



Carers Support Service

REGIS, CHICHESTER & RURAL

CARERS HANDBOOK

'We care so that you can care'





INTRODUCTION

This pack is for carers - anyone who looks after a relative, partner, friend or neighbour who is ill, frail or has a physical or mental illness or disability.

This handbook offers information on services in the Western area of West Sussex. Each service is listed in alphabetical order under each chapter heading and the chapters are also arranged alphabetically for ease of use.

Whilst every effort has been made to check information before printing, changes following publication are inevitable. Please let us know of any changes, including telephone numbers, or additional organisations or groups to be included. To do this you can contact us on the telephone number below or alternatively you can use the amendment sheet provided at the back of the handbook.

Thanks are due to West Sussex Social and Caring Services for funding the printing of this handbook.

Additional copies of the Handbook, further information and support can be obtained from:

Carers Support Service

Regis, Chichester and Rural

1st Floor, 1-2 St Pancras

Chichester PO19 7SJ.

Tel: 01243 537011

info@carerssupportservice.org.uk

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FREE INFORMATION REQUEST

Are you a carer or do you know a carer who would like to go on our mailing list and receive FREE information?

I am a CARER and would like some information please:

Your Name _____

Address _____

Postcode _____ Telephone _____

- Please contact me for support
- Handbook
- Newsletter - please add me to your mailing list
- Support Groups leaflet
- Emotional Support services
- Short term break fund for carers
- Information about other services

My FRIEND is a carer and would like some information please:

Your Friends Name _____

Address _____

Postcode _____ Telephone _____

- Please contact me for support
- Handbook
- Newsletter - please add me to your mailing list
- Support Groups leaflet
- Emotional Support services
- Short term break fund for carers
- Information about other services

**Return to: Carers Support Service, Regis, Chichester and Rural, 1st Floor,
1-2 St Pancras, Chichester PO19 7SJ. Tel: 01243 537011**



ADVICE AND INFORMATION

This chapter lists organisations and other sources, which can provide advice and/or information. Please see other chapters in this pack for information on specific topics.

Carers Support Service - Regis, Chichester & Rural

- Offers up-to-date information on local services for carers
- Helpline to information and support.
- Dedicated support workers for carers who are caring for someone of working age with a mental health issue
- A dedicated support worker for carers who are caring for someone aged 14 years or older with a learning difficulty
- Emotional support for carers
- GP development workers
- A free quarterly newsletter
- Local carers peer support groups.
- Regular social, training and information events for carers
- Administer a local Short Breaks for Carers fund.
- A member of the Princess Royal Trust for Carers network of carers centres.

For further details about how to get involved in working for better services for carers or if you need support to comment or complain about services, contact:

The Carers Support Service,

1st Floor, 1-2 St Pancras, Chichester PO19 7SJ.

Telephone: 01243 537011

Email: info@carerssupportservice.org.uk

Website: www.carerssupportservice.org.uk





EMOTIONAL SUPPORT FOR CARERS

Tel: 01243 789385

Also within the Carers Support Service is Emotional Support for Carers, which provides:

- free one-to-one counselling in three different locations across Regis, Chichester and Rural.
- telephone Support Service, providing a telephone call to carers in their own home on a regular basis.
- low cost Complementary Therapy, offering treatments to carers and former carers in the Western area.

For either service, contact Caroline Hedicker.

Email: caroline.hedicker@carerssupportservice.org.uk

ABOUT MY HEALTH

Website providing information on conditions and treatments, living with conditions and how to get in touch with local support groups. Includes links to relevant charities and disease specific societies.

Website: www.aboutmyhealth.org

ADULTS' SERVICES

Main switchboard: 01243 642555

(Social Services) Help Desks

Out of Hours Helpline Tel: 01903 694422

All Social Services locality offices have the Help Desk as the point of contact to their services. Trained advisers will tell you what is available through the Social Services Department and will also give you information about other care services in your area.

AGE UK - WEST SUSSEX

Tel: 01903 731800

or Freephone: 0800 019 1310

Age UK West Sussex provides a county wide Information and Advice service specifically dealing with a wide range of issues particularly relating to people in later life and their carers. They can help with: welfare benefits, housing matters, money matters, family and personal matters, leisure and social activities and many other things that affect your quality of life. Enquiries can be made over the telephone, face to face advice via outreach appointments and in certain circumstances a home visit can be provided. For more information, contact:

Suite 2, First Floor, Anchor Springs, Littlehampton, BN17 6BP

Email: information@ageukwestsussex.org.uk

Website: www.ageukwestsussex.org.uk

**AGE UK****Tel: 01243 528346****Chichester & District has merged with Age UK West Sussex**

The main services delivered from the Chichester office are Information and Advice, and the Good Neighbours Service. For more information, contact: Age UK West Sussex, 1 North Pallant, Chichester, West Sussex, PO19 1BE.

ALZHEIMER'S SOCIETY**National Helpline: 0845 300 0336**

Provides information, support and advice to people with Alzheimer's Disease and other forms of dementia, and their families.

Website: www.alzheimers.org.uk**BME COMMUNITY SERVICE****Tel: 01903 211033****Mobile: 0750 1721183**

A charitable organisation established with an aim to address the gap in services for Black, Asian and Minority Ethnic Communities. These communities consist of diverse ethnic peoples with different religions, languages and cultural values.

Email: info@bme-cs.org.uk Website: www.bme-cs.org.uk**Citizens Advice Bureau (CAB)****Tel: 0844 771 171****Arun and Chichester****Bognor Centre** - Town Hall, Clarence Road, Bognor Regis PO21 1LD**Chichester Centre** - Bell House, 6 Theatre Lane, Chichester PO19 1SR**Littlehampton Centre** - Anchor Springs, Littlehampton BN17 6BP

The Citizens Advice service gives free, confidential advice on a wide range of subjects including benefit entitlement, debt, housing, employment, consumer queries, legal problems, immigration and discrimination. It is an independent service and gives advice in an unbiased way.

There are also outreach services in the following areas:

Monday 9.30am-12.30pm Selsey Town Hall**Tuesday** 9.30am-1pm St Richards Hospital**Wednesday** 9.30am-1pm Midhurst Community Hospital (Macmillan only)**Thursdays** 9.30am-11.30am East Wittering Health Centre (alternate Thursdays)**Thursdays** 10.00am-4pm Shelter drop-in at Chichester District Council
(Housing and Community Care advice)**Website: www.adviceguide.org.uk**



CANCERWISE

Tel: 01243 778516

Free drop-in service in a friendly, non-clinical environment, offering support and information to anyone concerned about cancer. It promotes a positive and holistic approach, with relaxation techniques, complementary therapies and gentle exercise such as T'ai Chi and Yoga. Tips on how to look and feel good with information on health, nutrition and lifestyle. For more information, contact: CancerWise, Tavern House, 4 City Business Centre, Basin Road, Chichester, PO19 8DU (open 9.30am-1pm Mon-Fri)

Email: enquiries@cancerwise.org.uk Website: www.cancerwise.org.uk

CAREAWARE

Tel: 0161 707 1107

A helpline service dealing with enquiries relating to the funding of long term care for older people. Also provides independent advice on care fee funding, benefit entitlement, and legal issues.

Email: enquiries@careaware.co.uk Website: www.careaware.co.uk

CARERS DIRECT

Tel: 0808 802 0202

Information, advice and support for carers provided by the NHS.

Website: www.nhs.uk/carersdirect

CARERS UK

Tel: 0808 808 7777

(Weds, Thurs 10.00am-noon, 2.00pm-4.00pm)

Information and campaigning for carers on services, benefits, other help and local contacts.

Email: info@carers.uk.org Website: www.carers.uk.org

CONTACT A FAMILY

Tel: 0808 808 3555

Textphone: 0808 808 3556

Offers advice, guidance and a listening ear for parents and carers of children with disabilities and special needs, including rare disorders. Has a network of local parent support groups.

Email: info@cafamily.org.uk Website: www.cafamily.org.uk

DIRECTGOV

Government website that aims to provide a single point of access to government services and information. The section for disabled people and unpaid carers covers topics such as independent living, health, employment and education. Lists public services and how to contact them, including online forms.

Website: www.direct.gov.uk

**DISABILITY LAW SERVICE****Tel: 020 7791 9800**

Offers free, confidential legal advice and information to disabled people and people with mental health illness, their families and carers, people who are blind or have visual impairments can receive information in braille, audiotape, large print and email.

Email: advice@dls.org.uk Website: www.dls.org.uk**ETHNIC MINORITY HELPLINE****Tel: 08457 581649**

Offers help and support to disadvantaged groups in ethnic minority communities. Can liaise, write to relevant authorities on behalf of clients, putting people in touch with the right contact. Also help to fill in benefit forms and other forms for statutory agencies. Provides information on West Sussex County Council services in ethnic languages. Arranges interpreters and translators. Provides translating services for the local authority.

HELP THE HOSPICES**Tel: 020 7520 8222**

A telephone service offering information on hospices including a national and international directory of hospices and palliative care services.

Email: info@helpthehospices.org.uk Website: www.helpthehospices.org.uk**INDEPENDENT COMPLAINTS****Tel: 01892 540490****ADVOCACY SERVICE (ICAS)**

Offers independent, confidential advice on how to make an informal or formal complaint about an NHS service.

Email: tunbridgew.icas@seap.org.uk Website: www.seap.org.uk/icas/**ICIS – information for life****Tel: 0800 859929**

Free, confidential and impartial information resource for people of all ages in West Sussex requiring care, support or advice on all aspects of daily living.

Email: enquiries@icis-info4life.org.uk Website: www.icis-info4life.org.uk



LIBRARY SERVICES IN WEST SUSSEX

Chichester Central Library Tel: 01243 777351

Bognor Central Library Tel: 01243 864638

Libraries hold information on almost every subject and each library has an Information Centre, staffed by a professional librarian who can help with a variety of queries. In addition to the regular services available through the branch libraries, services are provided to over 12,000 elderly, housebound, sick and disabled people and other specific client groups throughout West Sussex.

Housebound Reader Service offering a home delivery service to housebound readers who have no friends or relatives able to help. This service is also available to carers in the Bognor area who find it difficult to visit a library. Contact the equal access librarian on 01903 704818.

Mobile Libraries visit in some areas, leaving collections of books at all locations.

Patients in some hospitals in West Sussex receive a library service

Large Print Books are available in all libraries in West Sussex.

Story Cassettes are held in a number of libraries. Registered blind or partially sighted library users, living in an area where cassettes are not available may have a selection sent to their local library.

Enquiries relating to services available should be directed to the individual libraries concerned.

Website: www.westsussex.gov.uk

MACMILLAN CANCER SUPPORT

Freephone: 0808 800 0000

A helpline staffed by specialist cancer nurses who can answer questions on all aspects of living with cancer. Information service now open at Fernhurst Centre, St Richard's Hospital.

Website: www.macmillan.org.uk

NHS DIRECT

Tel: 0845 4647

Textphone: 0845 606 4647

NHS Direct is a 24-hour nurse-led helpline providing confidential healthcare advice and information on what to do if you are feeling ill, health concerns for you and your family, information about local health services such as late opening pharmacies, out of hours dentists and dentists accepting NHS patients and information about self help and support organisations. A confidential translation service is available for people whose preferred language is not English.

Website: www.nhsdirect.nhs.uk

**PARKINSON'S UK****Tel: 0844 2253667****COMMUNITY SUPPORT WORKER WEST SUSSEX**

Providing information, advice, advocacy and emotional support to people with Parkinson's, their carers and families locally. The service also includes telephone support, home and hospital visits and information about welfare benefits.

Email: jsmith@parkinsons.org.uk**PATIENT ADVICE AND LIAISON SERVICE (PALS)**

For contact details please see either Chapter 7, Commenting on a Service or Making a Complaint or Chapter 10, Health Services.

SHELTER**Tel: 0808 800 4444**

Housing and homelessness charity providing advice about repossession, eviction, rent arrears and other housing related advice. Shelter also runs a drop-in session every Thursday at Chichester District Council from 10am until 4pm, giving advice on housing and community care issues.

Email: info@shelter.org.uk Website: www.shelter.org.uk**STROKE ASSOCIATION**

There are two information services available for people who have had a stroke, their families, friends and carers.

The Stroke Association's national helpline is: Tel: 0303 303 3100

Stroke Information Service, The Stroke Association, 240 City Road, London, EC1V 2PR. They also have an information service, which is based in Southampton, but covers West Sussex. Tel: 02380 720 420

Email: info@stroke.org.uk Website: www.stroke.org.uk**THE PRINCESS ROYAL TRUST FOR CARERS****Tel: 0844 800 4361**

Provides information, advice and support services to carers across the UK including online forums for carers. Also has a range of grant schemes for carers, accessible through local carers' centres.

Email: info@carers.org Website: www.carers.org**THE GRANDPARENTS ASSOCIATION****Benefit advice line: 0844 357 1033****Helpline: 0845 4349 585**

Advice and information line, welfare benefits advice, publications, support groups and grandparent and toddler groups and meditation.

Website: www.grandparents-association.org.uk**Email: info@grandparents-association.org.uk**



WEST SUSSEX CARERS ONLINE

Website for carers in West Sussex. It is managed by ICIS and aims to help put carers in touch with local support and services, direct carers to national information which may be useful.

www.westsussexcarers.org.uk





ALCOHOL AND DRUG RELATED PROBLEMS

AL-ANON FAMILY GROUPS

Tel: 020 7403 0888

(open 10am-10pm every day)

Al-Anon offers understanding and support for families and friends of problem drinkers, whether the alcoholic is still drinking or not. ALATEEN, part of Al-Anon, is for young people aged 12-17 years who have been affected by someone else's drinking.

Email: enquiries@al-anonuk.org Website: www.al-anonuk.org

ALCOHOLICS ANONYMOUS

National Helpline: 08457 697555

24-hour support, information and advice for anyone affected by an addiction to alcohol. Can provide details of local meetings.

Website: www.alcoholics-anonymous.org

CLOCKWALK PROJECT

Tel: 01243 870005

Has an open access policy and provides assessment, treatment and support for people with drug and alcohol issues, aged 18 years or over, living in the Bognor and Chichester and surrounding areas. There is a structured day programme (five mornings a week) which is a Drug Rehabilitation Requirement, a Needle Exchange (four afternoons a week and Saturdays 10am-12noon), Blood Born Virus testing, Alcohol and Drug misuse groups, all within a safe and supportive environment. Clock Walk Project, Unit 3-6, Clockwalk, 7-11 High Street, Bognor Regis, PO21 1SG.

Email: clockwalkproject@cri.org.uk Website: www.cri.org.uk

FAMILIES AND FRIENDS NETWORK

Tel: 01243 382628

Helpline: 0800 085 4450 (10am-10pm)

Part of the West Sussex Drug & Alcohol Action Team, this network provides information on drugs and alcohol to friends and relatives, advice on what to do to help and where to go for further help, contact with others experiencing a similar situation, meetings and a telephone helpline. Contact: Jane Brown

Website: www.westsussexdaat.co.uk



FAMILIES ANONYMOUS

Tel: 0845 1200 660

Offers support through a helpline and self-help groups to families and friends of those with a drug or drug-related behaviour problem.

Website: www.famanon.org.uk

FRANK (FORMERLY NATIONAL DRUGS HELPLINE)

Tel: 0800 776600

Freecall text: 0800 917 8765

A free, 24-hour confidential helpline for anyone concerned about drug or solvent misuse. Provides advice and information for drug misusers, their families, friends and carers.

Email: frank@talktofrank.com Website: www.talktofrank.com

WEST SUSSEX YOUNG PERSONS

SUBSTANCE MISUSE SERVICE

Tel: 01903 230600

Treatment and support to young people aged 10-18 years with serious drug and alcohol problems, providing confidential individual support and counselling.

Provides advice for parents/ carers. Emel House, Rear 1st Floor, 30-32 Teville Road, Worthing, BN11 1UG

Email: wsypsms@cri.org.uk

ADDACTION

Tel Bognor: 01243 869234

Tel Chichester: 01243 528162

Addaction Central Prescribing Teams (CPT) are based at 22 Sudley Road, Bognor Regis and The Old Post Office, South Pallant Chichester dealing with physically dependent opiate users (requiring a substitute prescription) and Dependent alcohol users (requiring detoxification). Access through Crime Reduction Initiative at The Clock Walk in Bognor Regis via Triage (Assessment) (01243 870005)
Addaction CPT operate Monday to Friday 9 am to 5 pm.





BENEFITS AND MONEY MATTERS

People who have an illness or disability, carers and/or people on a low income may be entitled to a range of benefits. The regulations on benefits are complex and subject to change so seek advice. Your local Citizens Advice Bureau can give confidential, free, independent, impartial advice on benefits, entitlements, money problems and debt counselling. (See Chapter 1, Advice and Information for details)

BENEFITS

Benefit information is also available from the Department for Work and Pensions, which includes the Jobcentre Plus network for those under 60 years of age, and the Pension Service for those over 60 years of age. Any claims will need to be administered by the relevant department.

Attendance Allowance (AA) - A benefit for people aged 65 and over with attention or supervision needs. There is a higher rate and a lower rate, the rules of which are similar to those for the middle and higher rates of Disability Living Allowance. Unlike DLA, AA does not have a mobility component.

Bereavement Benefits - Please see Chapter 25, What To Do After A Death

Carers Allowance (CA) - If you are caring for someone at least 35 hrs a week, are age 16 or over, are not earning more than a certain amount per week, and are not in full time education you may be entitled to this allowance. The person you are caring for must be receiving AA or, middle or higher rate care component of DLA.

Disability Living Allowance (DLA) - This benefit is for people under 65 who need help with looking after themselves and/or help with getting around, there are two components, Care and Mobility, and both components have a three month qualifying period and help must be expected to last at least 6 months.



Employment Support Allowance (ESA) - ESA is a benefit for people who have 'limited capability for work', for example through illness or disability and who are not entitled to statutory sick pay (SSP).

Housing Benefit and/or Council Tax Benefit - Assistance is available towards rent and/or council tax costs for people on a low income and with limited capital. A reduction is also available for those households with only one adult resident.

Jobseeker's Allowance (JSA) - JSA is a benefit for people who are unemployed (or who work but do not count as in full-time paid work) and who are looking for full-time work or are getting a training allowance. There are 'jobseeking conditions' which apply before you are entitled to this benefit. There are two main types of JSA. Contribution-based is paid if you satisfy the national insurance contribution conditions. Income-based JSA is paid if you pass the means test. A third type, joint-claim JSA is similar to income-based JSA and is paid if you are a member of a 'joint-claim couple'.

Income Support (IS) - IS is a benefit paid to people on a low income. It is not paid to unemployed people who have to be available for and actively seeking work. They need to claim JSA instead. People who are unable to work due to ill health or disability may have to claim ESA. IS is not paid to people in full-time employment who may be able to claim working tax credit. There are qualifying conditions.

Pension Credit (PC) - Pension Credit guarantees everyone living in the UK aged 60 and over a minimum income, and may be able to award extra benefit to people over 65 who have made modest provision for retirement, eg through savings or occupational/private pension. There are additional payments for those who are disabled and living on their own, carers, and those paying mortgages or service charges.

Tax Credits - There are two types of tax credit. Child Tax Credit (CTC) and Working Tax Credit (WTC) These benefits are administered by HM Revenue and Customs (see below). CTC is paid to families with children. It is paid whether or not you are in full-time paid work. There are qualifying conditions. WTC is paid to low-paid workers. It tops up your wages if you are in qualifying 'remunerative work'. There are qualifying conditions. You may be entitled to one or both of CTC and WTC.



**BENEFIT ENQUIRY LINE****Tel: 0800 882 200****Textphone: 0800 243 355**

A national helpline giving general advice about benefits to people with disabilities and carers.

Email: BEL-Customer-Services@dwp.gsi.gov.uk**Website: www.direct.gov.uk/disability-money****Carers Allowance Unit****Tel: 0845 608 4321****Disability Living Allowance & AA Helpline****Tel: 0845 712 3456****Pension Credit****Tel: 0800 991 234****Pension Service****Tel: 0845 606 0265****Tax Credit Helpline****Tel: 0845 300 3900****AGE UK CARE FEES ADVISORY SERVICE****Tel: 0500 767476**

Provided by NHFA Independent Financial Advisers can provide money advice on meeting the cost of care. Age UK will benefit financially as a result of business conducted through this service.

BENEVOLENT FUNDS

There are many benevolent funds that help serving or retired professionals from all types of employment backgrounds. To find out more please contact the Carers Support Service.

CARER'S ALLOWANCE UNIT**Tel: 0845 608 4321****Textphone: 0845 604 5312**

Provides information regarding Carer's Allowance including eligibility and how to make a claim.

Email: cau.customer-services@dwp.gsi.gov.uk**CARERS CREDIT****Tel: 0845 608 4321**

From 6 April 2010 carers may be entitled to a National Insurance credit which will enable them to build up qualifying years for the basic State Pension and additional State Pension. For more details about eligibility criteria contact the Carer's Allowance Unit.

CARERS HELP-LINE**Tel: 0800 161 3839**

Freephone telephone welfare benefits advice line in partnership with the Princess Royal Trust for Carers.

Website: www.carerscentre.com



CARERS UK

Tel: 0808 808 7777

Information and advice about welfare benefits for carers. Also produce a leaflet 'Looking after someone: a guide to carers' rights and benefits' (UK9022).

Email: adviceline@carersuk.org Website: www.carersuk.org

CHICHESTER WELFARE TRUST

Tel: 01243 781849

Provides grants for people who are in need, sick, disabled or infirm and live in the city of Chichester.

CHRISTIANS AGAINST POVERTY

Tel: 0800 328 0006

A national debt counselling service with a network of 125 centres based in local churches. Home visiting service available.

Website: www.capuk.org

CIVIL SERVICE BENEVOLENT FUND

Tel: 0800 056 2424

This fund helps serving, retired and former Civil Servants (and staff of certain associated organisations) and their dependants. Assistance may include non-repayable grants. Also provides information, advice and support in finding suitable short, medium and long term residential or nursing care options.

Website: www.csbf.org.uk

CITIZENS ADVICE BUREAU (CAB)

Tel: 0844 771 171

Arun and Chichester Citizens Advice Bureau gives confidential, free, independent, impartial advice on benefits, entitlements, money problems and debt counselling. See also Chapter 1, Advice and Information for details of addresses of branches and outreach services.

CONTINUING HEALTHCARE - See Chapter 5, Going into Residential Care

COLD WEATHER PAYMENTS

Additional amounts of money which are paid if you are on a qualifying benefit and for each week in which the average temperature in the local area is at or below freezing. These are paid automatically with your usual benefit payment. If you think you should have had a payment and have not received it, contact your local Jobcentre Plus. See contact details above.

FUNERAL COSTS - See Chapter 4, What To Do After a Death



HM REVENUES AND CUSTOMS

Offers help and advice with regard to tax and tax benefits and national insurance.

Child Benefit Helpline

Tel: 0845 302 1444

National Insurance Helpline

Tel: 0845 302 1479

Tax Credit Helpline

Tel: 0845 300 3900

Website: www.hmrc.gov.uk

INDEPENDENT LIVING FUND (ILF)

Tel: 0845 601 8815

Textphone: 0845 601 8816

This Government funded trust helps severely disabled people live independently in the community. Discretionary grants are available to cover extra personal and domestic care costs incurred on top of Social Services provision, but are subject to financial and other assessment/criteria.

Email: funds@ilf.org.uk

Website: www.ilf.org.uk

INLAND REVENUE (TAX OFFICE) - See *HM Revenues and Customs* above.

JOBCENTRE PLUS

Chichester Jobcentre Plus: 0845 604 3719

Bognor Regis Jobcentre Plus: 01243 846300

If you are caring for someone and want to combine paid work with your caring responsibilities, there is a variety of help available from your local Jobcentre Plus under the 'Work Focused Support for Carers' initiative.

LIAISE

Tel: 07931 300 705

A Christian organisation providing free and confidential benefits and debt advice to anyone living in the north Chichester District area. Can advise on entitlement and help with form filling. Home visiting service if required.

PCC Office, above Austen's, Market Square, Petworth (Tuesdays 9am-12pm)

Email: liaise@frontlinedebtadvice.org.uk

Website: www.frontlinedebtadvice.org.uk

MACMILLAN BENEFITS HELPLINE

Tel: 0808 808 0000

If you are affected by cancer Macmillan can offer specialist money advice.

