

July 2014 – 2016

Carers Support Directory

A guide to local and national information and support for carers



**ARE YOU
CARING FOR SOMEONE?**

Carers look after family; partners or friends in need of help because they are ill, frail, disabled or have mental health or substance misuse problems. The care they provide is unpaid.

Useful contact numbers

CAMBRIDGESHIRE COUNTY COUNCIL

Cambridgeshire County Council's Customer Service teams will be the first point of customer contact for most of its services. All services are available Monday to Friday – 8am to 6pm and on Saturday – 9am to 1pm unless otherwise stated.

Calls to 03 numbers cost no more than a national rate call.

| | |
|---|----------------------|
| General Enquiries | 0345 045 5200 |
| Adult Social Care Services / Enquiries | 0345 045 5202 |
| Children and Families Services (closed on Saturdays) | 0345 045 5203 |
| Disabled Parking Badge Services | 0345 045 5204 |
| Emergency Duty Team Social Care and Health (out of hours) | 01733 234724 |
| Learning Disability Partnership | 0345 045 5221 |
| Occupational Therapy | 0345 045 5205 |
| Sensory Services | 0345 045 5221 |

Cambridgeshire County Council Website: **www.cambridgeshire.gov.uk**

Cambridgeshire's Social and Health Services Website:
www.yourlifeyourchoice.org.uk

PETERBOROUGH DIRECT CALL CENTRE

Phone: **01733 747474** (Monday to Friday – 8am to 6pm)

COMMUNITY MENTAL HEALTH TEAM

Cambridgeshire and Peterborough Phone:01480 415340
Fenland Phone:01945 482100

Carers and Disability Benefits Helplines:

Attendance Allowance0845 605 6055
Or0345 605 6055
Text phone number0845 604 5312

Disability Living Allowance0845 712 3456
Text phone number0845 722 4433

Personal Independence Payment0845 850 3322
Text phone number0845 601 6677

Website: www.gov.uk/browse/benefits/disability

Carer's Allowance Unit (also deals with Carers Credit)

Email: cau.customer-services@dpw.gsi.gov.uk
Phone: 0845 608 4321
Text phone: 0845 604 5312

Monday to Thursday 8.30am to 5pm, Friday 8.30am to 4.30pm

CAMBRIDGESHIRE CONSTABULARY (POLICE)

Non Emergency Enquiries Phone: 101

Website: www.cambs.police.uk

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Foreword

The Carers Support Directory is produced by the Carers Support Team at Cambridgeshire County Council. The ninth edition covers the period from July 2014 to 2016. It contains current information about organisations that can provide support.

Every effort is made to ensure that information is correct at the time the Carers Support Directory is compiled. However, we realise that almost as soon as it is printed some information will change.

If you know of any change to the information in this directory, please email us or use the form at the back of the booklet to tell us:

Address: Carers Support Team, Cambridgeshire County Council,
Box Number D3C, Compass Point Business Park, Stocks Bridge Way,
St Ives PE27 5JL

Email: carerssupportteam@cambridgeshire.gov.uk

Phone: **01480 377616**

Revisions to the Carers Support Directory will be published in the quarterly Cambridgeshire Carers Magazine (copy available from Carers Support Team as above).

Revisions will also be listed on the Website: www.yourlifeyourchoice.org.uk/i-need-help-with/being-a-carer/work,-rest-and-play/events-and-activities.aspx

If you would like a copy of this publication in large print, Braille, audiotape or another language please contact Carers Support Team as above.

Introduction

The Carers Support Directory provides information for family carers and health and social care professionals about the wide range of support available to carers in Cambridgeshire both locally and nationally. Some sources of support such as the quarterly Carers Magazine are available to all local carers. Other services are dependent upon a carer's assessment and being eligible for the service. The County Council works in partnership with a number of organisations to support carers including GPs, the NHS and Clinical Commissioning Groups, Public Health, Carers Trust Cambridgeshire – Crossroads Carer Services, Centre 33, and the Alzheimer's Society.

Are you a Carer?

A carer is anybody who provides or intends to provide practical or emotional support to a family member, partner or friend who needs help because of their illness, frailty or disability. If you are new to caring for a relative or friend you may not recognise yourself as a 'carer'. You are still the husband/wife, son/daughter, mother/father, sibling or friend that you were before you began caring. The word 'carer' is widely accepted as a way of identifying people who spend a significant proportion of their life providing unpaid support to family or friends. This could be a relative, partner or friend who is ill, frail, disabled or has mental health or substance misuse problems. There is some confusion about the word 'carer' as it is often used to describe the 'care worker' who provides paid support to someone with care needs, the care provided by family carers is unpaid. Most of us will look after an elderly relative, sick partner or disabled family member at some point in our lives.

Did you know?

- The 2011 Census figures for England, Wales and Northern Ireland show an increase in the number of carers, from 5.22 million to 6 million, an increase of 629,000 people who are providing care in only 10 years¹.
- The economic value of the contribution made by carers in the UK is a remarkable £119 billion per year^{1a}.

¹ 2011 Census

^{1a} Buckner and Yeadle 2011 Valuing Carers 2011

- 59,547 carers were identified as living in households in Cambridgeshire in the 2011 Census.
- Carers are more likely to be women than men – 58% of carers are female and 42% are male². The Cambridgeshire census identified 35,000 female carers and 25,000 male carers.
- The peak age for caring is 50 to 59. More than one in five people aged 50-59 (1.5 million across the UK) are providing some unpaid care³.
- The number of carers over the age of 65 is increasing more rapidly than the general carer population. Research by Carers UK and the University of Leeds indicated that whilst the total number of carers increased by 9% from 2001 to 2011, the number of carers over 65 increased by 15% in this period⁴.
- A larger proportion of carers aged over 65 do higher intensity caring. In Cambridgeshire 34% of carers aged over 65 provided 50 or more hours per week compared to an average of 16% across the other age groups⁵.
- 3 million carers juggle work and care, around half of the UK's 6.5 million carers⁶.

People who have been caring for a number of years tell us that caring can be rewarding and fulfilling, but that it can also leave people feeling exhausted and isolated. They say that it is important to maintain a life outside of caring: doing something different, staying in touch with friends and family or having a job.

If you have access to a computer and use the Internet, carers' websites can also be a good place to find information and some key websites are listed in this Directory.

The value of caring is gaining greater national recognition each year and carers legal rights are increasing. The Care Bill is approaching the end of the parliamentary process and is likely to become law later this year.

² NHS Information Centre for Health and Social Care (2010) Survey of Carers in Households 2009/10

³ 2011 Census

⁴ Carers UK (2011) Valuing Carers

⁵ 2011 Census

⁶ The State of Caring Survey, Carers UK 2013

“The Care Bill, in many respects, marks a quiet revolution in our attitudes towards, and expectations of, carers. At last, carers will be given the same recognition, respect and parity of esteem with those they support. Historically, many carers have felt that their roles and their own well-being have been undervalued and under-supported. Now we have a once in a lifetime opportunity to be truly acknowledged and valued as expert partners in care”

Dame Philippa Russell, Chair of Standing Commission on Carers

The County Council is working hard with partners to create coordinated services which support family carers. Following a visit in March 2014, Jon Rouse, Director General of the Department of Health recommended the Individual Carers Emergency Respite Scheme to other authorities describing it as a “great scheme” and one of the carers who needed to activate their emergency plan told us:

“I was very impressed by how quickly cover was organised and how promptly the carers arrived. E and I are very grateful that such a service exists”.

For details of the Individual Carers Emergency Respite Scheme (ICER) see page 26.

How to use the directory

The first part of the directory contains information about issues that affect carers.

The second part of the booklet provides information and contact details about organisations offering support and advice for carers. This part comprises of two sections:

Section 1 – Carer Support Organisations – Adults and Older People

Section 2 – Carer Support Organisations – Children and Families

To avoid duplication, organisations that work with both adults and children or young people are listed in section 1 only.

The Index on pages 146 to 153 will enable you to find details on particular organisations.

Information leaflets from Cambridgeshire County Council

Adult Services:

Phone: **0345 045 5202**

Address: Adult Services, Cambridgeshire County Council, CC1221 Castle Court, Shire Hall, Cambridge CB3 0AP

Email: adultsocialcareleaflets@cambridgeshire.gov.uk

Website: **www.yourlifeyourchoice.org.uk**

Children and Families Services:

Phone: **0345 045 1360** Families Information Service

Email: fis@cambridgeshire.gov.uk

Website: **www.cambridgeshire.gov.uk/families**

Support available for carers in Cambridgeshire: overview

CARERS SUPPORT TEAM

The Carers Support Team provides information, advice, assessment and support to family carers where the adult who needs care does not have social care support arranged by the local authority.

Whether it is providing information about carers resources, issues and events to all family carers via the Carers Magazine, the Carers Support Directory or the annual 'Carers Away Day' or offering specific advice to individual carers who contact the team, the Carers Support Managers have a wealth of knowledge and links to other organisations in order to find the right support for family carers at the right time.

Following contact with a Carers Support Manager, many carers go on to complete a Carers Assessment to help identify their individual needs and determine the support that will be beneficial to them in their caring role.

For eligible carers looking after adult friends and relatives this could mean accessing support such as the Individual Carers Emergency Respite Scheme which offers short-term, stand-in care in the event of unexpected carer emergency or a One-Off Direct Payment which can help carers to purchase specified services or resources which will help them continue to care. Other carers benefit from accessing Carer's breaks where community care support is provided to the person who is being cared for, so that the carer can have time off.

The Carers Support Managers also welcome carers to pop along to the Joint Drop-In Sessions run in partnership with Cambridgeshire County Council Disability Services for Carers and others with an illness, long term condition, or disability. These sessions are offered from locally accessible venues and provide carers with an opportunity to access information and advice aimed at supporting them in their caring role. The subjects discussed might include:

- Carers breaks
- Carers Emergency Plans
- Welfare Benefits

- Balancing caring and work
- Accessing training
- Planning ahead
- Assistive Technology

Or any other subject relevant to the carers situation. Also on offer are guest speakers and bite-sized training events aimed at supporting carers to stay healthy and well. For details of local Drop-Ins and activities please see the Carers Magazine or Your Life Your Choice website: **www.yourlifeyourchoice.org.uk/i-need-help-with/being-a-carer/work,-rest-and-play/events-and-activities.aspx**

In addition to the Joint Drop-In Sessions the Carers Support Managers run smaller local Drop-In Sessions where carers are welcome to bring the person that needs care in order to access a Carers Assessment, information and advice.

The Carers Support Team also offer a bursary scheme to support local carers to establish social groups to enable them to get together, relax and offer mutual support. This scheme is intended to be flexible and encourages family carers to establish groups which suit their individual needs and interests. Carers are encouraged to apply for the one-off bursary to help them with the start up costs of setting up and establishing a group. Community Development Officers at Care Network can offer one to one support to get started. An officer can work with key volunteers to develop their ideas, produce marketing materials and attend initial meetings to help with any start up issues. Whether you have a clear idea about the group that you would like to establish in your local community or if you would like to talk through an idea with one of our local Carers Support Managers, the Carers Support Team are happy to offer advice and guidance on getting your group up and running.

The Carers Support Team can be contacted by telephone on **01480 377616** or by email CarersSupportTeam@cambridgeshire.gov.uk

CARERS PARTNERSHIP BOARD (CPB)

The CPB was launched in 2008 to oversee, co-ordinate and monitor services and support for carers in Cambridgeshire. Meetings are held bi-monthly. The Chair and Vice-Chair are both carers and the six carers on the Board represent different service areas.

To highlight issues that affect carers in Cambridgeshire or if you wish to take part and represent carers on the CPB, contact the Carers Partnership Board.

Phone: **01480 373282**

Email: carercomment@cambridgeshire.gov.uk

Website: **www.yourlifeyourchoice.org.uk/i-need-help-with/getting-in-touch-or-getting-involved/getting-involved-in-local-care-services.aspx**

CARERS STRATEGY

In 2008 the National Strategy for Carers – “Carers at the Heart of the 21st Century Families and Communities” was published.

Website: **www.dh.gov.uk**

The ‘Cambridgeshire Carers Strategy 2008 – 2011’ was a three-year plan for developing services for carers.

Website: **www.cambridgeshire.gov.uk/info/20077/adults_and_older_people_practitioners_and_providers_information/414/adults_and_older_people_partnership_boards/3**

In 2010 the government published ‘Recognised, Valued and Supported: Next steps for the Carers Strategy’.

Website: **www.dh.gov.uk**

A refresh of the Carers Strategy is being developed which sets out how carers will be supported by the County Council and its partners for the period 2014-2017.

Four key support areas have been added in the refresh which reflects the national priorities identified by the Standing Commission for Carers:

- Early identification of carers and their caring role
- Help with carers to help maintain education and employment opportunities
- Personalised support
- Help for carers to maintain physical and mental health

All of the above documents provide a framework for continuing improvements in services for carers in Cambridgeshire.

The Carers Strategy will also be driven by The Draft Care Bill which is expected to be passed by Parliament in 2014. The Bill gives local authorities a responsibility to assess a carer's own needs for support and to take a whole family approach to assessment. This replaces the existing law and will mean more carers are able to have an assessment. The Bill creates a duty for local authorities to work with the NHS and other providers to identify carers and provide information and advice to promote their well being and independence. Carers with eligible needs will have greater control over the way their needs are met through the use of Personal Budgets and Direct Payments ensuring that services are flexible and specifically tailored to their individual need.

NHS Cambridgeshire and Peterborough Clinical Commissioning Group has worked to improve and standardise support for carers accessing their GP practices. This has included the continued investment in the Carers Services Prescription to enable GPs to identify carers and ensure their direct access to information and carer breaks. The Prescription is now available at most Cambridgeshire GP Practices.

Cambridgeshire County Council, services for children and families has commissioned Centre 33 and Carers Trust Cambridgeshire – Crossroads Carer Services to provide young carer support across Cambridgeshire. Led by Juliet Snell, the Director of Centre 33 the two organisations are actively supporting the strategic development of services for young carers in partnership with the County Council and its statutory partners.

What's new?

Service developments since publication of the last Carers Support Directory in 2012:

COMMUNITY NAVIGATORS PROJECT

There are many different caring situations. Individual and caring needs change depending on your circumstances. To continue caring, carers' physical and mental health and well-being is crucial. Access to relevant information and support makes being a carer more manageable.

There are lots of good groups, services, and support available in Cambridgeshire but not everyone knows what is out there or how to access it. The Community Navigators ensure that all older people and vulnerable adults in Cambridgeshire have someone in their community who they can turn to for information. They help those who don't know what is available to gain free information from a person in their local community. Community Navigators are based in local public places and accessible through many community groups. A Community Navigator can listen to yours and your cared for individual needs and find information that may be useful to you such as:

- Joining a local friendship club or lunch or activity group
- Modifying their home or get mobility aids
- Obtaining a financial health check to maximise income
- Getting help at home to support them through an illness or with one-off tasks
- Finding a community car scheme for a lift to activities and appointments

Community Navigators are here to help and run drop-in sessions throughout Cambridgeshire. Something that might be of value to you as a carer is that Community Navigators can also visit you at home.

If you would like to meet a Community Navigator for a chat or know anyone who would benefit from some information about the support and services available please contact us:

Cambridge City

Phone: **01223 300460** or **07436 808628**

Address: Llandaff Chambers, 2 Regent Street, Cambridge CB2 1AX

Email: city.navigators@care-network.org.uk

South Cambridgeshire

Phone: **01954 212100** or **07436 808627**
Address: Broadway House, 149-151 St Neots Road, Hardwick, CB23 7QJ
Email: southcambs.navigators@care-network.org.uk

Huntingdonshire

Phone: **01480 423065** or **07436 809265**
Address: Saxongate Centre, Bradbury Place, Huntingdon, PE29 3RR
Email: hunts.navigators@care-network.org.uk

East Cambridgeshire

Phone: **01353 659639** or **07436 809260**
Address: 41e Forehill, Ely, CB7 4AA
Email: eastcambs.navigators@care-network.org.uk

Fenland

Phone: **01945 589953** or **07436 809266**
Address: Octavia Hill Birthplace House, 7 South Brink, Wisbech, PE13 1JB
Email: fens.navigators@care-network.org.uk

HEALTHWATCH CAMBRIDGESHIRE

The Health and Social Care Act 2012 set up local healthwatch organisations. In this area Healthwatch Cambridgeshire covers Cambridgeshire and Peterborough has its own (as a unitary authority).

Healthwatch Cambridgeshire seeks to ensure that all citizens have a greater say in how local health and social care services are run. Our strategic priorities include: 'ensuring the experiences of people with caring roles are heard and recognised'.

Our role is to collect information about people's experiences to build a picture of where there are gaps and issues in services, rather than to investigate individual complaints. We work in partnership with other organisations to avoid duplication.

We have set up a consultation network so people willing to be consulted on health and social care issues can be put in touch with those who want to find out patient and carer views. If you are interested in registering please contact us.

Phone: **01480 420628**
Address: Healthwatch Cambridgeshire, The Maple Centre, 6 Oak Drive,
Huntingdon, PE29 7HN
Email: enquiries@healthwatchcambridgeshire.co.uk
Website: **www.healthwatchcambridgeshire.co.uk**

SHAPEYOURPLACE.ORG COUNTYWIDE

An award winning website where local people can talk about what matters most to them has gone live across Cambridgeshire. The ground breaking www.ShapeYourPlace.org lets local people talk directly to local public services about the issues affecting their area. The site can also help community organisations and groups share news and help them promote activities and events via blogs, images and video. Local people can go online to discuss, start campaigns, report problems and join conversations with each other and local public services which will try and resolve issues where possible.

ShapeYourPlace.org links with local councils, the Police, the Fire and Rescue Service and other organisations to make sure when issues are raised an answer can be found.

Local people can use the site to:

- Report issues affecting where they live
- Start campaigns, debates and join in conversations
- Read responses from local public services
- Take part in polls
- Find out what is happening locally

The project has been a big success attracting thousands of visitors. It has helped resolve many local issues including highway problems, public drinking offenses, environment issues and helped local groups attract volunteers.

ShapeYourPlace.org has been developed by Cambridgeshire County Council working with its partners, the Police, the district councils and the Fire Service.

Although anyone can use the site, the project also trains volunteer community reporters who cover local events and activities via video and blogs.

Why not have a go?

It's really easy to report an issue or blog about an activity or event in your area. Here's how:

1. Go to **www.shapeyourplace.org**
2. Click on your area
3. On the front page, click on the green 'Have Your Say' button
4. Fill in the blog form and click submit

CAMBRIDGE CARE TRAINING NETWORK

CCTN – Cambridgeshire Care Training Network is an information, advice and guidance service for the development needs of the social care workforce run by Cambridgeshire County Council. We signpost to learning information and highlight any resources that may be of use to those in Adult Social Care. CCTN now has a dedicated web page for carers. www.cctn.org.uk

CCTN is now pleased to expand its workforce development information service to family carers in addition to the traditionally supported paid Adult Social Care workforce in Cambridgeshire.

Links to other organisations and agencies will be hosted on our new carers page in order to signpost you to the support, information or development opportunities available to family carers.

