936 **Fax:** 02476 221 541.

E-mail: midlands@bda.org.uk. **Web:** www.signcommunity.org.uk

British Heart Foundation

14 Fitzhardinge Street, London W1H 4DH. **Tel:** 020 7935 0185

Medical information line: 0845 070 8070 **Web:** www.bhf.org.uk

Research, help and advice for people with heart disease.

9 - Useful Organisations

British Liver Trust

2 Southampton Road, Ringwood, Hampshire BH24 1HY

Tel: 01425 481 320 **Fax:** 01425 481 335.

Email: info@britishlivertrust.org.uk.

Web: www.britishlivertrust.org.uk

British Lung Foundation

73-75 Goswell Road, London EC1V 7ER **Tel:** 020 7688 5555

Helpline: 08458 505 020 **Web:** www.lunguk.org

Information on many lung diseases and support for people with lung conditions through Breathe Easy Club.

British Red Cross (Cornwall)

Unit 7, Tregonigge Industrial Estate, Falmouth.

Tel: 0845 331 5000. **E-mail:** cornwall@redcross.org.uk

Web: www.redcross.org.uk.

Home from Hospital service, Emergency Care & Response Service, lend wheelchairs, commodes, etc on short term loan, transport and escort services. Some centres may help with respite sitting for carers.

British Wireless for the Blind Fund

10 Albion Place, Maidstone, Kent, ME14 5DZ.

Tel: 01622 754757. **Fax:** 01622 751725.

E-mail: info@bling.org.uk. **Web:** www.blind.org.uk

Radios, radio cassette recorders and CD radio cassette recorders on a free permanent loan basis to people registered blind or partially sighted, in need.

C

CALIBRE (Cassette Library for Blind or Handicapped Children and Adults)

Calibre Audio Library, Aylesbury, Bucks HP22 5XQ.

Tel: 01296 432 339. **Fax:** 01296 392599.

Web: www.calibre.org.uk

Carers Befriender Service

Co-ordinator Elaine Smith

Tel: 01752 847 814

Trained personnel to give respite for those caring for a relative or friend in their own home, in consultation with the carer, and cared for, regarding how best to provide the help needed.

Carers Break

Carers Break Services **Tel:** 01209 612 521

Mental Health Carers Support Worker's Project **Tel:** 01209 613 456.

Carers Support Service (See chapter 2 for details.)

Cornwall Rural Community Council, 2 Princes Street, Truro TR1 2ES.

Tel: 01872 243 531 **E-mail:** carers@cornwallrccc.co.uk

Web: www.cornwallrcc.co.uk

Carers UK

20 Great Dover Street, London SE1 4LX

Freephone Advice Line: 0808 808 7777 Wed, Thurs, 10-12 & 2-4pm

Tel: 020 7378 4999 **E-mail:** info@carersuk.org

Web: www.carersuk.org

Carrick Lifeline (See chapter 7 for details)

Tel: 01872 224 521

Provides a community alarm service for people who are able to live independently but may at times need to call for assistance in an emergency.

For Penwith, Isles of Scilly, Kerrier, Carrick, Restormel & North Cornwall.

Caradon Lifeline (See chapter 7 for details)

Tel: 01579 341 000

As Carrick Lifeline, but for Caradon, Restormel & North Cornwall.

Cerebral Palsy – see Scope

Childline

Freephone: 0800 1111 **Web:** www.ChildLine.org.uk

Citizens Advice Bureaux

24hr advice line: 0870 1212 031.

Cornwall's CAB **Tel:** 08444 994 188.

Web: www.citizensadvice.org.uk

General and personal advice, consumer advice, free legal and financial advice by appointment.

Colostomy Association

2 London Court, East Street, Reading, Berkshire RG1 4QL.

Tel: 0118 939 1537 **Helpline:** 0800 587 6744.

Web: www.colostomyassociation.org.uk

Contact a Family

209-211 City Road, London EC1V 1JN

Freephone Helpline: 0808 808 3555 Open Mon-Fri 10.00am-4pm, Mon eve 5.30-7.30pm

Web: www.cafamily.org.uk **E-mail:** helpline@cafamily.org.uk.

Supports families who care for children with any disability or special need by providing information and details of local support groups.