Website: www.macmillan.org.uk





NHS COSTS

If you or your partner is on income support or on a low income or with very little savings you may be eligible for financial help with various NHS costs such as prescriptions, eye care and travel costs. Leaflets about help with health costs can be obtained from the Carers Support Service.

Website: www.nhs.uk/healthcosts

THE PENSION SERVICE

Runs various drop-in outreach information sessions for anyone of or near to retirement. Contact the Carers Support Service for more details.

PRINCESS ROYAL TRUST FOR CARERS GRANTS

Tel: 01243 537011

As a member of Princess Royal Trust for Carers network of carers centres, the Carers Support Service can make an application for funds to contribute towards:

- A break in the UK for the carer
- Equipment to make the carers life easier
- Educational bursaries to pay for a course
- Transport for carers
- Structured activities for young people with caring responsibilities

Grants are not means tested, but a financial information sheet does need to be completed, and Princess Royal Trust for Carers expect that carers who can afford to pay for these things themselves, will do so. As availability of funds depends on the fund raising that Princess Royal Trust for Carers does, not all grants are open for applications at all times. Whilst grant applications have to be made through the Carers Support Service, we do not have any input into the decision.

SOCIAL FUND

If you receive Income Support, income-related Employment and Support Allowance, income-based Job Seeker's Allowance, Pension credit or certain amounts of tax credits, you may also be able to get help from the Social Fund through a range of loans and grants. Telephone your local Jobcentre Plus office. See above for contact details.

SSAFA FORCES HELP

Tel: 01243 776528

Arun and Chichester Citizens Advice Bureau now offer a Benefits and Money Advice Service in the Chichester District. Funded by the Royal British Legion and the RAF Benevolent Fund. Help is available to individuals and families with military connections. The Adviser seeks to maximise their clients' incomes, as well as negotiating with creditors and helping with benefits claim forms. Often clients can be seen in their own home. Contact Jackie or Lucy.



WIDOW'S/WIDOWER'S BENEFITS

If your spouse or partner has died, you may qualify for bereavement benefits. There are three main benefits, collectively known as bereavement benefits: bereavement payment; widowed parent's allowance and bereavement allowance. If you are in receipt of state retirement pension when your spouse or civil partner dies you should contact the Pension Service (see contact details above). If you are not in receipt of retirement pension when your spouse or civil partner dies you will need to contact your local Jobcentre Plus office (contact details above). See also Chapter 4, What To Do After a Death.

WINTER FUEL PAYMENTS

Tel: 0845 915 1515

Textphone: 0845 601 5613

Every household that includes someone aged 60 or over should get a winter fuel payment. You should receive the payment automatically.





Notes:





BEREAVEMENT & WHAT TO DO AFTER A DEATH

There are many different sources of help available to someone who is bereaved and the most suitable type of help will depend very much on the individual.

However prepared one might be for the death of a loved one, the sheer intensity of the emotions and reactions to the death can be overwhelming. It can be confusing to feel angry and unable to concentrate - though these are very common manifestations of bereavement - and the act of talking to someone about one's feelings, whether it is to friends or trained counsellors, can be of great comfort and assistance in this process.

The most obvious forms of help come from friends and family, but assistance is also available via the GP, clergy and from professional and voluntary bereavement counsellors. Often families and friends experience discomfort at talking about the deceased and fear the effect that talking about them will have on the bereaved person, when often this is just what they want. A counsellor can facilitate discussion and open the way for the bereaved to verbalise the numerous and conflicting emotions brought about by their loss.

Much has been written about the 'stages of grief', but these stages should be seen as a broad guide only. They can be affected by such things as the manner of death and the ages of the deceased and the survivor.

Loneliness and problems associated with the tasks of daily living are common and difficult adjustments for the bereaved. The extent of their dependence on the deceased can also affect the severity of the bereavement as can the nature of the death. Above all, there is no timetable for grieving; each person has to do it at their own pace.



Anyone supporting someone who is recently bereaved needs to be aware that death often engenders ambivalent feelings. Disbelief is often a feature and the ramifications of loss can take a long time to filter through.

Common features of bereavement also include: denial; struggling to adapt to the new reality; shock; anger with the person who has died; self-reproach; going over and over events leading to the illness and the death; being weighed down with guilt or being overwrought by the feeling of unfinished business or things unsaid. It is not uncommon for the bereaved to isolate themselves, and friends and relatives may therefore need to gently but assertively reach out to the bereaved.

In coping with bereavement some people find it a help to write down their feelings, others do something directly related to the cause of death, say, joining an action group or charity and others just need to be able to talk when they need to.

BEREAVEMENT

CHILD DEATH HELPLINE

Tel: 0800 282986
(Evenings 7-10pm. Mon, Thurs, Fri 10am-1pm,
and Tues-Weds 10-4pm)

A confidential Helpline for bereaved parents/carers who, following the death of a child of any age, wish to talk to someone in a similar situation.

CHURCH SUPPORT

All ministers who conduct funeral services would be willing to be approached regarding advice and support. Telephone your local church to find out what bereavement support is offered through the church.

COMPASSIONATE FRIENDS

National Helpline Tel: 0845 123 2304
Open 365 days a year
(10am-4pm and 7.00pm-10.00pm)

Support and friendship for bereaved parents and their families by those similarly bereaved. Produce information leaflets, newsletters and provide one to one support as well as giving information about local support groups.

Website: www.tcf.org.uk

**CRUSE****Chichester Tel: 01243 530202****National Helpline: 0844 477 9400**

A national organisation with branches throughout the UK. Aims to provide individual and group counselling as well as social support to all who seek its help as well as producing a wide range of literature on the subject. The local branch can offer free confidential listening and support to people in their own homes, covering the Chichester District, Bognor Regis and Arundel Tel: 01243 530202. There is also a free Helpline for young people aged 12-18 years affected by someone's death.

Email: helpline@cruse.org.uk Website: www.cruse.org.uk**NATIONAL ASSOCIATION OF WIDOWS****Tel: 0845 8382261**

Head Office provides advice and information to all widows, their families and friends as well as details of local branches offering support, social activities and friendship. The service is free and confidential. 48 Queens Road, Coventry, CV1 3EH.

SAMARITANS**Tel: 08457 909090****24hrs - 365 days of the year**

Often receive calls from people who are bereaved and provide the opportunity to talk in confidence to someone who is independent.

Website www.samaritans.org/bognor**SANDS****Tel: 020 7436 5881**

Stillbirth and neonatal death charity. Supporting anyone affected by the death of a baby.

Email: helpline@uk-sands.org Website: www.uk-sands.org**THE WAY FOUNDATION****Tel: 0870 011 3450**

A UK-wide self-help and social support network for men and women widowed under the age of 50 and their children. There is an annual membership fee of £10. Members receive a quarterly newsletter, access to the lending library of videos and books, contact lists of local members and access to the members-only email notice boards where they can share their thoughts and feelings at any time.

Website: www.wayfoundation.org.uk**WINSTON'S WISH****Helpline Tel: 0845 2030 405****(Mon-Fri, 9am-5pm)**

A national Helpline for anyone concerned about a child who has been bereaved. Have a range of literature and support services to assist children to cope with a close family death.

Website: www.winstonswish.org.uk



WHAT TO DO AFTER A DEATH

When someone dies there are many decisions and arrangements to be made and unfortunately these often have to be made at a time of personal distress.

Practical advice and support may be provided by friends, family, doctor, nurse, solicitor, minister of religion or anyone involved with you or the person who has died. The Funeral Director can also explain about arrangements that have to be made. Citizens Advice Bureaux can provide confidential, independent advice and information on all aspects of the situation.

What to do in the first five days

There are a few steps that need to be taken shortly after the death. In many cases the hospital or GP involved will help you with these early steps:

- notify the family GP
- register the death at a register office
- find the will - the deceased person's solicitor may have a copy if you can't find one
- begin funeral arrangements - you will need to check the will for any special requests
- if relevant, complete form BD8 given to you when you register the death and send to the local Jobcentre Plus or Social Security Office
- if the person who has died was receiving any benefits or tax credits, advise the offices that were making the payments - if you can't find relevant correspondence, use the information below to contact the tax credit helpline and Jobcentre plus office.

BEREAVEMENT ADVICE CENTRE

Tel: 0800 634 9494

Free helpline and web-based information service, providing practical information and advice on the issues and procedures facing people who have been bereaved.

Website: www.bereavementadvice.org.uk

email: info@bereavementadvice.org.uk

BEREAVEMENT BENEFITS

Bognor Regis Tel: 01243 846300

Chichester Tel: 0845 604 3719

If you are married or in a registered civil partnership and your partner dies, you may be able to get extra financial help. These benefits are called bereavement benefits. To make a claim for Bereavement Allowance, Bereavement Payment, Funeral Costs, War Widow's or Widower's Pension or Widowed Parent's Allowance contact your local Jobcentre Plus.

**BRITISH HUMANIST ASSOCIATION****Tel: 020 7079 3580**

Has information about arranging non-religious funerals.

Email: info@humanism.org.uk Website: www.humanism.org.uk**DWP Bereavement Service****Tel: 0845 606 0265**

The Department for Work and Pensions collects all the information it needs to know about the deceased, carries out a quick eligibility check to find out which benefits the surviving relative may be entitled to and takes claims for Bereavement Benefit and Social Fund Funeral Payments over the telephone.

HELP WITH THE COST OF A FUNERAL

Funerals are expensive and it is always advisable to ascertain whether the deceased has already made financial arrangements for their funeral. They may have a pre-paid funeral plan in place or Cremation Society Certificate. Some occupational pension schemes also pay a lump sum to help with funeral costs and trade unions, professional bodies and associations pay a sum on the death of a member – all are worth checking.

Funeral Payments

If you are on a low income and you need help to pay for a funeral you are arranging, you may be able to get a funeral payment from the Social Fund. You may have to repay some or all of the cost from the estate of the person who died. To find out if you are eligible and to request form SF200 contact your local Jobcentre Plus:

Tel: 01243 846300 for Bognor Regis**Tel: 0845 604 3719 for Chichester and District.****INSTITUTE OF CEMETERY AND
CREMATORIUM MANAGEMENT****Tel: 020 8989 4661****Fax: 020 8989 6112**

The Institute of Cemetery and Crematorium Management produces a Charter for the Bereaved. This includes a wide range of information about burial and cremation, including information about burial on private land, woodlands, farmland or gardens. It also provides information on funerals without funeral directors, and environmental issues.

Website: www.iccm-uk.com**NATIONAL ASSOCIATION OF
FUNERAL DIRECTORS****Tel: 0845 230 1343****Fax: 0121 711 1351**

Members must comply with its Code of Practice. The Association has an internal conciliation service, and an independently-run arbitration scheme.

Email: info@nafd.org.uk Website: www.nafd.org.uk**THE NATIONAL SOCIETY OF ALLIED
AND INDEPENDENT FUNERAL DIRECTORS****Tel: 0845 230 6777****Fax: 01279 726300**

The society has a code of practice for its members

Email: info@saif.org.uk Website: www.saif.org.uk



NATURAL DEATH CENTRE

Tel: 01962 712690

A social entrepreneurial, educational charity that gives advice on all aspects of dying and bereavement. It also provides support regarding family-organised and environmentally-friendly funerals and runs the Association of Natural Burial Grounds.

Website: www.naturaldeath.org.uk

REDIRECTING POST AFTER SOMEONE HAD DIED

You can arrange for the local post office to redirect the post of someone who has died. The post office may insist on having proof that you have got legal authority to do this. It may help if you can provide a death certificate and a written statement saying that you have a right to act on the person's behalf. You will have to pay a fee for redirection of post.

You can also stop junk mail being sent to someone who has died. To do this, you can register details of the death with the Bereavement Register. Companies who check the Bereavement Register will remove details of the person who has died from mailing lists and marketing databases. However, this will not stop junk mail being sent from companies who do not check with the register.

The Bereavement Register, Freepost SEA8240, Sevenoaks TN13 1YR.

Tel: 0800 082 1230 Fax: 0870 400 5644

Website: www.the-bereavement-register.org.uk

REGISTERING A DEATH

Tel: 01243 642122

Registrar for Births and Deaths – West Sussex

A death must be registered within 5 working days (unless the Registrar says this period may be exceeded). If a death has been referred to a coroner, it cannot be registered until the Registrar has received authority from the coroner. If the person died at home their GP will certify the cause of death and give you a Medical Certificate and Formal Notice telling you how to register the death.

If the person died in hospital, the hospital will issue the certificate. When you go to the Registrar you should take the Medical Certificate, Birth and Marriage Certificates and the medical card of the deceased if possible.

The Registrar will give you a form for the Funeral Director (unless the coroner is involved) and a form for the Department of Social Security so that pensions, allowances, benefits can be stopped or changed as appropriate.

There is a charge for each copy of the Death Certificate you may need.

SERVICE PERSONNEL AND VETERANS AGENCY

Tel: 0800 169 22 77

If the person who has died was receiving a war disablement pension the organisation may be able to help with the cost of a simple funeral.

Website: www.veterans-uk.info



CARE HOMES AND CARE AT HOME

There are two main types of care home. Some offer accommodation and help with personal care, for example, getting washed and dressed or going to the toilet. Others provide these services as well as offering nursing care. Until recently these were referred to as 'residential care homes' and 'nursing care homes' respectively.

You can also receive care at home. This used to be referred to as domiciliary care.

Care homes and care at home may be run by the local authority, private businesses or voluntary sector organizations.

You may be looking for permanent or temporary care arrangements.

The Care Quality Commission (CQC) regulates all registered care providers. They can provide a list of all care providers in your area as well as the latest inspection report for each.

It is useful to compile a checklist of things to ask before you decide on a care provider. The experience of relatives, friends or other carers can be reassuring when choosing a care home or care at home service.

West Sussex County Council produces information factsheets about paying for care services. Fair Access to Care Services Eligibility Criteria is a set of guidelines West Sussex County Council uses when deciding who should receive adults' social care support. The guidelines are set out by the Department of Health. If you would like more information about these please contact the Carers Support Service.

AGE UK

Tel: 0800 169 6565

Produces various fact sheets including "Introduction to care homes" and "Finding a care home".

www.ageuk.org.uk



AGE UK CARE FEES ADVISORY SERVICE

Tel: 0500 767476

Provided by NHFA Independent Financial Advisers, Age UK will benefit financially as a result of business conducted through this service.

CAREAWARE

Tel: 0161 707 1107

A free Helpline service dealing with enquiries relating to the funding of long term care for older people. Also provide independent advice on care fee funding, benefit entitlement, and legal issues.

Email: enquiries@careaware.co.uk **Website:** www.careaware.co.uk

CARE QUALITY COMMISSION

Tel: 03000 61 61 61

The independent health and social care regulator for England. Provides a social care directory to find reports and quality ratings on all your local care homes, home care and other registered adult social care services.

Website: www.cqc.org.uk

Continuing Health Care, see Chapter 10 - Health Services

COUNSEL AND CARE

Tel: 0845 300 7585

Charity help providing information and support on a range of community care issues, including funding and paying for care, welfare benefits and hospital discharge.

Website: www.counselandcare.org.uk

ELDERLY ACCOMMODATION COUNSEL

Tel: 0800 377 7070

A registered charity that maintains a database of all forms of accommodation for older people and gives information and advice to enable people to make informed decisions about their housing and care needs.

Email: enquiries@eac.org.uk **Website:** www.eac.org

NHFA

Tel: 0800 99 88 33

Authorised and regulated by the Financial Services Authority, this commercial organisation provides specialist financial advice to help find the best way to pay for care fees.

Website: www.nhfa.co.uk

RELATIVES AND RESIDENTS ASSOCIATION

Tel: 020 7359 8136

A national organization for friends and relatives of older people in care homes. Offers advice, information and a listening ear concerning the practical and emotional problems experienced in these circumstances.

Email: info@relres.org **Website:** www.relres.org

WEST SUSSEX CARE GUIDE

Tel: 01243 753843

Jointly produced by West Sussex County Council and the West Sussex Forum, this publication lists all types of care providers available in the county. It also provides some useful information about the sort of questions you should ask before using a care provider.



CARERS GROUPS

Carers Groups meet regularly and offer the chance to talk with others who may have experienced feelings and situations similar to your own. This chapter contains information about groups specifically for carers, but it is worth checking in the appropriate chapter for groups which focus on a particular illness or disability, as many do provide support to carers.

For details about general support groups see Chapter 18, Other Illnesses and Disabilities

ABOUT MY HEALTH

Website with links to national charities, societies and associations and their local support groups that deal with particular health conditions.

Website: www.aboutmyhealth.org

BOGNOR REGIS CARERS SUPPORT GROUP

Tel: 01243 537011

A group for all carers and former carers to meet together and exchange information, with occasional speakers. Meets on the second Wednesday of each month from 10.30am at The Quaker Meeting House, 6 Victoria Drive, Bognor Regis.

Email: info@carerssupportservice.org.uk





BOGNOR TEA AND CHAT

For details contact MIND, listed in Chapter 17 Mental Health Services.

CHICHESTER CARERS SUPPORT GROUP

Tel: 01243 537011

Informal support group for any carer. Meets on the last Tuesday of the month in Chichester from 11am to 12.30pm.

Email: info@carerssupportservice.org.uk

CHICHESTER STROKE CLUB

Tel: 01243 823314

A club for Stroke sufferers that enables their carers to take a break for two hours. Carers are, however, welcome to stay if they wish. Takes place every Thursday 10am-12pm at the Newell Centre, Chichester.

Email: swainv@onetel.com

MIDHURST CARERS SUPPORT GROUP

Tel: 01243 537011

This support group is open to carers in the Midhurst, Fernhurst and Petworth area. It meets regularly at St Anne's Centre, St Anne's Hill Midhurst on the second Tuesday of the month from 11am to 12.30pm.

OUR CAFÉ - see Chapter 18 for details

SELSEY CARERS

Tel: 01243 601039

A group for all carers, and former carers, which meets at 109 High Street, Selsey at 10.30am on the first Thursday of every month. Provides an opportunity for carers to meet and socialise, and be befriended by former carers. Speakers, special events and newsletter.

Website: www.selseycarers.org.uk

SUPPORT FOR CARERS WHO ARE LOOKING AFTER SOMEONE WITH A LEARNING DIFFICULTY

Tel: 01243 790406

Monthly cafe groups in Bognor Regis, Chichester and Selsey.

Email: pam.thomson@carerssupportservice.org.uk

SUPPORT FOR CARERS WHO ARE LOOKING AFTER SOMEONE WITH A MENTAL HEALTH DIFFICULTY

Tel: 01243 790406

Monthly cafe groups in Chichester and Bognor Regis with extra groups now in Witterings, Emsworth and occasionally Midhurst and Petworth.

Email: sarah.robinson@carerssupportservice.org.uk



TUESDAY CLUB - see Chapter 18 for details

WITTERINGS CARERS SUPPORT GROUP

Tel: 01243 672358

This group meets on the third Wednesday of each month at the Richardson Room of the Village Hall, Church Road, East Wittering from 2pm. It is an informal group of carers meeting to support each other.

WITTERINGS MEN'S CARERS SUPPORT GROUP

Tel: 01243 537011

This group, for male carers only, meet regularly at the Witterings Medical Centre, Cakeham Road on the second Wednesday of each month at 2pm.

Email: info@carerssupportservice.org.uk





Notes:





CHILDREN WITH SPECIAL NEEDS / PARENT CARERS

Services for children with special needs are offered by a number of organisations including the NHS, Social Services, Education Services and Voluntary Organisations.

Information in Chapter 20, Social Services, Chapter 10, Health Services and Chapter 15, Learning Difficulties in this pack may be of help also.

EDUCATION

If you think your child may be experiencing any learning difficulty at school then first talk to your child's teacher or head teacher. Many children, at some point in their school career, will have special educational needs of some kind. Most children's needs will be met by the mainstream school, sometimes with the help of outside specialists. In a few cases the Local Education Authority (LEA) will have to make a statutory assessment based on specialist advice.

Special educational needs

The LEA may then draw up a statement of special educational needs. This describes all the child's needs and all the special help that he or she needs. Children with statements often go to their local school. A child is considered to have special educational needs if they have learning difficulties and need special help. They may find it harder to learn than most children of their age or perhaps have a disability which makes it difficult to use educational facilities.

For example they may have difficulties caused by:-

- a physical disability
- a problem with sight, hearing or speech
- emotional or behavioural problems
- a medical or health problem
- difficulties with reading, writing, speaking and mathematics

If your child is not yet at school and you have concerns then speak to your doctor, health visitor or another professional you think may be able to help.



ACTION FOR KIDS

Helpline: 0845 300 0237

A charity supporting severely disabled children and their families. It provides mobility aids not available on the NHS and work-related training for disabled young people aged 14-26 yrs anywhere in the UK. A family support service is also available.

Email: info@actionforkids.org Website: www.actionforkids.org

AIMING HIGH

Do you have a child with a disability or additional needs and feel that you need some help and support to access the right DWP benefits? Aiming High and West Sussex County Council are funding a Benefits Advisor to offer help with Disability Living Allowance, Carers Allowance, Income Support, Housing Benefit, Employment Support Allowance, Tax Credits etc. David Harper, WSCC, 6 Southey Road, Worthing BN11 3HT.

Email: david.harper@westsussex.gov.uk

AUTISM SUSSEX

Tel: 01243 855502

An independent, not for profit organisation and registered charity, whose aim is to provide a range of opportunities for children, young people and adults with autistic spectrum conditions and/or Asperger syndrome.

Email: enquiries@autismsussex.org.uk Website: www.autismsussex.org.uk

CEREBRA -

Tel: 0800 328 1159

for Brain Injured Children and Young People

Commission and funds research linked with brain injury and neurological conditions in children. Also offers Parent Support, an information and support service for parents and carers of children with brain related conditions. Parent Support members can access an in-depth enquiry service, a parent-to-parent contact service, a newsletter, a postal lending library of toys and books, a sleep service and a grants scheme. A freephone counselling service is also available tel: 0800 043 9385.

Email: info@cerebra.org.uk Website: www.cerebra.org.uk

CHALLENGING BEHAVIOUR FOUNDATION

Tel: 0845 602 7885

A registered charity offering information and support to parents, carers and professionals.

Email: info@thebcf.org.uk Website: www.thebcf.org.uk

CHANCTONBURY COMMUNITY PLAYScheme

Tel: 01306 627485

Summer play scheme which includes the Bognor and Arundel area for all children/young adults with special needs, who have been statemented. Ages 5-19 years. Does not cover Chichester District.

**CHESTNUT TREE HOUSE****Tel: 0845 450 5820**

Children's hospice for children and young people from 0-19 years of age with progressive life-limiting and life-threatening illnesses. Offers respite care, crisis care, day care, end of life care and bereavement support for children and adults.

Website: www.chestnut-tree-house.org.uk**CHICHESTER PORTAGE SERVICE****Tel: 01243 536182**

A home visiting educational service for pre-school children with additional support needs throughout the Chichester District and Bognor Regis areas (not Arundel). Portage works alongside parents, offering practical help and ideas to encourage a child's emerging skills. These include moving, playing, being with people and sharing the routine. Contact: The Coordinator at Chichester Portage Service, The Orchard Street Annexe, Orchard Street, Chichester, West Sussex, PO19 1DQ

Email: chichester.ed.portage.service@westsussex.gov.uk**Website: www.wsgfl.westsussex.gov.uk****CHILD AND FAMILY SERVICE FOR MENTAL HEALTH****Tel: 01243 622530****(Previously known as CAMHS)**

A multi-disciplinary team with facilities for family therapy and solution focused therapy. The team provides assessment and treatment for children and young people with serious mental health disorders, complex behavioural difficulties, eating disorders, assessments for autistic spectrum disorders (9 years and above) and attention-deficit hyperactivity disorder clinic for medication review.

CHILD BRAIN INJURY TRUST**Tel: 0845 601 4939**

Support for children with an acquired brain injury and their families.

Email: helpline@cbituk.org Website: www.cbituk.org**CHILD DISABILITY TEAM****Tel: 01243 642424 (9.30am-12.30pm)**

Social Services have two Child Disability Teams based in the North and South of the County. Chichester District, Bognor Regis and Arundel are covered by the team based in Bognor Regis. They work with children with severe or complex physical or learning disabilities, including autism. Some of the ways they can help are with practical support, such as care in your home, equipment and adaptations to your home, social work support and short breaks (respite).