There are also other pages of the CCTN website that may be of use to you and any learning needs you may have. Please have a look at our resources page for signposts to free elearning and the workbooks available via SCILS that cover a wide range of topics. CCTN also keep in close contact with local training providers and highlight on this page any training specifically designed for you.

If you would like any further information about CCTN or workforce Development please contact Ruth Heard 01223 699319, or Patrick Sheil 01223 699317 or email cctn@cambridgeshire.gov.uk

Carers assessment

This information is for adult carers who care for another person who is over the age of 18 years.

What is a Carers Assessment?

This is an opportunity to:

- talk and reflect on your own needs as a carer
- share your experiences of caring and to recognise your role as a carer
- be given information and advice
- identify and discuss any difficulties you have

The assessment is your opportunity to tell adult social care what would make continuing to care easier for you. The assessment is not a test. The form used to write down the assessment is divided into several parts and looks at:

- what help you provide
- how this affects you
- what would help you as a carer
- how this might be arranged

The Law

The law currently says you are eligible for a Carers Assessment if you provide (or intend to provide) a substantial amount of care on a regular basis and the person you care for is someone for whom the County Council may provide social care services. You may still be eligible for a Carers Assessment even if the person you care for has refused an assessment for services themselves.

The Carers (Equal Opportunities) Act 2004 extended the scope of Carers Assessments to include consideration of carer's work, education, training or leisure interests.

How can you get a Carers Assessment?

Please contact adult social care customer services on **0345 045 5202**.

You may like to have a relative, friend or advocate with you during the assessment. If you need an interpreter because you are deaf, hard of hearing or your first language is not English, please ask for this to be arranged.

Who will undertake the Carers Assessment?

This will usually be a worker from your local Social Care Team, a carer specialist from a voluntary organisation or your local Carers Support Manager. Alternatively, you can decide to have a telephone assessment or you can complete the assessment form yourself. (You can ask for help with filling it in). The form should be returned to the relevant Social Care Team who will contact you to discuss the support available.

After the assessment, you should receive a written copy detailing the services and support Social Care Services can offer and when your needs as a carer will be reviewed. This should be within 12 months, but you can request an earlier review if your situation changes significantly.

Carers Services

The provision of support will be discussed with the social care worker once the Carers Assessment is completed, but could involve:

- attending a community based Drop-In session for training, information and advice along with other carers
- access to a local Carer's Peer Support Group
- practical help with equipment or technology which could make the caring job easier
- advice or information including contacts with other organisations that give help to carers
- Carers Magazine mailings
- a One-Off Direct Payment to purchase services or support to help continue in your caring role
- an Individual Carers Emergency Respite Plan – The ICER Scheme has been set up to help carers plan for situations when a sudden unexpected emergency prevents them from carrying out their caring role and can provide free support in your home for up to 48 hours for eligible carers.
- Replacement support for the adult who needs care to enable the carer to take a break.

A 'Carers Assessments, Emergencies and Carers Breaks' leaflet is available from Cambridgeshire County Council:

Phone: **0345 045 5202**

Email: adultsocialcareleaflets@cambridgeshire.gov.uk

Parent carer assessment

The support needed by parent carers is considered within the assessment of their child.

Eligibility is explained at

Website: **www.cambridgeshire.gov.uk/info/20136/special_educational_needs_and_disabilities**

The National Strategy 'Carers at the Heart of 21st Century Families and Communities' states that by 2018 'carers will be able to have a life of their own alongside their caring role'.

Carers breaks

Everyone needs occasional time for themselves. This is difficult for carers especially if the person being cared for cannot be left alone and replacement care is required.

A carers break provides extra help for the person you care for to allow you to have time off. Breaks from caring:

- are not an admission of failure or saying you don't care
- are a sensible thing to do if you want to carry on caring
- may prevent you becoming exhausted or unwell
- can give the person you care for a break as well
- will help you and the person for whom you care plan for times when you might be unable to care.

How are Carers Breaks arranged?

The best way to support you to take a break may be to provide some extra or different community care to the person you care for.

Carers who provide or intend to provide a substantial amount of care on a regular basis can ask for an assessment. As a carer you should also have your views taken into account when arranging community care for the person you support. Carers can discuss their need for a break with the adult social care team organising this support.

There is a charge for services which are provided for the cared for person. However, your savings and income as a carer are not taken into account when the person you care for is assessed for charging purposes.

The type of care needed for the cared for person will be discussed with the person carrying out the assessment. It should fit in with your lifestyle and the person you care for and give you flexibility and choice.

There are several types and ways in which help is available:

- extra or changed home care
- attendance at a day centre
- sitting service
- lunch clubs
- care with a family break or Link Scheme
- residential/nursing home break
- help to arrange for the person you care for to stay with another relative or friend
- information

Sometimes the carer and adult needing support may decide to manage without community care organised by adult social care services. The Carers Support Team may be able to organise a flexible break service for eligible carers with the consent of the person needing replacement care.

A 'Carers Assessments, Emergencies and Carers Breaks' leaflet is available from Cambridgeshire County Council:

Phone: **0345 045 5202**

Email: adultsocialcareleaflets@cambridgeshire.gov.uk

Self-directed support and direct payments

Self-Directed Support is the way that adult social care in Cambridgeshire is delivered. It provides people eligible for care with choice over the support they receive and enables individuals to take more control over their own life, identify their own needs and the things they want to do and, if they wish to manage their own support.

It involves identifying a sum of money (called the indicative amount or estimated budget) needed to meet an individual's assessed needs. This is used to produce a Support Plan showing how individuals intend to use their budget to meet their needs and to do the things that are important to them. Once their Support Plan has been approved by a social care worker individuals are allocated their Personal Budget.

Examples of people in Cambridgeshire with a Personal Budget can be seen in the film 'It's all about us!' which is available from libraries or on the County Council website: www.youtube.com/user/CambsCountyCouncil/videos

Personal Budgets can be paid either as a Direct Payment, a cash sum to enable individuals to make their own social care arrangements, managed by the County Council on behalf of the individual to purchase the services and support they have chosen or a combination of both.

Social care is subject to means testing and a financial assessment will be undertaken to determine what contribution the person you care for will need to make towards their Personal Budget.

Direct Payments are also available for daily living equipment and sensory equipment. These are made as one-off payments to enable you to purchase your own equipment rather than it being provided for you from the community equipment service or sensory services. An assessment of need is required before the Direct Payment can be made.

More information about Self-Directed Support and Direct Payments:

Phone: **0345 045 5202**

Email: Referral.Centre-Adults@cambridgeshire.gov.uk

Website: **www.yourlifeyourchoice.org.uk**

Training for personal assistants

The implementation of Self-Directed Support across Cambridgeshire has brought with it an increase in people choosing to become Direct Employers and using their Direct Payment to employ their own Personal Assistant (PA). The Workforce Development Team is committed to providing opportunities for Direct Employers to access training, qualifications and apprentice funding for their PAs. Cambridgeshire County Council is keen to ensure this training is free of charge. (Subject to review)

What training does my PA need?

Anything that is relevant to their role in meeting your assessed needs. The Workforce Development Team provide a range of social care training opportunities available through the Training e-Directory.

How do I know what training my PA needs?

You may wish to discuss this with your Care Manager, the Direct Payment Support Service or any other relevant person/service who is able to advise on the training requirements for your PA. You may also be interested in registering with the National Minimum Data Set for Social Care (NMDS-SC). This can act as a database for the management of your employee information. NMDS-SC will also enable you to claim Workforce Development Fund (WDF) money to develop the skills and knowledge of your staff.

Contact the Workforce Development Team who will be able to discuss this with you.

Phone: Carol McCarthy **07766 781 387**
Fliss Gibb **07765 023 892**
Martine Grzybek **07880 683 647**
Patrick Sheil **01223 699317 / 07917 615 966** for NMDS-SC and WDF

Website: **www.cambridgeshire.gov.uk/info/20077/adults_and_older_people_practitioners_and_providers_information/421/workforce_development_adults**

Re-ablement (being independent)

Re-ablement is an innovative programme that provides short-term support to help people regain their independence following an illness or operation. It encourages people to do things for themselves rather than having things done for them.

How re-ablement works

When a person is referred for re-ablement, a member of the Re-ablement team will discuss their goals with them and how it can help them to achieve these. Re-ablement programmes are designed to help people become as independent as possible by helping them learn, or re-learn, important tasks for everyday living. This might be support with personal care, getting dressed or undressed, preparing a meal or managing medication. At first they may need several visits a day, but as their programme progresses the number of visits may reduce. Many people who participate in a re-ablement programme find that at the end of the programme they can cope very well on their own without the need for social care support.

How long does the programme last?

Programmes can last for as little as a few days to a couple of weeks. Progress is reviewed on an ongoing basis. If at the end of their programme an ongoing level of care and support is required a new care support package will be put in place.

More information about understanding re-ablement:

Call adult social care customer services

Phone: **0345 045 5202**

Website: **www.cambridgeshire.gov.uk/info/20077/adults_and_older_people_practitioners_and_providers_information/401/personalising_adult_social_care/6**

to download a copy of the leaflet 'Understanding Re-ablement'.

Carers emergency planning

ICER – CARERS EMERGENCY PLANNING

Have you ever wondered what might happen if you have an emergency? Carers who have made plans tell us they feel more reassured.

The Cambridgeshire Individual Carers Emergency Respite (ICER) Scheme helps carers plan for and cope with situations when an unexpected circumstance or emergency prevents them from carrying out their caring role. We will provide free support in your home for up to 48 hours. Carers Trust Cambridgeshire – Crossroads Carer Services is contracted by Cambridgeshire County Council to provide this support throughout the county. Carers of adults must have had a Cambridgeshire County Council Carers Assessment to be eligible.

Who can use the ICER Scheme?

Adults who provide a substantial amount of care on a regular basis for an adult or older person can use the ICER Scheme. The person you care for must be eligible for services. This scheme does not replace the input from paid carers.

If you would like further information, a statutory Carers Assessment or would like to register with the ICER Scheme please call Cambridgeshire County Council Customer Services on **0345 045 5202**.

CAMBRIDGESHIRE COUNTY COUNCIL DISABLED CHILDREN AND YOUNG PERSON'S EMERGENCY CARE SCHEME

The Emergency Care Scheme is available for parents and carers of disabled children and young people. The purpose is to create a plan and, if required, help to co-ordinate appropriate and immediate 48 hour care via a 24 hour telephone service in the event of an unexpected emergency.

Phone: **01480 379800**

Address: Disabled Children's Emergency Care Scheme, Butts Grove Centre,
38 Butts Grove Way, Huntingdon PE29 1LY

Email: Emergency.care@cambridgeshire.gov.uk

Benefits entitlement

Carers and the person they care for have legal rights to certain benefits, support and help. As many carers are unaware of their rights, millions of pounds of carers' benefits remain unclaimed each year.

The benefits system is complicated. However information and advice is available as follows:

Gov UK website www.gov.uk/browse/benefits

Department for Work and Pensions Carers Allowance Unit

Phone: **0345 608 4321** (Monday to Thursday – 8.30am to 5pm,
Friday – 8.30am to 4.30pm)

Text phone: **0345 604 5312**

Village Benefits Advice (see page 76 for details)

Citizens Advice Bureau (see page 71 for details)

The following sections give an overview of the various kinds of benefits that you might be rightfully entitled to and the different kinds of financial support available to you. These include:

- Benefits for the person you care for
- Benefits for carers
- Benefits for people on low income
- Help with housing costs
- Help with fuel costs
- Help with health costs
- Other financial help

It is intended that Universal Credit will eventually replace most of the means tested benefits for people of working age, including Income Support, income based Jobseekers Allowance, Housing Benefit and Tax Credits. However it appears that this will not be widely introduced until 2016.

Benefits for the person you care for

Disability Living Allowance

Disability Living Allowance (DLA) is a tax-free benefit for people who have disabilities. It is not affected by income or savings. The first claim must have been made before a person's 65th birthday. People who start to have disability problems after this age may be able to claim Attendance Allowance. Disability Living Allowance for adults of working age between the ages of 16 and 64 is now being replaced by Personal Independence Payment – see below. New claims for Disability Living Allowance for adults aged 16 and over are no longer possible.

There are two components of DLA:

Care component – this is payable to people who need help with personal care, need supervision, or are terminally ill. It is paid at one of three rates (lower, middle and higher) depending on the level of support needed.

Higher rate – £81.30 per week*

Middle rate – £54.45 per week*

Lower rate – £21.55 per week*

Mobility component – this is for people who have either physical problems with walking or who can walk, but need somebody with them when walking in unfamiliar areas. Special conditions apply to people with severe sight impairment. There are two rates (lower or higher) depending on the level of disability.

Higher rate – £56.75 per week*

Lower rate – £21.55 per week*

The person you care for may be entitled to only the care component or only the mobility component or they may be entitled to both.

Personal Independence Payment (PIP)

This is the new disability benefit that is being introduced for adults to replace Disability Living Allowance. Like DLA it is tax free and is not affected by income and savings. It can be claimed by people aged 16 – 64. It has two components – a daily living component and a mobility component.

Daily living component – this is for people who need help with a range of activities involved in daily living, such as getting into and out of bed, dressing, washing and toileting. It can also be paid to people who are terminally ill. It is payable at two rates.

Enhanced rate – £81.30 per week*

Standard rate – £54.35 per week*

Mobility Component – is for people who have problems with getting around out of doors. This could be because of physical walking difficulties, or problems with getting around on their own. It is payable at two rates.

Enhanced rate – £56.75 per week*

Standard rate – £21.55 per week*

To claim Personal Independence Payment

Phone: **0800 917 2222**

Text Phone: **0800 917 7777**

Monday to Friday – 8am to 6pm

Most people will have to have a medical assessment by either ATOS Healthcare or Capita.

Attendance Allowance

Attendance Allowance (AA) is a tax free benefit for people aged 65 or over who need help with personal care because they are physically or mentally disabled. AA is not affected by income or savings.

There are two rates of Attendance Allowance depending on how your disability affects you.

Higher rate – £81.30 per week* is paid if the person needs a lot of help with personal care or supervision to avoid harm both by day and by night

Lower rate – £54.35 per week* is paid if the person needs a lot of help with personal care or supervision to avoid harm by day or by night

*correct at time of printing.

For more information on Attendance Allowance ask for a claim pack.

Phone: **0345 605 6055**

Text Phone: **0345 604 5312**

Monday to Friday – 8am to 6pm

Website: **www.gov.uk**

Fact sheets on DLA, PIP and Attendance Allowance are available on the Government Website.

Employment and Support Allowance

From October 2008 this benefit started to replace Incapacity Benefit and Income Support for new claimants who have limited capability for work. People who need to claim a benefit because of sickness now claim ESA. In the period up to April 2015 people who still get Incapacity Benefit, Severe Disablement Allowance or Income Support on the grounds of sickness will be reassessed under the new rules. If they are assessed as having 'limited capability for work' they will transfer onto Employment and Support Allowance.

To find out more about Employment and Support Allowance, you can visit the website: **www.gov.uk/employment-support-allowance/overview**

To claim Employment and Support Allowance, call the Jobcentre Plus Contact Centre

Phone: **0345 604 3719**

Text Phone: **0345 608 8551**

Monday to Friday – 8am to 6pm

Benefits for carers

Carers Allowance is a taxable benefit specifically for someone who provides a lot of care for a disabled person. The carer does not have to be living with the disabled person and does not have to have paid National Insurance contributions.

To qualify a carer must meet all the following conditions:

- Is aged 16 or over
- Lives in Great Britain and has no restrictions on living here
- Provides at least 35 hours care a week (Sunday to Saturday) for a disabled person who gets either:
 - Disability Living Allowance Care Component at the middle or highest rate or
 - Daily living component of Personal Independence Payment at either rate or
 - Attendance Allowance at either rate or
 - Constant Attendance Allowance at or above the normal maximum rate with Industrial Injuries Disablement Benefit or at the basic (full day) rate with a War Disablement Pension
- Armed Forces Independence payment
- Is not in full-time education
- Not earning more than £102.00 'net' each week

Carers Allowance is £61.35 per week* (Tax year 2014 – 2015)

Carers Allowance cannot be paid at the same time as certain other benefits such as Retirement Pension. The person will receive the benefit that pays the highest amount and have an 'underlying entitlement' to the other. This can help with means tested benefits. People who get Carers Allowance receive National Insurance credits. Some other carers who do not get Carers Allowance can also get credits.

To claim Carers Allowance call the Carers Allowance Unit

Phone: **0345 608 4321**

Text Phone: **0345 604 5312**

Monday to Thursday – 8.30am to 5pm, Friday – 8.30am to 4.30pm

Alternatively, you can claim online

Website: **www.gov.uk/apply-carers-allowance**

*correct at time of printing.

Benefits for people on low income

Jobseeker's Allowance

Jobseeker's Allowance is a benefit for people of working age who are out of work, or who work less than 16 hours a week on average.

To claim Jobseeker's Allowance a person must be available for and actively seeking work, normally be between 18 years and State Pension age and be working less than 16 hours per week on average. They will have to sign on regularly.

For more information about Jobseeker's Allowance or to make a claim:

Phone: **0800 055 6688**

Text Phone: **0800 023 4888**

Monday to Friday – 8am to 6pm

Website: **www.gov.uk/jobseekers-allowance/overview**

Pension Credit

Pension Credit is a benefit for people aged 60 or over on a low income.

There are two different types of Pension Credit:

Guarantee Credit

If a person has reached the minimum qualifying age, (this is gradually increasing from 60 to 65 between April 2010 and 2018) they may be entitled to Guarantee Credit.

This guarantees a minimum income by topping up weekly income to:

£148.35 per week for people who are single*

£225.50 per week for people who have a partner*

These amounts may be more for people who are disabled, have caring responsibilities or certain housing costs, such as mortgage interest payments.

Savings Credit

People who are aged at least 65 and have made some provision towards retirement such as savings or a second pension may be entitled to Savings Credit.

Savings Credit can be paid on its own or with the Guarantee Credit. If a person has a partner at least one of the couple must be 65 or over to get the Savings Credit. The Savings Credit can be up to:

£16.80 per week for people who are single*

£20.70 per week if there is a partner*

To claim Pension Credit

Phone: **0800 99 1234**

Text Phone: **0800 169 0133**

Monday to Friday – 8am to 6pm

Website: **www.gov.uk/pension-credit/how-to-claim**

* correct at the time of printing

Child Tax Credit

If people are responsible for any children under the age of 16 (or under 20 years if they're in full-time education or approved training) they may be able to claim Child Tax Credit to help with the cost of looking after them.

If a child has a disability this can increase the amount of Child Tax Credit. This can apply if the child:

- receives Disability Living Allowance (DLA) or PIP
- is registered blind
- came off the blind register in the 28 weeks before you claimed tax credits

An extra amount can be included if a child is severely disabled and receives the Highest Rate Care Component of DLA or the enhanced rate of daily living component of PIP.