Counsel and Care for Older People

Twyman House, 16 Bonny Street, London NW1 9PG

Advice line: 0845 300 7585.

E-mail: advice@counselandcare.org.uk.

Web: www.counselandcare.org.uk

Free confidential advice and financial assistance for older people. Fact sheets can be downloaded.

Cornwall Centre for Volunteers

Truro Head Office - Heron House, Newham Quay, Truro

Tel: 01872 265 305 (24 hr answer phone)

Web: www.ccfv.co.uk

Cornwall Community Volunteer Service

Community Centre, South Terrace, Camborne, TR14 8SU.

Tel: 01209 718 844 **E-mail:** enquiries@ccvsonline.org.uk

Cornwall Blind Association & Blind Resource Centre

Truro Sight Centre, Newham Road, Truro, TR1 2DP

Tel: 01872 261 110 **Fax:** 01872 222 349

E-mail: info@cornwallblind.org.uk

Web: www.cornwallblind.org.uk

Cornwall Deaf Association

Units 3&4, Quay Mews, Truro TR1 2UL

Tel/Fax: 01872 225 868 **Textphone:** 01872 263 664.

E-mail: cornwalldeaf@btconnect.com

Information & support for people who are deaf or hard of hearing, with list of local lip-readers & sign-language interpreters & courses.

Cornwall Disabled Association

Suite 1, 1 Riverside House, Heron Way, Newham, Truro.

Tel/Fax: 01872 273 518

E-mail: web-site@cornwalldisabled.co.uk

Web: www.cornwalldisabled.co.uk

Advice & support for people with disabilities, plus 2 holiday caravans in Cornwall, cheap transport & holidays.

Cornwall Dyslexia Association

Drop in Centre, 19A Kenwyn Street, Truro.

Tel: 01872 222911.

9 - Useful Organisations

Cornwall Friends Mobility Centre

Tel: 01872 254 920 **E-mail:** mobility@rcht.cornwall.nhs.uk

Web: www.cornwallmobilitycentre.co.uk

Aims to restore or give outdoor mobility to people with physical disability.

Cornwall Home Library Service

Contact your local library or **E-mail:** mtwose@cornwall.gov.uk.

FREE delivery of library books plus tapes, CDs, films etc to people who are housebound & also carers.

Cornwall Hospice Care

Incorporating Mount Edgcumbe Hospice, Porthpean Road, St Austell PL26 6AB

Tel: 01726 65711

St Julia's Hospice, Foundry Hill, Hayle

Tel: 01736 759 070.

E-mail: cornwallhospicecare@cornwall.nhs.uk

Web: www.cornish-hospices.co.uk

Hospices for people with life-threatening illnesses & support for families

Cornwall Partnership Trust

Tel: 01726 291 000

Web: www.cornwall.nhs.uk/cornwallpartnershiptrust

Care and services for people with mental health problems and learning disabilities.

Cornwall Share

Tel: 0800 181 033 (Freephone)

Cornwall-wide number for information and counselling for people aged 13-25, including advice on benefits, housing and education.

Bodmin:

Tel: 01208 79252 **E-mail:** BodminShare@YouthCornwall.org.uk
 Pregnancy testing, condoms, mentoring service. Mon 10am-7pm,
 Tues-Thurs 10am-4pm, Fri 10am-6pm. Sexual health clinic Weds
 4-6pm including Chlamydia testing

Camborne:

Tel: 01209 711 500.

Email: CamborneShare@YouthCornwall.org.uk
 Mon-Fri 10am-4.30pm

Penzance:

Tel: 01736 361 059

Email: PenzanceShare@YouthCornwall.org.uk
 Open Mon-Wed 10am-4 pm

St Austell:

Tel: 01726 691 114

E-mail: StAustellShare@YouthCornwall.org.uk
 Open 10am-4.30pm Mon-Tues and Thurs-Fri. Open 10am-7pm
 on Wednesdays.

COUNCILS*

Cornwall County Council Tel: 01872 322 000

District & Borough Councils

Caradon	Tel: 01579 341 000 01579 348 444 (out of hours)
Carrick	Tel: 01872 224 400
Kerrier	Tel: 01209 614 000
North Cornwall	Tel: 01208 893 333
Penwith	Tel: 01736 362 341 0845 672 2124 (out of hours)
Restormel	Tel: 01726 223 300
Council of the Isles of Scilly	Tel: 01720 422 537

* At the time of going to print, contact numbers for the new Cornwall Council, which will be operational from April 2009, were not available.