Email: cdhds.ss@westsussex.gov.uk



CONTACT A FAMILY

Tel: 0808 808 3555

Textphone: 0808 808 3556

Offers advice and support on a wide range of topics as well as providing a listening ear for parents and carers of children with all kinds of disabilities and special needs. Network of local parent support groups. Publications and factsheets. They also have a website which features a 'Dad's Zone' with useful information and contact for fathers of children with disabilities.

Website: www.cafamily.org.uk

Email: helpline@cafamily.org.uk or info@cafamily.org.uk

COUNCIL FOR DISABLED CHILDREN

Tel: 020 7843 6000

Provides a national forum for the discussion and development of a wide range of policy and practice issues relating to service provision and support for disabled children and young people and those with special needs.

Email: cdb@ncb.org.uk Website: www.ncb.org.uk/cdc

DREAMS COME TRUE

Freephone: 0800 0186013

A registered charity endeavouring to fulfill dreams for children and young adults nationwide aged 2-21 years, who have a serious degenerative or terminal condition. Contact: Knockhundred House, Knockhundred Row, Midhurst, West Sussex, GU29 9DQ.

Email: info@dctc.org.uk Website: www.dctc.org.uk

FACE TO FACE NETWORK

Tel: 0845 800 9189

A network of trained volunteer befrienders who can help parents make positive adjustments to the news that their child has a disability.

Website: www.facetoface.network.org.uk

FAMILY FUND

Tel: 0845 130 4542 or 01904 621115

Helps families of severely disabled or seriously ill children age 17 and under, with grants related to the care of the child including holidays, leisure, laundry equipment, driving lessons and more. Aims to help all families with an income of £25,000 pa or less.

Website: www.familyfund.org.uk

FLEDGLINGS

Tel: 0845 458 1124

An independent non-profit making organisation, providing information on products for those caring for a child with special needs. Will source toys, educational games, information on products, beds, eating equipment, swimming aids and clothing.

Email: enquiries@fledglings.org.uk Website: www.fledglings.org.uk

**FUN BREAKS SERVICE (FAB)****Tel: 01243 777100**

The FAB service (formerly the Sitting Service) provides volunteer carers for families with children with disabilities. This allows parents to take a much needed break from caring.

Email: fab@westsussex.gov.uk**HOMESTART****Tel: Arun 01903 889707****Chichester & District 01243 773477**

Organisation offering support, friendship and practical help to parents.

HYPERACTIVE CHILDRENS SUPPORT GROUP**Tel: 01243 539966****CHICHESTER****(10.00am–12.00pm, weekday mornings only)**

Provides help, advice, information and support to parents of children who are, or are suspected of being, hyperactive and/or have ADHD. Provides a substantial amount of information on allergies and diet in relation to these conditions.

Email: hacsg@hacsg.org.uk**GOSH Website**

The Great Ormond Street Hospital website has a wide range of information about children's illnesses and treatments.

Website: www.gosh.nhs.uk**IPSEA****Tel: 0800 018 4016**

The Independent Panel for Special Education Advice is an advice line for parents of children with special needs covering all areas of assessment and statementing. It also provides support for parents appealing to the Special Education Needs Tribunal.

Website: www.ipsea.org.uk**LEUCAN****Tel: 01903 775756**

A self help/support group for parents of children and young adults with cancer, leukaemia or haematological conditions. Offers emotional support and practical advice for all the family. Organises social events. Covers Shoreham to Chichester.

Email: andrew.standing1@btinternet.com

MENCAP - See entry in Chapter 15, *Learning Difficulties*



PARENTS AND CARERS SUPPORT ORGANISATION - PACSO

Tel: 01243 533353

The charity exists to support parents and carers of children and young people with disabilities living in the Chichester, Bognor Regis and Midhurst areas. Free coffee morning for parents and carers are arranged twice a term. Saturday clubs and after school clubs to provide respite during term time. Family events and play schemes are also planned during school holidays. To find out dates of future events and for more information contact the facilitator, Ruth Stewart. PACSO, PO Box 58, Chichester, PO19 8UD

Email: play@pacso.org.uk Website: www.pacso.org.uk

PARENT PARTNERSHIP SERVICE

**Helpline: 0845 075 1008
(Mon-Fri 8.30am-5pm)**

This WSCC service provides impartial advice, information and support to parents and carers of children with special educational needs. Provides a Parental Supporter Scheme to parents and carers in need of assistance and support. Works with schools, the Local Authority, parents and other professionals to promote effective partnerships. Newsletters are produced twice a year. Yearly information events are organised. Contact Parent Partnership Service, Ambassador House, Crane St. Chichester PO19 1TP.

Website: www.parentpartnership.org.uk

Email: parent.partnership@westsussex.gov.uk

PARENT PLUS

Tel: 01403 257699 or 07804 529903

A befriending service run by parents for parents of children who have been recently diagnosed with disabilities and special needs. Covers the Chichester District (including Midhurst and Petworth), Bognor Regis and Arundel areas. Contact: Maria Dunkley

Website: www.earlyyears@springboardproject.com

PHAB CLUB

Tel: 020 8667 9443

Club for physically disabled and able-bodied people aged 5-55 years. Offers social, sport and leisure activities, weekends away and holidays.

Email: info@phab.org.uk Website: www.phab.org.uk

REACH

Tel: 0845 130 6225

Provides contact and support for carers of children with upper limb deficiency. Information on what to do and where to go for advice on treatment be it artificial limbs, appliances or necessary surgery. Produces a newsletter, information leaflets and holds regular meetings. Contact: Reach, PO Box 54, Helston, TR13 8WD.

Website: www.reach.org.uk



RIDING FOR THE DISABLED

Through the commitment of volunteers RDA enables people with disabilities to ride or carriage drive to benefit their health and wellbeing and to achieve their goals. Visit their website for local information:

Website: www.rda.org.uk

SOUTHDOWN FAMILY CENTRE

Tel: 01903 882666

Provides support for parents and carers of children with autism and their siblings aged between 5 and 13 years old. Sessions are held on the 1st and 3rd Saturday of every month and activities include play, drama, art, cookery, multi-sensory and music. Children are left at the Centre offering respite to parents and carers. Families need to book in advance to attend and need to be members of the society.

SUSSEX SNOWDROP TRUST

Tel: 01243 572433

A charity covering the Chichester District, Arundel, Midhurst, Billingshurst and Emsworth areas which supports children with life-threatening illnesses and their families. Provides equipment and general support such as care from nurses or specially screened volunteers and periods of respite to people who have care of very sick children. Works alongside palliative care team. For more information, contact the Admin Office at: 3 Kingley Centre, Downs Road, West Stoke, Chichester PO18 9HJ.

Email: sussexsnowdrop@btconnect.com

Website: www.thesussexsnowdroptrust.com

SITTING SERVICE

Tel: 01243 642462

Provides families with an individual volunteer who will get to know the needs of their family and provide a much needed break for the carers. The service is provided by West Sussex Children and Young People's Services. You can access the service through a social worker as part of an overall care plan for a family. If there are no existing contacts with social services, then arrangements can be made for someone to visit you to determine whether the service is appropriate for your family.

SUSSEX OTTERS

A swimming group for people with disabilities. See entry in Chapter 18, Other Illnesses and Disabilities

WELLSPRING NEWSLETTER

Tel: 01903 859929

Wellspring is a free, regular newsletter for children and young people with disabilities and their parents and carers across West Sussex.

For more information contact: The Editor, Wellspring c/o 26 Goldsmith Road, Worthing, West Sussex BN14 8ER.

Email: info@wellspringwestsussex.org.uk

Website: www.wellspringwestsussex.org.uk

**WEST SUSSEX CHILDCARE INFORMATION SERVICE** **Tel: 01243 777807**

Provides free, confidential information and guidance on all aspects of childcare for children aged 0-14 years (16 yrs for those with additional support needs). Also has information on family support services, unregistered childcare, toy libraries, leisure, out of school clubs and more. The Service can also help anyone thinking of working with children or wanting information on a course or conference related to childcare. Contact: West Sussex Children's Information Service, Early Years and Childcare Service, St James Campus, St James Road, Chichester, W. Sussex, PO19 7HA.

Email: childrens.info.service@westsussex.gov.uk

Website: www.childcarelink.gov.uk





COMMENTING ON A SERVICE OR MAKING A COMPLAINT

Most organisations encourage people to comment on the service or services they provide. You may be pleased with a service or have a suggestion to make and many organisations see these comments as a way of feeding back to staff that have done well or making improvements to their service. For further information, for support in making a complaint, or to discuss the situation that you are unhappy with, contact the Carers Support Service or the Citizens Advice Bureau. Contact details in Chapter 1, Advice and Information

When people are dissatisfied with a service they are often reluctant to complain, fearing that the fact that they have complained will affect the service they receive in the future. This should NOT happen. Complaining can result in an apology, explanation or other action and may change or improve the service for the future. The process of complaining can sometimes be difficult, but there are people who can help.

Each service or organisation will have its own Complaints Procedure.

For details contact the organisation direct and ask for a copy of their complaints procedure and put your complaint in writing, send it by recorded delivery as soon as possible and keep a copy of the letter for future reference.

ADULT SOCIAL SERVICES CUSTOMER RELATIONS TEAM Tel: 01243 752164

If you would like to make a comment, compliment or complaint about any adult who is already receiving support; to whom Social Services have a duty to provide support to; might need support; or you are making the complaint on their behalf, for example, as their carer, relative or representative then contact the Customer Relations Team.

Email: as.complaints@westsussex.gov.uk

Website: www.westsussex.gov.uk

**CARERS REFERENCE GROUP****Tel: 01243 537011**

A quarterly county meeting between carers and officers from West Sussex County Council's Adult Services and Health to discuss, identify and prioritise carers' issues. It acts as a pre-meeting for the Carers Policy and Development Group. Consideration may be given to travel expenses and alternative care costs. If you would like to attend contact the Carers Support Service.

CARE QUALITY COMMISSION**Tel: 03000 616161**

Independent health and social care regulator in England. The CQC licenses and monitors care services, responds to concerns regarding care providers and reports on health and social care information.

Email: enquiries@cqc.org.uk Website: www.cqc.org.uk

INDEPENDENT COMPLAINTS**Tel: 01892 540490****ADVOCACY SERVICE (ICAS)**

Provides independent, confidential advice on how to make an informal or formal complaint about an NHS service. Contact: ICAS, Ground Floor, 7 Vale Avenue, Tunbridge Wells, TN1 1DJ.

Email: tunbridgew.icas@seap.org.uk Website: www.seap.org.uk/icas

HEALTH OVERVIEW AND SCRUTINY COMMITTEE (HOSC)

This committee is responsible for the review and scrutiny of the planning, provision and operation of health services in West Sussex.

www.westsussex.gov.uk

LOCAL INVOLVEMENT NETWORK (LINKs)**Tel: 0300 111 0102**

A Local Involvement Network is a network of local people and groups. It listens to what people like you have to say about health and social care services in your area, and tells councils and the NHS what it has discovered. They are legally obliged to give the LINK any information it asks for and to respond to any recommendations the LINK makes. LINKs are due to change to HealthWatch, more information on the website.

Email: contact@makesachange.org.uk

Website: www.makesachange.org.uk

LOCAL GOVERNMENT OMBUDSMAN (LGO)**Tel: 0300 061 0614**

If you have made a complaint to your council (for example Social Services Customer Relations Team) and have been unable to settle things to your satisfaction, you can ask the Local Government Ombudsman to review the way they have dealt with your complaint. The LGO is responsible for making sure that councils deliver their services properly, fairly and within the law.

Email: advice@lgo.org.uk Website: www.lgo.org.uk



NATIONAL HEALTH SERVICE

It is essential to make your complaint as soon as possible as there are time limits for investigating complaints – usually six to twelve months after the event. If your complaint is about one of the NHS Trusts, then contact the Chief Executive of the appropriate Trust. Complaints about your Primary Health Care Team (GPs and other workers at the surgery) should initially be sent to the Chief Executive of the Primary Care Trust – the address is in Chapter 6, Health Services.

PATIENT ADVICE AND LIAISON SERVICE (PALS)

West Sussex NHS and all Hospital Trusts have their own PALS team. The service provides information to patients, carers and their families about local health services and puts people in touch with local support groups. They can also tell people about the complaints procedure.

NHS West Sussex

Tel: 01903 505456

Western Sussex Hospitals NHS Trust

Tel: 01243 831822

Sussex Community NHS Trust

Tel: 01273 242292

Sussex Partnership Foundation NHS Trust

Tel: 01903 843185

South East Coast Ambulance NHS Trust

Tel: 01273 897888

PARLIAMENTARY AND HEALTH SERVICE

Tel: 0345 015 4033

OMBUDSMAN

If you have made a complaint about an NHS service and have received a final response from that service and you are still not satisfied you can take your complaint forward to the Health Service Ombudsman. A leaflet produced in several languages is available explaining the NHS Complaints System.

The Parliamentary and Health Service Ombudsman, Millbank Tower, Millbank, LONDON, SW1P 4QP

Email: phso.enquiries@ombudsman.org.uk

Website: www.ombudsman.org.uk





Notes:





EQUIPMENT AND ADAPTATIONS TO YOUR HOME

Organisations providing and supplying equipment and adaptations include Social Services, the NHS, voluntary organisations, district councils and private companies. It is worth getting professional advice about the most appropriate piece of equipment and the suitability of any adaptations before buying something.

See also Chapter 23 Staying Put in Your Own Home

Adaptations to your home may be necessary to make it more suitable for you and / or your cared-for. The Occupational Therapist or the Environmental Health Department of your local authority will explain how grants are obtained and can give details of eligibility for grants. There are some mandatory grants and some discretionary grants available, however the grants are means tested.

Disabled Facilities Grants are available to make the home more suitable to live in. The person you care for must be registered or qualify to register as a disabled person. The Environmental Health Department works closely with Social Services Occupational Therapists who will carry out an assessment of your cared-for's need for any adaptations.

Home Repairs Assistance Grants Scheme is available to people in certain geographical areas who are over 65 yrs, infirm or disabled, or receiving a means-tested benefit. Grants for up to £2,000 may be used for repairs, heating provision, security measures and minor adaptations, such as installing a shower or ramp.

Renovation Grant may be available if your home is judged unfit to live in and needs major work.

Chichester District Council
Arun District Council

Tel: 01243 785166
Tel: 01903 737500



BRITISH RED CROSS - ABILITY SHOP

Tel: 0844 89 300 89

A mail order catalogue which, offers a wide range of aids and equipment.

Email: customerservicecentre@redcross.org.uk

Website: www.redcross.org.uk

BRITISH RED CROSS

Tel: 0800 0280831

Medical Loan Service: wheelchairs; commodes, walking and other aids can be supplied on a short-term basis. There is a small charge and equipment is subject to availability. Phone to pre-book for delivery or collection fortnightly at Chichester Sainsbury's. Also at Petworth Mondays, Wednesdays and Fridays 10am to 12pm and Worthing Mondays to Friday.

COMMUNITY EQUIPMENT SERVICE

Tel: 0845 127 2933

A community equipment service (CES) is jointly commissioned and run by NRS National Care on behalf of the County Council and West Sussex Health, the provider arm of NHS West Sussex.

Email: enquiries@westsussex.nrs-uk.net

DAILY LIVING CENTRE (DLC)

Tel: 01273 296132

Textphone: 01243 725421

Offers free, impartial advice and information on equipment to the disabled, the elderly, as well as carer.

Email: dlc@brighton-hove.gov.uk

Website: www.brighton-hove.gov.uk/dailylivingcentre/

DISABILITY EQUIPMENT REGISTER

Tel: 01454 318818

Publishes a monthly list of second-hand specialist equipment which is for sale or wanted. Subscription payment to receive or advertise in the list. Contact: Disability Equipment Register, 4 Chatterton Road, Yate, Bristol, BS17 4BJ.

Email: disabreg@blueyonder.co.uk

Website: www.disbreg.pwp.blueyonder.co.uk

DISABILITY EQUIPMENT SERVICE (DES)

Tel: 0800 0439 395

Lists second hand disability equipment which is for sale by individuals in specific areas.

Website: www.askdes.org.uk

**DISABLED LIVING FOUNDATION****Tel: 0845 1309177****Textphone: 020 7432 8009**

Free, impartial information and advice on daily living equipment created by DLF's team of Occupational Therapists.

Email: info@dlf.org.uk Website: www.dlf.org.uk

HOMECRAFT ABILITYONE**Tel: 08444 124330**

Supplier of physical therapy products and equipment.

Website: www.homecraft-rolyan.com

ICIS also have information on *Equipment and Adaptation to your home*. See Chapter 1, *Advice and Information*.

LIVING MADE EASY**Tel: 0845 130 9177****Textphone: 020 7432 8009**

Practical information on daily living equipment and other aspects of independent living.

Website: www.livingmadeeasy.org.uk

MEARS**Tel: 01903 788440****Arun and Worthing Home Improvement**

Handyperson services are available to older people, or people with disabilities, and they cover the smaller jobs, such as putting up shelves, curtain rails, basic electrics and plumbing (plugs, lights, washers etc), some branches also offer help with gardening or guidance on finances and benefits. Please note this service is no longer available in the Chichester District.

OCCUPATIONAL THERAPY SERVICE**Tel: 01243 642555**

Occupational Therapists (OT) with the Social Services provide advice on all aspects of the management of physical disability. In addition, OT's can arrange, either directly or via the Disability Equipment Services Team or following an OT assessment of your need, for the provision of any necessary equipment.

OT's will also advise on appropriate adaptations to your home.

Email: ot.connect@westsussex.gov.uk

PRIVATE COMPANIES

There are numerous adverts about and many private companies listed in the Yellow Pages offering Aids and Equipment for sale. Many organisations listed in this pack can give details of private companies that may be able to supply particular items of equipment.



REMAP

Tel: 0845 1300 456

Makes and modifies aids for free and tailored to the individual.

Website: www.remap.org.uk

TELECARE

Arun Lifeline

Chichester Careline

See details in Chapter 23, Staying Put In Your Own Home.

VOICE FOR DISABILITY

Tel: 01903 244457

Organisation working to support and empower disabled people in West Sussex.

Email: info@wsad.org.uk

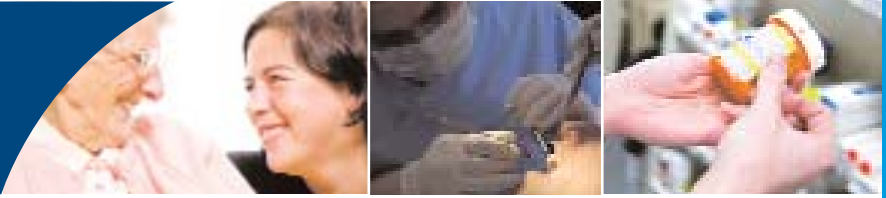
Website: www.wsad.org.uk

WHEELCHAIR SERVICE

Tel: 01243 623650

Wheelchairs for permanent use are provided by NHS West Sussex. Referrals are made through your healthcare professional. If you need a wheelchair for short-term use please contact your GP or community nursing service.





HEALTH SERVICES

The West Sussex Primary Care Trust has the main responsibility for health provision in West Sussex, and looks after the services of local GP's, along with some other community services.

CHAPS – COMMUNITY HEALTH ACTION POINTS

Tel: 0845 920 414

A Community nursing service for housebound adults over 18.

COMMUNITY REHABILITATION TEAMS

The teams provide services to those with rehabilitation needs. There are four teams, in Chichester, Bognor, Arundel and Midhurst. They are specialist multi-disciplinary teams which assess the physical needs of clients aged 16+ and develop individual rehabilitation/maintenance programmes. They also provide subsequent treatment to improve function and independence, advice on management of long-term disability, and provide on-going review for clients. Referral is by your GP or other health care professional.

Arundel Team

Tel: 01903 884815

Bognor Team

Tel: 01243 623669

Chichester Team

Tel: 01243 815355

Midhurst Team

Tel: 01730 819125

DENTISTS

If you are registered with a dentist providing NHS treatment, you are entitled to free treatment if you or your partner is in receipt of Income Support or on a low income. For more information, obtain the Department of Health leaflet "NHS Dental Treatment"

Home visiting

Some dentists will make home visits. For details of dentists who offer this service, phone West Sussex Oral Health Services on Tel: 01903 708400 or NHS Direct: 03000 1000 899. Textphone: 0845 606 46 47 Website: www.nhsdirect.nhs.uk

West Sussex Community Personal Dental Service

This service, based at St Richards Hospital, provides lifelong dental care for patients with severe disabilities. The centre has easy wheelchair access and equipment, such as hoists, which may not be available in general surgeries. Referral from GP or other healthcare professional only. Tel: 01243 831794



Emergency Dental Service

This service is available for emergency purposes only outside of normal working hours. They can be contacted from 5.00-10.00pm from Mon-Fri and 8.30am-1.00pm on Sat/Sun/Bank Holidays. Tel: 01243 831790

DISTRICT NURSES

District Nurses are specially trained to give skilled nursing and health care to people in their own homes, or occasionally, in hostels or care homes. District Nurses work alongside other professionals, including doctors, health visitors, midwives and other specialist nurses to ensure that care is properly planned and delivered to those who need it, while at the same time, making sure that carers and other family members receive the support they require. You can contact a District Nurse at your health centre or clinic, or through your GP. The District Nurse will visit you at home and discuss the care that is needed.

GP SURGERIES

Your GP provides treatment and advice on all medical matters, and can also refer you to other services, or arrange respite. He or she may also be able to arrange transport to and from hospital if there is a clinical condition that makes it difficult to travel by other means. An increasing number of specialist services are now offered at local health centres, including counselling, women's and men's clinics etc, so it is worth asking what is available at your surgery. Within The Carers Support Service we also have a Carers Development Worker GP surgeries.

**To find out how to register your caring responsibility with your doctor
Tel: 01243 537011.**

HEALTH LITERATURE LINE

Tel: 0300 123 1002

Contact points for health education, leaflets are produced by the Department of Health, NHS etc.

Website: www.orderline.dh.gov.uk

HEALTH VISITORS

Health Visitors are specially qualified nurses who work with people to promote good health and prevention of disease. They have a special role with expectant and new mothers, babies and children under five, but also work with people in other age groups, and can offer advice, support and information. Health Visitors liaise closely with hospitals and Social Services and can put people in touch with other services that can offer help. Health Visitors can visit you at home. You can contact a Health Visitor direct at your health centre, clinic, or through your GP.

**BLADDER AND BOWEL FOUNDATION****Tel: 01536 533255**

B&BF is now the UK's largest advocacy charity providing information and support for all types of bladder and bowel related problems, including incontinence, prostate problems, constipation and Diverticular Disease, for patients, their families, carers and healthcare professionals.

Website: www.continence-foundation.org.uk

HOSPITALS**St. Richards Hospital**

Spitalfields Lane, Chichester PO19 4SE. Tel: 01243 788122

Bognor War Memorial Hospital

Shripney Road, Bognor Regis PO22 9PP. Tel: 01243 865418

Arundel and District Hospital

Chichester Road, Arundel BN18 0AB. Tel: 01903 882543

Midhurst Community Hospital

Dodsley Lane, Easebourne, Midhurst GU29 9AW. Tel: 01730 819100

INTENSIVE CARE AT HOME SERVICE

This service provides an alternative to hospital care for a selected group of patients (aged 18 yrs or over) who require acute convalescence or medical care in their own domestic environment. The patient must have a definite diagnosis, be medically stable and be in agreement to have this service provided. The service is provided for a maximum of 14 days and is only available where the GP is able to provide the medical care required. The service is accessed via the person's GP, District Nurse, Physiotherapist, Social Worker, OT and A&E department.

IN TOUCH OUTREACH SERVICE**Tel: 01243 816903**

Free, short term, housing related support to people aged 65 and over in Chichester city centre, Southbourne and Fernhurst.

Email: outreachchichester@intouchsupport.co.uk

MACMILLAN SPECIALIST PALLIATIVE CARE SERVICES**Tel: 01730 811121**

Provides specialist care for seriously ill patients and their families. Wherever possible it helps patients to remain at home. It covers the area within approximately a 25 mile radius of Midhurst. It has volunteer cars available for patients their relatives and the bereaved. Referrals are usually via a GP or Consultant.

Contact: The Macmillan Specialist Palliative Care Services at Midhurst Community Hospital, Dodsley Lane, Midhurst, West Sussex, GU29 9AW.