The amount of Child Tax Credit payable you get depends upon other money coming in to the household:

- Disability Living Allowance and PIP don't count as income when Tax Credits are worked out
- Other benefits like Carers Allowance do count as income and can reduce Tax Credit payments

Working Tax Credit

People who are aged 16 or over, are disabled and working 16 hours a week or more may be able to get Working Tax Credit to top up their earnings. Working Tax Credit is based on the hours a person works and gets paid for, or expects to be paid for, either as an employee or a self-employed person. Unpaid work does not count as work when claiming tax credits.

To get Working Tax Credit if there are no children, a person must work the following hours:

- if they have a disability and are 16 or over, they need to do paid work of at least 16 hours a week
- if they are aged 25 or over and not disabled, they need to do paid work of at least 30 hours a week
- if they are aged 60 or over they need to do paid work of at least 16 hours a week.

For more information call Tax Credit Helpline

Phone: **0345 300 3900**

Text Phone: **0345 300 3909**

Monday to Friday – 8am to 8pm, Saturday – 8am to 4pm

Website: **www.gov.uk/claim-tax-credits**

Help with housing costs

Help to pay your rent

People who have to pay rent and are on a low income may be able to get Housing Benefit. To claim Housing Benefit contact your local council.

| | |
|---|----------------------|
| Cambridge City Council Phone: | 01223 457762 |
| East Cambs District Council Phone: | 0845 842 6000 |
| Fenland District Council Phone: | 01354 654321 |
| Forest Heath District Council Phone: | 01638 719000 |
| Huntingdonshire District Council Phone: | 01480 388308 |
| Peterborough City Council Phone: | 01733 452241 |
| South Cambs District Council Phone: | 03450 450 061 |

Council Tax Support

Since April 2013 each district council operates its own scheme for giving help with Council Tax. Contact the numbers in the section above for Housing Benefit.

Help with mortgage costs

Homeowners who receive Income Support, income based Job Seekers Allowance, income-related Employment and Support Allowance or Pension Credit may be able to get some help towards mortgage interest payments for a mortgage or loan to buy or improve their home. This is called Support for Mortgage Interest (SMI) and is normally paid directly to the lender.

Help to adapt your home/carry out repairs

If you need to adapt your home to make it suitable for a disabled person e.g. to build a new bathroom or install handrails, you may be eligible for a Disabled Facilities Grant to help with the costs. Disabled Facilities Grants are awarded to owners and tenants in both private and social housing.

Website: www.gov.uk/disabled-facilities-grants/overview

Help with fuel costs

Winter Fuel Payments

The Winter Fuel Payment is a one off payment to help with winter heating costs. You could be eligible for a payment if you have reached the qualifying age for Pension Credit – (at least age 61) but the age is gradually rising. Payment can be between £100 and £300 depending on your circumstances. Most payments are made automatically during November or December.

Winter Fuel Helpline, Monday to Friday – 8am to 6pm

Phone: **08459 15 15 15**

Text Phone: **0845 606 0285**

For further details go to website: www.gov.uk/winter-fuel-payment/overview

Cold Weather Payments

You may be eligible for a Cold Weather Payment (£25 in 2013/2014) for each week of very cold weather in your area if you get Pension Credit or income related Employment and Support Allowance with a support component or work related activity component. You may also be eligible if you are getting Income Support, income-based Jobseeker's Allowance and have one of the following:

- a pensioner premium, higher pensioner premium or enhanced pensioner premium, or
- a disability premium, enhanced disability premium or severe disability premium, or
- a disabled child premium, or
- Child Tax Credit that includes a disability or severe disability element, or
- a child who is under five in the family

For further details go to website: www.gov.uk/cold-weather-payment/overview

*correct at the time of printing.

Help with health costs

If you receive Income Support, income based Jobseeker's Allowance or Employment and Support Allowance, Pension Credit or certain amounts of Tax Credits, you are eligible for NHS benefits which may include:

- Free prescriptions
- Free dental treatment
- Free NHS eye tests and vouchers to help with the cost of glasses
- Reimbursement of fares to and from hospital for treatment (including escorting someone else to hospital for treatment).

People aged 60 and over are entitled to free prescriptions and NHS eye tests regardless of income. Those who do not qualify for free NHS benefits, but have a low income, may be able to get help with health costs from the 'Low Income Scheme'. Regular payments for medication can be reduced through use of pre-payment certificates.

For more information about health benefits call NHS Business Services Authority.

Phone: **0300 330 1343** or **0191 279 0565** or **0191 244 6883**

Website: **www.nhsbsa.nhs.uk/HealthCosts/1128.aspx**

Other financial help

Social Fund

If you receive certain means tested benefits like Income Support, Pension Credit, Income based Jobseekers Allowance or Employment and Support Allowance you may be able to get help from the Social Fund through a range of loans and grants. These include:

- Funeral Expenses Payments can help with the costs of a funeral if you are responsible for arranging it. Some or all of it may have to be repaid from the estate of the person who died.

Claim on form SF200 available from Jobcentre Plus, or

Phone: **0345 604 3719**

Text Phone: **0345 608 8551**

Monday to Friday – 8am to 6pm

Independent Age charity

If you are over 70 and have a low income, you may be able to get help from the charity Independent Age. Grants can be to help with an emergency or to purchase equipment you need.

Phone: **0800 319 6789**

Website: **www.independentage.org**

Family Fund charity

The Family Fund is a registered charity that helps families with disabled children and young people aged 17 and under with grants for things to make life easier and more enjoyable for the disabled child or young person and their family. For example: washing machines, driving lessons, computers and holidays. (The Family Fund is unable to help children and young people in local authority care, including those living with relatives or foster carers or where a statutory agency has a responsibility to pay for the items needed).

Phone: **01904 621115**

Textphone: **01904 658085**

Email: **info@familyfund.org.uk**

Website: **www.familyfund.org.uk**

Working and caring

Juggling paid work and caring can present real problems resulting in one in five carers giving up work to care full-time. However, many of these employees are valuable staff, the 45-64 year olds at the peak of their careers. By recognising the needs of carers, employers can hold on to experienced staff and reap the rewards of creating a supportive working environment for carers. Your legal rights as a carer at work are outlined below.

Flexible Working

You have the right to request flexible working if you are an employee with 26 weeks continuous employment at the date you make an application and you:

- Have parental responsibility for a child(ren) under 17 years or
- Have parental responsibility for a disabled child(ren) under 18 years who receive Disability Living Allowance or
- care for a spouse, partner (who you live with), civil partner, relative or live at the same address as the adult in need of care.

Flexible working could mean:

- flexible starting and finishing times
- compressed working hours
- annualised working hours
- job sharing or part-time working
- home-working or tele-working
- term-time working.

To apply, write to your employer explaining the changes you would like and how they will help you. The law allows you to make one request per year and, if accepted, the changes will mean a permanent change to your employment contract. However, your employer may be sympathetic if you find your circumstances have changed and you need to make a further application. If your employer refuses your request on business grounds, you can appeal in writing within 14 days of notification.

Time Off In Emergencies

You have the right to take a 'reasonable' amount of time off work if you have worked for your employer for at least a year and there is an emergency relating to the person you care for. Whether the time off is paid or not is at the discretion of the employer.

Parental Leave

You are entitled to parental leave if you have been employed by the same company for a year or more and you are a parent named on the child's birth certificate, are named on the child's adoption certificate or you have legal parental responsibility for a child under five years (18 years if disabled).

You can take a total of up to 13 weeks parental leave for each of your children up until their fifth birthday or, if your child is adopted, a total of up to 13 weeks' parental leave until the fifth anniversary of their placement with you or until their 18th birthday, whichever comes first.

If your child is receiving Disability Living Allowance you have the right to take up to 18 weeks' parental leave until their 18th birthday.

You must take your leave in blocks of full weeks (unless your child has a disability, when you can take time off in days instead of weeks) and cannot normally take more than four weeks parental leave in a year. Parental leave is usually unpaid.

Your employer's own parental leave scheme may offer special arrangements that are more favourable e.g. you might be able to take parental leave even if you have worked with the company for less than a year, you are the grandparents or step-parents or you are the long-term foster parent of the child. Some companies offer paid parental leave.

Note: Appeals can be made through company grievance procedures.

What support is there when the person you care for is coming out of hospital?

It can be a very worrying time if you are considering caring for someone who is coming out of hospital and who can no longer care for themselves as they did before admission.

This may be the first time you consider yourself to be a carer. Both you and the person coming out of hospital may need to come to terms with a new situation such as bringing home an older relative who previously lived alone. Alternatively you may have already been caring for someone at home, but are now unsure about whether or not you can provide the extra care they will need following their hospital stay.

Such changes can have a huge impact on carer's lives. Their employment, health and relationships may be affected. Carers need information to enable them to make proper choices. Hospital staff should inform and involve carers in decisions throughout the patient's stay in hospital and they should be fully involved in plans for the patient's care after discharge. Carers say that sometimes this does not happen as it should.

Carers UK provide more information about hospital discharge and help locally on their Website: www.carersuk.org/help-and-advice/practical-help/coming-out-of-hospital

When the person you care for comes out of hospital

Patients and carers should be involved in planning for the time when the patient is ready to come home. They should be given at least 24 hours notice that the person is coming home. Carers should be given an opportunity to talk about their needs as a carer and the help they may need to look after the patient. It is a carers legal right to have their needs addressed and this is achieved by having a Carers Assessment.

Website: **www.carersuk.org/help-and-advice/practical-help/care-and-support/carers-assessment**

(See page 19 for more information about Carers Assessments)

To make sure that everything goes as smoothly as possible, you should be given a copy of the discharge plan which sets out the support that will be put in place when the patient leaves hospital. Some useful prompts to make the move from hospital to home go as smoothly as possible:

- Are all the services to support you and the patient in place? Has essential equipment been delivered and made ready for use?
- Has transport home been arranged?
- Is there access to the home? Is there a key or will someone be there to welcome them?
- Has the patient's GP been told they are coming home?
- Has the patient got enough medicines to last until they can see their GP?
- Do you have a phone number to call if you have any worries or concerns?
- Is everything ready at the patient's home? Is the house warm enough; is there food in the house etc?

Coming out of hospital

Further information about help after leaving hospital is available on the Your Life, Your Choice Website: www.yourlifeyourchoice.org.uk

This includes:

Re-ablement

The re-ablement service works with people so that they learn (or re-learn) the skills necessary for daily living, for example with personal care or preparing a meal. More information on page 25.

Website: www.yourlifeyourchoice.org.uk/i-need-help-with/health,-recovery-and-wellbeing/recovery-from-illness/leaving-hospital.aspx

Home from hospital

Care Network provide a Help at Home service (incorporating Welcome Home from Hospital) to provide short-term help to people who have been discharged from hospital. The support offered can include arrangements for shopping, providing food parcels and emotional support. The service is unable to provide personal care. Ward staff can put you in contact with the Home from Hospital co-ordinator. More information on page 58.

Website: www.care-network.org.uk

NHS continuing health care

What is 'NHS Continuing Health Care'?

This is the name given to a package of support for adults who have been assessed as having complex, intense, and / or unpredictable health needs, who are identified as having a primary health need. Where it has been assessed that the person has a primary health need, the Clinical Commissioning Group (CCG) will be responsible for the funding of the assessed health and social care needs.

The Cambridgeshire Continuing Healthcare contact number is **01223 725429**

Wheelchair service – Cambridge & Peterborough

If you have a permanent disability which stops you walking, our dedicated team of occupational therapists, physiotherapists and technicians will assess your clinical needs and provide you with the wheelchair and postural support seating that's right for you if you are eligible for one.

We will continue to support you with wheelchair maintenance and periodic reviews to see how you're getting on. We are not able to treat anyone with a temporary disability which stops them walking, for example if you have broken your leg we would be unable to loan you a wheelchair. This service is for adults or children who are registered with a GP in the Cambridge and Peterborough area. You can be referred by your GP and any health professional, such as a nurse, occupational therapist or physiotherapist.

Phone: **0300 123 1403** for general enquiries Monday to Friday – 9am to 5pm
(Answer phone available out of hours)

Repairs: **01353 778756** or **01354 775758** Monday to Friday – 9am to 5pm

Repairs out of hours:

01353 778756 Monday to Friday – 5pm to 11pm, Saturday to Sunday 8am to 11pm. When you call out of hours you will hear a message giving you the number of our on-call technician, who will be able to help you.

Email: wheelchairservice2@nhs.net

Website: www.provide.org.uk/service/wheelchair-service-cambridge

Mental Capacity Act 2005

The Mental Capacity Act provides a framework for assessing a person's capacity to make a particular decision for themselves. If the person does lack capacity, the Act sets out how others may make that decision in the person's best interests.

The Act sets out a two stage framework for assessing capacity which should be undertaken by the person with responsibility for the decision (such as the dentist for dental treatment decisions or a social worker for social care decisions).

The Mental Capacity Act aims to promote that supporting people to make their own decisions whenever possible should be the starting point before concluding that the person lacks capacity to make the decision in question. In so doing, this will also be in keeping with the second principle of the Act. However, if someone even with all of the support given, is still deemed unable to make a particular decision, the Mental Capacity Act will empower and protect them by:

- Allowing people to plan for the future, in advance of losing capacity.
- Allowing people to appoint others to make decisions on matters relating to personal financial affairs or health or welfare on their behalf at a future date (Powers of Attorney).
- Allowing the Court of Protection to make the decision if necessary as a last resort, including appointing another person to make ongoing decisions (Deputyship Order).
- Providing them with an Independent Mental Capacity Advocate (if the criteria are met).
- Setting out a 'best interests check list' that must be followed if a decision is to be made on behalf of someone who lacks capacity.

How does the Mental Capacity Act affect carers?

Carers are not expected to be experts in assessing capacity. The Act only requires that it is on the 'balance of probability' that a person is regarded as lacking capacity. However, it is important to remember that a lack of capacity is 'decision specific': a person may retain the capacity to make many other decisions and should be supported and encouraged to do so.

When making a decision on behalf of the cared for person, a carer should act in the person's best interests; this means thinking about the person's wishes and feelings and their beliefs and values.

The Mental Capacity Act's Code of Practice

A number of people will be under a formal duty to have regard to the Code of Practice, such as professionals and paid carers, or people acting as Attorneys or Deputies appointed by the Court of Protection. For many people, the most important relationships will be with the wide range of less formal carers, such as the close family and friends, some of whom will have been caring for them for many years. The Code of Practice will be able to provide help and guidance for them.

Download the Code of Practice: www.gov.uk/government/publications/mental-capacity-act-code-of-practice

How does the Mental Capacity Act deal with the issue of ill treatment and willful neglect?

The Mental Capacity Act introduces two new criminal offences: ill treatment and willful neglect of a person who lacks capacity to make relevant decisions under Section 44 of the Act.

The offences may apply to:

- Anyone caring for a person who lacks capacity. This includes family carers, healthcare and social care staff in hospitals or care home and those providing care in a person's home.
- An attorney appointed under a Lasting Power of Attorney (LPA) or an Enduring Power of Attorney (EPA).
- A Deputy as appointed for the person who lacks capacity by the Court of Protection.

If any of these people are found guilty of ill treating or willfully neglecting the person they care for or represent, they will face penalties ranging from a fine to a sentence of imprisonment of up to five years or both.

MENTAL CAPACITY ACT 2005

Important decisions over someone's finances or property can only be taken with specific legal authority such as Power of Attorney or a Court appointed Deputyship.

Health and social care professionals who make decisions for someone through the Mental Capacity Act have to apply the best interests checklist. This entails, if it is practical to do so, consulting with anyone engaged in caring for the person or interested in their welfare. This means that carers have a right to be consulted by the professional responsible for making the decision.

For more information about the Mental Capacity Act please see

Website: **www.cambridgeshire.gov.uk/social**

A Carers Guide to the Mental Capacity Act 2005 (published by the Care Services Improvement Partnership (CSIP)) is available on this link:

www.cambridgeshire.gov.uk/downloads/file/1145/mental_capacity_act_carers_guide

Lasting Power of Attorney (replaces the Enduring Power of Attorney)

A Lasting Power of Attorney (LPA) is a legal authority by which one person gives another person, or persons, the authority to act on his/her behalf with regard to specific issues identified within the document. There are two types of LPA:

- Property and affairs covers aspects of finances.
- Personal welfare covers medical, health and social care decisions. In many cases the person's carer will be the person's chosen attorney and this is normally done when the cared for person is able to decide whom they wish to give decision making ability to when they are no longer able to do so.

For more information about Lasting Power of Attorney please see Website:

www.publicguardian.gov.uk/

Mental Capacity Act's Deprivation of Liberty Safeguards

Some people who are placed in hospitals and care homes may not be able to make their own decisions about their care and/or treatment because they lack the mental capacity to do so. They may need more care and protection than others to ensure they don't suffer harm. Caring for and treating such people who need extra protection may mean restricting their freedom to the point of depriving them of their liberty.

The European Court of Human Rights has said that the rights of people who cannot make decisions and who need to have their liberty taken away in hospitals and care homes must be strengthened.

People's liberty should not be taken away if they can be cared for in a less restrictive way. The Deprivation of Liberty Safeguards will offer protection to people who cannot make decisions about their care or treatment but who need to be cared for in a restrictive way. For example, some people who have dementia, a mental health problem or a severe learning disability or have severe brain injuries.

The Mental Capacity Act's Deprivation of Liberty safeguards must then be used if people need to have their liberty taken away in order to receive care and/or treatment that is in their best interests and protects them from harm.

For further information, please visit our webpage:

www.cambridgeshire.gov.uk/social

Adult safeguarding

Abuse is a violation of an individual's human and civil rights by another person or persons. It may consist of a single act or repeated acts and may be planned or unplanned.

Abuse can take many forms including:

- physical abuse – e.g. hitting, pushing, shaking, over medicating, causing physical harm
- sexual abuse – e.g. unwanted touching, kissing or sexual activity
- psychological / emotional abuse – e.g. verbal abuse, humiliation, bullying, use of threats
- financial or material abuse – e.g. illegal or improper use of a person's money, property, pension book or other belongings
- neglect and acts of omission – e.g. repeated deprivation of help or care which, if withdrawn, will cause suffering
- discriminatory abuse – e.g. racism, sexism, religious and ageism, based upon a person's disability and other forms of harassment
- professional abuse – e.g. poor care practice or neglect in services
- institutional abuse – e.g. the collective failure of an organisation to provide an appropriate and professional service.

If you are concerned that any vulnerable adult is experiencing abuse or neglect, whether it is you, a member of your family or someone living near you please contact:

Customer Services Phone: **0345 045 5202** Monday to Friday – 8am to 6pm

Email: referral.centre-adults@cambridgeshire.gov.uk

Or Out of Hours Emergency Duty Team Phone: **01733 234724** Monday to Friday, 5pm to 9am, all day Saturday, Sunday and bank holidays

What happens next will depend upon the person's wishes and the seriousness of the situation. If they are in physical danger or at risk of serious neglect, their safety will be of utmost importance.

Leaflets are available from Cambridgeshire County Council

Phone: **0345 045 5202**

Website: **www.cambridgeshire.gov.uk/social**

What do you think about social care services?