9 - Useful Organisations

Crimestoppers

Tel: 0800 555 111

To report a crime or something suspicious.

Cruse Bereavement Care

Tel: 01726 76100

Young Persons Freephone Helpline: 0808 808 1677

Counselling helpline.

CWIC – County Wide Information Cornwall

Tel: 01872 272 702 **E-mail:** cwic@cornwall.gov.uk

Web: www.cornwall.gov.uk/library

Community information database.

D

Dental Helpline

Cornwall and Isles of Scilly Dental Team

Tel: 01872 354 375

E-mail: Dentalhelpline@ciospct.cornwall.nhs.uk

Dental Helpline: 0845 0631188 (local rate). Open Monday to Friday with the British Dental Health Foundation.

Helpline for general dental queries, information about registration with an NHS dentist, charges, obtaining emergency dental treatment.

Department for Adult Social Care (See chapter 5)

Advice and support for people with special needs, including older people, people with disabilities or sensory loss. Provide assessments of need, including carer's assessment. Offices are located in Penzance, Camborne, Truro, St Austell, Liskeard, Bodmin and Launceston. At the time of going to print, they can be contacted via ☎01872 322 004.

Devon & Cornwall Probation Service

Queen's House, Little Queen Street, Exeter, EX4 3LJ.

Tel: 01392 474100

Web: www.dcpa.co.uk

Diabetes UK

Macleod House, 10 Park Way, London NW1 7AA

Tel: 020 7424 1000

Advice care line: 0845 120 2960

Web: www.diabetes.org.uk

South West Branch:

Victoria House, Victoria Street, Taunton, TA1 3FA

Tel: 01823 324 007

E-mail: southwest@diabetes.org.uk

Help for those living with diabetes including carers.

DIAL Cornwall

Unit 1 & 2 Foundry House, Foundry Square, Hayle TR27 4HH

Disabled Information & Advice Line: 01736 759 500

Fax: 01736 759 212

E-mail: info@disabilitycornwall.org.uk

A service of Disability Cornwall.

Disability Cornwall

Unit 2 Foundry House, Foundry Square, Hayle TR27 4HH

Tel: 01736 756 655

E-mail: info@disabilitycornwall.org.uk

Web: www.disabilitycornwall.org.uk

Umbrella group for disability groups in Cornwall.

Also run **DIAL** (see above)

Disabled Information & Advice Line: 01736 759 500

Fax: 01736 759 212 **E-mail:** info@disabilitycornwall.org.uk

Disability Benefit enquiries

Freephone: 0800 88 22 00

9 - Useful Organisations

Disabled Living Foundation

380-384 Harrow Road, London W9 2HU

Tel: 020 7289 6111

Helpline: 0845 1309 177

E-mail: info@dlf.org.uk

Web: www.dlf.org.uk

An information service for people with disabilities. Also an exhibition of equipment for viewing only. If you wish to visit you must book an appointment (also parking space if required) through the helpline.

Domestic Violence

Cornwall Rape & Sexual Abuse Centre

Tel: 01872 262 100

E-mail: vision@crasac.co.uk

Web: www.visioncornwall.com

Cornwall Women's Refuge Trust

24 hour helpline: 01872 225 629 (for Mid Cornwall area)

E-mail: cwirt@btconnect.com

Men's Advice Line

Tel: 0808 801 0327 (open Mon-Wed 10am-1pm and 2pm-5pm)

E-mail: info@mensadviceline.org.uk

Web: www.mensadviceline.org.uk

West Cornwall Women's Aid

Tel: 01736 367 539 (open 10am-3pm, Mon-Fri. West Cornwall area)

E-mail: manager@wcwaid.co.uk

Women's Aid National Helpline

Freephone: 0808 2000 247

E-mail: helpline@womensaid.org.uk

Web: www.womensaid.org.uk

Women's Domestic Violence Support Network

Tel: 01208 79992 (open for North and East Cornwall Mon-Thurs 10am-1pm and Mon evening 7.30pm-10pm)

Down's Syndrome Association

Tel: 0845 2300 372 (open Mon-Fri 10am-4pm)

Web: www.downs-syndrome.org.uk

Help and support for families and carers of people with Down's Syndrome.