National Contact Tel: 0808 808 2020 (Mon-Fri 9am-10pm)

Macmillan Cancer Relief, 12th Floor, 89 Embankment, London, SE1 7UQ

Email: cancerline@macmillan.org.uk Website: www.macmillan.org.uk



NHS Direct

Tel: 0845 46 47

Textphone: 0845 606 46 47

NHS Direct, the nurse-led 24-hour confidential telephone helpline, is able to give callers advice on how and whether to access NHS services. After taking details of symptoms, callers will be advised on a course of action. For example, callers may be advised to contact their GP within a certain timescale, visit their local pharmacist for “over the counter” treatments and medication or to go to their local Accident and Emergency Department. Details of pharmacy opening hours, hospitals with A&E departments and contact details for GPs and dentists are also available, as are a number of other health information services.

Website: www.nhsdirect.nhs.uk

OCCUPATIONAL THERAPY SERVICE

Tel: 01243 642555

Offers assessments, rehabilitation and treatment for people with physical, mental and social needs to promote their independence. The OT's recommend specific activities to develop physical and mental skills, give advice to carers about skills they can use in caring for dependant people, and advise on other community resources. Referral to the service is through GPs and Consultants via the Social Care Switchboard.

OPTICIANS

A NHS sight test is provided free if you are in the following circumstances:

- In receipt of income support
- Registered blind or partially sighted
- Need complex lenses
- Have diabetes or glaucoma
- Are over 40 and the parent, sibling or child of a person with glaucoma
- Are a patient of the Hospital Eye Service and have been referred by your consultant.

If the test shows that glasses are needed, the optician must give you a prescription, even if you do not purchase glasses at that time or from that optician.

PALLIATIVE CARE TEAM – CHILDREN, CHICHESTER

Tel: 01243 815227

This team, which is part of the Snowdrop Care at Home Team, has been set up to provide specialist advice, support and expertise for hospital and community staff and provide a link with the voluntary sector. The aim of the team is to facilitate a high standard of care for children with life-threatening illness and their families allowing them to enjoy the best possible quality of life. The team comprises of a paediatrician, child psychologist, health visitor, school nurse, hospital nurse and other staff, and liaises with social workers. Provides respite care for children having palliative care at The Cherries.

Email: jane.evans@wsx-pct.nhs.uk

Website: www.thesussexsnowdroptrust.com

**NHS West Sussex**

PALS Tel: 01903 505456

Complaints Tel: 01903 708557

West Sussex Hospitals Trust

PALS Tel: 01243 831822

Sussex Community NHS Trust

PALS Tel: 01273 242292

Sussex Partnership Foundation NHS Trust

PALS Tel: 01903 843185

Complaints Tel: 01903 843026

South East Coast Ambulance NHS Trust

PALS Tel: 01273 897888

PHARMACISTS

Many pharmacists will collect prescriptions from GP surgeries and some offer a free home delivery service for people who find it difficult to collect prescriptions. Contact your surgery or local pharmacy for more information. Pharmacists are also an important source of information on minor ailments, and also on medication, including side effects. Speaking to your pharmacist about any problems you may be experiencing does not replace an appointment with your GP if that is necessary, but they can offer help and advice in a variety of ways.

PODIATRY AND CHIROPODY**Tel: 01243 623654**

The Podiatry service provides assessment, treatment and advice for all types of foot problems and conditions. Within the NHS, clinics are held by state-registered Chiropodists (Podiatrists) and their assistants. These cover routine podiatry treatment as well as specialist services for those patients who require assessment due to an underlying medical condition. Clinics specialising in biomedics, gait analysis and orthotic manufacture are also available. A home visiting service is available for those people who are completely housebound. There is a waiting list for non-urgent treatment. You can contact the service through your GP, district nurse, practice nurse or health visitor, or you can contact the service directly.

PRACTICE NURSES

Practice nurses may run clinics at the doctor's surgery, such as well woman and well man clinics, asthma or other illness related clinics, family planning clinics, and may carry out vaccinations and immunisations.



SCHOOL NURSES

Bognor Tel: 01243 833856
Chichester Tel: 01243 812519

School nurses are specially trained nurses who work mainly in the school setting to promote maximum health and fitness awareness amongst school children of all ages enabling them to participate in all that education has to offer. School nurses liaise with parents, teachers and other professionals involved with families and education. Every school child has a named school nurse who can be contacted through the school or health centre.

SENSORY SERVICE

Tel: 01243 642555
Text phone: 01403 275 515

West Sussex sensory team provides services for children and adults who are: blind; partially sighted; deaf; deafened; hard of hearing and those that have dual sensory loss.

See also chapters 11 and 26

SEXUAL HEALTH CLINIC (Fletcher Unit, St Richards Hospital)

Tel: 01243 831607

Confidential advice to clients worried about their sexual health in regard to infections. A team of doctors, nurses, a health advisor and counsellors are available for diagnosis and treatment.

SPEECH AND LANGUAGE THERAPY SERVICE

Tel: 01243 815260

This is a comprehensive service for children who may be experiencing communication and/or swallowing problems. Therapists work in a wide range of locations and offer diagnosis, assessment, treatment and advice. They aim to maximise communication skills by working with patients, carers and other professionals. Referrals can be made via GPs, Health Visitors, District Nurses or you can contact the Speech and Language Therapy Service direct.

ST WILFRIDS HOSPICE

Tel: 01243 775302

Provides specialist palliative care for people of all ages with cancer or motor neurone disease. Offers a counselling service to relatives of all patients. A day hospital is now open. An education department offers education to all staff involved in caring for patients with advanced disease. St Wilfrids Hospice, Grosvenor Road, Chichester, PO19 8FP.

Email: geneal@stwh.co.uk Website: www.stwh.co.uk



HEARING IMPAIRMENT

Prefix any telephone number with 18001 for typetalk.

ASSOCIATION OF TEACHERS OF LIPREADING TO ADULTS

Professional association for teachers of lipreading to adults. Find local lipreading classes via their website.

Website: www.lipreading.org.uk

BRITISH TINNITUS ASSOCIATION

National freephone: 0800 018 0527

Minicom: 0114 258 5694

Advice and support for all sufferers from tinnitus.

Email: info@tinnitus.org.uk **Website:** www.tinnitus.org.uk

BT AGE & DISABILITY ACTION

Tel: 0800 800 150

Publishes a free guide to telephone products and services for elderly and disabled people. Available in print, braille or on audio cassette. A free Directory Enquiry Service is available for blind and disabled customers (Tel: 195).

Large range of equipment for people with disabilities, includes loud bell units, inductive couplers and extra receivers to listen with both ears.

www.btplc.com/includingyou/

DEAFBLIND UK

24hr helpline Voice/Text: 0800 132 320

A registered charity providing support and information to people with severe combined difficulties with sight and hearing, as well as their friends and family.

Email: info@deafblind.org.uk

Website: www.deafblind.org.uk





HEARING LINK

Tel: 0300 111 1113

Minicom: 07526 123 255

A charity providing support and information to people with a hearing loss and their families.

Email: enquiries@hearinglink.org Website: www.hearinglink.org

HEARING DOGS FOR DEAF PEOPLE

Voice/Minicom: 01844 348100

A national organisation that trains dogs to alert deaf people to sounds which hearing people often take for granted, such as the alarm clock, doorbell and telephone. Contact: Hearing Dogs for Deaf People, The Grange, Wycombe Road, Saunderton, Princes Risborough, Bucks, HP27 9NS.

Email: info@hearingdogs.org.uk Website: www.hearinglink.org

LABURNHAM CENTRE DEAF AND HARD OF HEARING CLUB

Tel: (18 001) typetalk 01243 827185

First Friday of the month from 7pm. The Laburnham Centre, Lyon Street, Bognor Regis. Contact George Doughty.

NATIONAL DEAF CHILDRENS SOCIETY – SOUTH EAST

National Freephone Helpline: 0808 800 8880

An organisation for deaf children (0-25 years) and their families, providing information support and social activities.

Email: helpline@ndcs.org.uk Website: www.ndcs.org.uk

RNID COMMUNICATION SUPPORT UNIT

Tel: 0845 685 8000 (voice)

Text: 0845 685 8001

Offers a central booking service for people who need sign language interpreters, lip speakers, note takers, speech to text, deafblind communicator, or video interpreting service.

Email: communication.services@rnid.org.uk

RNID INFORMATION LINE

Helpline Tel: 0808 808 0123 (voice)

Text: 0808 808 9000

Tinnitus Helpline Tel: 0808 808 6666

Provides information on all aspects of hearing difficulties including information on employment, legislation, equipment and benefits.

Email: information@rnid.org.uk Website: www.rnid.org.uk

SENSE

Tel: 0845 127 0066

Text phone: 0845 127 0062

Support and campaigns for people who are deafblind, and their families, their carers, and professionals who work with them.

Email: info@sense.org.uk Website www.sense.org.uk



SOCIAL SERVICES

Social Services Help Desk provides advice and information and details of equipment for loan to people with a hearing impairment. Through the Help Desks you can contact the specialist deaf services workers; see Chapter 1, Advice and Information for phone numbers.

SUSSEX DEAF ASSOCIATION WEST SUSSEX

Tel: 01273 671899

SMS: 07958 655 117

Provides advice, information, social groups, sign language classes, home visits, interpreting services and training for deaf/blind people in Sussex. Brighton Deaf Centre, Carlton Hill, Brighton BN2 0GW

Email: info@sussexdeaf.com

Website: www.sussexdeaf.co.uk

TEXT RELAY SERVICE

Tel: 0800 7311 888

Text phone: 0800 500 888

Typetalk is a national telephone relay service, funded by British Telecom and run by the RNID. Text Users Rebate Scheme can help deaf/speech impaired people over 8 years old who have text phones, with paying the phone bill.

National telephone relay service. Text Relay, PO BOX 284, Liverpool L69 3UZ

Email: helpline@textrelay.org

Website: www.textrelay.org

VOLUNTARY HEARING AID UNIT

Tel: 01243 608200

Provides a basic maintenance service, for those in the Selsey area, of NHS (behind the ear) hearing-aids. The service is available at The Seal Medical Centre, High street, Selsey, PO20 0QG, on a drop-in basis (no appointment needed), on the first and third Thursday of each month (2pm-4pm).

Contact: The Health Centre, St Peter's Crescent, Selsey.

WEST SUSSEX DEAF AND HARD OF HEARING ASSOCIATION

Tel: 01903 217341 (voice)

Text phone: 01903 201243 (minicom)

Provides information, advice and services to people living in the West Sussex area. Resource Centres - 5a Hazel Grove Road, Haywards Heath, RH16 2PH and 55-57 Rowlands Road, Worthing BN11 3JN open Mon-Fri 9am-5pm. The Association has its own magazine which is available on request.

Website: www.actionfordeafness.org.uk





Notes:





HIV / AIDS

HIV/AIDS is affecting increasing numbers of people. They may be infected themselves, caring for someone or have a family member or friend who is. New treatments mean that people's health and survival prospects are much better, but they are often living with a chronic long-term condition. Services have developed to meet their needs, both in the statutory and voluntary sectors. They include counselling, help at home and hospice care.

AVERT

Tel: 01403 210202

AVERT aims to prevent people from becoming infected with HIV, to improve the quality of life for those already infected and to work with others to develop a cure. A large amount of information is available on the website.

AVERT, 4 Brighton Road, Horsham, West Sussex, RH13 5BA

Email: info@avert.org Website: www.avert.org

BODY AND SOUL

Tel: 0207 923 6880

Charity supporting children, young people and families living with or closely affected by HIV in the UK. They specialize in providing family oriented support, based in London.

Email: info@bodyandsoulcharity.org

Website: www.bodyandsoulcharity.org

CHILDREN WITH AIDS CHARITY

Tel: 0207 033 8620

Charity helping the youngest infected or affected by HIV/AIDS.

Email: info@cwac.org Website: www.cwac.org





COMMUNITY SERVICE FOR PEOPLE WITH HIV/AIDS **Tel: 01273 446014**

Part of West Sussex Primary Care Trust, this is a community-based service for anyone living with HIV/AIDS or caring for someone affected, providing information and advice on services.

DEPARTMENT OF SEXUAL HEALTH - CHICHESTER **Tel: 01243 831607**

Clinic offering HIV-related services including HIV testing, pre- and post-test counselling, health advice and HIV/AIDS out-patient care. Can give advice, testing and treatment of sexually-transmitted diseases. Community/clinical nurse specialists for HIV/AIDS can assess client's needs, plan and co-ordinate care. Offers cervical smear and colposcopy service.

HIV-I-BASE **Tel: 0808 800 6013**

Web based resources developed by and with HIV-positive advocates

Email: admin@i-Base.org.uk Web: www.i-Base.info

NAM

Works to change lives by sharing independent, clear and accurate information about HIV and AIDS.

www.aidsmap.com

SEXUAL HEALTH INFORMATION LINE **Tel: 0800 567123**

Free confidential information and advice on all aspects of HIV and AIDS, and other sexually-transmitted infections. Open 24 hours a day all year.

Website:

[www.nhs.uk/worhtalking about/Pages/sex-worth-talking-about.aspx](http://www.nhs.uk/worhtalkingabout/Pages/sex-worth-talking-about.aspx)

TERRENCE HIGGINS TRUST SOUTH (BRIGHTON)

(Mon-Fri 9:30am-5.30pm) Tel: 01273 764200

Fax: 01273 764201

Provides information, advice, counselling and practical and emotional support services for people living with HIV/AIDS and their carers. Covers East and West Sussex. Also provides home care community support services via assessment. There is a hardship fund application service available, and training and outreach work. Contact: THT South at 61 Ship Street, Brighton, East Sussex, BN1 1AE

Email: info.brighton@tht.org.uk Website: www.tht.org.uk



HOLIDAYS

Holidays for people who are ill or who have disabilities and their carers need detailed arrangements. When making arrangements it is advisable to explain your needs fully to any establishment/ travel agent etc. that you use before making a booking and to confirm all the details in writing to avoid any misunderstanding.

ABTA THE TRAVEL ASSOCIATION

Provides information and guidance on accessible travel

Web: www.abta.com/consumer-services/accessible_travel

ARTHRITIS CARE HOTELS

Tel: 0808 800 4050

Arthritis Care has four hotels offering a break for people with arthritis, their friends and family. The hotels accommodation is fully adapted and wheelchair accessible.

Email: info@helplinearthritiscare.org.uk **Website:** www.arthritiscare.org.uk

BENDRIGG TRUST

Tel: 01539 723 766

Runs activity courses and holidays for people of all ages with learning/physical disabilities.

Email: office@bendrigg.org.uk **Website:** www.bendrigg.org.uk

BREAK

Tel: 01263 822161

A holiday centre in Sheringham, Norfolk offering full holiday programme and 24-hr care for children and adults with learning disabilities and families with special needs.

Email: office@break-charity.org **Website:** www.break-charity.org

BRITISH AIRPORTS ASSOCIATION

Tel: 020 8745 9800

Information about individual UK airports regarding their facilities and arrangements for passengers with special needs.

Web: www.baa.com

CALVERT TRUST

Three centres providing accessible outdoor activity breaks and courses for people with disabilities, together with their families and friends.

Website: www.calvert-trust.org.uk



Exmoor

Tel: 01598 763221

Email: exmoor@calvert-trust.org.uk

Kielder

Tel: 01434 250232.

Email: enquiries@calvert-kielder.com

Keswick

Tel: 01768 772255

Email: booking.calvert.keswick@dial.pipex.com

CRUISING HOLIDAY

Tel: 0844 800 2624

Specialises in arranging cruises for people of any age with any type of disability including wheelchair users, guests with sensory impairments, guests requiring oxygen or dialysis. Services include early boarding, transfers with specialised van, boarding/departure assistance, scooter access, hydraulic lifts in swimming pools, accessible tenders, accessible route deck plans and on board medical facilities.

Website: www.cruisingholiday.co.uk

DIRECT GOV

Has useful information and guidance about accessible travelling including details about the Frequent Traveller Medical Card

Web: www.direct.gov.uk/en/DisabledPeople/TravelHolidaysAndBreaks/GettingThere/DG_4017242

DISABLED AND REDUCED MOBILITY AIRPORT GUIDE

Web: www.parkat.co.uk/disabled/

DISABLED GO

Online access guide to a wide variety of venues.

Website: www.disabledgo.com

DISABILITY NOW, HOLIDAY DIRECTORY WEBSITE

Accessible holiday directory. Contains details of holiday properties in the United Kingdom as well as Europe and further afield. Website links to holiday venues are included as well as reviews from people with disabilities and links to other relevant holiday services.

Website: www.disabilitynow.org.uk

DISAWAY TRUST

Tel: 020 8878 2054

Organises group holidays for physically disabled people in the UK and abroad aged 16-80 yrs. Each disabled person is attended by a volunteer helper and people are welcome to bring their own helper.

Website: www.disaway.co.uk

**ENABLE HOLIDAYS****Tel: 0871 222 4939**

Company specialising in overseas holidays for wheelchair users and people with limited mobility, their families and friends

Email: info@enableholidays.com Website: www.enableholidays.com

HOLIDAYS WITH HELP**Tel: 07539 063327**

Arranges regular group holidays with trained and experienced helpers. Holidays with Help is a member of Holidays for All consortium—a group of the UK's leading disability charities and specialist tour companies working together to promote equality, accessible holidays and flexibility for disabled and visually impaired holiday makers.

Email: hwhholidays@btinternet.com

Website: www.holidayswithhelp.org.uk

JEAN CARR CHARITABLE TRUST**TEL: 01243 370606**

Can assist West Sussex residents aged over 60 yrs and on low incomes to enjoy a holiday. Contact: The Jean Carr Charitable Trust, Holidays for the Elderly, 70 Commonside, Westbourne, Hants, PO10 8TA

Email: hovel2@btinternet.com

KENSINGTON FOUNDATION DAISY CHAIN PROJECT**Tel: 01253 761444**

A respite holiday programme for families who have special needs children. The self contained apartments are situated at Kensington Court, 310 Highfield Road, Blackpool and have two bedrooms.

Website: www.kensingtonfoundation.com

KIDSOUT**Tel: 01525 385252**

A Charity providing fun and happiness opportunities for disadvantaged children up to 18 yrs. Also helps siblings and carers. Provides grants for equipment, fun days out and holidays.

Email: kidsout@kidsout.org.uk Website: www.kidsout.org.uk

KILORAN TRUST**Tel: 020 7602 7404**

A registered charity providing residential supportive breaks for carers in a friendly comfortable house in West London. Breaks of one to five nights are available.

Email: info@kilorantrust.org.uk Website: www.kilorantrust.org.uk

LIVABILITY**Tel: 0845 6584 478**

Provides a range of accessible holiday accommodation.

Email: info@livability.org.uk Website: www.livability.org.uk

LONDON YOUTH (Activenture)**Tel: 01342 828215**

Open to all young people 8-18 years of age with impairments. Each application is assessed on an individual basis so that every effort can be made to ensure that the holiday programme is appropriate for the young person.

Email: di@hindleap.com Website: www.londonyouth.org



NATIONAL ACCESSIBLE SCHEME

Run by enjoyEngland this is a national scheme to ensure that accommodation meets the needs of people with physical and sensory needs. A set of Accessible Standards is provided against which accommodation providers are independently assessed and awarded the appropriate rating(s).

Web: www.enjoyengland.com/Practical-Information/Accessible-England/National-Accessible-Scheme.htm

OPEN BRITAIN

Online directory of accessible accommodation and travel. Print copy available for a fee.

Website: www.openbritain.net

RADAR

Tel: 020 7250 3222

National disability network. Various publications regarding accessible holiday are also available and can be ordered direct from their website.

Email: radar@radar.org.uk **Website:** www.radar.org.uk

SPINAL INJURIES ASSOCIATION

Tel: 0800 980 0501

Hold a database of holiday venues in the UK and abroad, with members' experiences listed.

Email: sia@spinal.co.uk **Website:** www.spinal.co.uk

TOURISM FOR ALL

Tel: 0845 124 9971

Fax: 01539 735567

The UK's central source of travel and holiday information and support for people with disabilities and carers, both in the UK and at selected overseas destinations. Produces over 100 Guides to establish where care is available and one giving information about getting financial help towards the cost of a holiday. Produces a guide to accessible holidays in the UK. A small charge is made for the guides.

Email: info@tourismforall.org.uk **Website:** www.tourismforall.org.uk

VISION HOTELS

Tel: 0845 603 0051

Action for Blind People run their Vision Hotels for blind and partially sighted people, their friends and families.

Email: www.visionhotels.co.uk

Website: enquiries@visionhotels.co.uk

VITALISE

Tel: 0845 345 1970

Provides a variety of accessible residential respite breaks and other services designed for disabled people and their carers.

Email: bookings@vitalise.org.uk **Website:** www.vitalise.org.uk



HOUSING

Rehousing and Homelessness advice and available options can be obtained from the Housing Department of your local authority. Make an appointment with the Rehousing Team. They can also help with any applications you may wish to make. Information on property to rent, both in the public and private sector (and Housing Benefits), is available from the Housing Department, otherwise contact Letting Agents.

Housing Services include help with repairs or adaptations, rehousing, home swaps and information.

For more details about adaptations to your home, see Chapter 9.

For Nursing and Residential housing options see Chapter 5.

CARE QUALITY COMMISSION

Tel: 03000 616161

The independent health and social care regulator for England. Provides a social care directory to find reports and quality ratings on all your local care homes, home care and other registered adult social care services.

Website: www.cqc.org.uk

ELDERLY ACCOMMODATION COUNCIL

Tel: 0800 377 70 70

Offers advice on sheltered housing, retirement housing, care homes, or care services for elderly people.

Email: enquiries@eac.org.uk Website: www.housingcare.org

MENCAP RESIDENTIAL SERVICES

Tel: 07852 1666 628

Helps individuals who have budgets from their local authority or their own funds to find accommodation.

Website: www.mencap.org.uk



OUTREACH SERVICE

Tel: 01243 816903

Free, short term, housing related support to people aged 65 and over in Chichester city centre, Southbourne and Fernhurst.

Email: outreachchichester@intouchsupport.co.uk

Relatives and Residents Association – please see chapter 5

SHELTERED HOUSING LOCALLY

Viridian Housing

Tel: 01903 734339 Website: www.viridianhousing.org.uk

Hanover Housing Association (South East)

Tel: 01784 446000 Website: www.hanover.org.uk

Housing 21 (Southern Area Office)

Tel: 0370 192 4000 Website: www.housing21.co.uk

Email: enquiries@housing21.co.uk

Hyde Martlett

Tel: 0800 085 4195 Website: www.hyde-housing.co.uk

Your local District Council also administers the waiting lists on behalf of some sheltered housing schemes.

Chichester District Council

Tel: 01243 785166 Website: www.chichester.gov.uk/housing

Email: contact@chichester.gov.uk

Arun District Council

Tel: 01903 737500 Website: www.arun.gov.uk Email: info@arun.gov.uk

SHELTER

Tel: 0808 800 4444

Operates a 24hour free national helpline giving advice on all aspects of housing and homelessness. Shelter also provides a free drop-in session at Chichester District Council on Thursday 10am to 4pm.

Email: info@shelter.org.uk Website: www.shelter.org.uk

Social Housing and Sheltered Accommodation

Local authorities hold a housing register, a list of people who have applied and qualify to be allocated housing in their area.

All allocations by the local authority and nominations to registered Social Landlords (e.g. Housing Associations) are made from this list. Points are given depending on circumstances, those with most housing need and those with the highest number of points will be considered for accommodation first.



Sheltered housing usually means a self-contained flat or bed-sit which shares communal facilities with other flats or bed-sit such as a lounge, laundry, guest room, and may have an assisted bathroom. There is a warden who checks on the welfare of residents and with their consent will call extra help for them if required. When the warden is off duty or on holiday there is cover by a warden from other sheltered housing or a mobile warden.

SOUTHDOWN HOUSING ASSOCIATION

Tel: 01903 705100

A non-profit-making charitable special needs housing association, providing housing and support for adults and older people with learning difficulties, physical difficulties or people who have been or are users of mental health services.

Email: info@southdownhousing.org

Website: www.southdownhousing.org

STONEHAM SIGNPOST SERVICE

Tel: 01243 775281

Free homeless prevention service funded by Supporting People. Available for anyone aged 16 or over residing in the Arun and Chichester District.

Email: stoneham.signpost@homegroup.org.uk

WARM FRONT SCHEME

Tel: 0800 316 2805

Provides a package of insulation and heating improvements to those who meet certain eligibility requirements.

Website: www.warmfront.co.uk





Notes:





LEARNING DIFFICULTIES

There is a specialist multi-disciplinary Community Team for people with learning disabilities. There are also other services provided by health and social services, voluntary organisations and education services.