Compliments, comments, suggestions and complaints about Adult Social Care

Cambridgeshire County Council is committed to providing you with high quality adult social care services and you can help us to continually improve the services we offer by telling us what you think. Please let us know when we have done things well and when we could have done better.

It is best for you to make your comments or register your complaint in writing as this gives us a clear record of your opinion, why you are unhappy and what you would like us to do about it. We will acknowledge your feedback and tell you how the matters you have raised will be handled.

How to provide feedback:

- Tell a member of County Council staff you feel comfortable with.
- Complete the online feedback form on our website:
www.cambridgeshire.gov.uk/complain
- Telephone Customer Services on **0345 045 5202**
- Email us at: socialcare.complaints@cambridgeshire.gov.uk
- Complete a 'What do you think about social care services?' leaflet at one of our public buildings, or a copy is available on our website
- Write to us at: Customer Care Team, FREEPOST CB176, Box CC1313, Castle Court, Cambridge, CB3 0AP

Comments and complaints about children's social care

Feedback from customers enables us to know what we do well and to identify what we can improve on. You can comment about services provided by Cambridgeshire County Council or about services provided by an agency on our behalf. A comment card or feedback form is available from any County Council office. Comments can be made to a member of staff at Cambridgeshire County Council or your County Councillor or MP.

If you have something to say you can:

Phone: **0345 045 5203**

Text: **07795 092 404**

Write to us: The Customer Care Manager, Children's Social Care Complaints,
Freepost CC1011, Shire Hall, Cambridge CB3 0AP

Email: Childrens.SocialCareFeedback@cambridgeshire.gov.uk

Website for more information:

www.cambridgeshire.gov.uk/complain

If you are a child or young person who wants help to make a comment or complaint you can get free independent support and advice from:

The National Youth Advocacy Service (NYAS)

We can help if you are:

- Not being listened to
- In need of some advice
- In need of help to talk to Social Services
- Aren't being treated fairly
- Being told you have to move
- Having difficulties about school
- Not having the contact with your family that you want
- Homeless
- A vulnerable adult who is disabled
- A carer
- Experiencing the separation or divorce of your parents
- Not feeling safe

Freephone: **0808 808 100**

Email: help@nyas.net

Website: **www.nyas.net/**

Carer Support Organisations – Adults and Older People



PRACTICAL SUPPORT

ABLEIZE

ABLEize is the biggest UK disability resource directory offering the largest collection of disability, mobility and health resources in the UK and Europe. Ableize offers hand-picked quality trusted information, advice and sales as well as education, disabled support groups, local clubs and sports as well as promoting quality mobility, daily living aids and disability shopping sites to assist you and your special health needs.

Website: **www.ableize.com/**

ACTION ON ELDER ABUSE (AEA)

AEA is an organisation that focuses on the issue of elder abuse and addresses abuse within people's own homes, sheltered housing, care homes and hospitals whether by family, friends, or paid staff. AEA aims to prevent the abuse of older people by raising awareness; encouraging education; promoting research and collecting and disseminating information. AEA provides information; runs conferences on elder abuse and related issues; gives presentations to organisations; produces leaflets, resource materials and reports for practitioners and the public and acts as a resource for television, radio and the press.

Phone: **020 8835 9280**

Helpline: **0808 808 8141** Monday to Friday – 9am to 5pm confidential freephone – will not appear on your phone bill

The Silver Line – Helpline for older people to combat loneliness:

0800 4 70 80 90

Address: Action on Elder Abuse, PO Box 60001, Streatham SW16 9BY

Email: enquiries@elderabuse.org.uk

Website: **www.elderabuse.org.uk**

AskSARA – FOR HELP OR ADVICE WITH DAILY LIVING

A website offering help and advice to people with a range of day-to-day needs is available with information localised for people living in Cambridgeshire.

AskSARA is a self-help guide that identifies equipment that may help people in their daily lives. It takes users through a series of guided questions leading to general advice and recommendations on what equipment would be suitable to meet particular needs and where to get this locally.

Questions cover topics under three headings: Your Health, Your Home and Daily Activities. Users receive a report reviewing recommended equipment so that they can compare and make an informed choice about which equipment will best meet their needs or the needs of the person they care for.

AskSARA can be used with little or no training and reports are designed to be easily understood without the need for supervision by a professional carer.

Website: **<http://asksara.dlf.org.uk/?auth=cambridgeshire>**

BRITISH RED CROSS SOCIETY

Provides services for vulnerable people in the local community such as mobility aids and wheelchairs, transport, escort and therapeutic care. Provides First Aid for public events and training. Have various meetings throughout Cambridgeshire. We also run a support at home service in the Peterborough area.

Phone: **01223 868686** Monday to Friday – 9am to 5pm
Call for details of British Red Cross Society in other areas of Cambridgeshire.

Address: Unit C, 511 Coldhams Lane, Cambridge CB1 3JS

Email: cambridge@redcross.org.uk

Website: **www.redcross.org.uk**

CAMBRIDGE ETHNIC COMMUNITY FORUM (CECF)

CECF is an umbrella organisation for Cambridge and district that provides racial equality services to individuals and groups. One of its key projects is CHESS (Cambridgeshire Human Rights & Equality Support Service).

Phone: **01223 655241**
Email: cecfenquiries@cecf.co.uk
Website: **www.cecf.co.uk**

CAMBRIDGESHIRE.NET

Cambridgeshire.net provides online access to voluntary organisations, clubs, societies, events, courses, activities and public services in the county.

Website: **www.cambridgeshire.net**

CARE AND REPAIR EAST CAMBRIDGESHIRE

Helps vulnerable people organise building works. This includes repairs and adaptations. There is assistance to access grants and loans from the District Council.

Phone: **01353 616950**
Address: Care & Repair Services East Cambs, The Grange, Nutholt Lane,
Ely CB7 4EE
Email: careandrepairservices@eastcambs.gov.uk
Website: **www.eastcambs.gov.uk/care-and-repair**

CARERS TRUST CAMBRIDGESHIRE – CROSSROADS CARER SERVICE CARE AND BREAKS

Carers Trust Cambridgeshire – Crossroads Carer Service is a Carers Trust Network Partner and leading fully compliant CQC registered organisation throughout Cambridgeshire and Peterborough. We provide a wide range of essential services specifically for unpaid family carers, including access to breaks and respite care in your own home. We provide short breaks so that family carers can support their own health and wellbeing, keep appointments, maintain employment or just have some valuable "me time," either away from it all or in your own home. We do this by supporting people with care needs and helping foster their independence. Our services may be funded by Cambridgeshire County Council or purchased privately.

Carers Trust Cambridgeshire can provide personal and social care, support during emergencies, information, training and outings. We also provide information, support and social activities for all ages and support carers groups and young adult carers in Cambridgeshire.

Our services care for adults and children with any care need or disability. Please contact Carers Trust Cambridgeshire to make a referral or find out more about the services.

Phone: **0845 241 0954 or 01480 499090**

Address: Carers Trust Cambridgeshire, 4 The Meadow, Meadow Lane,
St Ives PE27 4LG

Email: care@carerstrustcambridgeshire.org

Website: www.carerstrustcambridgeshire.org

CARERS EMERGENCY SERVICE (ICER)

Carers Trust Cambridgeshire – Crossroads Carer Service is contracted by Cambridgeshire County Council to provide an Individual Carers Emergency Service (ICER) throughout the county.

The Scheme has been set up to help family carers plan for situations when a sudden unexpected emergency prevents them from carrying out their caring role. We will provide free support in your home for up to 48 hours. Family carers of adults must have had a Cambridgeshire County Council Carers Assessment to be eligible.

If you would like further information, a Carers Assessment or would like to register with the ICER Scheme please call Carers Trust Cambridgeshire on **0845 241 0954** or **01480 499090**.

Phone: **0845 241 0954** or 01480 499090

Address: Carers Trust Cambridgeshire, 4 The Meadow, Meadow Lane,
St Ives PE27 4LG

Email: care@carerstrustcambridgeshire.org

Website: www.carerstrustcambridgeshire.org

CARERS TRUST CAMBRIDGESHIRE – CROSSROADS CARER SERVICE DAY CARE

Some family carers appreciate longer breaks if they are happy that their cared for person is happy too. Carers Trust Cambridgeshire – Crossroads Carer Service provides small, activity based day care groups in March twice weekly. They also support the Fulbourn Day Centre Charity in Fulbourn, South Cambridgeshire two days a week.

Phone: **0845 241 0954** or **01480 499090**

Address: Carers Trust Cambridgeshire, 4 The Meadow, Meadow Lane,
St Ives PE27 4LG

Email: care@carerstrustcambridgeshire.org

Website: www.carerstrustcambridgeshire.org

FENLAND HEALTHY HOMES

Provides a holistic assessment of people's homes, looking for areas of potential risk to enable safe passage around the house and undertakes free modification of small areas.

Phone: **01480 700205**

Address: Rachel Merry, Healthy Homes Fenland, Age UK Cambridgeshire,
The Maple Centre, 6 Oak Drive, Huntingdon, Cambs, PE29 7HN

Email: rachel.merry@ageukcambridgeshire.org.uk

HELPING HANDS GARDENING SCHEME

The Helping Hands scheme is made up from a small band of volunteers who help householders with their gardening needs. This can be anything from a quick tidy up to a complete garden makeover. In 2012-13 we undertook 5,547 hours of volunteering in peoples gardens. Although the work is carried out by volunteers we do ask for a voluntary contribution of £15 to help pay for some of the volunteers expenses etc.

Phone: **01353 666556**

Address: Voluntary and Community Action, East Cambridgeshire, 41e Forehill,
Ely CB7 4AA

Email: info@vcaec.org.uk

Website: **www.vcaec.org.uk**

ROYAL BRITISH LEGION HANDY VAN (POPPY CALLS)

If you're having trouble with those small household repairs and minor adaptations around your home and you're eligible for our help, The Royal British Legion might be able to help you through our handy van service known as Poppy Calls. To be eligible for the service you must:

- have served in the Armed Forces for at least seven days, or be the dependant of someone who has served (widows, widowers, civil partners and cohabiting partners); and
- be receiving a means-tested benefit, or be aged 75 or over (irrespective of whether you receive a means-tested benefit or not).

If you are not eligible, we can provide a competitive quotation based upon your needs.

Phone: **0808 802 8080** 8am to 8pm, seven days a week – 8am to 8pm

Email: homesupportadmin@britishlegion.org.uk

Website: **www.britishlegion.org.uk/can-we-help/care-and-support/in-home-services/handy-van**

ST JOHN AMBULANCE

St John Ambulance teaches people first aid so that they can be the difference between a life lost and a life saved. St John Ambulance volunteers provide first aid at public events, become Community First Responders who attend emergency calls and provide care until the ambulance arrives, provide patient transport or as back up to local ambulance services during local major emergencies. To book on a course please call the helpline.

Helpline: **0844 770 4810** Monday to Friday – 9am to 5pm (excluding bank holidays)

Email: web-support@sja.org.uk

Website: www.sja.org.uk

CARE NETWORK CAMBRIDGESHIRE'S SERVICES

HELP AT HOME (incorporating Welcome Home From Hospital)

Volunteers offer free short term practical and emotional help for people in their home.

This service is for people:

- needing help after a hospital stay;
- recovering from an illness or crisis at home or
- needing help with a practical task to help them remain independent.

The service does not duplicate statutory care and can provide a little extra help or respite when most needed and is open to people requiring support and carers.

Help at Home volunteers are police checked, trained and supported and can offer help with shopping, collecting prescriptions, calling in to check everything is ok, etc. Please call us if you need more information. Anyone can refer to us via a telephone call

Help at Home – Cambridge City South and East Cambs Phone: **01223 714433**

Help at Home – Hunts and Fenland Phone: **01354 694413**

TRADING STANDARDS APPROVED SCHEME

We all need to find a decent business from time to time and, if you can't find one by recommendation, it can be difficult knowing who you can trust to do a good job. The Trading Standards Approved Scheme, Buy with Confidence, can help. All businesses on the scheme have been checked thoroughly by Trading Standards and have demonstrated a commitment to high quality service.

Every business listed has undergone a series of detailed checks before being approved as a member of the scheme, but this does not give a price guarantee, so you should still get three quotes to ensure you are being charged a reasonable price.

If you know of a good business that you would recommend to others and might be ideal for the scheme, you can provide their details by contacting us.

Phone: **0345 045 5206**

Address: Trading Standards, Cambridgeshire County Council, PO Box 450,
Cambridge City CB23 6ZR

Email: bwc@cambridgeshire.gov.uk

To find suitable traders on the scheme.

Phone: **08454 040 506** Citizens Advice Consumer Service to be given the details of local businesses that best meet your needs.

Website: **www.buywithconfidence.gov.uk** – You can visit your local library if you don't have access to a computer at home or ask the library staff to look up approved businesses for you.

SCAMS AND FRAUD WITHIN YOUR COMMUNITY

At Cambridgeshire County Council's Trading Standards Service we work with adult social care, Citizens Advice Bureaux, Consumer Hub and Think Jessica to increase awareness of scams. It is estimated UK residents lose £3.5 billion a year to scams, but most victims suffer in silence. As a carer you can play a vital role in helping to protect those you care for from becoming victims of scams.

If you think you or someone you care for is receiving scam letters please seek advice from (Cambridgeshire Trading Standards advice partner) Citizens Advice on **08454 040506**. You may, if you wish, also report it to Action Fraud on **0300 123 2040** and Royal Mail's Scam Department on **08456 113 413**.

TURN2US

Turn2us is a charity that helps people in financial need to access welfare benefits, charitable grants and other financial help – online, by phone and face to face through our partner organisations. Our website can help you find financial support, quickly and easily, based on your circumstances. It features a free and easy to use benefits calculator, grants search and other information and resources.

Phone: **0808 802 2000** Monday to Friday – 9am to 8pm

Website: **www.turn2us.org.uk**

COMMUNITY ALARM SUPPLIERS – CAMBRIDGESHIRE

A community alarm may also be known as ‘personal alarm’, ‘aid call’, ‘care alarm’, ‘emergency alarm’ or ‘lifeline’. A care alarm system allows you to call for help and reassurance 24 hours a day for example if you are unwell, have an accident or a fall in your own home. The alarm system consists of a base unit, usually attached to your telephone and a portable alarm (usually a pendant, but sometimes worn on the wrist). There are varying systems on the market all of which require a fee to be paid to either rent or buy the system and back-up service. People who receive benefits may be able to pay a reduced fee or sometimes no fee at all. To activate the system you press the button on the portable alarm, a call is then automatically made to a central control area. The people in the central control area will try to contact you, if they cannot contact you and/or you require further assistance they will contact nominated relatives/friends or in some cases the emergency services.

COUNCIL PROVIDERS

Cambridge City Council – Community Alarm Service

Phone: **01223 457648**

Email: independent.living@cambridge.gov.uk

Website: **www.cambridge.gov.uk/community-alarm-service**

East Cambridgeshire – Sanctuary Housing

This is only supplied to Sanctuary housing tenants.

Phone: **0300 123 3561**

Website: **www.sanctuary-housingeast.co.uk/**

South Cambridgeshire – Community Lifeline Service

Phone: **01954 713468**

Email: lifelines@scambbs.gov.uk

Website: www.scambbs.gov.uk/community-lifeline-service

Huntingdonshire – Luminus Group Lifeline Community Alarm System

Phone: **01480 428562**

Email: info@luminus.org.uk

Website: www.luminus.org.uk/residents/my-luminus/support-for-vulnerable-people/lifeline-alarm-systems

Peterborough and Fenland – Cross Keys Homes

Phone: **01733 396439**

Email: lifeline@crosskeyshomes.co.uk

Website: www.crosskeyshomes.co.uk/lifeline

VOLUNTARY AGENCY PROVIDERS

Age UK Personal Alarm Service

Phone: **0800 011 3846**

Email: alarms@ageuk.co.uk

Website: www.ageuk.org.uk/seniorlink

Disabled Living Foundation

Phone: **0300 999 0004** or **(020) 7432 8018**

Email: advice@dlf.org.uk

Website: www.dlf.org.uk/factsheets/telecare

The Royal British Legion Care Phone personal alarm

Phone: **0800 032 0306**

Email: homesupportadmin@britishlegion.org.uk

Website: www.britishlegion.org.uk/can-we-help/care-and-support/in-home-services/care-phones

You can find further suppliers in your local telephone directory.

EMPLOYERS FOR CARERS

As an employer you will be all too familiar with the need to retain skilled experienced staff to remain competitive. But for the 1 in 9 in your workforce who are caring for someone who is ill, frail or has a disability, juggling paid work and caring can present real problems. How would you prioritise between an urgent call from a client and an urgent call from your elderly parent who has dementia? or to attend to your disabled child? or your partner who has Multiple Sclerosis?

Given the stresses and strains that can result from balancing multiple responsibilities inside and outside the workplace, it is unsurprising that 1 in 5 carers give up work to care full time. But many of these employees will be your most valuable staff, the 45-64 year-olds at the peak of their careers.

By recognising the needs of carers, you can hold on to your experienced staff and reap the rewards of creating a supportive working environment for carers.

Phone: **020 7378 4956**

Address: Employers for Carers, 20 Great Dover Street, London SE1 4LX

Email: employers@carersuk.org

Website: **www.employersforcarers.org**

VITALISE

A national charity providing short breaks (respite care) for people with physical disabilities, visually impaired people and their carers.

Phone: **0303 303 0145**

Email: bookings@vitalise.org.uk

Website: **www.vitalise.org.uk**

THE SILVER LINE

The Silver Line is a free confidential 24 hour helpline for older people. They offer information, friendship and advice, link callers to local groups and services and they offer regular befriending calls.

Helpline: **0800 470 8090**

Website: **www.thesilverline.org.uk**

Crisis support

SAMARITANS

Offers 24hrs emotional support to those in crisis, depressed or suicidal, in total confidence. Cambridge and Peterborough offices are open to receive visitors – no need for an appointment. Quiet, private rooms are available to talk in complete confidence.

National Helpline: **08457 909090**

Addresses: Cambridge Branch, 4 Emmanuel Road, Cambridge CB1 1JW

Peterborough and District Branch, 32-34 St John's Street, Peterborough
PE1 5DD

Email: jo@samaritans.org

Website: **www.samaritans.org**

Advocacy

AGE UK CAMBRIDGESHIRE ADVOCACY SERVICE

Is a free, independent service to people over 65 whatever the issue, if it concerns an older person in Cambridgeshire.

Phone: **01354 696541** Monday to Friday – 9am to 5pm, answer phone available

Address: Suite L21, South Fens Business Park, Fenton Way, Chatteris PE16 6TT

Email: advocacy@ageukcambridgeshire.org.uk

Website: www.ageuk.org.uk/cambridgeshire/

NHS COMPLAINTS ADVOCACY SERVICE

POhWER provide a free, independent and confidential advocacy service to support people with their NHS complaint. POhWER has delivered the NHS Complaints Advocacy Service locally since 2003 they have a proven track record of providing effective advocacy support to people. The amount given can vary from person to person and ranges from giving information about the complaints process and the possible outcomes to more in depth support. POhWER advocates work closely and collaboratively with complainants and NHS providers at an early stage to resolve complaints quickly and at a local level.