Drugs information

Tel: 0800 77 66 00

E-mail: frank@talktofrank.com

Web: www.talktofrank.co.uk

Government website giving drugs, help information & advice.

E

Eating Disorders Association

Tel: 0845 6341 414 (open Mon-Fri 10.30am-8.30pm, Sat 1-4.30pm, Bank Holidays 11.30am-2.30pm, closed on Sundays)

Youthline: 0845 634 7650 (open Mon-Fri 4.30pm-8.30pm, Sat 1-4.30pm, Bank Holidays 11.30am-2.30pm, closed on Sundays)

Text messages: 07786 201820

E-mail: help@b-eat.co.uk

Youth E-mail: fyp@b-eat.co.uk

Web: www.edauk.com

Information, help & support for people affected by eating disorders, including local support groups.

Enable in Cornwall

Unit 1, Bodmin Business Centre, Harleigh Road, Bodmin PL31 1AH

Tel/Fax: 01208 77711

Web: www.enableincornwall.co.uk

9 - Useful Organisations

Provides access to opportunities in Cornwall for education, training and the work environment for people aged between 16 & 64 with physical disabilities or sensory impairment.

Emergency Helpline

Tel: 01208 251 300 for Social Services (Department of Adult Social Care) users & carers.

Carrick and Restormel **Tel:** 0845 230 3900

North Cornwall and Caradon **Tel:** 0845 230 3901

Penwith and Kerrier **Tel:** 0845 230 3902

Epilepsy Action

New Anstey House, Gateway Drive, Yeadon, Leeds LS19 7XY

Tel: 0113 210 8800

Free Helpline: 0808 800 5050

E-mail: helpline@epilepsy.org.uk

Web: www.epilepsy.org.uk

F

Family Fund

4 Alpha Court, Monks Cross Drive, York, YO32 9WN.

Tel: 0845 1304 542

E-mail: info@familyfund.org.uk

Web: www.familyfund.org.uk

Financial grants for families of disabled or seriously ill children aged up to 15.

Family Welfare Association

501-505 Kingsland Road, London E8 4AU

Tel: 020 7254 6251

Fax: 020 7249 5443

E-mail: fwa.headoffice@fwa.org.uk

Web: www.fwa.org.uk

Advice for students aged 16 and upwards about funding. Welfare Grants for families within criteria of domestic violence, asylum seekers, mental health problems and leaving rehab.

Florence Nightingale Aid in Sickness Trust

6 Avonmore Road, London W14 8RL

Tel: 020 7605 4244

Fax: 020 7605 4201

E-mail: fnaist@independentage.org.uk

Web: www.fnaist.org.uk

Grants towards items which alleviate sickness e.g. recliner chairs, lightweight wheelchairs, nebulisers, and towards convalescence on leaving hospital or respite.

Freshfield Service

Lander House, 5 Upper Lemon Villas, Truro, Cornwall, TR1 2PD.

Tel: 0500 241 952

Web: www.freshfieldservice.co.uk

Drugs information, advice, counselling and needle exchange.

G

Gateway Clubs

Bodmin (known as Horizon Club),

at Bodmin Community College

Tel: 01208 77334

Bude, at Youth Centre, Neetside

Tel: 01208 77334

Liskeard, at Liskeard School

Tel: 01579 345054

Saltash, at Wesley Church Hall, Callington Rd

Tel: 01752 840 979

Falmouth, at Mencap Centre

Tel: 01326 377 224

Truro, at Treyew School, Malabar

Tel: 01872 552 650

Penwith, at John Daniel Centre, Penzance

Tel: 01736 365 699

Clubs for adults with learning disabilities to meet together for friendship & activities. Various locations across Cornwall.

H

Handyperson Schemes (see chapter 7 for details)

Penwith, Kerrier, Carrick & Restormel **Tel:** 0845 603 1676

North Cornwall **Tel:** 01208 816 576

Caradon **Tel:** 01579 340 073

Headway Cornwall

The Oasis Centre, Lostwithiel Community Centre, Liddicote Road,
Lostwithiel PL22 0HE

Tel: 01208 873 567

National helpline: 0808 800 2244

E-mail: helpline@headway.org.uk

Web: www.headway.org.uk

Daycentre for people with acquired head injuries, Mon & Wed 10-4.