Community Team for People with Learning Disability

The Community Team for people with a Learning Disability was set up jointly by health and social services. It aims to provide a co-ordinated service for people over 18 with severe learning disabilities (Full scale IQ less than 70) and brings together people from the following professions:

- community learning disability nurse
- speech and language therapy
- social work
- psychiatry
- clinical psychology
- occupational therapy
- physiotherapy

Professionals offer an assessment of needs of the person with learning disability and their carers and help identify services and support to meet those needs. Professional services include skills training, counselling, advocacy, management of physical and mobility needs, help in addressing emotional, relationship and behavioural difficulties and provision of information. The team offers a specialist service, supporting individuals and carers over a range of problems.

Carers can contact the Community Team direct on: Tel: 01243 813400

72 Stockbridge Road, Chichester, PO19 8QJ.



ALDINGBOURNE TRUST

Tel: 01243 542075

The Aldingbourne Trust provides vocational training, accredited qualifications and support for individuals with learning difficulties to develop skills which lead to greater independence and employment throughout West Sussex. We offer training within catering, conference services, horticulture, antique furniture restoration, organic vegetable production, waste wood collection and recycling; each operating as a social enterprise to provide real and relevant training opportunities.

No 64

Tel: 01243 838530

No 64 is in the heart of Bognor Regis and home to Aldingbourne Trust's Creative Arts Studio, Recruitment Service, Outreach Services, Supported Living and Residential Services and a Conference room, available for hire. Contact: Aldingbourne Trust, Blackmill Lane, Norton, Chichester, PO18 OJP.

Email: info@aldingbournetrust.co.uk

Website: www.aldingbournetrust.co.uk

APULDRAM CENTRE

Tel: 01243-783370

The objectives of the Centre is to provide meaningful day to day care to adults with learning disability with the emphasis on having a "work" oriented day producing goods for sale to the public. We offer horticultural work, both on and off site, woodwork, cookery, arts & craft. Apuldrum also offers life skills training and independent living services. Contact the manager:

Email: info@apuldrum.org.uk Website: www.apuldrum.org

AUTISM SUSSEX

Tel: 01243 855502

An independent, not for profit organisation and registered charity, whose aim is to provide a range of opportunities for children, young people and adults with autistic spectrum conditions and/or Asperger syndrome.

Website: www.autismsussex.org.uk

BIG BRIDGE WEBSITE

The Big Bridge community information website has been developed by Outreach 3 Way in consultation with West Sussex County Council and members of the West Sussex Service Provider Forum. Funded by the LDDF Partnership Board, the website is designed to offer a "one stop shop" for information about learning difficulties in our local area. Through The Big Bridge, we seek to bring together the local community and make it easier for people to find out about the support that's available. An on-line resource for people with learning difficulties, parents, carers and social care professionals.

Email: hello@thebigbridge.org Website: www.thebigbridgewestsussex.org

**BRITISH INSTITUTE OF LEARNING DISABILITIES****Tel: 01562 723010**

For the improvement of lives of people in the UK with a learning disability: through policy & research, training for carers, people with a learning difficulty and health professionals, Publications, Advocacy, and User involvement. Membership and information also available.

Website: www.bild.org.uk**CARER SUPPORT WORKER – LEARNING DIFFICULTIES****Tel: 01243 790406**

If you are looking after someone who has learning difficulties, we at the Carers Support Service are now able to offer you support. This includes supplying information about services, planning for your cared-for's future, and providing regular contact to discuss any concerns that you may have as a carer or the person you care for. Also we now have three established support groups that meet monthly in Bognor, Chichester and Selsey. Plus regular events/workshops to support you in your role as a carer. Contact Pam Thomson Tel: 01243 790406 on Tues & Thurs 9.30am-5pm or Weds 1.30pm-5pm

Email: pam.thomson@carerssupportservice.org.uk**CHALLENGING BEHAVIOUR FOUNDATION****Tel: 0845 602 7885**

Offers information and support to parents, carers and professionals of people with severe learning difficulties that present challenging behaviour.

Email: info@thecbf.org.uk Website: www.challengingbehaviour.org.uk**DOWN'S SYNDROME ASSOCIATION****Tel: 0845 230 0372
(Mon-Fri 10am-4pm)**

Provides support for people with Down's Syndrome, their families and friends.

Email: info@downs-syndrome.org.uk**Website: www.downs-syndrome.org.uk****FOUNDATION FOR PEOPLE
WITH LEARNING DISABILITIES****Tel: 020 7803 110**

This organisation promotes the rights, quality of life and opportunities of people with learning disabilities and their families, by working with them their families and those who support them.

Website: www.learningdisabilities.org.uk



IMPACT ADVOCACY SERVICE

Tel: 01903 718260

(Mon-Fri 9-5pm and 24-hour answerphone)

Provides independent advocacy to adults with learning difficulties throughout West Sussex. People can self-refer or be referred by others, including social workers, relatives, friends, doctors and other professionals.

Website: www.impact-initiatives.org.uk

Email: advocacy@impact-initiatives.org.uk

L'ARCHE

Tel: 01243 863426

Provides residential and day care homes for adults with learning disabilities in a Christian community. Contact: Bradbury House, 51 Aldwick Road, Bognor Regis, PO21 2NJ

Email: bognor@larche.org.uk **Website:** www.l'arche.org.uk/bognor

LOOK UP

Tel: 01372 755066 (Mon – Fri 10-4pm)

Transforming eye care for people with learning difficulties. Providing information and advice to those who support people who have a learning difficulty on the importance of eye care & vision. Fact sheets available also information about eye care services in your area.

MENCAP - BOGNOR, CHICHESTER AND DISTRICT SOCIETY

National Learning Disability Helpline: 0808 808 1111

Mencap West Sussex District Officer: 01243 826448

National Tel: 020 7454 0454

Mencap is a leading UK charity working with children and adults with a learning disability, their families and carers. It campaigns for greater opportunities, civil and equal rights, and better services.

Email: information@mencap.org.uk **Website:** www.mencap.org.uk

Bognor and Chichester Mencap offers a local welfare and support network for people living in Bognor Regis, Chichester and surrounding areas. It holds meetings on the second Thursday of each month, all welcome. They also run Gateway leisure clubs in Bognor (Tuesday evenings, contact Pip Linberry Tel: 07986 884568) and Chichester (Monday evenings 7-9pm Apuldram Centre). Contact: Leslie Burford (Secretary) on: 01243 377166, for more details.

NATIONAL AUTISTIC SOCIETY

Tel: 0845 070 4004

Provides information and support for those affected by autism and asperger syndrome as well as a range of other services.

Email: autismhelpline@nas.org.uk **Website:** www.nas.org.uk

**PARENTS AND CARERS SUPPORT ORGANISATION (PASCO)****Tel: 01243 533353**

A local charity that supports parents and carers of a child or young person aged 5 to 18 years with a disability who live within the Chichester or Arun districts. Offering children with disabilities and their able siblings recreational opportunities that give much needed short term break provision to them and their families, including a weekly After School Club, Saturday Clubs and Play Days in the Easter, Summer and Christmas Holidays. Twice a term there is a free coffee morning for parents and carers to share experiences and offer support to each other.

Email: admin@pacso.org.uk Website: www.pacso.org.uk**RESPOND****Head office: 020 7383 0700**

Runs training events as well as a helpline, staffed by trained counsellors experienced in working with people with learning difficulties wanting to talk about their experience of being abused or abusing others, as well as professionals, carers and families wanting to talk through issues. Respond also has a group for people aged 16 yrs and under with learning difficulties who are in danger of being sexually abusive or whose behaviour is causing concern.

Email: admin@respond.org.uk Website: www.respond.org.uk***Riding for the Disabled See entry in Chapter 13*****UNITED RESPONSE – AREA OFFICE****Tel: 01903 732736**

Services for people with learning difficulties including residential services, supported living, outreach and support services throughout West Sussex. Contact: Fort Road Community Park, Fort Road East, Wick, Littlehampton, West Sussex, BN17 7QZ.

Email: info@unitedresponse.org.uk Website: www.unitedresponse.org.uk**VALUING PEOPLE**

This website is for people with learning disabilities, family carers, learning disability partnership boards, regional programme boards, self-advocacy groups, front line professionals, managers and anyone who works with, or comes into contact with, people with learning disabilities.

Website: www.valuingpeople.gov.uk**VOICE UK****Helpline: 080 8802 8686 (Mon-Fri 9am-5pm/ 7pm on Weds)****Helpline Text Number: 07797800642**

A national charity supporting people with learning disabilities and other vulnerable people who have experienced crime or abuse. Support is also available to their families, carers and professional workers.

Email: helpline@voiceuk.org.uk Website: www.voiceuk.org.uk



WEST SUSSEX LEARNING LINKS

Local Contact Tel: 01243 826448

Main Office Tel: 01403 713513

(Mon-Thurs 9am-2pm)

Assists adults with learning difficulties, via a buddy, to attend adult education courses and some leisure activities.

WORKAID

Tel: 01243 546035

Part of the Aldingbourne Trust, a charity that supports people with learning difficulties to live their lives as they choose. Our WorkAid team supports individuals across West Sussex to gain voluntary and paid employment and offer a programme of work preparation, vocational training, job applications and supported inductions. WorkAid enables doorways to employment to open, making a real difference to individual's lives and their communities. Contact: WorkAid, Aldingbourne Trust, Blackmill Lane, Norton, Chichester, PO18 OJP.

Email: workaid@aldingbournetrust.co.uk

Website: www.aldingbournetrust.co.uk

WRENFORD CENTRE

Tel: 01243 531931

A day centre for adults with Learning Difficulties, including people with complex needs. Any service offered must be based on a social worker assessment.

Activities include art, craft, leisure, sport, music and club 50 (for older people).

Can also facilitate independent living skills, literacy-numeracy and IT through Chichester College. All programmes based on person-centred planning, and may take place at the Centre, Outreach, or in the community.

Contact: Wrenford Centre, Terminus Road, Chichester, PO19 2TX

Email: Deborah.Allsop@westsussex.gov.uk





LEGAL MATTERS

It is generally advisable to consult a solicitor if you are concerned about any legal matters. They are listed in the yellow pages. If you are not sure whether a solicitor is necessary or you do not know how to find one contact the Citizens Advice Bureau.

AGE UK

Tel: 0800 169 65 65

Produce a factsheet 'Making a Will' Factsheet 7.

Website: www.ageuk.org.uk

COURT OF PROTECTION

See Office of the Public Guardian below

CITIZENS ADVICE BUREAU

Tel: 0844 771 171

Your local Citizens Advice Bureau can give you a list of local solicitors and their website can give you more information about making a will.

Website: www.adviceguide.org.uk

DISABILITY LAW SERVICE (DLS)

Tel: 020 7791 9800

Minicom: 020 7791 9801

Offers free, confidential legal advice and information on community care, education, welfare benefits, employment and disability discrimination, to disabled people, their families and carers, throughout Britain.

Email: advice@dls.org.uk Website: www.dls.org.uk

EXECUTOR

The executor is the person or persons named in the Will to carry out the directions and dispositions in the Will as requested. An executor becomes the legal representative of the writer of the Will and has the right to refuse the responsibility. For more information about how to make a will, see below.



GUARDIAN

Many parents wish to name a guardian to act for their child/children in the event of both their deaths, if the child/children is a minor at the time. The power of guardian will cease when the child/children reach 18. This should be included in the details of your will.

LEGAL AID

Tel: 0845 345 4345

The Legal Services Commission is responsible for the Community Legal Service (civil) and Criminal Defence Service (criminal) legal aid schemes. Anyone qualifying for legal aid will receive free advice.

Website: www.clsdirect.org.uk

OFFICE OF THE PUBLIC GUARDIAN

Tel: 0300 456 0300

Supports and promotes decision making for those who lack capacity or would like to plan for their future, within the framework of the Mental Capacity Act 2005. Also provides forms and booklets about Power of Attorney and Court of Protection.

Email: customerservices@publicguardian.gsi.gov.uk

Website: www.publicguardian.gov.uk

POWER OF ATTORNEY

There are different ways of managing someone's affairs. Choosing the right one will depend mainly on the circumstances of the person whose affairs you want to manage, and whether or not they have mental capacity. For more information about the different types contact the Office of the Public Guardian (details above).

SOLICITORS

The Law Society represents solicitors in England and Wales. Via their website you can search to find a local solicitor. To complain about a solicitor see Chapter 7, Commenting on a service or making a complaint.

Website: www.lawsociety.org.uk

SOLICITORS FOR THE ELDERLY

Tel: 0844 567 6173

A national organisation of lawyers committed to providing and promoting independent legal advice for older people, their family and carers.

Email: admin@solicitorsfortheelderly.com

Website: www.solicitorsfortheelderly.com



WILLS

It is important for people to make a Will whether or not they consider they have many possessions or much money. There are a number of reasons why it is wise to make a Will and to ensure your wishes are carried out.

- If a person dies without a Will (intestate) their money and possessions will be distributed according to rules of inheritance not necessarily as the person wished.
- Unmarried couples cannot inherit from each other unless it is stated in a valid Will.
- Unmarried parents of children need to make a Will in order to protect the children in the event of death of one or both of them. An unmarried father has few rights unless he has established them in Court.
- A valid Will has to be in writing, made by a person who is 18 years or over and of "sound mind", made by them voluntarily and without pressure, be signed by the person in the presence of 2 witnesses. A witness can be an executor but not a beneficiary.

There is no need for a will to be drawn up or witnessed by a solicitor. If you wish to make a will yourself, you can do so. However, you should only consider doing this if the will is going to be straightforward.

It is generally advisable to use a solicitor or to have a solicitor check a will you have drawn up to make sure it will have the effect you want. This is because it is easy to make mistakes and, if there are errors in the will, this can cause problems after your death. Sorting out misunderstandings and disputes after your death may result in considerable legal costs, which will reduce the amount of money in the estate.

You should remember that a solicitor will charge for their services in drawing up or checking a will. They should give you the best possible information about the cost of their services. They should give you this at the beginning of their work with you.





Notes:





MENTAL HEALTH SERVICES

MENTAL HEALTH SERVICES provide support and treatment for people with mental health problems. They can also provide some support to their carers. Day care, therapy, care at home and residential care services are provided through Social Services, the NHS and some voluntary organisations.

Anyone who is experiencing mental health difficulties should first see their GP, who will be able to make an assessment, and either signpost patients to treatment available at the surgery, or refer on to specialist mental health services. Problems can range from mild depression or anxiety, through to more serious problems in which someone's behaviour, emotional or mental state can be seriously affected.

For the carer, accessing the right kind of information about appropriate care for the person experiencing the mental health problem is important. If the person experiencing the problems does not feel able to talk to a health professional about their difficulties, it may be necessary for the carer to make the first approach to the GP, who should be able to advise on the options available. The GP will make a decision about the kind of help that is appropriate for the person experiencing the mental health problems and will refer on accordingly.

Phone the Carers Support Service Mental Health Carers Support Workers on 01243 790406. They can help carers to be clear about what is available and may help to clarify what are sometimes confusing situations.

One in Four!

It is important for both the person experiencing problems and their carer to recognise that mental health problems are very much a part of modern life, with one in four of the population seeking help for such a problem at some stage. Unfortunately, acknowledging that there is a problem can be difficult, but generally speaking, the earlier that help is sought, the less a person's life will be seriously affected.



Secondary Mental Health Services

If the GP decides that specialist help is needed, he will refer the person to one of the Community Mental Health teams (sometimes called Community Recovery teams), which are described later on in this chapter. Patients are often treated in the community as out-patients, but if the problem is more serious, the person may be offered a stay in an in-patient unit whilst treatment is started and the person's situation is stabilised.

There are a range of support services which operate in the community, from the Community Mental Health Teams, to supported accommodation, community day services, employment projects, advocacy projects, outreach projects and a county-wide mental health helpline. The services available in this area are outlined in this chapter.

Care Plans

Every person receiving care from specialist mental health services has a care plan, which outlines the package of support that they will receive, and also names a care co-ordinator. who helps to organise the patient's care.

Carers Assessments

Carers are entitled to an assessment of their needs, following which various forms of support can be put in place. These assessments are carried out by a member of the Community Mental Health Team if you are caring for someone who receives support from that team, or by Adult Services if the person you are caring for does not receive support from secondary mental health services.

Information

The Community Mental Health Teams and the Mental Health Carers Support Service staff work closely together to ensure that carers are given the appropriate information they need in order to support the person who is receiving treatment. Carers can contact the Team Leader of the CMHT if there is a problem and likewise can contact the Mental Health Carers Support Workers who can also act as a liaison between the carer and the community team.





COMMUNITY MENTAL HEALTH TEAMS (sometimes called Recovery Teams)

There are teams based in Chichester, Midhurst and Bognor. There are two teams covering each location, one for working age mental health patients and one for older persons with organic illnesses. Each team consists of various staff members including community psychiatric nurses, psychiatrists, psychologists, social workers, occupational therapists, support workers and admin staff. For people being seen by any of the community teams, there are day services which can provide regular care and treatment.

Community mental health teams (CMHT) are committed to offering an accessible and high quality service to those individuals who suffer significant mental health problems. In each case a full assessment will be offered and a care package tailored to individual needs. This may involve referrals to other appropriate services such as psychology, drug and / or alcohol support and counselling services.

To contact the CMHTs:-

Midhurst (working age)	Tel: 01730 811300
Midhurst (older people)	Tel: 01730 819130
Chichester (working age)	Tel: 01243 623400
Chichester (older people)	Tel: 01243 791833
Bognor (working age)	Tel: 01243 841041
Bognor (older people)	Tel: 01243 623747

Voluntary organisations which may be able to help include:-

ALZHEIMER'S SOCIETY

National Helpline Tel: 0845 300 0336

The Society offers support, advice and information on all matters concerning Alzheimer's Disease and other dementias.

Email: helpline@alzheimers.org.uk

Website: www.alzheimers.org.uk

WEST SUSSEX VOCATIONAL SERVICE (Southdown)

Launched on 1st April 2010, the Southdown West Sussex Vocational Service provides an individually tailored programme working in partnership with the Recovery Teams across West Sussex, to support each person's recovery journey. It is a free service open to adults using the Recovery Mental Health Teams offering support into employment, education and volunteering.

Employment Specialist Chichester/Midhurst

Martin Parker, Tel: 01243 623400 Email: M.Parker@southdownhousing.org.

Employment Specialist for Bognor and Littlehampton

Matteus Tofilski, Tel: 01243 841041 Email: M.Tofilski@southdownhousing.org.



CREATIVE RESPONSE

Tel: 01252 716876

An independent arts-related organisation, working with people who experience severe and enduring mental distress and alcohol/drug related problems. Runs visual arts related sessions with practising artists in Bognor Regis. Referral via Community Mental Health Teams.

Email: contact@creativeresponsearts.org

Website: www.createresponsearts.org

DEPRESSION ALLIANCE

Tel: 0845 123 2320

Information and support for people concerned about depression. Free publications, self-help groups, information and support line.

Website www.depressionalliance.org

FIRST STEPS TO FREEDOM

Tel: 0845 120 2916

Advice and support to those suffering phobias-obsessive compulsive disorders, panic attacks, general anxiety, tranquilliser withdrawal, and eating disorders as well as to their carers and family members. Fact sheets and self-help booklets as well as one-to-one telephone support and telephone self-help groups.

Confidential Helpline, 365 days, 10am-10pm.

Website: www.first-steps.org

SUSSEX MENTAL HEALTHLINE

Tel: 0300 5000 101

The new service provides out-of-hours mental health advice and support to anyone living or working in Sussex. A dedicated and trained team of 14 operators are available to take calls from patients, carers, family members, GPs and other health and social care professionals.

The Sussex Mental Healthline offers comprehensive information on how to access mental health services. In addition it provides details about a wide range of support and voluntary organisations, both local and national. Operators will also send out information requested on various mental health issues – including anxiety, depression, psychosis, stress, bipolar affective disorder, obsessive compulsive disorders, support groups, advocacy services and support groups and complaints procedures.

Calls to the Sussex Mental Healthline will remain confidential within the services provided by Sussex Partnership NHS Foundation Trust. However, in circumstances where a caller has or is expressing an immediate intent to commit a serious criminal act, endanger themselves, others, or when a child is at risk, the Sussex Mental Healthline will inform the emergency services.

**MIND****MindinfoLine: 0845 766 0163****National Association for Mental Health****(Mon-Fri, 9am-5pm)**

Provides information on all aspects of mental health, including legal matters, to service users, carers, family and friends.

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

Website: www.mind.org.uk

MIND (local group)**Tel: 01243 787878**

Serving the communities of Chichester, Bognor Regis and Midhurst. Head office, Forum House, Stirling Road, Chichester, West Sussex PO19 7DN. Providing groups and activities for people with mental health problems.

For Midhurst Mind please Contact Toni Haynes on 07957 209244.

NO PANIC**Freephone: 0808 808 0545****(National Organisation for Phobias, Anxiety Neuroses, Information & Care)**

Aims to help relief and rehabilitation of people with phobias, anxiety disorders, tranquilliser withdrawal symptoms and other similar conditions. Also provides support to families and carers.

Website: www.nopanic.org.uk

RETHINK**Tel: 0845 456 0455****(formerly National Schizophrenia Fellowship)**

A National Advice Service that provides expert advice and information to people with mental health problems and those who care for them.

Email: advice@rethink.org Website: www.rethink.org

RICHMOND FELLOWSHIP**Tel: 01243 827866/827475****BOGNOR AND CHICHESTER COMMUNITY BASED SERVICE**

A service for people of working age who have a primary diagnosis which recognises enduring mental health problems, and who are on the care programme approach or under the care of a GP. The service works with individuals to enable them to identify and achieve their goals towards recovery and independence as well as become included in local activities and organisations in the wider community.

Email: RFbogchi.dayservices@richmondfellowship.org.uk

RICHMOND FELLOWSHIP**Tel: 01403 273151****WEST SUSSEX HOUSING SUPPORT SERVICE**

Provides housing related support to people of working age with mental health issues, in their own homes, in order to increase independence and maintain tenancies. Works within Crawley Borough, Horsham and Chichester Districts.

Website: www.richmondfellowship.org.uk



**SAD ASSOCIATION
(SEASONAL AFFECTIVE DISORDER)**

Recorded info line: 01903 814942

SADA Information Packs are available for £5.00 (£10 for overseas applications) on the website. Contact SADA, PO Box 989, Steyning, BN44 3HG. An S.A.E. must be enclosed if you require a response.

Website: www.sada.org.uk

SANELINE

Tel: 0845 767 8000

National Helpline providing information and advice on mental health. Calls charged at local rate from landline. Offers emotional and crisis support to people experiencing mental illness, their families, carers and friends. Open daily 1pm-11pm.

Website: www.sane.org.uk

SATURDAY RESPITE CLUB

Tel: 01243 787878

A group organised by Chichester Area Mind for Mental Health providing day care support for older people with Alzheimer's Disease or similar disorders in a stimulating and safe environment. Relieves isolation and gives carers a break. Activities and outings arranged. The Clubs are held 10am-4pm each Saturday (lunch and refreshment provided at a small charge) at The Chestnuts Day Centre, London Road, Bognor Regis.

SPEAKING OUT ADVOCACY SERVICE

Tel: 01243 791906

A West Sussex Advocacy Service, managed by Mind in Brighton and Hove. Provides free confidential, independent advocacy support for individuals with mental health problems aged 18-65 yrs throughout the Bognor Regis, Selsey, Chichester and Midhurst areas and surrounding villages. Contact: Sandra Trebble at Speaking Out Advocacy Service, Centurion Mental Health Centre, Graylingwell Drive, Chichester, PO19 6GS.

Email: sandra.trebble@mindcharity.co.uk

Website: www.mindcharity.co.uk

Also offer a Young Person's Advocacy Service, for 11-19 years old from the coastal path – ie Chichester, Bognor Regis across to Worthing. Tel: 01903 233145

UNITED RESPONSE OUTREACH SERVICE

Tel: 01243 840886

An outreach service covering Littlehampton, Chichester and Bognor Regis areas offering direct practical support to people (aged 16 years upwards) with mental health problems living in their own homes.

Email: info@unitedresponse.org.uk

Website: www.unitedreponse.org.uk



OTHER ILLNESSES AND DISABILITIES

Organisations providing support, advice and information on specific illnesses and conditions. For further information and details of West Sussex and National organisations and for advice and support concerning any condition, illness or disability, please contact:

THE CARERS SUPPORT SERVICE

Tel: 01243 537011

60a North Street, Chichester PO19 1NB.

www.carerssupportservice.org.uk

ALZHEIMER'S SOCIETY SOUTH EAST OFFICE

Tel: 01403 276649

Organisation working to improve the quality of life of people affected by dementia.