Complaints advocacy is a statutory service, for anyone who wishes to complain about their NHS care and treatment and they are entitled to a free, independent and confidential advocacy service to help them make their complaint.

For further information about the role of POhWER and how we can support local people and NHS providers to resolve formal complaints, please visit the local Cambridge page of our website.

The link to leaflets and guidance can be found at www.pohwer.net/self-help-tools/nhs-complaints-advocacy-self-help-tools

Helpline: **0300 456 2370**

Email: pohwer@pohwer.net

Website: www.pohwer.net/in-your-area/where-you-live/cambridgeshire

CARERS ADVOCACY SERVICE

VoiceAbility provides advocacy for carers in Cambridgeshire for:

- An adult or older person who provides, or intends to provide practical and/or emotional support to a relative, friend or neighbour who is ill, frail, disabled, experiencing mental distress or is affected by substance misuse
- Caring for someone over the age of 18.

What is advocacy?

Advocacy is a free and confidential service. The advocate will listen to what you say and what you want. Advocates can support you to:

- Explore the different ways to resolve your issues
- Understand your rights
- Express your views and wishes
- Support you to self advocate – taking the lead to resolve an issue
- The advocate works on your instruction. They will always gain your consent before doing anything on your behalf.
- The advocate will not judge you about anything said to them

Advocacy is not:

- Counselling or befriending
- Offering advice, legal advice or legal support
- The advocate will not make decisions about your care and treatment.

The independent and free service is issue-specific and time-limited and operates in an empowering framework. This means that we can help support our clients with one issue that they are facing, but when that issue has been resolved, we would close their case. If they wanted us to support them with another issue, we would need to open up another case. Because of the number of people using our services, there might be a small delay before we could then work with the same person again.

To make a referral please contact Lauren O'Carroll, Service Manager.

Phone: **01223 555 800 or 07557 746 414**

Email: lauren.ocarroll@voiceability.org

Address: VoiceAbility, Mount Pleasant House, Huntingdon Road, Cambridge, Cambridgeshire, CB3 0RN

Website: **www.voiceability.org**

Advice and information

AGE UK CAMBRIDGESHIRE

Offers advocacy, benefits advice, carer support, events, health related service provision, home care, home help, home security, other information and advice, publications, respite care, social club, support for local groups/clubs, support with recovery, visiting/befriending, volunteering: For more on services available, please visit the organisation's website.

Offers face to face information on a range of insurance and other products and services designed especially for the over 50s. Car insurance, energy services, funeral plans, home insurance, legal services, lottery, personal alarms, travel insurance

Phone: **0300 666 9860** Monday to Friday – 9am to 3pm

Address: Suite 21 South Fens Business Centre, Fenton Way, Chatteris PE6 6TT

Email: informationservices@ageukcambridgeshire.org.uk

Website: www.ageuk.org.uk/cambridgeshire

AVERT

Gives general help and advice, plus lists services and support for HIV, AIDS and sexual health in the UK. If you are in the UK and need urgent advice or assistance, please contact the Sexual Health Line on 0800 567 123. They are available 24 hours a day, 7 days a week.

Phone: **01403 210202** office hours 9am to 5pm

Email: info@avert.org

Website: www.avert.org

THE CAMBRIDGESHIRE ALLIANCE FOR INDEPENDENT LIVING

We believe that every person with a disability or long-term health condition should be treated with respect and have equal rights and opportunities; they should be able to control and manage the support needed to live independent lives as full and valued members of the community.

We aim to raise awareness and improve everyone's understanding about the crucial role carers play in supporting other people. Every carer should have access to support, information and advice so that they can manage the impact of caring upon their own lives. Our website shows you all our activities and services which support independent living, as well as the voice of disabled people and their carers in Cambridgeshire.

Cambridgeshire Alliance for Independent Living facilitates the Carers Partnership Board, which ensures the independence of the Board from the County Council. The Board aims to maintain a strategic overview of the support provided for family carers across Cambridgeshire and is made up of lead officers for carers services, strategic and operational representatives from all service areas, partner agencies, carers and voluntary sector organisations.

Phone: **0300 111 23 01**

Address: Cambridgeshire Alliance for Independent Living, Lower Pendrill Court, Ermine Street North, Papworth Everard, Cambridge CB23 3UY

Email: hello@cambridgeshirealliance.org.uk

Website: **www.cambridgeshirealliance.org.uk**

CAMBRIDGESHIRE BOBBY SCHEME

The bobby scheme was set up by the Cambridgeshire Police Shrievally Trust to provide a service to older or vulnerable people by improving home security to reduce crime and the fear of crime. If you are a victim of burglary and 60 or over the service is free; if you are 65 and over, disabled or vulnerable we provide the same service but ask for a donation towards the cost. Keysafes can also be supplied and fitted. Please telephone us to request a visit.

Phone: **01480 413311 / 07866 602100**

Address: Sawtry Police House, 76 Fen Lane, Sawtry, Huntingdon PE28 5TL

Email: info@thebobbyscheme.org

Website: **www.thebobbyscheme.org**

COMMUNITY NAVIGATORS

There are lots of good groups, services, and support available in Cambridgeshire but not everyone knows what is out there or how to access it. If you are supporting an older person, Community Navigators are trained volunteers who can help you find information such as:

- Joining a local friendship club, lunch or activity group.
- Modifying the home or get mobility aids.
- Obtaining a financial health check to maximise income.
- Getting practical help at home to support through an illness or with one-off tasks.
- Finding a community car scheme for a lift to activities and appointments.

Community Navigators are here to help and run drop-in sessions throughout Cambridgeshire. If needed, Community Navigators can also visit you at home. If you would like to meet a Community Navigator for a chat please contact us:

Phone: **01954 212100**

Email: community.navigators@care-network.org.uk

VICTIM SUPPORT

We are the national charity giving free and confidential help to victims of crime, witnesses, their family, friends and anyone else affected across England and Wales.

Helpline: **0845 30 30 900** Monday to Friday – 9am to 8pm, Weekends – 9am to 7pm, Bank Holidays – 9am to 5pm. Dial 141 to hide your number. Please check with your network provider as this doesn't work on some mobile networks.

Email: supportline@victimsupport.org.uk

Website: www.victimsupport.org.uk

HEALTHWATCH CAMBRIDGESHIRE

Healthwatch Cambridgeshire works to ensure that people's voices are heard in making important decisions about local NHS, social care and public health services. We talk to people in the local community about their experience of the

care they receive to help us understand how well local health and care services are working. We make sure we feed this information back where it matters to the people buying, providing and regulating local health and care services.

Tell us about your health and social care experiences. We want to hear about the good and not so good, as this feedback can help improve services for everyone.

Join our Consultation Network, which will connect you with organisations that should know about your experiences and opinions of care in Cambridgeshire.

Find out about local care. We offer a signposting and information service, to help you find out about local health and social care services

To find out more, please telephone us or look at our website.

Phone: **01480 420628**

Address: Healthwatch Cambridgeshire, The Maple Centre, 6 Oak Drive,
Huntingdon PE29 7HN

Email: enquiries@healthwatchcambridgeshire.co.uk

Website: **www.healthwatchcambridgeshire.co.uk**

NATIONAL CARELINE

The National Careline is a not for profit company offering information about care and support for older people, their carers and their families. The objective of National Careline is to provide a portal that signposts users to various organisations including Government departments and support networks that will help create a clearer understanding of the care maze. Topics include:

- What help and what type of help is available
- Where to access help
- Where to access financial support

The National Careline also provides a wealth of extra lifestyle information that users may find beneficial in their support and care of the older person. Our service is free to all users.

Helpline: **0800 0699 784**

Email: office@thenationalcareline.org

Website: **www.thenationalcareline.org**

CARERS DIRECT

Confidential information and advice for carers.

Helpline: **0300 123 1053**

Lines are open Monday to Friday – 9am to 8pm (except bank holidays), Weekends 11am to 4pm. Request a free call back or an interpreted call back in one of more than 170 languages. Or send an email via the website.

Website: **www.nhs.uk/carersdirect**

CARERS TRUST

Carers Trust is the UK's largest charity for family carers. With local Network Partners we work to improve support, services and recognition for family carers in communities across the UK. We offer practical help both in and outside the home, desperately needed breaks, information and advice.

Phone: **0844 800 4361**

Address: Carers Trust, 32-36 Loman Street, London SE1 OEH

Email: info@carers.org

Website: **www.carers.org**

Website: **www.youngcarers.net**

CARERS UK

Ely: Offers befriending and mutual support, phone contacts and meetings.

Phone: Sue Austen **01353 663928**

Email: susan.austen@ntlworld.com

Helpline: **0808 808 7777** Wednesday and Thursday – 10am to 12 noon and 2pm to 4pm

National Carers UK Website: **www.carersuk.org**

RURAL CAMBS CAB

We operate a 'Gateway' system, where you will have an initial, short, assessment interview. A very simple enquiry may be answered at this stage but, for anything more complex, you will be given an appointment for a full interview. This will either be later the same day or on another day, in the afternoon.

Rural Cambs Telephone Adviceline: Monday to Friday – 9.30am to 3.30pm

Landline: **0844 245 1292**

Mobile: **0300 3300 650**

Ely Bureau: Drop-in Monday, Wednesday and Thursday – 9.15am to 12 noon
Outreach services available in Littleport and Soham.

Address: 70 Market Street, Ely CB7 4LS

Fenland Bureau: Drop-in Monday, Tuesday, Wednesday and Thursday – 9.30am to 12 noon

Also offices open in March, Chatteris and Whittlesey. Specialist benefits advice funded by Macmillan for cancer sufferers and their families.

Address: 9 Church Mews, Wisbech PE13 1HL

St Neots Bureau: Drop-in Tuesday and Thursday – 9.30am to 12.30pm

Debt appointments on a Wednesday

Address: CAB Portacabin, Tan Yard Car Park, St Neots, PE19 1AN

Huntingdon Bureau: Drop-in Monday, Tuesday and Wednesday – 9.30am to 12.30pm

Debt appointments on a Thursday

Address: Town Hall, Market Hill, Huntingdon, PE29 3PJ

Website and Emails: **www.ruralcambscab.org.uk**

DISABILITY INFORMATION, ADVICE AND GUIDANCE SERVICE

Our team are very knowledgeable about disability issues including benefits, short breaks, respite care, general rights and more. You can contact the information centre by telephone, email, text or through our website. Home visits can be arranged throughout Cambridgeshire where necessary. If you need information and advice about disability related issues, please call our helpline.

Helpline: **0800 952 5000** Lines open Monday to Friday – 10am to 5pm. If we are busy please leave a message and we will aim to call back within one working day. Calls to this number are free from a landline phone.

Text: **07860 021210**

Address: Papworth Trust, Bernard Sunley Centre, Papworth Everard CB23 3RG

Email: info@papworth.org.uk

Website: www.papworth.org.uk

DHIVERSE

DHIVERSE offers support and advice to people living with and affected by HIV.

Phone: Heather **01223 508805**

Email: info@dhiverse.org.uk

Website: www.dhiverse.org.uk

DOMICILIARY MEDICINES MANAGEMENT SERVICES

Cambridgeshire Community Services NHS Trust

The service offers medication advice/help to you. Whether you just want to know more about your medicines, if you are struggling with them every day or whether you forget more than you remember to take them then the Domiciliary Medicines Management Services should be able to help you. Medicines are not always easy to manage, let alone swallow! If you think it would be helpful to talk to a specialist about your tablets, call today. This is a FREE service offered by the NHS where I can come and visit you in your own home for an informal discussion about your tablets. I work closely with all the local surgeries, community matrons and pharmacies and so am able to help explain your tablets or make changes or help you manage them in an easier way. If you want to ask a question please just call me or if you would prefer me to come and visit you in your home just ring for an appointment.

East Cambs and Fenland areas:

Phone: Pippa Scrimshaw **01353 652233** or **0790 883 8059**
(Answer phone available)

Address: Princess of Wales Hospital, Lynn Road, Ely CB6 1DN

Email: pippa.scrimshaw@ccs.nhs.uk

Website: www.cambscommunityservices.nhs.uk

GATEOPENER

Providing free information for disabled people and their carers across Suffolk and East Cambridgeshire.

Phone: **01638 510463** Please leave a message and we will return your call
Address: GateOpener, Unit 20a, Hampstead Avenue, Mildenhall, Suffolk IP28 7AS
Email: enquiry@gateopener.org.uk
Website: **www.gateopener.org.uk**

If you wish to receive a regular emailed version of our newsletter then please contact us either by email or telephone.

GOV UK

Public services all in one place – website of the UK Government. Including information for carers, support services, Direct Payments, employment, rights, young carers, Carers Allowance. The best place to find government services and information.

Website: **www.gov.uk**

INDEPENDENT AGE

Independent Age is an established and growing charity supporting thousands of older people across the UK and Ireland through the 'ABC' of advice, befriending and campaigning.

Each year, our advice and information service directly helps thousands of older people, their families and carers, while our network of volunteers provides befriending to those who need company and support. We use the knowledge and understanding gained from our frontline services to campaign for a fair deal for older people – a reasonable income and quality of life, fair access to information and an opportunity to contribute to their communities. All our services are free.

Advice Service: **0800 319 6789** Monday to Friday – 10am to 4pm
Email: advice@independentage.org
Website: **www.independentage.org**

PATIENT ADVICE AND LIAISON SERVICE (PALS) CAMBRIDGESHIRE COMMUNITY SERVICES NHS TRUST

Offers confidential help and advice to resolve problems quickly about the care provided by Cambridgeshire Community Services NHS Trust including:

- health and social care services for adults and older people, including district nursing services
- community rehabilitation services
- physiotherapy, occupational therapy and speech and language therapy for adults and children
- services provided from any of the community facilities listed under the useful addresses
- children's services in Hinchingsbrooke Hospital, Huntingdon
- children's community services
- specialist community dental services and emergency dental access centres.

We will:

- Listen and respond to our patients, carers and relatives, to improve patient care
- Provide information about local health services and support groups
- Help contact other organisations who offer advice, including independent advocacy services
- Advise you on how to contact other Trust PALS services
- Give guidance on how to make a complaint.

If you are unsure if PALS can help with a particular service, just give us a call. Open Monday to Friday – 9am to 5pm not including public holidays.

Contact details:

Phone: **0800 013 2511** or **01480 355184** or **07507 195 375**

Address: The Priory, Priory Road, St Ives PE27 5BB (Head Office)

Phone: **01223 723170**

Address: Brookfields Hospital, Mill Road, Cambridge CB1 3DF

Phone: **01945 488088**

Address: North Cambs Hospital, The Park, Wisbech PE13 3AB

Phone: **01354 644299**

Address: Doddington Hospital, Benwick Road, Doddington, March PE15 0UG

Phone: **01480 398500**

Address: The Princess of Wales Hospital, Lynn Road, Ely CB6 1DN

Phone: **01223 883740**

Address: Chesterton Medical Centre, Union Lane, Cambridge CB4 1PX

Phone: **01480 418500**

Address: The Oak Tree Centre, 1 Oak Drive, Huntingdon PE29 7HN

Phone: **01480 416416** Monday to Friday – 9am to 5pm not including bank holidays

Address: The Hinchingsbrooke Healthcare NHS Trust, Hinchingsbrooke Hospital, Hinchingsbrooke Park, Huntingdon PE29 6NT

Phone: Christopher Hampson Cambridgeshire & Peterborough local contact

Freephone: **0800 013 2511** or **01480 355184** or **07507 195 375**

Email: ccs-tr.pals@nhs.net

Website: **www.cambscommunityservices.nhs.uk/getting-involved/pals**

Address: Patient Experience Team, Cambridgeshire Community Services NHS Trust, Unit 3, Meadow Lane, St Ives PE27 4LG

Follow us on Twitter: [@ccs_nhst](https://twitter.com/ccs_nhst)

Like us on Facebook:

www.facebook.com/CambridgeshireCommunityServicesNHSTrust

SCOPE ABOUT DISABILITY

Local disability information and advice. DIAL is an independent network of local disability information and advice services, run by and for disabled people. Scope supports the DIAL network, an independent network of local disability information and advice services run by and for disabled people. Every year DIALs help over a quarter of a million disabled people. Call the Scope helpline free and we'll direct you to support available in your local area.

Helpline: **0808 800 33 33**

Email: helpline@scope.org.uk

Website: **www.scope.org.uk/support/disabled-people/local-advice**

VILLAGE BENEFITS ADVICE SERVICE

The Village Benefits Advice Service helps people living in rural areas of Cambridgeshire claim welfare benefits that they may be entitled to. The advisers visit clients in their homes providing help and support with claiming benefits.

Phone: **01353 612926**

Phone: **0845 60 60 265** for details about your Pension

Address: PO Box 257, Ely CB7 9EA

Bereavement

CRUSE BEREAVEMENT CARE

Somewhere to turn when someone dies. Cruse exists to promote the well-being of bereaved people and to enable anyone bereaved by death to understand their grief and cope with their loss. Services are free to bereaved people, but we rely on donations to fund our work. Helpline, one-to-one, drop in centres and group support available.

Cambridge, Fenland, Uttlesford Helpline: **01223 633536**

Huntingdon Helpline: **01480 414511**

Huntingdon Website: **www.crusehuntingdon.org.uk**

Peterborough Helpline: **01733 348439**

Cruse UK Helpline: **0844 477 9400**

Working Days 9.30am to 1.30pm

Email: **helpline@cruse.org**

Cambridge Cruse Website: **www.cruse.org.uk/cambridge**

National Website: **www.cruse.org.uk**

Cruse young person's Free Helpline: **0808 808 1677**

Working Days 9.30am to 5pm

Young person's Website: **www.rd4u.org.uk**

Groups

ALCONBURY THURSDAY CLUB

We offer a day away from home for the elderly and housebound (and a 'breather' for their carers). There are opportunities to meet new people, exercise, do craft work, play games or just relax and chat. Cooked midday meal included. Occasional group outings. Meets 9.30am to 2.30pm at Alconbury Sports Pavilion, Alconbury Sports and Social Club, Great North Road, Alconbury, Huntingdon PE28 4EX

Phone: **01487 832105**
Email: office@caresco.org.uk
Website: www.caresco.org.uk

BURWELL CARERS

Offers help and advice to carers. Raises awareness of carers and their needs. Meets every third month for social events. Monthly drop-in sessions.

Phone: Janet Parker **01638 741234**
Address: The Burwell Surgery, Newmarket Road, Burwell CB25 0AE
Email: info@carersburwell.org.uk

CAMBRIDGE INDEPENDENT ASSOCIATION OF CARERS

Believe that only carers can and should represent carers. Welcome as members all carers in the County of Cambridgeshire.

Phone: Sue Austen **01353 663928** or Betty Palmer **01353 663181**

CARERS TRUST CAMBRIDGESHIRE – CROSSROADS CARER SERVICE CARERS GROUPS

Carers Trust Cambridgeshire – Crossroads Carer Service is a Carers Trust Network Partner and we provide social carers groups throughout Cambridgeshire for adult family carers, young adult carers aged 16-25 years and also parent carers. Groups are run regularly at different venues with the purpose of

socialising, information sharing, sign posting and activities or one-off events. A chance to meet other family carers and share your experiences, have some time out and relax. Family carers who attend our groups say that they give them invaluable support and time for themselves. We have an increasing number of men attending. One said "I never usually go anywhere without my wife, but now I come to the group and it does us both good".