Help the Aged

207-221 Pentonville Road, London N1 9UZ

Seniorline: 0808 800 6565 **Textphone:** 0800 269 626

E-mail: info@helptheaged.org.uk

Web: www.helptheaged.org.uk

Home Improvement Agencies (see chapter 7 for details)

West Cornwall Care & Repair **Tel:** 01736 367 535

(for Penwith & Kerrier)

Carrick Care & Repair **Tel:** 01872 260 777

Anchor Staying Put **Tel:** 01208 815 615

(for North Cornwall)

Caradon Care & Repair **Tel:** 01579 340 073

Hospice Information

Hospice House, 34-44 Britannia Street, London WC1X 9JG

Helpline: 0870 903 3903

E-mail: info@hospiceinformation.info

Web: www.hospiceinformation.info

Hospitals with A&E / Casualty units

Royal Cornwall Hospital (Treliske, Truro) **Tel:** 01872 250 000
Derriford Hospital (Plymouth) **Tel:** 0845 155 8155
North Devon District Hospital (Barnstaple) **Tel:** 01271 322 577
West Cornwall Hospital (Penzance) **Tel:** 01736 874 000

Hospitals with Minor Injury Units (not all are open 24 hours)

Bodmin **Tel:** 01208 251 577
Camborne/ Redruth (Barncoose) **Tel:** 01209 881 650
Falmouth **Tel:** 01326 434 739
Fowey **Tel:** 01726 832 241
Helston **Tel:** 01326 435 800
Isles of Scilly **Tel:** 01720 422 382
Launceston **Tel:** 01566 765 653
Liskeard **Tel:** 01579 335 278
Newquay **Tel:** 01637 876 139
Saltash **Tel:** 01752 857 400
St Ives **Tel:** 01736 576 100
Stratton **Tel:** 01288 287 700

Hospitals – see also PALS – Patient Advice & Liaison Service

Huntington's Disease Association

PO Box 31, Camelford PL32 9PG

Tel: 01840 213 004

E-mail: hdacornwallbranch@chy-an-brea.freemove.co.uk

Web: www.hda.org.uk

I

ICAS Independent Complaints Advisory Service

Tel: 0845 1203 782

Free information and support to people who wish to pursue a complaint against the NHS.

9 - Useful Organisations

Ileostomy and Internal Pouch Support Group

Paverill House, 1-5 Mill Road, Ballyclare, Co Antrim BT39 9DR

Tel: 0800 018 4724.

E-mail: info@iasupport.org

56 branches throughout the UK.

Independent Living Fund

PO Box 7525, Nottingham NG2 4ZT

Tel: 0845 6018 815

E-mail: funds@ilf.org.uk

Web: www.ilf.org.uk

Supports long-term independent living, at home, for severely disabled people.

Invalids at Home

Banford Cottage, Southill Avenue, Harrow, Middlesex HA1 3PA

Tel: 020 8864 3818

One off grants for people managing long term illness or disability at home and in need, e.g. for equipment or adaptations (but not holidays, respite or medical treatment).

J

James Parkinson Centre

Support Co-ordinator, Camborne and Redruth Hospital,
Barncoose Terrace, Redruth TR15 3ER

Tel/Fax: 01209 881 670

Web: www.jamesparkinson.org.uk

Improving standards of care for people with Parkinson's disease in Cornwall.

Jobcentre Plus

Bodmin **Tel:** 01208 254 200

Bude **Tel:** 01288 282 261

Helston **Tel:** 01326 434 200

Launceston **Tel:** 01566 764 300

Liskeard **Tel:** 01579 335 000
Newquay **Tel:** 01637 894 900
Penryn **Tel:** 01326 434 300
St Austell **Tel:** 01726 294 000
Truro **Tel:** 01872 355 000
Penzance **Tel:** 01736 334 400
Redruth **Tel:** 01209 885 800
Wadebridge **Tel:** 01208 254 600
Textphone for all offices: 01736 334 481

L

Leonard Cheshire Foundation

South West Region: 4 Heron Gate Office Park, Hankridge Way, Taunton, Somerset, TA1 2LR.