Email: ese@alzheimers.org.uk Website: www.alzheimers.org.uk

ANKYLOSING SPONDYLITIS - NATIONAL SOCIETY

Tel: 020 8948 9117

Fax: 020 8940 7736

Provides information, local contacts and groups including physiotherapy sessions.

Email: admin@nass.co.uk Website: www.nass.co.uk

ARTHRITIS CARE - NATIONAL ASSOCIATION

Tel: 0808 808 2000 (10am-4pm)

A user led charity offering support and information to people with arthritis.

Email: info@arthritiscare.org.uk Website: www.arthritiscare.org.uk

ASTHMA CENTRE

Tel: 01243 831597 (8:30am-4pm)

Advice and education on all aspects of asthma management. Referral is through a GP or Practice Nurse.

Contact: St Richards Hospital, Chichester.



ARUN SPORTS ASSOCIATION FOR THE DISABLED **Tel: 01243 583868**

Aims to help people with disabilities (aged 16+ years) living in Arun, Bognor Regis and Chichester area, participate in sporting activities within their capabilities. The Group meets weekly and offers a wide variety of sports activities.

AUTISM SUSSEX **Tel: 01424 773366**

We currently provide Supported Living, Residential, Day and Community Outreach services for adults with Autism and Asperger's Syndrome across East and West Sussex.

Website: www.autismsussex.org.uk

BACK CARE **Helpline: 0845 130 2704**

Provides support for people with back pain through a helpline and local branches.

Email: info@backcare.org.uk Website: www.backcare.org.uk

BOGNOR AND CHICHESTER OSTEOPOROSIS SUPPORT GROUP **Tel: 01243 822615**

Meets at the Bognor War Memorial Hospital once a month at 7pm.

Website: www.nos.org.uk

BOGNOR REGIS ASPERGERS SYNDROME SUPPORT GROUP **Tel: 01424 773366**

The aim of each group is the personal development of its members; to increase self esteem, improve social skills, give each other mutual support and form friendships. The sessions are designed to be fun and each includes a wide variety of activities and social events. There is a membership fee of £20 per six group meetings.

Meets on Mondays 11.30am to 1.30pm.

Website: www.autismsussex.org.uk

BOGNOR REGIS STROKE SUPPORT GROUP **Tel: 01243 544241**

Offers companionship, information and advice to all affected by stroke and their carers. Meets on the third Wednesday of the month at Greenways, Hawthorn Road, Bognor Regis from 2pm-4pm. Transport can be provided.

BREAKAWAY **Tel: 01243 792127**

A supported employment service for adults (18-65 yrs) in West Sussex with a learning disability. Breakaway helps people find full-time and part-time employment in ordinary environments in the community. These can be paid or unpaid positions. They can offer job coaching on site if needed. Can also offer benefits advice prior to starting.

**BREATH EASY CHICHESTER****Tel: 01243 544626**

Local support group for people with a lung condition, their families and friends. Meets on 2nd Tuesday of every month 2-4pm. Chichester Swanfield Community Centre, 46 Swanfield Drive PO19 6GH.

BRITISH KIDNEY PATIENT ASSOCIATION**Tel: 01420 541424**

Offers practical help, financial aid and counselling and provides some grants. Produces leaflets on types of dialysis and kidney disease.

Email: info@britishkidney-pa.co.uk**Website: www.britishkidney-pa.co.uk****BRITISH LUNG FOUNDATION****Tel: 0845 850 5020****Mon – Fri 10.00am-6.00pm**

Free information network for people living with lung disease. Advice and support, newsletter, leaflets on chest diseases, symptoms and treatment.

Email: enquiries@blf-uk.org Website: www.lunguk.org**BRITISH POLIO FELLOWSHIP – WEST SUSSEX****Tel: 01243 789479****General Enquiries 0800 018 0586****Fax: 020 8842 0555**

Voluntary organisation providing welfare and social activities for people disabled by polio.

Email: info@britishpolio.org.uk Website: www.britishpolio.org.uk**BRITTLE BONE SOCIETY****National Freephone Helpline: 0800 028 24 59****Local Contact Telephone: 01903 771193**

The Society aims to provide support and advice to adults and children with Osteogenesis Imperfecta (OI) and their families as well as supporting research. The Sussex branch holds fundraising events, activities and promotes the Society in general. Further detailed information and fact sheets can be obtained.

Email: bbs@brittlebone.org Website: www.brittlebone.org**CANCER JOURNEY - see Chapter 1, Advice & Information****CANCER WISE - see Chapter 1, Advice & Information****MACMILLAN CANCER SUPPORT - see Chapter 1, Advice and Information**



CARDIAC SUPPORT GROUP

Tel: 01243 781282

The group is affiliated to the British Heart Foundation, and provides the opportunity for people with heart problems, and their families, to meet, socialise and obtain information and advice at a purpose built day care centre. Meetings are held on the third Monday of the month at the Judith Adams Centre, St Pancras, Chichester commencing at 7.30pm (except in January)

CHICHESTER STROKE CLUB **Tel: Ann Manzille on 01243 837386 or 780852**

A club for Stroke sufferers that enables their carers to take a break for two hours. Carers are, however, welcome to stay if they wish. Takes place every Thursday 10am-12pm at the Newell Centre, Chichester.

Email: swainv@onetel.com

COELIAC UK

Helpline: 0845 305 2060

Provides information to help people with coeliac disease and dermatitis herpetiformis manage their health and diet.

Email: sussex@coeliac.org.uk **Website: www.coeliac.co.uk**

CYSTIC FIBROSIS TRUST - SUSSEX

Helpline: 0300 373 1000

Provides support and advice for people with Cystic Fibrosis throughout Sussex as well as their families and carers. The Sussex branch holds meetings and awareness raising events.

Email: enquiries@cftrust.org.uk **Website: www.cftrust.org.uk**

DIABETES UK - CHICHESTER AND DISTRICT

Local Contact Tel: 01243 603638

National Careline Tel: 0845 120 2960

Holds meetings on the fourth Thursday of the month at 7.45pm in the Diabetes Centre, St Richards Hospital, Chichester. (No meetings in July, August, December and January).

Email: info@diabetes.org.uk **Website: www.diabetes.org.uk**

DYSPRAXIA FOUNDATION – SUSSEX

Tel: 01462 454986

Support, advice and information about dyspraxia.

Email: dyspraxia@dyspraxiafoundation.org.uk

Website: www.dyspraxiafoundation.org.uk

EPILEPSY ACTION

Tel: 0808 800 5050

Organisation which campaigns to improve epilepsy services and raise awareness of the condition. Freephone helpline for those affected by epilepsy as well as local branch support groups.

Email: helpline@epilepsy.org.uk **Website: www.epilepsy.org.uk**

**FIBROMYALGIA SUPPORT GROUP****Tel: 0845 345 5997**

Chichester/Bognor support group meet regularly. Contact Jeanne Hambleton.

Email: fibrojoatsyandsx@hotmail.com**Website: www.fibromyalgia-south.com****HEADWAY****Tel: 07531 146 516**

A support group for those with head injuries, carers or concerned professionals. Chichester Support Group meetings from 6pm-8pm on the first Thursday of each month at Judith Adams Centre, 58a, St Pancras, Chichester.

Email: gwynsangster@btinternet.com**National Tel: 0808 800 2244****Website: www.headway-in-west-sussex.org.uk****Email: info@headway-in-west-sussex.org.uk****HEART SUPPORT GROUP****Tel: 01243 862685**

A self-help group that welcomes all those who have had a heart episode, and their carers, in the Bognor Regis and Arundel areas. Holds meetings on the first Wednesday in the month at 7pm at the Chestnuts Centre, London Road, Bognor Regis.

Email: morganken@talktalk.net**HODGKIN'S DISEASE & LYMPHOMA ASSOCIATION****Tel: 0808 808 5555**

Support organisation for people with lymphatic cancer, Hodgkin's Disease and non-Hodgkin's lymphomas.

Email: information@lymphoma.org.uk **Website: www.lymphoma.org.uk****HUNTINGDONS DISEASE ASSOCIATION
SUSSEX BRANCH****Tel: 0151 298 3298****Fax: 0151 298 9440**

Provides support and information for people affected by HD. The Branch covers both East and West Sussex, with monthly meetings in Lewes. Contact: Lindsay Sherwood, Secretary of Sussex Branch on Tel: 01903 773370

Email: info@hda.org.uk **Website: www.hda.org.uk****MIND****Tel: 0808 808 5555**

Organisation providing information on all aspects of mental health. See Chapter 17, Mental Health Services for contact details and Chapter 24, Taking a Break for information about Our Cafe.

**MOTOR NEURONE DISEASE ASSOCIATION****Tel: 01243 825678****National Helpline: 08457 626262**

Provides advice, information, help with respite and specialised equipment for Midhurst and Petworth, Bognor Regis, and Arundel areas. Meetings are held on the fourth Monday of each month at the Laurels Day Centre, Sheepfold Avenue, Rustington at 7.30pm. (If there is a Bank Holiday the meeting will be on the 3rd Monday)

Email: enquiries@mndassociation.org**Website: www.mndassociation.org****MULTIPLE SCLEROSIS SOCIETY****Tel: 01243 542949 (Support Officer)****or 01243 574768 (Secretary)****National Freephone Helpline: 0808 800 8000**

A self help group covering the Chichester District area that meets in the evening on the third Thursday of the month at the Judith Adams Centre, St Pancras, Chichester.

Website: www.mssociety.org.uk**MUSCULAR DYSTROPHY CAMPAIGN****Tel: 0800 652 6352****Fax: 020 7401 3495**

Provides support to people with neuromuscular conditions and their families through its care advisers, information service, factsheets and grants.

Email: info@muscular-dystrophy.org**Website: www.muscular-dystrophy.org****NATIONAL ASSOCIATION FOR THE RELIEF OF PAGET'S DISEASE****Tel: 0161 799 4646****Email: helpline@paget.org.uk Website: www.paget.org.uk****PARKINSON'S UK****Tel: 0800 800 0303**

Support and research charity for everyone affected by Parkinson's.

Website: www.parkinsons.org.uk

Local Parkinson's UK Information from Jonathan Smith:

Tel: 0844 2253667 Email: jsmith@parkinsons.org.uk**Parkinson's UK Local Support Groups**

Bognor Regis Meets on the first Tuesday of the month at The Friends Meeting House, 6 Victoria Drive, Bognor Regis 2pm-4pm. Carers and sufferers of PD are welcome to attend. Contact Beryl Giles on: 01243 861474. Chichester Meets on the third Monday of the month at The Newell Centre, Tozer Way, Chichester 2pm-4pm. Contact Alan Colenutt, President, on 01243 781704 or Alan Mee, Vice Chair, on 01243 788539

**PROSTATE CANCER NETWORK****Helpline: 0845 650 2555**

A charity providing free and confidential help, support and information to patients, families and anyone concerned about prostate cancer. Local group meets on third Wednesday in March, July and November at Chichester Baptist Church, Sherborne Road, Chichester. Meetings are held at 7:30pm in Summer and 2:30pm in Winter. Contact Ian Graham-Jones on 01243 371128.

Postal contact: PO Box 66, Emsworth, Hampshire, PO10 7ZP

Email: Chichester@pcaso.com Website: www.pcaso.com

**REACH – ASSOCIATION FOR CHILDREN
WITH HAND OR ARM DEFICIENCY****Tel: 0845 130 6225**

Newsletter, information, meetings, local branches.

Email: reach@reach.org.uk Website: www.reach.org.uk

REMEMBER**Helpline: 01273 832202**

A charity providing information and advice to people with ME/CFS (Chronic Fatigue Syndrome) and their carers.

Email: me_cfs@hotmail.com Website: www.remembercfs.org.uk

RIDING FOR THE DISABLED**Tel: 0845 450 7047**

Riding for disabled people, and rural work and training for people of all ages with learning disabilities. Areas covered - Chichester, Bognor Regis, Singleton and Midhurst. Meets on alternate Tuesdays at Hunters Lodge, Hunston between 2pm and 3.30pm.

Website: www.riding-for-disabled.org.uk

SASBAH**Helpline: 0845 450 7755****(Sussex Association for Spina Bifida
and Hydrocephalus)****Local Advice Line: 01903 723278**

Provides for the care, welfare, treatment, education and advancement of people with Spina Bifida and/or Hydrocephalus. Also runs a buddy scheme, linking physically disabled people of all ages with local volunteers.

Website: www.asbah.org

SCOPE**Tel: 0808 800 3333**

Charity providing information and support regarding cerebral palsy and other similar disabilities.

Email: response@scope.org.uk Website: www.scope.org.uk



SCOPE WEST SUSSEX

TEL: 01243 775330

Charity supporting adults aged 18-45 years with a physical disability across the western region of West Sussex. Provides services that include help with independent living skills, vocational rehabilitation and opportunities to develop social inclusion skills from its fully accessible day centre The Point.

Email: info@scopews.plus.com

Website: www.scope-west-sussex.org.uk

STROKE ASSOCIATION - FAMILY SUPPORT SERVICE

Tel: 02380 720 420

Helpline: 0303 303 3100

A visiting service for all new stroke patients, both in hospital and at home, and for their families and carers, providing practical advice, emotional support and information to help them understand the effects of a stroke.

Family and Carer Support Co-ordinator, Bognor and Midhurst area

Tel: 01730 812226

The Stroke Association Southeast Regional Office Information Centre,

Email: info@stroke.org.uk Website: www.stroke.org.uk

SUSSEX LUPUS GROUP

Tel: 01273 395704

Provides support, information and contact for people (and their families) with Lupus and those with symptoms, prior to diagnosis, living in the Sussex area. Has quarterly group meetings and monthly 'Coffee and Chat'.

Email: sussexlupusgroup@yahoo.co.uk Website: www.lupusuk.org.uk

SUSSEX ME/CFS SOCIETY

Tel: 01273 674828

The Society informs, supports and represents adults and children in Sussex that are affected by the Chronic Fatigue Syndrome - ME. It has helplines, holds meetings, produces a quarterly newsletter.

Email: admin.sussexme@btopenworld.com

Website: www.measussex.org.uk

SUSSEX OTTERS

Tel: 01243 781259

or contact Westgate Leisure Centre on 01243 785651

A swimming group for people with disabilities. The sessions are open to people of all ages with any form of disability. Carers/family are also welcome to swim. There are lifeguards on duty throughout the session, which takes place every Saturday from 4.30pm-5.30pm at the Westgate Leisure Centre swimming pool in Chichester.

Email: sussexotters@sussexotters.org.uk

Website: www.sussexotters.org.uk

**SUSSEX PARTNERSHIP TRUST****Tel: 01243 791833**

Runs Memory Management, Anxiety Management and Carers groups in Chichester, Bognor, Fontwell, Midhurst, Wittering and Selsey.

SWAN (SYNDROMES WITHOUT A NAME)**Tel: 01922 701234**

A national support group for parents of children who have undiagnosed un-named conditions.

Email: info@undiagnosed.org.uk Website: www.undiagnosed.org.uk

TEENAGE CANCER TRUST**Tel: 020 7612 0370**

Provides information and support to teenagers with cancer or those close to them.

Email: tct@teenagecancertrust.org

Website: www.teenagecancertrust.org

UK SELF HELP

A website with the telephone numbers and web addresses of numerous UK Self Help groups.

Website: www.ukselfhelp.info

WEST SUSSEX ASSOCIATION FOR DISABLED PEOPLE**Tel: 01903 244457**

Riding for disabled people, and rural work and training for people of all ages with learning disabilities. Areas covered - Chichester, Bognor Regis, Singleton and Midhurst. Meets on alternate Tuesdays at Hunters Lodge, Hunston between 2pm and 3.30pm.

Email: info@wsad.org.uk Website: www.wsad.org.uk





Notes:





PERSONAL DEVELOPMENT

Caring for someone can be all consuming. However, with appropriate support in place we hope we can signpost carers to flexible courses where they can take some time for themselves to develop new or existing skills.

ADULT EDUCATION AND COMMUNITY LEARNING

Tel: 0845 075 1009

There are many centres across West Sussex offering a wide range of courses.

Email: adult.education@westsussex.gov.uk

Website: www.westsussex.gov.uk

For your local centre:

Bognor Regis

Tel: 01243 872020

Felpham

Tel: 01243 867845

Midhurst and Petworth

Tel: 01739 816683

Selsey

Tel: 01243 605030

Southbourne

Tel: 01243 379276

Westergate

Tel: 01243 546820

CHICHESTER UNIVERSITY

Tel: 01243 816000

(including Brinsbury College)

Provides a range of courses over several campuses.

Website: www.chiuni.ac.uk

EXPERT PATIENTS PROGRAMME

Tel: 0800 988 5520

Is a community interest company offering a variety of free self-management courses providing tools and techniques to help you take control of your health and manage your condition and/or your caring role better on a daily basis. The Caring with Confidence Programme has been specifically designed for carers. There are various courses running in the West Sussex locality.

Email: enquiries@eppcic.co.uk

Website: www.caringwithconfidence.net



NATIONAL EXTENSION COLLEGE

Tel: 0800 389 2839

Provides a range of part-time, flexible, home-study courses.

Email: info@nec.ac.uk Website: www.nec.ac.uk

OPEN UNIVERSITY

Tel: 0845 3006090

Part-time higher education supported distance and open learning for undergraduate and post-graduate qualifications.

Website: www.open.ac.uk

VOLUNTEER CENTRES

Arun Volunteer Centre: 01903 731223

Chichester & District Volunteer Centre: 01243 532765

There are many opportunities for volunteering and developing your skills. Your local Volunteer Centre can help find a suitable voluntary position.

WEALD AND DOWNLAND OPEN AIR MUSEUM (Short courses)

Tel: 01243 811464

Runs a variety of short and day courses in countryside, conservation, traditional building and arts and crafts subjects.

Email: courses@wealddown.co.uk

Website: www.wealddown.co.uk

WEST DEAN COLLEGE

Tel: 01243 811301

Providing courses in a variety of conservation and restoration subjects.

Email: enquiries@westdean.org.uk Website: www.westdean.org.uk

WORKERS EDUCATION ASSOCIATION (SOUTHERN)

Tel: 0800 328 1060

Provides adult education, in particular to those who have previously missed out on education.

Email: southern@wea.org.uk Website: www.wea.org.uk

UNIVERSITY OF THE THIRD AGE (U3A)

Tel: 020 8466 6139

Self-help organisation for people no longer in full-time employment providing educational, creative and leisure opportunities in a friendly environment.

Website: www.u3a.org.uk





SOCIAL SERVICES

Social Services provide a wide range of services, with the emphasis on supporting people in their own homes, and on supporting their carers.

Social Services Help Desks

All Social Services locality offices have the Help Desk as the point of contact to their services. Trained advisers will tell you what is available through the Social Services Department and will also give you information about other care services in your area.

Social Services Office open Mon-Fri 9.00am-5.00pm

Main Switchboard 01243 642555

Out of Hours Helpline Tel: 01903 694422 from 5pm – 9am

SOCIAL SERVICES

Social Services have responsibility for organising and providing a wide range of community care services. These services include:

- Advice and support from social workers, occupational therapists, and specialists on help for people with a visual impairment and/or hearing impairment; learning difficulties or serious mental health problems
- Help with personal aids and equipment for the home and advice on adaptations
- Home care
- Respite for carers
- Day care
- Residential and nursing home care (that is, not self-funded) in conjunction with the independent sector
- Supported hostels for people with special needs
- Support for carers of children with disabilities

Social Services publish a range of leaflets on their services, including leaflets on their charging policies for Home Care and Residential Care.



SOCIAL SERVICES ASSESSMENTS

Social Services Assessments are conducted in order to determine a person's need, and to decide what services can be provided. When you contact the Social Service Help Desk, an **initial assessment** is completed to find out if you meet the Social Service guidelines, or eligibility criteria, which they use to decide who is in most need. It is important, therefore, that when you first contact the Help Desk you do not minimise any difficulties you are experiencing, or feel embarrassed to describe your situation fully. Don't forget, in order to make their decision about the services they provide, Social Services will probably only have the information that **you** give them about yourself and the person you care for.

After the initial assessment, a **further assessment** may be carried out to look at your needs in more detail. This should be completed in a face-to-face interview with a member of Social Services staff, and again, it is important to describe your difficulties as fully as possible.

Both the person you care for, and you as a carer, are entitled to ask for an assessment of your needs. The assessment of the person you care for will often be very important to you, as the services they receive may affect how well you are able to cope. The person you care for may want to involve you in their own assessment, and this can be helpful, particularly if they find it difficult to express their needs.

CARERS ASSESSMENTS

You are also entitled to ask for a **Carers Assessment** in your own right. In most cases, the most effective course of action could be to ask for an assessment of the person who you care for **and** a Carers Assessment at the same time. However, if the person you care for is refusing to have an assessment, you still have the right to ask for a Carers Assessment on its own. It will at least give you the opportunity for a confidential talk with Social Services.

A Carers Assessment is for two purposes. Firstly, it takes into account your needs when Social Services decide what services to provide for the person you care for. So, for example, a Carers Assessment could highlight your need for a regular break from caring, and therefore result in respite provision for the cared-for person. Or a Carers Assessment could show your difficulties with helping the cared-for person bath, and result in bathing aids being provided.



The second purpose of a Carers Assessment is to determine your own need for services. In April 2001 Social Services were given the power to provide services to carers in their own right, not just to the person they care for. There are few such services available as yet in West Sussex, but the types of services that develop in the future depends to some extent on what carers start asking for.

Finally, it is important to remember that if your situation or the person you care for becomes more difficult, then you should ask for a **Reassessment** of both your needs, so that Social Services can look again at the services they are able to provide.

Social Services publish leaflets on Assessments, for more information contact the Social Services Help Desk for copies. Telephone numbers are in *Chapter 1, Advice and information*.

SOCIAL SERVICES – EMERGENCIES

Tel: 01903 694422

For emergency out-of-hours situations that require the attention of Social Services, whether or not you are already a client of Social Services. During office hours you should phone your local Social Services Help Desk, as outlined in this chapter or your usual contact at Home Care.

DAY CARE – SOCIAL SERVICES

Day Care may be available from Social Services. There are a variety of centres, some of which are purpose-built day centres, and some are residential homes which also offer a day-care service. Some of them are listed below, but the Social Worker will discuss with you what service is appropriate as part of your assessment. There is a single charge covering both Home Care and Day Care services, which is based on the income of the person receiving services.

The Grange in Midhurst is a multi-purpose day centre. Tel: 01730 816267

The Chestnuts in Bognor is a multi-purpose day service which is moving towards specialist care for those with a high dependency, and rehabilitation. Tel: 01243 841708

The Judith Adams Centre in Chichester is a day centre for the elderly Tel: 01243 536433

Marjorie Cobby in Selsey provides day care for the elderly, plus some provision for elderly confused, Tel: 01243 605334

Rotherlea in Petworth provides day care for the elderly and mentally confused. Tel: 01798 345940



DIRECT PAYMENTS

Tel: 01903 219482

A scheme whereby payments are made directly to a person with a long term illness or a disability so that they can pay for services they have been assessed as needed. Direct Payments mean that the person has more flexibility to choose who provides them with services and will allow them to make the arrangements themselves. A person does not have to accept Direct Payments. Alternatively, they can have a combination of Direct Payments and services provided by Social and Caring Services. For information contact: The Direct Payments Team, Southfield House, North Suite, 2nd Floor, 11 Liverpool Gardens, Worthing, West Sussex, BN11 1RY.

Website: www.ilawestsussex.org

GP ATTACHED SOCIAL WORKERS

Social Services have social workers, based in certain GP surgeries, who work to complement the services available at the surgeries. If you are a patient at one of these practices, you can ask to see the social worker, who can offer a broad range of advice and information.

HOMECARE - SOCIAL SERVICES

Following an assessment, Home Care may be arranged to help with personal care including bathing. Help with getting up and going to bed is also available. Help with housework may be offered, if part of a Home Care Package. Access to Home care is via the Social Services Help Desks – phone numbers at the beginning of this chapter.

HOSPITAL DISCHARGE SCHEME

This offers intensive Home Care support for a period of up to two weeks followed by a review after someone is discharged from hospital, thus allowing the client and carer to assess how they are coping.