Join your local group and make new friends who understand what your caring role means.

For details of your nearest group, contact Carers Trust Cambridgeshire

Phone: **01480 499091**

Address: Carers Trust Cambridgeshire, 4 The Meadow, Meadow Lane,
St Ives PE27 4LG

Email: carersgroups@carerstrustcambridgeshire.org

Website: **www.carerstrustcambridgeshire.org**

WHAT'S NEXT CLUB

We offer support for people who have a long-term or/and terminal illness. We aim to have approximately four outings a year, socials, monthly meetings – which include interesting speakers and activities, refreshments and friendship. Meeting on the second Tuesday of every month from 2pm to 4pm at The King Edward Centre, Railway Lane, Chatteris PE16 6NF

Phone: Barbara Kingman **07716 887543**

Email: Barbara.kingman@btinternet.com

YAXLEY CARERS GROUP

Meets on the first Wednesday of the month at 2pm at The Health Centre, Lansdowne Road, Yaxley PE7 3JL for coffee, chat and occasional outing. New carers are always welcome.

Phone: Linda Smith **01733 240478**

Email: linda.smith39@nhs.net

CAMBRIDGESHIRE LIBRARIES – READING WELL: BOOKS ON PRESCRIPTION

A scheme whereby GPs and other health advisors can give their patients a prescription form for a recommended self-help book. All libraries have the top most popular titles in the Cambridgeshire Books on Prescription scheme. These books are free for anyone to borrow, even if you don't have a prescription form.

Library Phone:

0345 045 5225 for more information Monday to Friday – 8am to 6pm,
Saturday – 9am to 1pm, closed Sunday – 24 hour automated renewals
(also holds information, account details etc)

Minicom: **01480 376743**

Email: your.library@cambridgeshire.gov.uk

For the full lists and details about the scheme:

Website: [www.cambridgeshire.gov.uk/info/20010/libraries/330/
health_information](http://www.cambridgeshire.gov.uk/info/20010/libraries/330/health_information)

Improving Access to Psychological Therapy services (IAPT):

Cambridge, East Cambs and South Cambs Phone: **01223 884422**

Fenland Phone: **01945 482100**

Huntingdon Phone: **01480 415209**

FAMILY CARERS PRESCRIPTION

Cambridgeshire & Peterborough Clinical Commissioning Group and Carers Trust Cambridgeshire – Crossroads Carer Service are working in partnership with GPs across Cambridgeshire and Peterborough, to offer this innovative way to improve recognition and help for family carers and provide breaks where needed.

When family carers visit their GP and explain their caring circumstances, they can be issued with a Family Carers Prescription which is forwarded to Carers Trust Cambridgeshire. Once received, a visit is arranged from a specialist worker at Carers Trust Cambridgeshire and during this time an assessment is carried out to identify what support and information the family carer requires. Where appropriate, a free short break may be arranged. If a short break is prescribed, we will help you choose and book something that would make a real difference for you. You may need a short break to support your own health and wellbeing, keep an appointment, or just some “me time” away from it all.

Phone: **0845 241 0954 or 01480 499090**

Address: Carers Trust Cambridgeshire, 4 The Meadow, Meadow Lane,
St Ives PE27 4LG

Email: care@carerstrustcambridgeshire.org

Website: **www.carerstrustcambridgeshire.org**

URGENT CARE CAMBRIDGESHIRE (UCC)

When your problem can't wait for your GP practice to open, Urgent Care Cambridgeshire provides Out of Hours emergency GP services for Cambridgeshire between the hours of 6.30pm and 8am during weekdays, and 24 hours a day service at weekends and bank holidays. UCC is a telephone contact service, which means we need you to contact us by telephone, this can be done by either phoning your GP Surgery and the phone number for UCC will be on the answering machine or your call may be put through directly to UCC. Alternatively, you can contact us directly on our Patient Line Number.

Patient Line Number: **111**

Website: **www.urgentcarecambridgeshire.co.uk/**

Dementia

ALZHEIMER'S SOCIETY

If you have concerns about Alzheimer's disease or about any other form of dementia, Alzheimer's Society National Dementia Helpline can provide information, support, guidance and signposting to other appropriate organisations.

Leading the fight against dementia.

Helpline: **0300 222 11 22** Monday to Friday – 9am to 5pm, Saturday and Sunday – 10am to 4pm

Website: **www.alzheimers.org.uk**

ALZHEIMER'S SOCIETY (CAMBRIDGE and ELY LOCAL SERVICES)

Shelford Dementia Café: Third Thursday of every month 10am to 12 noon at the David Raynor Centre, Scotdales Garden Centre, Great Shelford. A group for people with dementia and their carers. Information and discussion.

Dementia Café Ely Fourth Tuesday of every month 10am to 12 noon at Ely Cathedral Centre, Cathedral Green, Ely. A group for people with Dementia and their carers. Information on Dementia and peer support

Mansel Group: Fortnightly on alternate Wednesdays 10am to 12 noon at Church of the Good Shepherd, Mansel Way, Cambridge CB4 2ET. Social group for people with dementia and their carers. Discussions, activities and information.

Meldreth Group: First and third Tuesday of every month 10am to 12 noon at Community Room, Elin Way, Meldreth, Royston SG8 6LX. A group for people with dementia and their carers. Activities include discussions and information.

Singing for the Brain: Every Monday 10.30am to 12 noon at the Youth Centre, New Road, Sawston Village College, Sawston CB22 3BP. Singing group for people with dementia and their carers

Carer information and support programme (CrISP): This programme run over 4-6 sessions has been developed to provide specific information to carers in a group environment where they are able to share their experiences and identify appropriate local services.

Dementia Adviser: Offers support and information, focusing on the person with dementia. The dementia advisor will also tell you about services available in your area which can support the person with dementia and their family.

Pathways peer support groups: These closed groups are open to people with early stage memory problems and we do memory stimulation work, meet for blocks of eight weeks.

For further information on any of these services please contact:

Phone: **01223 863854**

Email: Cambridgeandelyoffice@alzheimers.org.uk

Address: Cambridge and Ely Office, Unit 2, Sunrise Business Park, Ely Road, Waterbeach CB5 9QZ

ALZHEIMER'S SOCIETY (FENLAND AND MARSHLAND LOCAL SERVICES)

Carer information and support programme (CrISP): This programme run over six sessions has been developed to provide specific information to carers in a group environment where they are able to share their experiences and identify appropriate local services.

Dementia Adviser: Offers support and information, focusing on the person with dementia and their needs to make the right decision about their future. The dementia advisor will also tell you about services available in your area which can support the person with dementia and their family.

Dementia Support Service: Provides one to one support to people with dementia, carers and family members. The service is unique to personal circumstances and the information and support needed. Please call the office to access.

March Peer Support Group: Held twice a month on a Wednesday 10am to 12 noon at Fleming Court Community Room, Asplin Avenue, March PE15 9HD

Pathways Healthy Memory Groups: These closed groups are open to people with dementia following assessment by Alzheimer's society staff. These weekly groups (both men's groups and women's groups) are set in an informal atmosphere; using memory based exercises to both challenge and stimulate the memory.

Primary Care Memory Service: Supporting people with early memory problems (before diagnosis). Referrals are received from Cambridge and Peterborough Foundation Trust and directly from GPs. This service is designed to offer support, signposting and information.

Wisbech Peer Support Group: Held twice a month on a Tuesday 10am to 12 noon at Wisbech Baptist Church, Hill Street, Wisbech PE13 1BD

Wisbech Dementia Café: Held on the first Monday of the month from 10am to 12 noon (excluding bank holidays, see a member of staff for alternative date) at The Robert Hall Centre, St Augustines Road, Wisbech PE13 3AH

Phone: **01945 580460**

Address: Fenland and Marshland Office, Parkside Day Hospital, Wisbech PE13 3AB

Email: fenland.marshland@alzheimers.org.uk

ALZHEIMER'S SOCIETY (HUNTINGDON SERVICES)

Ramsey Peer Support Group: Held on the first Wednesday of each month from 10.30am to 12 noon. Held at: Rainbow Surgery, 1 Stocking Fen Road, Ramsey PE26 1SA. Peer support for carers and people with Dementia

Carer information and support programme (CrISP): This programme run over four sessions has been developed to provide specific information to carers in a group environment where they are able to share their experiences and identify appropriate local services.

Dementia Adviser: Offer support and information, focusing on the person with dementia. The dementia advisor will also tell you about services available in your area which can support the person with dementia and their family.

Pathways peer support groups: These closed groups are open to people with dementia following assessment by Alzheimer's society staff. They are held at the: Community Room, Park View, Cromwell Square, Huntingdon PE29 1HA. These weekly groups (both mens groups and ladies groups) are set in an informal atmosphere; using memory based exercises to both challenge and stimulate the memory.

Peer Support Groups: These groups have been developed to provide a formal and confidential support group to people with dementia and their carers.

St Ives Peer Support Group: Held on the second Thursday of the month from 1pm to 3pm at Broad Leas Court, St Ives PE27 5NX

Phone: **01480 415235**

Wendy Dunn: Dementia Support Manager: wendy.dunn@alzheimers.org.uk

Davina Hogben: Dementia Support Worker: davina.hogben@alzheimers.org.uk

Vivian Beck: Dementia Support Adviser: Vivian.beck@alzheimers.org.uk

Address: Newtown Centre, Nursery Rd, Huntingdon PE29 3RJ

Email: huntingdon@alzheimers.org.uk

DEMENTIA CARERS SUPPORT SERVICE

This is a service which provides support to carers of people with dementia throughout the journey of their caring role. Current carers of those with dementia are linked to a volunteer befriender who has first hand experience of caring for someone with dementia.

The service covers City, South and East Cambridgeshire. Referrals can be made via a professional or we can accept self referrals. On receipt of a referral the co-ordinator will visit to discuss the service and how best the carer can be supported.

The Co-ordinators are Fe Franklin and Sally Kitchin. Terry Dellar is the Administrator.

Phone: **01353 652092** (Answer phone)

Email: fe.franklin@cpft.nhs.uk and sally.kitchin@cpft.nhs.uk and terry.dellar@cpft.nhs.uk

Website: **www.cpft.nhs.uk**

DementiaCOMPASS

This volunteer organisation helps people to live successfully at home with dementia, both carers and people diagnosed with dementia. Our programming includes social activities such as music choirs, art and art history courses and an exercise programme, along with carers support seminars and skill-building opportunities.

Phone: Edye Hoffmann **07876 350638** for more information about our on-going programme

Email: edye@dementiacompass.com

Website: www.dementiacompass.com

YOUNGER PEOPLE WITH DEMENTIA SERVICE NORTH CAMBRIDGESHIRE

Cambridge and Peterborough NHS Foundation Trust

The service is available to people living in Fenland, Huntingdon and Peterborough areas that are under the age of 65 with a diagnosis of dementia. The team provides practical and emotional support advice to service users, carers and their families.

Phone: **01354 644233**

Address: The Young Onset Dementia Team, Alan Conway Court, Doddington Hospital, Benwick Road, Doddington PE15 0UG

YOUNGER PEOPLE WITH DEMENTIA SERVICE SOUTH CAMBRIDGESHIRE

Cambridge and Peterborough NHS Foundation Trust

A service available to people living in and around Cambridgeshire who are under the age of 65 and who have a diagnosis of dementia. The team provides practical and emotional support and advice to service users, carers and their families.

Phone: **01223 884301**

Address: Block 4, Ida Darwin, Fulbourn, Cambridge CB21 5EE

Disability

BREATHE EASY (CAMBRIDGE)

Offers social support and information to all age group sufferers affected by lung disease, including family members and carers. Meetings are held at 2pm on the third Tuesday of the month at Buchan Street Community Centre, Buchan Street, Cambridge, CB4 2XF. We have speakers on various topics, as well as healthcare professionals you can speak to. A regular group newsletter is also available.

Phone: David Hart **01954 260204**

Email: David Hart (Chairman) harties@ntlworld.com

Email: Mary Keyser (Secretary) keysermary2@gmail.com

BREATHE EASY (FENLAND)

Offers social support and information to anyone affected by lung disease, including family and carers. Meetings take place at St Peter's Church Hall, High Street, March PE15 9JR on the first Thursday of each month at 2pm. These meetings will give you the opportunity to make friends and the chance to hear speakers on living with lung disease as well as other relevant subjects. Membership is free.

Phone: Sylvia Mansfield **01354 651821** for further information

Email: smansfield1234@btinternet.com

Website: www.blf.org.uk/BreatheEasy/Detail/Fenland

HUNTS BREATHE FOR LIFE

Offers social support and information to anyone affected by lung disease, including family and carers. We have speakers on a wide range of health related topics in addition to organising various social activities such as coach trips, lunches etc. Meetings are held on the fourth Monday of the month (except on Bank Holidays when it is the third Monday) 2pm to 4pm at St Ives Methodist Church, The Waits, St Ives PE27 5BY

Phone: Elizabeth Waldock **01480 860289**

Email: egwaldock@btinternet.com

Website: www.huntsbreatheforlife.com

BRITISH LUNG FOUNDATION

Whether you've just been diagnosed with lung disease and are eager for information, or you're a carer looking for support, whether you have a child with lung disease or want information on treatment and diagnosis – we can provide it. Need some advice? Want to do something proactive in your community? Or simply want to talk to and meet others who are going through the same thing as you? From our UK-wide network of support groups to online resources and our newsletter, there's something for everyone.

Helpline: **03000 030 555** Monday to Friday – 9am to 5pm

Email: helpline@blf.org.uk

Website: www.blf.org.uk/Home

DISABILITY CAMBRIDGESHIRE

Advice and information for disabled people, their families and carers in the county of Cambridgeshire with a discrete service for the Cambridge and Ely District Branch of the Multiple Sclerosis Society. Open Monday to Thursday – 9.30am to 2.30pm by appointment. There is a 24 hour answer phone service

Phone: Martin Smart or Peter Wetherell **01480 839192**

Address: Pendrill Court, Papworth Everard CB23 3UY

Email: info@disability-cambridgeshire.org.uk

Website: www.disability-cambridgeshire.org.uk

Huntingdon Office: Disability Huntingdonshire (DISH)

Phone: **01480 839192**

Email: info@DISH.org.uk

Website: www.DISH.org.uk

HEADWAY CAMBRIDGESHIRE FAMILY/CARERS SUPPORT

Our team of advisors provide information advice and emotional support for the families of people with a brain injury. This can be provided through telephone support or home visits across Cambridgeshire. We also run several social and support groups for individuals with a brain injury, carers, family and partners. The aim of the social groups is to provide a relaxed environment within the community where individuals with a brain injury, family, partners and carers can meet to enjoy

a meal or a drink, meet new people and share experiences and support. These groups meet across Cambridgeshire, please contact us for your nearest one.

Headway Cambridgeshire also runs workshops and training for people with a brain injury, families, friends and professionals. Workshop topics include; Understanding the Effects of Brain Injury, Managing Anger and Understanding Benefits.

Phone: **01223 576550** for more information

Email: info@headway-cambs.org.uk

Website: www.headway-cambs.org.uk

BRITISH CARDIAC PATIENTS ASSOCIATION

Have cardiac problems, are awaiting investigations, tests and/or are expecting heart surgery, have had heart surgery, care for someone who has. Support, reassurance and practical advice are freely available for patients, their families and carers.

Helpline: **01223 846845** Monday to Saturday – 9am to 7pm

Website: www.bcpa.co.uk

HUNTINGTON'S DISEASE ASSOCIATION – PETERBOROUGH SUPPORT GROUP

We offer support, advice and socials for people with Huntington's Disease, family members and carers. Meets third Friday in the month 10am to 12 noon at Barchester Care Home, Longueville Court, The Village Green, Peterborough PE2 7DN

Phone: Anne Constanti (Chairperson) **01733 576104**

Email: anne.constanti1@sky.com

Website: www.hda.org.uk/

HUNTINGDONSHIRE DISABILITY SPORTS FORUM

The sports forum is a voluntary organisation that looks to growth the profile of disability sport throughout Huntingdonshire. The group meets four times a year and organises two disability sports festivals each year. The forum meets once a quarter and the festivals take place in July at One Leisure, St Ives Outdoor and in

October at One Leisure, St Ives Indoor. Please contact the forum for specific details of meetings and activities. If you wish to volunteer to help with the Disability Sports Forum please contact Paul Ashbridge.

Phone: Paul Ashbridge **01480 388842**
Email: paul.ashbridge@huntingdonshire.gov.uk
Website: www.huntingdonshire.gov.uk/disabilitysport

HUNTINGDONSHIRE DISTRICT COUNCIL – SPORT AND ACTIVE LIFESTYLES

The Sport and Active Lifestyles team organises a range of activities from multi-sports clubs to school holiday programmes for people with disabilities and additional needs. Various sessions take place across Huntingdonshire throughout the year – please contact the team for specific details of activities that might interest you.

Phone: Paul Ashbridge **01480 388842**
Email: paul.ashbridge@huntingdonshire.gov.uk
Website: www.huntingdonshire.gov.uk/activelifestyles

M E SUPPORT GROUP (PETERBOROUGH)

Information and support to M E sufferers/carers. Members receive newsletter, use of library, free loan of wheelchairs, general support. Details of meetings can be obtained from John Dunham.

Phone: John Dunham **01733 203480** or Howard: **01733 310206**

Facebook page (for members only): Peterborough ME Support group online

MOTOR NEURONE DISEASE (MND) ASSOCIATION

The Cambridgeshire Branch of the MNDA provides help, support and advice to people living with the disease, their family and carers. Social get-togethers are held on a regular basis (usually monthly) at venues in Cambridge (Great Shelford), Huntingdon and Peterborough. Run by volunteers, these events give an

opportunity for making friends, sharing problems, receiving advice and practical help. A quarterly newsletter offers a wide range of topics, keeps people in touch and members are encouraged to contribute if they wish. Qualified, registered association visitors provide direct support to people affected by MND and their families, in their own homes or by phone and liaise with medical and social care professionals involved in their care.

Phone: Cynthia George **01954 202095** or **07515 534 430** for general enquiries
Email: c.i.george@ntlworld.com
Phone: Chris Glover **01733 380208** for further information, care and support
Email: chrisglover@talktalk.net
Website: **www.mndassociation.org/cambridgeshire**
Helpline: MNDConnect **08457 626262** Monday to Friday – 9am to 5pm

MULTIPLE SCLEROSIS SOCIETY CAMBRIDGE & DISTRICT BRANCH

Our branch is run by volunteers and provides information for people affected by MS and their families. We offer a friendly ear, support and advice, benefits advice (through Disability Cambridgeshire), financial assistance, fitness class, social activities and fund raising opportunities.

Full details can be provided by the branch secretary Christine Phillips and Lead Support Volunteer Richard Moulton, or can be found on our website.