Tel: 020 7802 8200

E-mail: swro@lcdisability.org

Web: www.lcdisability.org

Residential care for physically disabled younger adults, adults and children with learning disabilities. Also respite and help with finding accommodation.

Library – see Cornwall Home Library Service

Lifeline Services – see Carrick Lifeline & Caradon Lifeline

Livability

50 Scrutton Street, London EC2A 4XQ

Tel: 020 7452 2000

Web: www.livability.org.uk

Housing Association and holidays for disabled people.

Look

Tel: 0121 428 5038

Web: www.look-uk.org

Support for families with visually impaired children

M

Macmillan Cancer Relief & Nursing Service

Macmillan Cancer Support

Cornwall Fundraising Office:

11 Seton Business Centre, Scorrier, Redruth, Cornwall, TR16 5AW.

Tel: 01209 211 442

E-mail: nwilton@macmillan.org.uk

North and East Cornwall Fundraising Office:

Sheers Barton Barns, Lawhitton, Launceston, Cornwall, PL15 9NJ.

Tel: 01566 770810

E-mail: jjolly@macmillan.org.uk

Web: www.macmillan.org.uk

Cancer specialist nurses plus advice, symptom control, bereavement counselling & equipment loans.

Macmillan Cancer Support.

3 Bath Place, Rivington Street, London EC2A 3JR

Tel: 020 7696 9003

Information line staffed by nurses: 0808 800 1234

Web: www.cancerbacup.org.uk

Information & support to people with cancer & their families & friends.

Mencap

Tel: 0808 808 1111

Web: www.mencap.org.uk

Information & support for people with a learning disability and their families

Mental Health Co-ordinator & Mental Health User Forums

Tel: 01872 243 532

ME Self Help Group (MESH)

Information & Membership details: 01326 375 062

Helpline: 01872 863 568

Information & support group for people with ME (Myalgic Encephalomyelitis) / CFS (Chronic Fatigue Syndrome).

MIND (National Association for Mental Health)

Granta House, 15-19 Broadway, Stratford, London E15 4BQ

Local Offices:

Carrick:

First Floor, 1 Frances Street, Truro, Cornwall, TR1 3DN

Tel: 01872 222469

E-mail: carrickmind@talktalkbusiness.net

Newquay:

40c East Street, Newquay, Cornwall, TR7 1BH

Tel: 01637 871 063

Fax: 01637 850 436

E-mail: newquay.mind@btinternet.com

Restormel:

Locksley, Church Road, Charlestown, St Austell, Cornwall, PL25 3NS.

E-mail: dondick@freenet.co.uk.

West Cornwall:

First Floor, 16a Commercial Street, Camborne, Cornwall, TR14 8JY

Tel: 01209 714 550

E-mail: westcornwallmind@btinternet.com

Web: www.westcornwallmind.com

Information Line: 0845 766 0163

Office Tel: 0208 519 2122

Web: www.mind.org.uk.

Mobility Centre – see Cornwall Friends Mobility Centre

Motability

City Gate House, 22 Southwark Bridge Road, London SE1 9HB.

Helpline: 0845 4564566 **Textphone:** 0845 675 0009

Web: www.motability.co.uk

Motor Neurone Disease (MND) Association

Helpline: 0845 762 6262

(open 9am-5pm & 7pm-10.30pm Mon-Fri.)

Web: www.mndassociation.org

Mount Edgcumbe Hospice – see Cornwall Hospice Care

MS Society (Multiple Sclerosis)

South Cornwall **Tel:** 01872 274 911

Mid Cornwall **Tel:** 01726 890 483

E-mail: info@mssociety.org.uk **Web:** www.mssociety.org.uk

N

National Autistic Society

Autism Helpline: 0845 070 4004

Web: www.nas.org.uk

Champions the rights and interests of all people with autism and helps ensure that they and their families receive quality services appropriate to their needs. The website has information about autism and Asperger syndrome.

National Benevolent Fund for the Aged

32 Buckingham Palace Road, London SW1W 0RE

Tel: 020 7828 0200

E-mail: info@nbfa.org.uk

Web: www.nbfa.org.uk

Practical assistance to older people on low income, TENS machines, emergency alarms and holidays.