HOSPITAL SOCIAL WORKERS **Main Desk Tel: 01243 788122 Ext. 5395/6** **Hospital Discharge Tel: 01243 788122 Ext. 5118**

There are agreed procedures between hospitals and Social Services to ensure that anyone who may require support services or equipment on leaving hospital is entitled to have their needs assessed and an appropriate care package arranged prior to discharge. Carers should be involved in this process. Social Workers based at Hospitals can offer assistance with non-medical problems or queries, and can advise the patient and carer on how to obtain more help in the home. If you are unsure about any aspect of how you will cope when the person being cared for comes home, do ask to see the Hospital Social Worker.



OCCUPATIONAL THERAPY

Tel: 01243 642555

Occupational Therapists (OTs) provide assessment and advice on all aspects of managing a disability. They can arrange to visit you at home, talk through and assess what is needed and arrange, either directly via the disability equipment service team or following an assessment, for the provision of any necessary equipment for the home. An Occupational Therapist will also advise on adaptations to the home and sources of funding if these are required. Referral to an OT is via the Social Care Switchboard.





Notes:





SOMEONE TO TALK TO

Everyone at times needs someone to talk to about what is happening in their lives and about how they feel. Sometimes friends and family are not around when they are most needed or they may be too closely involved.

Carers Support Groups can offer support and a chance to talk with others who may have experienced feelings and situations similar to your own. Your GP may be able to refer you to a NHS counsellor and Social Services may also access counselling services. Also, within the Carers Support Service is Emotional Support for Carers, which provides free one-to-one counselling in three different locations across Regis, Chichester and Rural. A counsellor is someone trained and experienced in helping people talk through their problems. Most counsellors offer an initial session followed by an agreement made with you about the number of future sessions.

ALZHEIMER'S SOCIETY HELPLINE

Tel: 0845 300 0336

For more information on local carers support groups please contact Jan Mallows tel: 07775 672523.

Website: www.alzheimers.org.uk

BRITISH ASSOCIATION FOR COUNSELLING AND PSYCHOTHERAPY

Tel: 01455 883300

The British Association for Counselling and Psychotherapy can provide a list of counsellors in your area and also some guidelines about counselling services. BACP House, 15 St John's Business Park, Lutterworth, Leicestershire, LE17 4HB.

Email: bacp@bacp.co.uk Website: www.bacp.co.uk



CARERS UK HELPLINE

Freephone CarersLine: 0808 808 7777
(Weds, Thurs 10am-noon, 2pm-4pm)

Information on all aspects of caring from this national organisation.

Head Office: 32-36 Loman Street, Southwark, London, SE1 0EE.

Tel: 020 7922 8000 of Fax: 020 7922 8001.

Email: info@carers.uk.org Website: www.carers.uk.org

CHICHESTER COUNSELLING SERVICE

Tel: 01243 789200

A service for adults over 18 years who want counselling, including couples counselling. Clients may choose time-limited counselling (up to 12 weeks) or open-ended counselling. Clients pay what they feel they can responsibly afford towards the cost of their counselling. Contact: Chichester Counselling Service at 32 Little London, Chichester, West Sussex.

Email: office@ccs-counselling.com Website: www.ccs-counselling.com

CONFIDE COUNSELLING SERVICE

Tel: 01243 531914

Offers a counselling service for people aged 18 yrs or over experiencing emotional, spiritual and mental health problems. Has around twelve fully qualified Counsellors who work under regular supervision. The service is open to anyone, regardless of belief and sessions are usually on a weekly basis lasting about an hour. Confide is supported by a number of local churches. It is open to anyone regardless of their beliefs. Contributions are required but no one is refused help due to lack of means. Contact: Christ Church, Old Market Avenue, Chichester, West Sussex PO19 1SW.

CONTACT A FAMILY

Freephone Helpline: 0808 808 3555
(Mon-Fri 10am-4pm and Mon evenings 5.30-7.30pm)

Textphone: 0808 808 3556

Offer a listening ear for parents and carers of children with disabilities and special needs.

Email: helpline@cafamily.org.uk Website: www.cafamily.org.uk

EMOTIONAL SUPPORT FOR CARERS

Tel: 01243 789385

Offers a free confidential counselling service for people over 18 years. Carers and former carers are offered an initial six sessions, however, if there is a need to continue for longer, then open-ended counselling is also available. Counselling is offered in three locations across the Western area; Bognor Regis, Chichester and Midhurst, and is free of charge. Our Counsellors are affiliated to the BACP and Emotional Support for Carers abides by the British Association of Counselling and Psychotherapy Code of Ethics and Best Practice.

Email: caroline.hedicker@carerssupportservice.org.uk

**EMOTIONAL SUPPORT FOR CARERS
TELEPHONE CALL BACK SERVICE****Tel: 01243 789746**

Offers a telephone call back service for carers and former carers. This service provides a regular telephone call to the carer and is available to anyone who would like someone to talk to about their caring role.

Email: karin.davidson@carerssupportservice.org.uk**EMOTIONAL SUPPORT FOR CARERS
COMPLEMENTARY THERAPY****Tel: 01243 789385**

Offers complementary therapy sessions for carers and former carers in three locations across the Western area – Midhurst, Bognor Regis and Chichester. The therapies include Reiki, Polarity, Reflexology, Indian Head Massage and Aromatherapy.

Email: caroline.hedicker@carerssupportservice.org.uk**LISTENING EAR SERVICES**

Some Helplines offer a "Listening Ear", a confidential listening and telephone support service manned by trained staff to give you space and time to talk through your problems over the telephone.

MENTAL HEALTHLINE**Tel: 0300 500 0101**

A 24-hour confidential listening and support service, run by Sussex Partnership Trust and NHS Trust, for anyone coping with mental health problems or their carers.

RELATE**Tel: 01243 788935**

Confidential counselling for anyone with marital or couple relationship problems. Relate also offer family counselling. The cost of these two services is income linked. For younger people Relate provide a service called Relateen which helps young people aged between 10 yrs and 21 yrs to talk about any relationship problems they may be having at home or in their personal relationships – this service is free of charge.

Website: www.relate.org.uk**SAGE (Senior Age Counselling Service)****Tel: 07585 141599**

Sage is mainly a domiciliary counselling service for people over 55 yrs old and those with mobility problems. The counsellor usually visits the client in their house or nursing/retirement home and works on a one-to-one basis with them. Referrals are accepted from carers, family members, doctors, social workers and the clients themselves. Fees are negotiated with the client according to their ability to pay, but no one is refused counselling if unable to pay.



SAMARITANS
– BOGNOR AND CHICHESTER

Tel local: 01243 826333
Tel National: 08457 909090

Free, confidential service for those going through a period of crisis as well as for those with suicidal feelings. Personal callers: 13 Argyle Road, Bognor Regis, West Sussex PO21 1DY (Please call 01243 826333 first to check opening hours). For people who feel unable to telephone they can write to: Chris at PO Box 9090, Stirling FK8 2SA and they will receive a written reply from a specially trained volunteer or they can email to

Email: jo@samaritans.org

Website www.samaritans.org.uk

SELSEY AND DISTRICT
CARERS SUPPORT GROUP

24 hours helpline Tel: 01243 601039
Office Tel: 01243 603602

Offers confidential support, information and someone-to-talk-to telephone service to carers and former carers of all disabilities.

SSAFA FORCES HELP

West Sussex Contact Tel No: 01403 275495

Provides personal, practical and financial support for service and ex-service men, women and families.

Email: sussexsec@ssafa.me.uk Website: www.ssafa.org.uk

SUSSEX COUNSELLING

Tel: 01273 732900

Acts as a contact point, providing information about counselling and counsellors in Sussex, affiliated to the British Association for Counselling. The organisation produces a directory which lists counsellors working in Sussex and includes information about their approach, experience and charges. PO BOX 308, Brighton BN2 0AW.

Website: www.sussex-counselling.co.uk





SPEECH AND LANGUAGE DIFFICULTIES

Speech and Language Therapy Service

See entry in Chapter 7, Children with Special Needs.

AFASIC – BOGNOR AND CHICHESTER

Tel: 01243 652517

National Helpline (local rate): 0845 355 5577

(Mon-Fri 10.30am-2.30pm)

A parent-run association for all speech-impaired children.

Email: info@afasic.org.uk Website: www.afasic.org.uk

CONNECT

Tel: 020 7367 0840

A charity for people living with aphasia, a communication disability which usually occurs after stroke. Aphasia is sometimes known as dysphasia and it can sometimes be caused by brain injury or tumour.

Email: info@ukconnect.org Website: www.ukconnect.org

DYSLEXIA ACTION

Tel: 01962 856195

Offers experienced teachers with specialist qualifications in dyslexia and literacy; outposts include Chichester, Ringwood and Cosham. The main centre in Winchester can offer, psychological assessments (by a chartered educational psychologist) for children and adults, group screening for schools, colleges and other institutions, specialist multi sensory tuition in literacy and numeracy for children, specialist multi sensory tuition in literacy for adults and study skills for students of all ages and exam skills for GCSE students.

Email: winchester@dyslexiaaction.org.uk

Website: www.dyslexiaaction.org.uk





SPEAKABILITY (Action for Dysphasic Adults)

Tel: 0808 808 9572

Provides information, advice and support for carers and sufferers of dysphasia - speech difficulty following stroke, head injury, brain tumour or neurological illness. Local self-help group meets in Worthing.

Email: speakability@speakability.org.uk

Website: www.speakability.org.uk

STROKE ASSOCIATION

Tel: 0845 3033 100

National helpline provides advice and information on stroke illness and details of Dysphasia and Family Support Organisers in your area.

Email: info@stroke.org.uk Website: www.stroke.org.uk

TALKING POINT WEBSITE

Online information on communication development and disability in children and young people for parents and professionals. Includes news, resources such as a database of regional health and educational organisations that can help and frequently asked questions.

Website: www.talkingpoint.org.uk





STAYING PUT IN YOUR OWN HOME

Many people want to stay in their own home when they become less able, and there are a number of schemes and projects aiming to help them do this. For less able people, staying independent may involve them in structuring their support. If someone less able is not coping well, it may be a good idea to look first at support services which may keep them in their own home.

See also Chapter 9, Equipment and Adaptations To Your Home

AGE UK

Offers a variety of services for older people. For contact details see entry in Chapter 1, Advice and Information.

ANCHOR STAYING PUT

Tel: 01243 539988 for Chichester & District

Tel: 01903 788440 for Arun District

Provides services to elderly and disabled people such as adaptations, maintenance and repairs to the home, including a handyman service. Some light gardening may be undertaken. A fee is charged for services.

Website: www.anchor.org.uk

BT PRIORITY FAULT REPAIR SCHEME

Tel: 0800 800 150

Free of charge Priority Fault Repair Scheme which will deal with any fault as soon as possible, day or night, every day of the year, including holidays. Make your application direct to BT. Terms do apply.

BRITISH RED CROSS

Equipment loan, Home from Hospital Scheme. For details see entry in Chapter 9, Equipment and Adaptations to Your Home.



ALARMS - see Arun Lifeline and Chichester Community Care Line below

ARUN LIFELINE

Tel: 01903 737970

Help at the touch of a button - a telephone-based link with a 24-hour central control. Other telecare equipment is available such as fall sensors, movement detectors and keysafes. Demonstrations of equipment available.

Available to those in the Arun District Council area. Contact: Arun District Council, Bognor Regis Town Hall, Clarence Road, PO21 1LD.

Email: arunlifeline@arun.gov.uk Website: www.arun.gov.uk

BOSHAM MONDAY CLUB

Tel: 01243 573013

The Monday Club holds a meeting at St Nicholas Hall, Brookes Lane, Bosham every Monday at 1.15pm. Transport can be arranged.

CHICHESTER COMMUNITY CARE LINE

Tel: 01243 778688

Operated and managed by Chichester District Council, the service provides an on call alarm system for residents of Chichester District. Other telecare equipment is also available such as fall sensors, movement detectors and keysafes.

Demmonstrations of equipment available.

Email: communitycareline@chichester.gov.uk

Website: www.chichester.gov.uk

CHICHESTER DISTRICT OLDER PEOPLE'S PARTNERSHIP (ChOPP)

Tel: 01243 528460

This partnership brings together statutory, voluntary and community sector groups and above all older people themselves. Together they discuss issues and services that exist to serve local need and are working towards shaping better services for the future. We are keen to ensure that concerns from older people can be voiced and heard, to enable services to be tailored to meet their needs, and address the issues, of those who use them.

Email: choppadmin@vcacd.org.uk Website: www.chopp.org.uk

CARE QUALITY COMMISSION

Tel: 03000 61 61 61

The regulator of health and social care services in England. Provides a care services directory to find reports and quality ratings on all your local care homes, home care and other registered adult social care services.

Email: enquiries@cqc.org.uk Website: www.cqc.org.uk

**CARERS EMERGENCY ALERT CARD SCHEME****Tel: 0800 859929**

A free scheme for carers in West Sussex. Register to the scheme to receive a wallet sized card to carry with you. This will identify you as a carer if you have an accident.

Email: enquiries@icis-info4life.org.uk Website: www.icis-info4life.org.uk

CINNAMON TRUST**Tel: 01736 757900**

Provides homes for pets while owners, over pensionable age, are in hospital. Has national register of residential accommodation that will allow residents to keep their pets. Operates through volunteers on a national basis to provide dog walking service for housebound owners.

Email: admin@cinnamon.org.uk Website: www.cinnamon.org.uk

CONTACT THE ELDERLY**Tel: 0800 716 543**

The aim of this charity is to ease the loneliness and isolation of elderly people living alone and therefore may be of interest to carers living at a distance from the person they care for. The elderly person is invited to join a small group of other guests for Sunday afternoon tea one Sunday afternoon a month. A regular volunteer driver will collect and return the elderly person to their home. The service is free and there are local groups in Chichester, Bognor Regis and the Witterings.

Email: info@contact-the-elderly.org Website: www.contact-the-elderly.org

FINCH (Friends in Nutbourne, Chidham and Hambrook)**Tel: 07775 942399**

Do you have restricted mobility? Finch can help with form filling, shopping, hanging curtains, changing a light bulb and general light maintenance. They also offer a sympathetic ear and transport to social events. All volunteers are CRB checked.

HOUSEBOUND READER SERVICE**Tel: 01903 704818**

A library service for people who are housebound through age or disability. Also available for carers in Bognor area only.

Email: jackie.manners@westsussex.gov.uk

INDEPENDENT AGE SURREY & WEST SUSSEX**Tel: 020 7605 4200**

A charity working to keep older people independent and out of poverty.

Email: charity@independantage.org.uk

Website: www.independantage.org.uk

LABURNUM CENTRE**Tel: 01243 827185**

A community centre for active over 55's (members and non-members). Facilities include lunches, library and more than 40 different activities including keep fit, bowls, art and board games. Lyon Street, Bognor Regis, West Sussex.

Website: www.sussexfarmhousemeals.co.uk



LUNCH CLUBS

Both ICIS and Chichester Older People's Partnership (ChOPP) and Arun Neighbourhood Network (ANN) hold details of clubs through-out the Regis, Chichester an Rural district. Please see above.

MEDIC-ALERT

Tel: 0800 581420

Pendants and bracelets which hold medical details you'd like to be known in case of emergency.

RICABILITY

Tel: 020 7427 2460

Textphone: 020 7427 2469

A national charity which provides consumer reports and tests products used by disabled and older people.

Email: mail@ricability.org.uk Website: www.ricability.org.uk

SUSSEX FARMHOUSE MEALS

Tel: 0845 070 2222

Home meal delivery service covering all of Sussex. All meals are delivered frozen.

Website: www.sussexfarmhousemeals.com

TELECARE

Equipment to assist in reducing accidents in the home, see Arun Life Line and Chichester Careline above.

VILLAGE FRIENDS

Tel: 01243 554532

A self help/support group providing help with practical jobs and assistance for all ages with a wide variety of problems eg shopping or befriending people who may have difficulties with impaired sight or mobility. Incorporates Westergate, Eastergate, Yapton, Climping, Aldingbourne, Barnham and Walberton. For further details as well as the cost of membership contact the Co-ordinator.

WEST SUSSEX FIRE AND RESCUE SERVICE COMMUNITY FIRE SAFETY

For your FREE Home Fire Safety Check call: **0800 3286 6487**

WILTSHIRE FARM FOODS

Tel: 01243 533 983

Home meal delivery service covering all of Sussex. All meals are delivered frozen.

WRVS - MEALS ON WHEELS

Tel: 01243 642230

Ready to eat hot meals, chilled salads or frozen meals all delivered to your home.



TAKING A BREAK

It is widely acknowledged that to enable carers to continue in their caring role, many of them will need occasional or regular breaks from their caring situation. This is sometimes referred to as 'respite', but is more commonly known as 'short term breaks'

Short-term break opportunities for the person you are caring for may include day care in a day centre or day hospital, or someone coming into the home to sit with the person whilst the carer get some time to themselves.

Longer term care could be in a residential care home or nursing home, in a hospital or perhaps a supported holiday. Access to short-term breaks may be 'open', e.g. the carer may contact the service directly and ask for a short-term break, or may involved a referral from a health or social care professional.

BRITISH RED CROSS

Tel: 01243 774858

GOING HOME WITH SUPPORT FOR CARERS SCHEME

This scheme is suitable for carers looking after someone recently discharged from hospital. It provides fully trained volunteers to sit with loved ones whilst their carer takes a well deserved break. Also offers a befriending service.

Website: www.redcross.org.uk

CARING INFO

Online resource for carers in West Sussex.

Website: www.caringinfo.com

CHICHESTER AND ARUN SITTING SERVICE

Tel: 01243 642462

A short break service providing care in the home and community for families with a disabled child. It can be accessed directly and families should be in receipt of middle or higher rate care component of DLA.

Email: doreen.bradbury@westsussex.gov.uk

**CHICHESTER AREA MIND****Tel: 01243 787878**

Organisation promoting mental health and wellbeing through out Chichester, Bognor, Midhurst and District. Runs various person-centred sessions for the cared-for and carer.

Website: www.chichesterareamind.org.uk

CROSSROADS (WEST SUSSEX)**Tel: 01243 830797**

A registered charity which supports and provides respite to people who care for a disabled, ill or elderly person at home. Also runs a Tuesday Club from 11.30am to 4.30pm at Holy Cross Church, Chichester Road, Bognor Regis every Tuesday that provides a safe, stimulating environment for dependant adults allowing carers a 5hr respite period. Also deliver the Emergency Respite scheme.

Email: enquiries@westsxcrossroads.org

Website: www.crossroads.org.uk/westsussex

The service in Arundel is provided by Worthing & District Crossroads.

Tel: 01903 216678

GUILD CARE**Tel: 01903 528600**

Offer a variety of accommodation including facilities for residential respite as well as their 'Time out for Carers' scheme.

Website: www.guildcare.org.uk

FORRESTERS RESPITE CENTRE**Tel: 023 8084 3042**

A respite centre in the New Forest for people who have severe mental illness, their families and carers, which is owned and managed by Rethink.

Email: foresters@rethink.org Website: www.rethink.org/forresters

KILORAN TRUST**Tel: 0207 7602 7404**

A registered charity with a large welcoming house in west London in which full time carers at home can go for a holiday / supportive break.

Website: www.kilorantrust.org.uk

NURSING HOMES, RESIDENTIAL CARE HOMES AND PRIVATE CARE AGENCIES

West Sussex County Council together with the West Sussex Care Forum produce a Care Guide giving details of all registered nursing homes, residential homes and Domiciliary Care Providers in West Sussex. **Tel: 01243 642555**

To obtain copies of the inspection reports and to find out the rating of the registered service you require contact the Care Quality Commission.

Tel: 03000 616161

Website: www.cqc.org.uk

**OUR CAFE****Tel: 07507 164 859**

A pilot partnership project, led by Chichester Area MIND, which has set up two cafes, one in Bognor Regis and one in Chichester, for the sole use of people with dementia and those who care for them.

Chichester on Mondays from 12.30 to 3.30pm at St George's Centenary Church Hall, Cleveland Road, Wick, Chichester PO19 7AD

Bognor Regis Thursdays from 12.30 to 3.30pm at Holy Cross Church Hall, Chichester Road, North Bersted, Bognor Regis PO21 5AU





Notes:





TRANSPORT

There are a number of different transport services and schemes available.

AA DISABILITY HELPLINE

Tel: 0800 262 050

Text phone: 0800 328 2810

Helpline for people with disabilities (free to AA members). Provide information on a wide range of disability related subjects such as route requests and car adaptations. Also produce 'The Disabled Travellers Guide'.

Email: customer.services@theaa.com Website: www.theaa.com

ADAPTED VEHICLE HIRE

Tel: 0845 257 1670

Provides adapted vehicles to disabled drivers and wheelchair passengers in the event of an accident. This service is provided through insurance companies and for motability Operations. Also provide daily rental service with or without insurance. AVH Ltd sells used nearly new adapted vehicles at trade prices.

Website: www.avhltd.com

ARUN CO-ORDINATED COMMUNITY TRANSPORT

Tel: 01903 723584

Manages a range of services to the local population including:-

- Dial a Ride - One fully accessible car for people in the Arun area who are unable to use public transport due to a disability. To book, telephone the contact number between Mon-Fri 8.30am-4.30pm. The service is available 7 days a week 24 hours a day subject to driver availability and is charged on a mileage or daily rate.
- Social Car Scheme - A car service for shopping trips, visits to the dentist, doctor, etc for those unable to use public transport through disability or frailty.
- Aruncare – Has one 15 seater fully accessible minibus covering the County. Charged per mile or on a daily rate.

Contact: The Dairy, 3-5 Church Street, Littlehampton, West Sussex, BN17 5EL.

Website: www.arun-cct.freeserve.co.uk

**BILLINGSHURST COMMUNITY TRANSPORT****Tel: 01403 787696****between 9.30am and 11am Mon-Fri****at least 48 hours in advance unless an emergency**

Voluntary scheme providing a car and accessible vehicle (1 wheelchair) for people in the Billingshurst, Plaistow, Ifold, Shipley, Loxwood and Kirdford areas. For use by people unable to use public transport through disability or frailty. Charge is 50p per mile.

Email: bct@billingshurst.gov.uk Website: www.billingshurst.org.uk

BLUE BADGE SCHEME**Tel: 01243 777653**

People who are disabled can apply for this badge, to use while they are the driver or passenger of a vehicle. It allows free parking in the majority of the UK. An accompanying booklet gives details of use and restrictions on use. A small fee is payable and a passport photo required. The Blue Badge is given on medical assessment provided by your GP. To obtain an application form, you can telephone, email or write to: The Blue Badge Section, The Grange, Tower Street, Chichester, West Sussex PO19 1QT.

Email: BlueBadges@westsussex.gov.uk

BRITISH RED CROSS**Tel: 01903 207191**

Offers a limited transport service with volunteer drivers for people with disabilities unable to use public transport. Charged at 50p per mile + £1 admin charge – Minimum £5.

CAR TAX EXEMPTION**Vehicle Registration Office Tel: 0870 8500 007****Department of Works and Pensions: Tel: 0845 712 3456****Minicom: 01792 766426**

People who receive the higher rate of the mobility component of Disability Living Allowance or War Pensions Mobility Supplement can apply for exemption from Vehicle Excise Duty. There are several conditions of eligibility including the requirement that the vehicle must be solely used by or for the purposes of the person with a disability. Invalid Carriages are exempt from Vehicle Excise Duty. The Certificate of entitlement to exemption is issued by the Benefits Agency.

Website: www.dvla.gov.uk



**CHICHESTER COMMUNITY TRANSPORT****Tel: 01243 816616****Open 9.15am–11.15am****to book your journey the day before travel**

Two fully accessible minibuses for people with disabilities who are unable to use public transport. Covers - Chichester, Appledram, Boxgrove, Donnington, Funtington, Lavant, Oving, Bosham, Fishbourne, Hunston, N. Mundham, Tangmere & Westhampnett.

Dial-a-Ride: You can travel anywhere within the above region for £2 single or £4 return. Group Hire – 75p per mile, minimum of £18.

Email: chichesterct@yahoo.co.uk**COMMUNITY BUS ASSOCIATION - PETWORTH****Tel: 01798 342948**

A 12 seater minibus available to youth and community groups and residents of the following villages who are unable to use or have no access to public transport:

Fittleworth (01798 865278)

Petworth & Duncton (01798 343386)

Kirdford (01403 820350)

Northchapel (01428 707225)

Plaistow (01403 871415)

Tillington (01798 343922)

Subscription charge applicable. The Bus operates regular shopping trips. Contact the relevant village organiser. Petworth Divisional Organiser: Mr K Lintill

COMMUNITY TRANSPORT OFFICER – WEST SUSSEX**Tel: 01243 777557**

The Community Transport Officer produces an annual community transport directory, which contains information about community transport across the county. Advice is available to groups wanting to operate or hire their own minibus.