Phone: **0845 299 37 43**
Email: cambridgesupport@mssociety.org.uk
Website: **www.mssociety.org.uk/cambridge**

MULTIPLE SCLEROSIS SOCIETY HUNTINGDON and DISTRICT BRANCH

We will give support to anyone with MS, their carers, family or friends. We have a wealth of information leaflets that are available free of charge. Benefits advice is also offered at the MS Therapy Centre. We publish a bi-monthly newsletter. In some instances we are able to give financial support in the form of a grant to assist with

electric scooters, electric wheelchairs, equipment, adaptations, respite or holiday breaks etc. We hold regular fund raising events as well as street collections.

Phone: Judith Margolis **01480 387951**

Email: jmmargolis@yahoo.com

Helpline: **0808 800 8000**

Email: helpline@mssociety.org.uk

Address: Multiple Sclerosis Society, Huntingdon and District Branch, 168 Great North Road, Eaton Socon, St Neots PE19 8EH

MULTIPLE SCLEROSIS THERAPY CENTRE FOR HUNTINGDON, PETERBOROUGH (MH) and CAMBRIDGE

We are a self-help group, offering therapies and support to MS patients, their families and carers in Cambridgeshire and surrounding area. We also offer support and therapies to people with other neurological conditions such as Parkinson's Disease, Motor Neurone and Stroke. We offer a free exercise class which is open to everyone on Mondays, Tuesdays and Thursdays – please ring for details and times. The MS Centre is a 'drop-in-centre'; appointments are not always necessary. The group meets on Mondays, Tuesdays and Thursdays – 9.30am to 4pm at the MS Therapy Centre, Bradbury House, Mayfield Road, Hartford, Huntingdon PE29 1UL

Phone: Fiona Arthurs **01480 458688** for further details

Email: info@hpcstc.co.uk

Website: **www.hpcmstc.co.uk**

NATIONAL AUTISTIC SOCIETY CAMBRIDGE BRANCH

The National Autistic Society (NAS) champions the rights and interests of all people with autism. It aims to provide individuals with autism and their families with help, support and services that they can access, trust and rely on and which can make a positive difference to their lives. The main website (www.autism.org.uk) contains information about autism and Asperger Syndrome, the NAS and its services and activities. Dr Joseph Simon is the current branch officer of the Cambridge branch of the National Autistic Society (CNAS).

The local branch currently provides 24/7 information and advice support via telephone helpline, email and website and runs a number of support groups and clubs for people on the autistic spectrum and for their families (see them listed separately).

Phone: **07920 150407**

Email: NASCambridge@nas.org.uk

Website: <http://cambridge-autism.org.uk>

National helpline: **0845 0704004** – open Monday to Friday – 10am to 4pm

All calls charged at local rate and will cost no more than 4p per minute from BT landlines. Calls from mobile phones may cost more.

Minicom service: **0845 0704003**

Address: Autism Helpline, National Autistic Society, 393 City Road, London EC1V 1NG

Complete the online form by Email: www.autism.org.uk/enquiry

Website: www.autism.org.uk

PAPWORTH TRUST

We are a disability charity and have been supporting disabled people for almost 100 years. We work with people with any kind of disability, as well as their families and carers. We offer a wide range of services, including support with care, leisure activities and practical help around the home.

Our services:

- My Care – our support workers help you to live independently in your own home.
- My Home – we provide accessible homes in Cambridgeshire. Our handyperson service helps with big or small jobs around your home and garden.
- My Leisure – at our centres in Cambridge, Huntingdon and Sawston, you can choose from a range of activities where you can have fun and learn new skills.
- Cafes – our social enterprise cafes in Cambridge, Papworth Everard and Sawston provide work experience and training for disabled and disadvantaged people.
- Youth clubs – we run youth clubs in Cambridgeshire for disabled young people to get together, make new friends and have fun.
- My Work – we can help you to find and keep a job.

- Rehabilitation – our award winning rehabilitation service is for people who have had a life changing injury.
- My Services – we offer free information and advice for disabled people, families and carers.

Phone: **0800 952 5000**

Address: Papworth Trust, Bernard Sunley Centre, Papworth Everard, Cambridge CB23 3RG

Email: info@papworth.org.uk

Website: www.papworth.org.uk

PARKINSON'S UK SUPPORT GROUPS

Support groups for people with Parkinson's and their carers.

Huntingdonshire Branch

St Ives: meet on the first Wednesday of the month – 2pm to 4pm at Broad Leas Court, Broad Leas, St Ives PE27 5XG

St Neots: meet on the third Monday of each month – 2pm to 4pm at Old Market Court, Tebbut's Road, St Neots PE19 1DJ

Ramsey: meet on the second Wednesday of each month – 2pm to 4pm at the Rainbow Resource Centre, adjacent to The Rainbow Surgery, Stocking Fen Road, Ramsey

Phone: George Higgins **01480 896735** or Ian McKee **0844 225 3614** for more information

March and District Branch: meet on the first Wednesday of the month 10am to 12 noon, Braza Club, Elm Road, March, Cambs PE15 8NZ

Peterborough Branch: meet on the last Wednesday of the month – 10am to 12 noon at P J Care, Eagle Wood, North Bretton, Peterborough PE3 8AQ

Phone: Ian McKee **0844 225 3614** or Jill Normington **01733 241021** for more information

Milton Lunch Club: meet on the first Tuesday of the month – 12.15pm to 3pm at Barnabas Court, Milton CB24 6WR

Cambridge Carers Support Group: meet on the second Friday of each month – 10.30am to 12.30pm at Davison House, Brookfields, 352 Mill Road, Cambridge CB1 3DF

Ely Support Group: meet on the third Tuesday of the month – 2.30pm to 4.30pm at Bell Holt, Lisle Lane, Ely CB7 4ED

Cambridge Branch Support group: meets on fourth Friday of the month – 10.30am to 12.30pm at the David Rayner Centre, Scotsdale's Site, 120 Cambridge Road, Great Shelford CB22 5JT

Phone: Ian McKee **0844 225 3614**

PARKINSON'S UK

Access to information, support and advice for people with Parkinson's Disease, their families and carers.

Local Parkinson's Information and Support Workers can provide confidential one to one information and signposting including:

- Information about and links to local services that can help you
- Information about benefits and the application process
- Supporting voice if you need to complain or are having problems getting your needs assessed or met
- Emotional support for you and your family

Cambridge, East and South Cambs:

Phone: Rhonda Waters **0844 225 3618**

Email: rwaters@parkinsons.org.uk

North Cambs including Huntingdonshire, Chatteris and March:

Phone: Marianne Fountain **0844 225 3777**

Email: mfountain@parkinsons.org.uk

Peterborough, Wisbech and Whittlesey:

Phone: Emily Avery **0844 225 3617**

Email: eavery@parkinsons.org.uk

Branch meetings are held monthly in Cambridge, March, St Ives, Ramsey, St Neots, Ely and Peterborough for people with Parkinson's and their carers.

Phone: Ian McKee **0844 225 3614** for more information

Website: **www.parkinsons.org.uk**

For latest news, publications and research updates, as well as an online forum to share experiences of living with Parkinson's

Helpline: **0808 800 0303** Monday to Friday – 9am to 8pm, Saturday – 10am to 2pm

Text Relay: **18001 0808 800 0303** (for text phone users only)

Parkinson's UK have expert nurses and helpline staff to provide impartial information about all aspects of Parkinson's, or if you want to talk to someone about living with the condition. The service is confidential and calls are free from landlines and most mobile networks. An interpreting service is available for anyone who doesn't speak English.

THE PSP ASSOCIATION

To support people living with Progressive Supranuclear Palsy (PSP) or Cortico Basal Degeneration (CBD) and their carers and families. Raising awareness and promoting research of PSP and CBD.

Phone: **01327 322410**

Helpline: **0300 0110 122**

Email: helpline@pspassociation.org.uk

Website: **www.pspassociation.org.uk**

SPEAKABILITY

Speakability is the national charity dedicated to supporting and empowering people with aphasia (lack of speech) after stroke, head injury, brain tumour or other neurological illness, and their carers.

Huntingdonshire: We meet on second Tuesday of the month – 1.45pm to 4.15pm, usually at the Medway Centre, Medway Road, Huntingdon PE29 1SF

Phone: Anna Bratby **01480 891977**

Helpline: **0808 808 9572** Monday to Friday – 10am to 4pm

Address: Speakability, 240 City Road, London EC1V 2PR

Email: cambsanna@hotmail.com

Website: **www.speakability.org.uk**

Learning disability

EDDIE'S ST IVES SOCIAL GROUP

Weekly social group for people with learning disabilities providing friendship, advice, support and information. The Heron Club meets every Wednesday – 7pm to 9pm at Mid Leys Centre, High Green Leys, St Ives PE27 6RU

Phone: **01223 883130**
Email: info@eddies.org.uk
Website: www.eddies.org.uk

EDDIE'S FENLAND

Eddie's (Fenland) is taking referrals for their Adult Befriending scheme. The scheme operates throughout Fenland and we will now also consider service users in Ely.

The scheme recruits volunteers to help adults with learning disabilities to participate in activities or hobbies of their choice at home or out in the community. A carefully matched volunteer visits the service user regularly (at least once a month). The scheme also holds regular group social activities.

The befriending scheme is a free service, but those who wish to access it are asked to become a member of Eddie's which in most cases costs just £5.00 per year.

Phone: Vanessa Droy **01354 651166** for more details about befriending
Monday to Thursday – 8.30am to 3pm
Address: Eddie's (Fenland Branch), 87 High Street, March PE15 9LB
Email: vanessa.droy@eddies.org.uk

Fenland Artworks day service helping adults with learning disabilities to get involved in a range of arts and crafts activities. Full day sessions cost £30.00, but half-day and hourly rates are available.

Phone: Deb **01354 655487** for more details about Artworks
Email: artworks@eddies.org.uk
Website: www.eddies.org.uk

COUNTYWIDE ADULT PLACEMENT SCHEME

The Countywide Adult Placement Scheme provides a viable alternative to more traditional support services. The service provides respite stays, long-term placements, day opportunities and outreach services for adults with learning disabilities in community and family settings, helping to support carers, prevent carer breakdown and enabling adults with learning disabilities to be supported to live at home.

Phone: **0345 045 5221** for more information contact the Registered Manager of your local scheme

Huntingdon Registered Manager: Mike Phillips

East and Fenland Registered Manager: Ian Elderkin

City and South Registered Manager: Andrew Jones

Mental health

ANXIETY ALLIANCE

If you suffer from an anxiety disorder such as general anxiety, phobia, panic attacks, obsessional compulsive disorder, or wish to withdraw from tranquillisers and anti-depressants then we are here to help, advise and support you.

Helpline: **0845 2967877** 10am to 10pm

Email: harris835@btinternet.com

Website: www.anxietyalliance.org.uk

BIPOLAR UK SELF HELP GROUP CAMBRIDGE

The group gives support to people affected by bipolar disorder. That includes family, friends and carers as well as those with the condition. Usually takes place the fourth Monday of the month 7.45pm – 9.15pm at Horizon Resource Centre, 285 Coldhams Lane, Cambridge CB1 3HY. For more details of meetings, newsletter and other support, please call.

Phone: **0845 434 9780** before 6pm or National Bipolar UK: 0207 931 6480

Email: cambridge@bipolarukgroups.org.uk

Website: www.cambridgebipolar.org.uk (national website: www.bipolaruk.org.uk)

BIPOLAR UK SELF HELP GROUP HUNTINGDON

For carers and for people diagnosed with bipolar and manic depression. Meet first Wednesday of the month at 2pm onwards at The Maple Centre, Sapley Square, Huntingdon PE29 7HN. On occasion we also meet at the Huntingdon Garden and Leisure Centre. For more details please call.

Phone: **0845 434 9817**

Email: huntingdon@bipolarukgroups.org.uk

CAMBRIDGESHIRE AND PETERBOROUGH NHS FOUNDATION TRUST (CPFT)

We are a designated Cambridge University Teaching Trust and provide mental health services to residents of Cambridgeshire and Peterborough and also children's community services in Peterborough.

During normal office hours please call your local Community Mental Health Team. For individuals who are not known to CPFT mental health services and their carers, it is advised that a first point of contact should be your local on-call GP service which will be able to undertake an initial assessment of your needs and be able to review your care records.

The out-of-hours service is available for CPFT's service users who are experiencing a crisis in their mental health and feel that they need to seek immediate advice. This service is also available for carers who are concerned about the mental health of the service user.

Phone: **0800 052 2252** Monday to Friday – 5pm to 8pm, Saturday, Sunday and Bank Holidays – 8am to 8pm. After 8pm, an answer phone message will give information on other contact numbers such as: NHS Direct and 'Lifeline' Cambridgeshire and Peterborough. In case of an emergency, contact the local A&E or dial 999.

Rethink Careline: **01354 655786** – this is a local careline for people with schizophrenia and other enduring mental illnesses.

Website: **www.cpft.nhs.uk**

LIFELINE CAMBRIDGE MENTAL HEALTH

Lifeline supports people experiencing emotional distress by providing someone to talk to, support and empathy, guidance through a crisis, liaison with other agencies, information on local and national resources, mental health issues. Lifeline is a project of Lifecraft.

Helpline: **0808 808 2121** Daily – 7pm to 11pm

Website: **www.lifecraft.org.uk**

MAKING SPACE CAMBRIDGESHIRE CARERS SUPPORT SERVICE

Our aim is to offer support to relatives or friends who care for someone with mental ill health. We cover Huntingdonshire, Cambridge, Ely and Fenland offering individualised support to carers of adults with mental ill health. If you are a carer and would like to speak to someone or would like more information please contact us.

Phone: **01480 211006**

Address: Suite 4, The Stables, Church Street, St Neots PE29 2BU

Email: pauline.mansfield@makingspace.co.uk or ccss@makingspace.co.uk

Website: **www.makingspace.co.uk**

MIND IN CAMBRIDGESHIRE

We have a wide range of information relating to mental health issues for service users, carers and the general public at our offices in St Neots and Cambridge. If we do not provide the service you seek we will be happy to signpost you to a more appropriate agency.

Phone: **01480 470480** Monday to Friday – 9am to 5pm – answer phone available

Address: The Limes, 24 New Street, St Neots PE19 1AJ

Phone: **01223 311320**

Address: Barrere House, 100 Chesterton Road, Cambridge CB4 1ER

Email: enquiries@mindincams.org.uk

Website: **www.mindincams.org.uk**

NATIONAL ORGANISATION FOR PHOBIAS, ANXIETY, NEUROSIS, INFORMATION AND CARE (NO PANIC)

No Panic is a voluntary charity which helps people who suffer from panic attacks, phobia's, obsessive compulsive disorders and other related anxiety disorders. Self help through recovery groups and one to one mentoring over the telephone because most people do not have or are unable to access face to face support. We hope you will join No Panic as it may be the first step on the road to recovery for you or someone you care for.

Helpline: **0800 138 8889** (Daily 10am to 10pm)

Email: admin@nopanic.org.uk

Website: **www.nopanic.org.uk**

CAMBRIDGE, PETERBOROUGH and FENLAND RETHINK

The Cambridge, Peterborough and Fenland Rethink Carers Groups help the carers of those with severe and enduring psychotic illnesses including schizophrenia. The Cambridge group meet in Cambridge and are normally held on the penultimate Wednesday of the month. Available is a monthly newsletter and 24/7 careline.

Phone: David Jordan **01354 655786** to confirm meeting dates or for further information

Rethink National Adviceline: **0300 5000 927** (option 2) Monday to Friday, 10am to 2pm

Rethink Careline: **01354 655786** – this is a local careline for people with schizophrenia and other enduring mental illnesses.

Email: d.jordan994@btinternet.com

Website: **www.rethink.org**

HUNTINGDONSHIRE CARERS SUPPORT GROUP (RETHINK SEVERE MENTAL ILLNESS)

For carers of adults with mental illnesses.

Meet on the first Wednesday of the month (except August), 7.30pm to 9.30pm at Newtown Centre, Huntingdon Room, Nursery Road (Ring Road), Huntingdon PE29 3RJ

Phone: c/o Julie Galliford **01823 365 308**

Rethink National Adviceline: **0300 5000 927** (choose option 2) Monday to Friday – 10am to 2pm

Email: groups@rethink.org

Website: www.rethink.org

SANE

Raise mental health awareness, combat stigma and increase understanding. Provide emotional support, practical help and information. Initiate research into causes, treatments and experiences of mental illness.

Helpline: **0845 767 8000** Daily – 6pm to 11pm

Website: www.sane.org.uk

THE SUN NETWORK

The SUN Network aims to ensure the best mental health services are being delivered throughout Cambridgeshire for adults and older people. We offer opportunities for adults, older people and their carers who access mental health services to get involved with shaping how these services are delivered in future. We have regular SUN meetings in your area which are also attended by the Mental Health Commissioners, who you can meet and feedback your experiences to. The SUN Network can provide you with a SUN Crisis card that can be carried by you, and used in the event of a crisis. Also available is a Crisis card smartphone app, it is FREE to download from the app store or Google play. We can also signpost you to appropriate organisations for help and support.

Phone: **01480 276057**

Email: enquiries@sunnetwork.org.uk

Website: www.sunnetwork.org.uk

Alcohol and drugs

AL-ANON

For families and friends of alcoholics. Someone else's drinking can affect your life, be it a relative or friend, male or female. Someone else's uncontrolled, and uncontrollable, drinking can: • turn love to hate • bring you to the depths of despair • affect you financially • lead to violent outbursts • make you doubt your own sanity • make you think that you are the problem. Whatever your relationship to the drinker, whatever your story, Al-Anon can help. Al-Anon Family Groups hold regular meetings where members share their own experience of living with alcoholism.

Al-Anon does not offer advice or counselling, but members give each other understanding, strength and hope.

Helpline: **020 7403 0888** for details of meetings 10am to 10pm everyday

Email: enquiries@al-anonuk.org.uk

Website: www.al-anonuk.org.uk

DRINKSENSE

DrinkSense provides advice and support to those who are affected by their own or another's alcohol misuse. Our Drink and DrugSense children, young people and families service provides education and support to young people affected by their own substance misuse. This service includes family support providing a range of interventions to help children where parental alcohol misuse is affecting the family unit

Phone: **01733 555532**

Address: DrinkSense Central Office, 79a Eastfield Road, Peterborough PE1 4AS

Email: centraloffice@drinksense.org

Website: www.drinksense.org

INCLUSION

Someone's drug or alcohol use affects not only them, but also their parents, children, siblings and grandparents. With this in mind, Inclusion runs services especially for the wider family. All of our services are free and completely confidential. We offer information and advice, one to one sessions, couples work, where one or both parties use substances, and family group support. Inclusion also runs carer groups across the county. At present there are four carer groups, in Chatteris, Cambridge City, Huntingdon and Ely. They are mutual support groups facilitated by experienced workers for family and friends of substance mis-users.

Phone: Tracy Thompson **07766 442 556** or the office numbers below for more information

Cambridge Office Phone: **01223 723020**

Huntingdon Office Phone: **01480 413800**

Wisbech Office Phone: **01945 584444**

Stroke

MARCH APHASIA SELF HELP GROUP (M.A.S.H.)