National Debtline

Tel: 0808 808 4000 (open 9am-9pm Mon-Fri & 9.30am-1pm Sat)

Web: www.nationaldebtline.co.uk

National Organisation for Fetal Alcohol Syndrome UK

157 Beaufort Park, London, NW11 6DA

Tel: 020 8458 5951 **Fax:** 0208 209 1310

Helpline: 08700 333700

E-mail: nofas-uk@midlantic.co.uk **Web:** www.nofas-uk.org

National Osteoporosis Society

National Helpline: 0845 450 0230

Cornwall Contact: 01380 828 889

E-mail: info@nos.org.uk

Web: www.nos.org.uk Advice, information and support for people with osteoporosis.

National Toilet Key Scheme – see Radar**NHS Direct**

Tel: 0845 46 47

Web: www.nhsdirect.nhs.uk

24-hour helpline staffed by nurses giving confidential healthcare advice & information

Nightlink

Freephone: 0808 8000 306

E-mail: nightline@btconnect.com

Web: www.cornwallrcc.co.uk

Listening, support, understanding, respect & encouragement for anyone experiencing, or who has experienced, emotional distress. Nightly, 5pm - midnight.

NSPCC

Child protection helpline: 01872 240 604,

9 - Useful Organisations

24 hr national Freephone answer phone: 0800 800 5000

Web: www.nspcc.org.uk

P

Parkinson's Disease Society see James Parkinson Centre

PALS – Patient Advice & Liaison Service

One for each NHS Trust, giving advice and information to patients

Royal Cornwall Hospitals Trust **Tel:** 01872 252 793

Cornwall Partnership NHS Trust **Tel:** 01726 291 109

Cornwall & Isles of Scilly PCT **Tel:** 0845 170 8000

Patient Forums

Scout Enterprises, Unit 6 Victoria Commercial Centre, Station Approach, Victoria, Roche, PL26 8LG

Tel: 01726 891 743 **E-mail:** cppihsw@scout-enterprise.co.uk

Groups of people with an interest in local health issues, one for each NHS Trust in Cornwall, all co-ordinated at the same address.

Pensions Service

Information line: 0845 6060 265

Textphone: 0845 6060 285

Web: www.thepensionservice.gov.uk

Pension's advice and information.

R

RADAR (Royal Association for Disability & Rehabilitation)

National Toilet Key Scheme

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

Tel: 020 7250 3222 **E-mail:** radar@radar.org.uk

Web: www.radar.org.uk

Issue special keys to unlock toilets for disabled people. The keys can be used nationally, and there is a small charge for them.

RADAR also produces a bi-monthly magazine for disabled people.

Radio Cornwall

Action Desk: 01872 225 522 **Fax:** 01872 240 679

E-mail: radio.cornwall@bbc.co.uk **Web:** www.bbc.co.uk/cornwall

Relate – Relationship Guidance

Tel: 01726 74128 **E-mail:** relatecornwall@yahoo.co.uk

Web: www.relate.org.uk

Relationship guidance counselling.

The Relatives & Residents Association

24 The Ivories, 6-18 Northampton Street, London N1 2HY

Tel: 020 7359 8148. **E-mail:** info@relres.org

Web: www.relres.org

Information and support line for residents in care homes and nursing homes, and their relatives.

Rethink (formerly National Schizophrenia Fellowship)

89 Albert Embankment, London, SE1 7TP.

National Advice Line: 0207 840 3188 (open 10-3pm Mon, Wed and Fri and 10-1pm Tues and Thurs)

Web: www.rethinkcarers.org

Royal British Legion

Tel: 01872 260 577

Web: www.britishlegion.org.uk

Financial help and support for ex-service personnel.

Royal National Institute for the Blind (RNIB)

105 Judd Street, London WC1H 9NE

Tel: 020 7388 1266 **Fax:** 020 7388 2034

Helpline: 0845 766 9999

Web: www.rnib.org.uk

9 - Useful Organisations

Royal National Institute for the Deaf (RNID)

Ernest English House, Buckwell Street, Plymouth, PL1 2DA.