COMPTON COMMUNITY CAR SCHEME**Tel: 023 92 631392**

Runs 16 volunteer cars covering the Compton and Stoughton Parish (incl West Marden) and Walderton for people attending medical appointments and visiting relatives in hospital.

CONCESSIONARY TRAVEL**Chichester Tel: 01243 785166****Arun Tel: 01903 737649 ext 37649**

Apply to your local council for more information about free off-peak bus travel for people over 60 or disabled. Schemes vary in each area so the local council can advise what local arrangements have been made.

**CONTACT 88****Tel: 01243 531988 Mon to Fri 9am to 11am**

Runs two minibuses for older people and those with disabilities in the Chichester and local area. £1.10p per mile - £15 minimum. Not able to take passengers to hospital. Free registration.

DAY CENTRES

Day Centres can provide transport for people attending the centre. They may also hire out their transport when it is not in use. Contact the Day Centre for further information.

DISABLED PERSONS RAILCARD OFFICE**Helpline Tel: 0845 605 0525****Email: disability@atoc.org****Textphone: 0845 6010132****Website: www.disabledpersons-railcard.co.uk****DOOR TO DOOR DIRECTORY WEBSITE**

A transport and travel website for disabled and less mobile people.

Website: www.dptac.gov.uk/doortodoor**DORIS****Tel: 01243 755490**

The Doris bus, serving the Midhurst and Petworth areas, now operate a fixed service running on a different route each day of the week, from Mondays to Saturdays.

A Hail and Ride system means that drivers will stop anywhere on the route as long as it is safe to do so – helping people who have further to walk to the nearest bus stop. All Doris bus routes operate a fully wheelchair accessible vehicle.

Website: www.westsussex.gov.uk**EMS VALLEY COMMUNITY TRANSPORT****Tel: 01243 371905****between 4.30 – 5.30 Mon, Wed and Fri****3 days notice required if possible. Messages can be left on the answerphone**

Area covered: Westbourne, Chidham, Emsworth, Nutbourne, Hambrook and Southbourne. For Members of the organisation who have mobility problems or are unable to use public transport. Contact: Mr & Mrs Ross, George and Dragon Surgery, The Square, Westbourne, PO10 8UE, West Sussex. Membership fee £5 (one-off charge). Minimum £3 for local journeys - first 5 miles, thereafter 50p per mile.

HARTING MINIBUS SERVICE**Tel: 01730 825040**

One fully accessible 15 seater minibus available to the general public operating in the region of South, East and West Harting and Nyewood. The vehicle operates on scheduled routes on Tuesday to Chichester and on Wednesday, Friday, Saturday to Petersfield.

**MANHOOD MOBILITY VOLUNTEER SERVICE****Tel: 01243 671881****Fax: 01243 672200**

Provides a disabled persons vehicle and volunteer cars for those living in the West Manhood area between the Witterings, Itchenor, Birdham, Almondington, Earnley and Bracklesham area who cannot use public transport because of age or mobility problems or economic circumstance. There is a lifetime family membership fee (£10) and a small charge per journey. Contact: The Manager, The Witterings Medical Centre, Cakeham Road, East Wittering, West Sussex, PO20 8BH.

MAVIS**Tel: 01344 661000****Mobility Advice and Vehicle Information Service**

Provides assessment and practical advice on driving, cars and adaptations for disabled drivers and passengers. Has a selection of adapted vehicles for test driving and assessment. Produces an information pack, factsheets on hand controls and pedal guards, the use of cushions, applying for a licence and returning to driving.

Website: www.dft.gov.uk/access/mavis**MIDHURST COMMUNITY BUS ASSOCIATION****Tel: 0787 9556 568**

One 16 seater minibus covering Midhurst, Easebourne, Lodsworth, Trotton, Bepton, Rogate and Lower Elsted. Available to the general public. 60p per single journey

MOTABILITY**For information about cars Tel: 0845 456 4566****For wheelchairs/scooters Tel: 0845 607 6260****Minicom: 0845 675 0009**

Motability is a registered charity which enables disabled people to use the higher rate mobility component of Disability Living Allowance or War Pensioners Mobility Supplement to lease or buy a car or buy a powered wheelchair or scooter. There is also a hire purchase alternative for people who wish to own the car, powered wheelchair or scooter at the end of the agreement.

Website: www.motability.co.uk**QUEEN ELIZABETH'S FOUNDATION****Tel: 01372 841100****MOBILITY CENTRE**

An information and assessment service on all aspects of outdoor mobility for disabled and elderly people. Services (not free of charge) include driving ability assessments, car adaptation assessments, passenger consultations and pavement vehicle and wheelchair assessments.

Email: info@qef.org.uk Website: www.qef.org.uk

**RADAR KEYS FOR TOILETS FOR THE DISABLED****Tel: 020 7250 3222**

National key scheme offering independent access for disabled people into over 4,000 locked public toilets around Britain.

Email: radar@radar.org.uk **Website:** www.radar.org.uk

RAILCARD SCHEMES**Tel: 0845 748 4950**

Discount railcard schemes are available for elderly and disabled people.

Website: www.nationalrail.co.uk

ROUTE 99**Tel: 01903 264776**

Operated by Compass Travel, Route 99 is a special bus service which responds to people's needs by bringing the bus nearer to them, to reduce walking distance and waiting time. The fully wheelchair accessible service is available to everyone and travels direct to St Richard's Hospital and Sainsbury Superstore in Chichester. Some sections of the route are flexible and must be booked in advance. You are advised to book at least 30 mins before you wish to board, and bookings can be made up to one week in advance.

SAMMY COMMUNITY TRANSPORT**Tel: 01243 827821**

For prices and availability (Mon-Fri 9am-1pm and 2pm-4pm)

Provides a community care service (including wheelchair accessible cars) for all local people including those with a disability in the Bognor Regis, Chichester and Selsey areas plus outlying villages. Bookings should be made preferably 48 hours in advance of the journey. Also have wheelchair accessible mini-buses available for use by registered groups to attend meetings and events. Bookings require a minimum of 1 week's notice. Contact: Mr Mike Collins, York Road Chambers, York Road, Bognor Regis, West Sussex, PO21 1LT.

Email: office@sammytransport.org.uk **Website:** www.sammytransport.org.uk

SELSEY COMMUNITY BUS ASSOCIATION**Tel: 01243 605353 or 605 946**

One fully accessible 15 seater minibus covering Selsey. Available to the general public on scheduled routes only. Charge: 40p, or free with concessionary pass.

Mon, Tues, Thurs and Fri (9am-12.30pm). Wed 1pm to Chichester £3.

Bus may also be hired with driver - for more details contact Bernie Stevens

SELSEY VENTURE CLUB**Tel: 01243 602102**

Mon-Fri (9.30am-11.30am & 2.30pm-4pm), Sat (9.30am-11.30am)

Provides three 14 seater and one 12 seater minibuses for older people and the disabled around the Selsey area. Members only. No powered wheelchairs. Contact The Selsey Venture Club at Elm Grove, High Street, Selsey, West Sussex, PO20 0RP.

**SHOPMOBILITY****Havant: 023 9245 5444****Chichester: 07932 802778****Bognor Regis: 01243 830077**

The scheme provides manual and powered wheelchairs and scooters (for a small charge) to help those with restricted mobility (temporary or permanent) to use the local facilities in Bognor Regis, Chichester, Havant, Waterlooville and Leigh Park. There is a charge for this service. Longer periods of hire can be arranged on request.

SOUTH EAST COAST AMBULANCE SERVICE**Tel: 01273 489444**

Provides transport for people with a medical need assessed by the GP/Hospital Consultant.

Website: www.secamb.nhs.uk**ST JOHN AMBULANCE****Tel: 08700 104950****PATIENT TRANSPORT SERVICE****to obtain a quote for your journey**

A private ambulance service that provides transfers to and from hospitals, private care facilities and care homes as well as long distance transfer of patients and those arriving from overseas. The vehicles are equipped to care for a range of dependency levels and the service offers a guaranteed pick-up time.

**ST JOHN AMBULANCE PATIENT
TRANSPORT SERVICE – SUSSEX****Tel: 01273 371511**

Operates a local transport service throughout Sussex that caters for short, local or long distance transport. Transfers to and from hospitals, clinics and care homes. Outpatient visits. Collection of patients arriving by sea, rail or air. Capability to accommodate bedridden patients and those with limited mobility.

Email: pts@sussex.sja.org.uk Website: www.sja.org.uk/sussex**ST PETERS PASTORAL CARE TEAM****Tel: 01403 700336**

Provides a transport service to doctors surgeries and hospital appointments (not shopping) in the Wisborough Green area. There is no charge for this service. Also runs a library book delivery service for housebound readers.

Website: www.wisboroughgreen.org**TANDEM****Tel: 01730 813962 (Mon-Fri 9am-2pm)**

Has four accessible vehicles offering transport services for elderly and disabled people, using volunteer car drivers or the Tandem minibuses. Travelling from Midhurst and Petworth to any destination. Offers a hospital car service at 50p per mile (min charge £3.00) as well as wheelchair accessible vehicles at 50p per mile (min charge £3.00). There is also a club for members with regular outings.



TRANSPORT CO-ORDINATION GROUP – WEST SUSSEX Tel: 01243 777391

Based at West Sussex County Council, the Transport Co-ordination Group provides advice and support to community groups to begin and operate transport schemes. Also produces an annual community transport directory which contains information about community transport providers across the county.

Website: www.westsussex.gov.uk

TRAVELINE

Tel: 0871 200 2233

Typetalk: 0871 200 2233

Information about routes and times of buses, coaches and trains throughout West Sussex provided by West Sussex County Council.

Website: www.traveline.org.uk

VILLAGE BUS OF AMBERLEY AND SLINDON Mrs Beere Tel: 01243 814446

Runs a 16 seater minibus for the general public. A charge of £2.60 return is levied for every journey made. The bus operates on scheduled routes to Bognor Regis, Worthing, Rustington, Littlehampton and Chichester. A participant in Sussex County Card Scheme.

Email: bonnybeere@aol.com

WEST MANHOOD VENTURERS

Tel: 01243 672696 or 01243 670799

Runs a fully accessible 10 seater minibus for older people and those with disabilities who become members of the society. Annual subscription £10. Covers East and West Wittering, Birdham, Itchenor and Bracklesham and Earnley. Runs weekly shopping trips and visits to local clubs/organisations. Local shopping and social events are free, Chichester shopping free.

WEST SUSSEX COMMUNITY TRANSPORT DIRECTORY Tel: 01243 642105

The directory features details of community transport, dial-a-ride and shopmobility services operating across the county. Also includes information on a range of other transport services, including bus, rail and wheelchair accessible taxis.

Email: highwaysandtransporthq@westsussex.gov.uk

Website: www.westsussex.gov.uk





VISUAL IMPAIRMENT

Prefix any telephone number with 18001 for typetalk.

4SIGHT - WEST SUSSEX ASSOCIATION FOR THE BLIND

Tel: 01243 828555 (Mon-Fri 9am-5pm)

Fax: 01243 838003

Provides support and information to people in West Sussex with a visual impairment. 4SIGHT aims to enable people affected by sight loss to be as independent as possible by providing services to its members which include regular newsletters, access to over 50 social and activity clubs, counselling, Low Vision Assessments, Audio library, Safe in the Kitchen service, Volunteer Home Visitors, Equipment loan and purchase and a Large Print puzzle service which includes crosswords and sudoku. 4SIGHT has Listening and Information services at St Richards and Worthing Hospitals, and resource centres at Bognor Regis, Crawley and Shoreham-by-Sea, from which its Contact Officers provide an outreach service working within people's homes. 4SIGHT is an agent for British Wireless for the Blind Fund. Contact: 4SIGHT (West Sussex Association for the Blind), 4SIGHT Bradbury Centre, 36 Victoria Drive, Bognor Regis, West Sussex, PO21 2TE

Email: enquiries@4sightsussex.co.uk

Website: www.4sightsussex.co.uk

**BLATCHINGTON COURT TRUST** **Tel: 01273 727222**

Aims to promote the education and employment of visually impaired young people under the age of 30. Also offers family support and advocacy. Ridgeland House, 165 Dyke Road, Hove BN3 1TL.

Email: enquiries@blatchington-court.co.uk

Website: www.blatchington-court.co.uk

BOGNOR BEAVERS CLUB **Tel: 01243 823816**
(Bognor Blind and Partially Sighted Club)

A club for blind/partially sighted people in the Bognor Area, to meet and enjoy each other's company. Holds social afternoons - occasionally with guest speakers and arranges outings for the blind and partially sighted. The club meets every Monday (except Bank Holidays and August) 1.30pm-4pm at St Mary's Church Hall, Felpham, West Sussex. Local transport provided.

BT **Tel: 0800 800 150**
Text: 18001 0800 800 150

Publishes a free guide to telephone products and services for elderly and disabled people, available in large print, Braille or on audio cassette. A free Directory Enquiry Service is available for blind and disabled customers on 0800 5870195. A large range of equipment is available for people with disabilities, including loud bell units and inductive couplers.

Website: www.btplc.com/inclusion/

**CHICHESTER AREA TALKING NEWS Tel: 01243 775050**

A fortnightly programme of local news items and happenings is recorded on to cassette tapes for blind and partially-sighted people. The stories are taken from the 'Observer' group of newspapers and cover the Chichester, Bognor Regis, Midhurst and Petworth areas. There is no charge for this service (postage is also free) which keeps the visually-impaired informed of what is going on, enables them to take a more active interest in the community and helps to restore their independence. Contact: The Hon. Secretary, Chichester Area Talking News, St Richards Hospital, Spitalfield Lane, Chichester, West Sussex, PO19 6SE.

Website: www.catn.org.uk

CLEAR VISION PROJECT Tel: 020 8789 9575

UK postal lending library of mainstream children's books with added braille. 61 Princes Way, London SW19 6JB

Email: info@clearvisionproject.org

Website: www.clearvisionproject.org

**DEAFBLIND UK Tel: 0800 132320
Minicom: 01733 358100**

Enables people with a dual sensory impairment to live full and active lives. Offers information and advice on dual sensory loss, 24 hour helpline and counselling, amongst other services.

Website: www.deafblind.org.uk



GUIDE DOGS FOR THE BLIND

Tel: 0845 372 7410

West Sussex District Team

Providing mobility support to people with visual impairments.

Email: surrey.wsussex@guidedogs.org.uk

Website: www.guidedogs.org.uk

INTERNATIONAL GLAUCOMA ASSOCIATION

Tel: 01233 648170

Offers support and advice to glaucoma sufferers and their families.

Email: info@iga.org.uk

Website: www.glaucoma-association.com

LOOK SUSSEX

Tel: 01273 832267

A charity for families with visually impaired children aged 0-25 years. Offers support, information and activities.

Email: wendy@looksussex.co.uk

Website: www.looksussex.co.uk

LOOK UP

Tel: 01372 755066 (Mon-Fri 10am to 4pm)

Information on eye care and vision for people with learning difficulties.

Email: info@lookupinfo.org Website: www.lookupinfo.org

MACULAR DISEASE SOCIETY

Helpline: 0845 241 2041

National information and support regarding any of the eye conditions encompassed by the overall name of Macular Disease. Local support group at Chichester meets first Wednesday of the month from 1.30pm to 3.30pm at The Studio, New Park Centre, New Park Road, Chichester PO19 7XY.

Email: info@maculardisease.org

Website: www.maculardisease.org



MOON LITERACY SOCIETY

Alternative tactile reading system to braille.

Website: www.moonliteracy.org.uk

OPTICIANS EYES AT HOME Freephone: 0800 345 7509

Home visiting optician for the whole of West Sussex. Provides NHS and private consultation services. Free eye tests for all entitled under NHS domiciliary service.

Email: optician@eyesathome.co.uk

Website: www.eyesathome.co.uk

PARTIALLY SIGHTED SOCIETY Tel: 0844 477 4966

Provides information, advice, equipment and clear print material for people with a visual impairment to help them to make the best use of their remaining sight.

Email: info@partsight.org.uk

Website: www.partsight.org.uk

RNIB - Royal National Helpline Tel: 0303 123 999 Institute for the Blind (Mon-Fri 8.45am to 6pm) (Head Office)

National charity offering a wide range of services for anyone with a sight problem. 105 Judd Street, London WC1H 9NE

Email: helpline@rnib.org.uk **Website:** www.rnib.org.uk



SEE ABILITY

Tel: 01372 755000

Charity working with people who are visually impaired and have multiple disabilities, including learning and physical disabilities, mental health difficulties and degenerative conditions

Email: enquiries@seeability.org

Website: www.seeability.org

SENSE

Tel: 0845 127 0060

Textphone: 0845 127 0062

National voluntary organisation supporting and campaigning for people who are deafblind, and their carers.

Email: info@sense.org.uk Website: www.sense.org.uk

SOCIAL SERVICES

The Rehabilitation Officer for visually impaired people can help with independent living skills, mobility and information about medical conditions and equipment.

Contact via Social Services Help Desk – phone numbers in Chapter 1, Advice & Information.

TORCH TRUST FOR THE BLIND

Tel: 01858 438260

Fax: 01858 438275

A Christian group which holds lively friendly meetings, with tea, for the visually impaired. The group also arranges for Christian books in Giant Print, Braille or on tape to be sent, if desired, to those who attend the meetings. Contact: Torch Trust for the Blind, Torch House, Torch Way, Northampton Road, Market Harborough, Leicestershire, LE16 9HL.

Email: info@torchtrust.org Website: www.torchtrust.org



CHICHESTER TORCH FELLOWSHIP TEL: 01243 533747

Meets on the third Saturday of each month from 2.30-4.30pm at the Chichester Baptist Church, Sherborne Road, Chichester.

BOGNOR TORCH FELLOWSHIP Tel: 01243 822824

Meets on the first Saturday of each month at 2.30pm at Aldwick Free Church, Gossamer Lane, Bognor Regis.





Notes:





YOUNG PEOPLE WITH CARING RESPONSIBILITIES

A young carer is a young person under the age of 18 who takes some or all the responsibility for the care of someone, usually a member of their family. This may be a parent, brother, sister or other relative who has a long-term illness or disability.

Any of the information in this pack may be useful to a young carer. Many services will want to know what kind of help is needed and therefore it may be useful to talk through your situation first with someone you know and trust; someone who will support you in talking to the person you care for if you feel you need to and to any services or organisations you contact.

You may already be in contact with someone you trust who will help in this way. Perhaps a teacher, school nurse, doctor or youth worker. They may give you the chance to talk about your situation and help you contact the services that will make things easier for you. This section outlines specific help for young carers and who can give that help.

CARERS SUPPORT SERVICE REGIS, CHICHESTER & RURAL

Tel: 01243 537011

Young carers can telephone to talk about their situation in confidence. The Carers Support Service can tell you about local services which may offer the help you need and if you wish we will contact services on your behalf. Contact: Carers Support Service, 1st Floor, 1-2 St Pancras, Chichester PO19 7SJ.

Email: info@carerssupportservice.org.uk

Website: www.carerssupportservice.org.uk





CHILDLINE

Tel: 0800 1111

Free, confidential helpline for children and young adults living in the uk.

Website: www.childline.org.uk

CHILDREN OF ADDICTED PARENTS AND PEOPLE (COAP)

Website for young people with concerns and fears about a person who is misusing drugs, alcohol or is addicted to some form of behaviour.

Website: www.coap.co.uk

COMMUNITY PSYCHIATRIC NURSE (CPN)

A CPN is a specialist nurse who works in the community with people who have mental health problems. The CPN can offer help to the whole family when one of the family has a mental health problem, for example, depression, anxiety, phobias or schizophrenia. They work as part of the Community Mental Health Team. Your GP can refer you to the team.

CONNEXIONS (YOUR SPACE)

Tel: 080 800 13 2 19

Connexions is an organisation that aims to help those aged 13-19, living in England and wanting advice on getting to where you want to be in life. It also provides support up to the age of 25 for young people who have learning difficulties or disabilities (or both).

Website: www.yourspacesussex.co.uk

DISTRICT NURSE

Can offer practical help with nursing problems and care, such as equipment, tablets and medicine, dressings and bathing as well as advice and support. You can contact the district nurse directly at the doctor's surgery. You do not need to speak to the doctor first.

FAMILY DOCTOR OR GP

Can arrange support and services for the person you are looking after with their permission, including respite care.

OCCUPATIONAL THERAPIST (OT)

Occupational Therapists (OTs) can explain about how to manage activities such as washing, dressing, going to the toilet, eating or drinking. They can recommend and organise gadgets, equipment and adaptations to help in the home. This may include special cutlery, handrails, wider doorways, a stair lift, special shower or bath. You can contact an OT at the locality office of Social Services in your area. Ask for the Social Services Help Desk – phone numbers in Chapter 1, Advice and Information.

**PRINCESS ROYAL TRUST FOR CARERS (PRTC)****Tel: 01903 219482**

Supportive online community of young carers with advice available from qualified youth workers.

Website: www.youngcarers.net/

SIBS**Tel: 01535 645453**

SIBS is for people who grow up with a brother or sister with a disability or chronic illness, and amongst other services, they provide a helpline.

Website: www.sibs.org.uk

SCHOOL

School staff may be able to offer help or information, particularly if caring is making it difficult for you to attend school or to keep up with your school work. You can talk to your form teacher, the pastoral care tutor, the school nurse or the Educational Welfare Officer.

SOCIAL SERVICES

Social Services can offer you advice, including a chance to talk, information about help available, information about benefits and other money matters. You can have a separate assessment of your needs and any help or support should take your own needs into account.

Social Workers will assess the needs of the person you are looking after with that person's permission. They can offer practical advice about getting help with cooking, shopping, washing and dressing.

They can also arrange for you to have a break by organising care for the person you are looking after, perhaps in a day centre or care at home or a longer break away from home.

You can contact the Social Services in your area directly by telephone and ask for the Help Desk – phone numbers in Chapter 1, Advice and Information.





WEST SUSSEX – CHILDREN WITH CARING RESPONSIBILITIES TEAM

**General Enquiries Tel: 01243 642464
Referrals only: 01903 236562**

This multi-agency project is managed through the Children and Young People's Services and works to a multi-agency strategy for working with young carers and their families across West Sussex. Young carers are children and young people under 18 whose lives are affected by the care level needs of a parent, sibling, grandparent, other relative or friend, and who take on a level of responsibility associated with an adult.

The project is developing ways of supporting young carers directly through work with schools, youth services, social services, healthcare and in voluntary sector settings. They also provide:

- Young Carers Workshops - with full-day activities during school holidays and half-term breaks for ages 10-17 years. Access by referral only.
- Family work – with families affected by severe illness or disability and help arrange long-term support for their children who have caring responsibilities.
- Funding - to give the young carer a break.

Professionals, young carers and their parents are welcome to contact the project for further information. Contact: The Project Manager - Children with Caring Responsibilities Team, Room 41, Durban House, Durban Road, Bognor Regis, West Sussex, PO22 9RE.

YOUTH SERVICE

TEL: 01243 777772 or 01903 839231

The Youth Service can offer individual support and practical help in linking with other support agencies, as well as a wide range of sport and leisure time activities. Youth Workers will help you to focus on you and your needs as a young person whilst being sensitive to your situation. They may be able to offer young carers groups and summer activities.





AMENDMENT SHEET

For additions or amendments to the pack please fill in this page and post it to:

Carers Support Service

Regis, Chichester and Rural

1st Floor, 1-2 St Pancras, Chichester PO19 7SJ. Tel: 01243 537011

Please state below any additions/amendments for the next edition of the Carers Information Pack.

1. **Name of Section(s)** under which inclusion or amendment should be made:

a) **New Information to be included:**

b) **Amendments to be made**

(please state page number(s) and specific context):

2. Please provide a contact name and telephone number who we may contact to verify this information, if necessary:

Date _____

Thank you for your help.





Notes:

Carers Support Service

REGIS, CHICHESTER & RURAL



1ST FLOOR
1-2 ST PANCRAS
CHICHESTER
PO19 7SJ

Tel: 01243 537011

info@carerssupportservice.org.uk

www.carerssupportservice.org.uk

Charity No. 1136000

Company No. 7191927