Tel: 01752 228 657 **Textphone:** 01752 604 862

E-mail: christine.taylor@rnid.org.uk

Web: www.rnid.org.uk

Rural Community Link Project

Unit 2, 22 Fore Street, St Stephen, St Austell PL26 7NN

Tel: 01726 821 858 **E-mail:** rclp@freenet.co.uk

Web: www.rclproject.com

Mental health support for Restormel area. Drop-in and activity groups, plus housing related support. Service for users and carers. Also run CASULL – Carers and Service Users Leaflet Line, supplying free mental-health related leaflets to carers, service users, professionals and other interested people.

S

Scope

Scope Response helpline: 0808 800 3333

E-mail: response@scope.org.uk **Web:** www.scope.org.uk

Information & support groups for people with cerebral palsy & their carers.

Sexual Health Information Line - 24 hours

Tel: 0800 567 123

Advice and information about sexually transmitted infections and HIV.

Spectrum

Sterling Court, Truro Hill, Penryn TR10 8DB

Tel: 01326 371 000 **E-mail:** enquiries@dcact.eu.com

Web: www.dcact.org

Services for people with Autistic Spectrum Disorders, Asperger Syndrome, ADHD and other behaviourally linked disorders.

SSAFA (Soldiers, Sailors & Airmen's Family Association)

County Secretary Tel: 01872 863 078

E-mail: Cornwall@ssafa.org.uk

If you or the person you care for ever served in the Armed Forces, SSAFA may be able to help with holiday costs, care equipment, cookers etc, according to your income.

St John Ambulance

Tel: 01726 815 967 **E-mail:** countyhq@cornwall.sja.org.uk

Patient transport service.

St Julia's Hospice – see Cornwall Hospice Care

Stroke Association

Bradley House, Harrier Way, Sowton, Exeter EX2 7HU

National helpline: 0845 30 33 100

E-mail: info@stroke.org.uk

Web: www.stroke.org.uk

Support for people who have suffered strokes & their families.

T

Terence Higgins Trust

314-320 Grays Inn Road, London WC1X 8DP

Tel: 020 7812 1600 **Fax:** 020 7812 1601

Helpline: 0845 122 1200 **E-mail:** info@tht.org.uk

Web: www.tht.org.uk

Advice, support and signposting for people with Aids or HIV, and their friends and relatives.

Tremorvah Industries

Unit 8, Threemilestone Industrial Estate, Truro TR4 9LD

Tel: 01872 324 340

E-mail: enquiries.tremorvah@cornwall.gov.uk

Web: www.tremorvah.co.uk

9 - Useful Organisations

Business unit of the Department of Adult Social Care, employing people with a disability in a supported environment.

Also suppliers of disabled living equipment, such as wheelchairs.

Tourism for All UK (formerly Holiday Care)

c/o Vitalise, Shap Road Industrial Estate, Kendal, Cumbria LA9 6NZ

Tel: 0845 124 9971 **E-mail:** info@tourismforall.org.uk

Web: www.tourismforall.org.uk

Advice on holidays, holiday helpers and travel arrangements.

Reservations service with accessible hotels.

V

Volunteer Bureaux

Camborne **Tel:** 01209 715 464, Penzance **Tel:** 08444 99 41 88

Recruits volunteers; answers requests for practical help, transport.

W

Wireless for the Bedridden

159A High Street, Hornchurch, Essex RM11 3YB

Tel: 01708 621 101 **Helpline:** 0800 018 2137

Fax: 01708 620 816 **E-mail:** info@W4B.org.uk

Web: www.w4b.org.uk

Free radios and televisions for people confined to their homes.

WRVS (Women's Royal Voluntary Service)

62 West End, Redruth **Tel:** 01209 218 179

Web: www.wrvs.org.uk

Meals on Wheels.

Y

Young Carers Project **Tel:** 01209 614 956

This pack was funded and produced by:



Department of Adult Social Care

Groups and support services change and are being continually developed to offer help and advice to all carers. Therefore the information enclosed in this pack may not be complete. If you find the help you need is not included in this pack, please contact the address below.

To get extra copies of this pack, for families or friends, please contact this address:

Carers Support Service
Cornwall Rural Community Council
2 Princes Street
Truro
TR1 2ES

Telephone 01872 243 531

This pack can be provided in large print, computer disk,
audio tape / CD and Braille on request.

It is also available on the CRCC website at www.cornwallrcc.co.uk/carers.html