M.A.S.H. is a long-term support group for people who have communication difficulties following a stroke, run by the Adult Speech and Language Therapy Department based at Doddington Community Hospital. (A referral is required through the Adult Speech and Language Therapy Department to check for suitability). Meets monthly on a Monday – 10am to 11.30am, during term-time only, at The Braza Club, Elm Road, March, Cambs PE15 8NZ.

Phone: Elspeth Novice, Specialist Speech and Language Therapist
01354 644242

POS+ABILITY

Pos+Ability, is a mobility and chair based exercise group providing balance and resistance work, memory and co-ordination skills, communication and conversation for those living with Stroke, Parkinson's, Multiple Sclerosis or Muscular Dystrophy. The sessions include a 1 to 1 personal progression period, assisting clients work towards a specific achievement or goal, or help continue to maintain current mobility levels. The 2 hour sessions do not require a carer to accompany clients, this gives important carer respite time to have a short break to attend an appointment, meet with friends or just have some quiet time. A free taster session can be booked via email or phone

Pos+Ability meets in Histon & Impington recreation ground on Mondays 11.30am to 1.30pm and Ely Paradise sports centre on Thursdays 10am to 12 noon or 12.30pm to 2.30pm

Phone: Amanda Garrod, Deborah Newman or Sandra Shastid **07565 598 193**
Email: posability3@gmail.com
Website: **www.posability.org**

RAMSEY AND DISTRICT STROKE SUPPORT GROUP

This group is for people who have suffered a Stroke and their carers. An opportunity not only for a 'tea and chat' but to listen to interesting speakers, have social outings, lunches, play games and enjoy regular quizzes. Meet the third Wednesday of each month at the Rainbow Resource Centre, Stocking Fen Road, Ramsey PE26 1SA

Phone: Ronald Needham (Chairman) **01487 815274** for further information
Email: mail@ronneedham.co.uk

WISBECH & DISTRICT STROKE CLUB

For stroke survivors and their carers. Provide information on social, leisure and other activities. Meets *1.15pm in Wisbech library on the second and last Fridays of each month. *Venues/times may vary, phone for details.

Phone: Peter Fewster **07501 980603**
Email: peterfewster@btinternet.com

Cancer support

ACORN CANCER SUPPORT GROUP

For patients diagnosed with cancer and other life threatening conditions and their carers.

St Neots: Meet on the first Wednesday of every month – 10.30am to 1pm at the Dumbelton Medical Centre, Chapman Way, Eynesbury, St Neots PE19 2HD

Phone: **01480 357957**

Huntingdon: Meet on the second Wednesday of every month – 11am to 1pm at MS Centre, off Mayfield Road, Huntingdon PE29 1UL

Phone: Cally **01487 822456**

Ramsey: Meet on the first Monday every month (second if a bank holiday) – 11.15am to 1.15pm at Rainbow Resource Centre, 1 Stocking Fen Road, Ramsey PE26 1SA

Phone: Cally **01487 822456** or Julia Mitchell: **01480 414726**

St Ives: Meet on the third Wednesday every month – 11am to 1pm at Broad Leas Court, Broad Leas, St Ives PE29 1UL

Phone: Cally **01487 822456** or Julia Mitchell: **01480 414726**

Website: **www.acornsupportgroup.org.uk**

or see us on facebook: www.facebook.com/siacsg

CAMBRIDGE CANCER HELP CENTRE

Welcomes carers and family members as well as those who have, or have had, cancer. Open Monday – 10am to 1pm, Tuesday and Wednesday – 10am to 4pm at Cancer Help Centre, which is based at Scotsdales Garden Centre in the David Rayner Building, 120 Cambridge Road, Great Shelford CB22 5JT. Support Groups, complementary therapies, yoga, art and craft groups and nutrition workshops.

Phone: **01223 840105**

Email: Cambridgecancerhelpcentre@uwclub.net

Website: **www.cambridgecancerhelp.org**

HOSPICE AT HOME VOLUNTEERS (HUNTINGDONSHIRE)

A local charity that provides volunteer support to people affected by cancer and other life-limiting and progressive illnesses. The scheme will provide practical, social and emotional support to both clients and their carers. Our service is free and confidential.

Referrals are generally made from hospitals, hospices, doctors, nurses and social workers. However, we are happy to consider self referrals and approaches from carers/family members in appropriate cases.

Phone: Beatrice McEneaney **01954 230205**

Email: enquiries@hospice-at-home.co.uk

Website: **www.hospice-at-home.co.uk**

HELP THE HOSPICES

We are the UK charity for hospice care. If you are a patient, carer or have an interest in hospice and palliative care explore this site for information, support or to get involved. You can search our database for adults and children's hospice and palliative care providers in the UK.

Helpline: **0207 520 8200** Monday to Friday

Email: info@helpthehospices.org.uk

Website: **www.helpthehospices.org.uk**

MACMILLAN and HUDSON PALLIATIVE CARE CENTRE

Cambridgeshire Community Services NHS Trust

Information, advice, treatments and day care for people living with a non-curative illness.

Phone: **01945 488052** or **01945 488053**

Helpline: **0808 808 0000** Monday to Friday – 9am to 8pm

Address: North Cambridgeshire Hospital, The Park, Wisbech PE13 3AB

Website: **www.macmillan.org.uk**

CAMBRIDGESHIRE PROSTATE CANCER SUPPORT ASSOCIATION

Support for men who have or have had Prostate cancer and their wives/partners. Non clinical and self supporting. We hold regular monthly meetings, usually the fourth Thursday of each month, either for social gatherings or when we have a special guest speaker. Anyone is welcome to attend – there's no fee or admission charge – just come along and see if we can help you.

We usually try to arrange to have speakers attend to give a short talk about Prostate Cancer, its treatment and about the hospitals work to support the efforts being made to find better ways of treating it, as well as to discuss fund-raising events. It's also a useful meeting point where you can learn more about the various treatments available, by talking to patients who are, or who have already gone through it.

7.30pm to 9pm at Cambridge Cancer Help Centre, David Rayner Building,
120 Cambridge Road, Great Shelford CB22 5JT

Phone: Don Gibbs **01733 261281**

Email: chair@cambspsa.org.uk

Website: [**www.cambspsa.org.uk**](http://www.cambspsa.org.uk)

Sensory impairment

CAMBRIDGESHIRE HEARING HELP (formerly CAMTAD – CAMPAIGN FOR TACKLING ACQUIRED DEAFNESS)

Head Office covers Cambridge City, South and East Cambs, Fenland and the Huntingdonshire district. There are more than forty drop-in clinics giving advice on hearing loss, battery exchange, re-tubing and cleaning services offered for NHS hearing aid users. Equipment loans are also available. Volunteers visit hearing aid users in their own homes to re-tube, maintain and advise carers regarding local services and facilities for the hearing impaired.

Phone: **01223 416141**

Address: 8a Romsey Terrace, Cambridge CB1 3NH

Email: enquiries@cambridgeshirehearinghelp.org.uk

Website: www.cambridgeshirehearinghelp.org.uk

CAM SIGHT

We provide support in Cambridge City, South Cambs, East Cambs and Fenland for visually impaired people of all ages, their carers and families, employers and providers of public services. Cam Sight supports people in maintaining their independence and quality of life. We work to prevent avoidable sight loss and to raise awareness of the reality of living with sight difficulties. We offer practical and emotional support in people's homes and communities. We provide monthly social groups in rural areas; equipment and technology centres offering demonstrations and advice; training in mobility and daily living skills; groups for visually impaired pre-school children and teenagers and sport and leisure activities.

Phone: **01223 420 033**

Address: Cam Sight, 167 Green End Road, Cambridge CB4 1RW

Email: info@camsight.org.uk

Website: www.camsight.org.uk

DEAFBLIND UK

Deafblind UK is a membership organisation of, and governed by, people who are deafblind or have both a sight and hearing loss. We champion the rights and interests of all people who are deafblind or have a combined sight and hearing loss and deliver quality services to give these individuals autonomy and control over their lives. Through our work we support equality, independence and choice.

Our National Friends and Families Scheme recognises the huge contribution carers make to the welfare and quality of life for Deafblind people, the scheme offers both practical and emotional support to carers.

Free Information and Advice Line: **0800 132 320** Monday to Thursday – 9am to 5pm, Friday – 9am to 4pm

Email: info@deafblind.org.uk

Website: www.deafblind.org.uk

MY COMPUTER MY WAY

Do you know what accessibility features are built into your computer, laptop, tablet or smartphone? My Computer My Way is AbilityNet's amazing interactive tool that explains all the settings and features that could make your computer much easier to use.

- Vision – help with seeing your screen
- Hearing – help with sounds and audio
- Motor – help with keyboard and mouse difficulties
- Cognitive – help with reading, spelling and understanding

Use My Computer My Way to take control of your computer.

Website: www.abilitynet.org.uk/mcmw

RNIB

Royal National Institute of Blind People (RNIB) is the UK's leading charity offering information, support and advice to over two million people with sight loss. The charity helps anyone with a sight problem, not just with Braille and Talking Book, but with imaginative and practical solutions to everyday challenges. Information is also provided on eye conditions and provides support and advice given for people living with sight loss.

Phone: **0303 123 9999** Monday to Friday – 8.45am to 5.30pm

Email: helpline@rnib.org.uk

Website: www.rnib.org.uk

HUNTINGDONSHIRE SOCIETY FOR THE BLIND

We are an independent charity dedicated to helping and supporting people of all ages with sight impairment who live in the old county of Huntingdonshire. The society offers a wide range of services including:

- home visit outreach to give information, advice and assessment needs
- monthly social and sports activities and meetings held in St Ives, Huntingdon, St Neots and Ramsey
- subsidised holiday
- quarterly newsletter
- resource centre
- volunteer visiting scheme.

The office and charity shop hours are Monday to Friday – 10am to 3pm

Phone: **01480 453438**

Address: Huntingdonshire Society for the Blind, 8 St. Mary's Street, Huntingdon PE29 3PE

Email: info@huntsblind.co.uk

Website: www.huntsblind.co.uk

ISLE OF ELY SOCIETY FOR THE BLIND

A society for the blind and partially sighted in Fenland, the old Isle of Ely. Send birthday cards, organise subsidised outings, Christmas parties, monthly group lunch meetings in Wisbech, Ely and March. Encourage various pastime activities for the blind. Arrange voluntary help and issue of radio cassette players, talking newspaper and Braille literature. Liaise with social services. We offer free computer lessons to visually impaired people to help them keep up with technology – by appointment only.

Phone: Janet Fisher **01354 656726** Monday to Friday – 9.30am to 1.30pm
Address: March Town Hall, Market Place, March PE15 9JF
Email: ioesb@live.co.uk

SENSE

Sense is the leading national charity that supports and campaigns for children and adults who are deafblind. We provide expert advice and information as well as specialist services to deafblind people, their families, carers and the professionals who work with them. We also support people who have sensory impairments with additional disabilities.

Phone and Textphone: **0300 330 9256** or **020 7520 0972**
Address: Sense Information and Advice Service, 101 Pentonville Road, London N1 9LG
Email: info@sense.org.uk
Website: www.sense.org.uk

Training

CARING WITH CONFIDENCE

These sessions provide support and information for people who are looking after a family member or friend through informal, informative sessions that focus on different areas of the caring role such as coping, communication, maintaining mental health and wellbeing or managing finances. We are able to offer this via some GPs surgeries and in Peterborough to people in borderline area, as well as for other organisations who wish to commission the programme. For further information please contact Carers Trust Cambridgeshire.

Phone: **01480 499091**

Address: Carers Trust Cambridgeshire, 4 The Meadow, Meadow Lane,
St Ives PE27 4LG

Email: care@carerstrustcambridgeshire.org

Website: **www.carerstrustcambridgeshire.org**

RED2GREEN

Red2Green offers learning, leisure and work opportunities for people with disability and disadvantage.

Phone: **01223 811662** for more information

Address: Harvey's Barn, Park End, Swaffham Bulbeck, Cambridge CB25 0NA

Email: info@red2green.org

Website: **www.red2green.org**

Employment

JOBCENTRE PLUS

Work Preparation Support for Carers provides help and support for you to make a successful move into work, including access to training and advice on job hunting and applications.

You might be able to get help with the cost of replacement care while you take part in training or attend interviews.

Phone: **0345 608 8545**

Website: **[www.gov.uk/search?q=jobcentre+ plus](http://www.gov.uk/search?q=jobcentre+plus)**

CARERS UK WEBSITE

Section for carers and your work and career. Currently there are over three million working carers in the UK. It may feel as if you are juggling two jobs when you are holding down a paid job and caring for a friend or relative but work can be important for your well-being, income and for maintaining social contacts.

There are things you can do to cope with the pressures of work and care. As a working carer you are likely to need support at work, and often different levels of support at different times – from access to a telephone to check on the person you care for, to taking leave to help out when someone is being discharged from hospital.

The good news is that carers have some statutory rights and more and more employers are realising the benefits of supporting carers.

Website: **www.carersuk.org/help-and-advice/looking-after-you/your-work-and-career**

Library

THE LIBRARY AT HOME SERVICE

If you can no longer get to a library because you are a full-time carer of someone with mobility problems or ill health? The Library at Home Service might be the answer! If you are interested in having books, talking books or DVDs delivered to you in your own home or for more information, the first step is to contact your local Area Co-ordinator (details below). She will visit you to discuss your needs and then try to find a suitable volunteer library visitor who will visit you once a month with the books that have been chosen for you.

Huntingdonshire Phone: Jakki Racey **01480 375023** or **07789 273903**

Email: Jakki.racey@cambridgeshire.gov.uk

Fenland and East Cambs Phone: Jenni Johns **01354 754766** or **01353 616169**

Email: jenni.johns@cambridgeshire.gov.uk

Cambridge City and South Cambs Phone: Elaine Mountfort **01223 718358**

Email: Elaine.mountfort@cambridgeshire.gov.uk

Transport

CAMBRIDGESHIRE MINIBUS BROKERAGE SCHEME (CaMBS)

CaMBS is a vehicle-sharing scheme that enables community groups, clubs and not-for-profit organisations to use accessible and affordable minibuses. CaMBS has over 50 minibuses available for hire and nearly all are wheelchair accessible. The scheme can supply drivers or groups can (subject to training) use their own drivers.

Who can use CaMBS?

All community groups, clubs or organisations wishing to use this service must be on a not-for-profit basis to comply with our vehicle licensing. Not-for-profit includes individuals with a disability, for example a wheelchair user (or their families), may be able to hire an available vehicle.

Phone: **0345 045 1151**

Address: Community Transport Officer, Passenger Transport Services Team,
Cambridgeshire County Council Box CC1301, Castle Court, Shire Hall,
Cambridge CB3 0AP

Email: community.transport@cambridgeshire.gov.uk

Website: www.cambridgeshire.gov.uk/communitytransport
for leaflet

COMMUNITY TRANSPORT

Community Transport is a network of services that can provide essential journeys for those who have difficulty accessing conventional public transport. Schemes consist of Dial-a-Ride Services, Voluntary Car Schemes and Community Buses.

Phone: **0345 045 1151** for more information

Address: Community Transport Officer, Passenger Transport Services Team, Box
CC1301, Cambridgeshire County Council, Shire Hall, Cambridge CB3 0AP

Email: community.transport@cambridgeshire.gov.uk

Website: www.cambridgeshire.gov.uk/communitytransport

DIAL-A-RIDE SERVICES and RING AND RIDE SERVICES

Provides door to door transport to members of each scheme operating in that area. Local journeys need to be booked with at least 48 hours notice. Annual membership fee and fixed fares charged.

Website: **www.cambridgeshire.gov.uk**

Cambridge City and South Cambs:

Phone: **01223 506335** Monday to Friday – 9am to 4pm. Answer phone available for your booking requests.

Address: Cambridge Dial-a-Ride, Unit B Rene Court, 1 Coldhams Road, Cambridge CB1 3EW

Email: camdar05@hotmail.co.uk

Website: **www.colc.co.uk/cambridge/dialaride**

South East Cambs: Dial-a-ride service Haverhill and surrounding villages in South East Cambs. Community car scheme and community minibus hire.

Phone: **01440 712028**

Address: 3 Counties Transport, 3CT Council Offices, Lower Downs Slade, Haverhill, Suffolk CB9 9EE

Email: 3ct@thevoluntarynetwork.org

Ely, Soham, and surrounding villages of the northern part of East Cambs:

Phone: **01353 661161**

Address: Ely Soham Dial-a-Ride, Unit 3, Newman Park, Sedgeway, Common Road, Witchford, Ely CB6 2HZ

Email: office@esdar.org.uk

Website: **www.esdar.org.uk**

Newmarket and area:

Phone: **01638 608080**

Address: Voluntary Network Dial-a-Ride, The Old Courts, 147 All Saints Road, Newmarket, Suffolk CB8 8HH

Fenland District (March, Wisbech, Chatteris, Whittlesey and villages):

Phone: **01354 661234**

Address: FACT (Fenland Association for Community Transport Ltd), 5 Martin Avenue, March PE15 0AY

Email: contact@fact.gb.com

Website: **www.fact-cambs.co.uk**

Peterborough:

Phone: **01733 394545**

Address: Peterborough Dial-a-Ride, 33 Tresham Road, Orton Southgate,
Peterborough PE2 6SG

Huntingdonshire (Ring & Ride services in Huntingdon, St Ives, St Neots and villages):

Phone: **01480 411114**

Address: HACT (Huntingdonshire Association for Community Transport Ltd),
5 Martin Avenue, March PE15 0QY

Email: contact@hact.gb.com

Website: **www.hact-cambs.co.uk**

Huntingdonshire:

Phone: **01480 428428**

Address: Out and About, Luminus Group Ltd, Brook House, Ouse Walk,
Huntingdon PE29 3QW

Email: outandabout@luminus.org.uk

EAST CAMBS SOCIAL CAR SCHEME

This service operates for residents living in East Cambridgeshire. It utilises a fantastic army of around 20 volunteers who provide the use of their own cars to assist individuals who are unable to use public transport to get to appointments at the hospital or the doctors for example. In 2012-13 we travelled 77,885 miles and undertook 2,899 journeys. Although this service is also run by volunteers we do ask for a mileage allowance which is paid to the volunteer drivers.

Phone: **01353 666553** Monday, Wednesday, Thursday and Friday – 9.30am to 12.30pm

Address: 41e Forehill, Ely CB7 4AA

Email: info@vcaec.org.uk

Website: **www.vcaec.org.uk**

JOAN JUMEAU WHEELCHAIR ADAPTED VEHICLE

This car is run for people living in and around Chatteris. The rear of the vehicle has been converted to take a wheelchair with person in situ in the back. This car has a team of volunteer drivers who are willing to take the person travelling to anywhere they wish to go. There is a small charge. The vehicle is also available for hire by the cared for's family or friends who wish to drive it.

Phone: **07716 887543** for further details

Address: 139 New Road, Chatteris PE16 6BU

SAWTRY CAR SCHEME

If you experience difficulties with getting out and about, getting to appointments or visiting friends and family, the Sawtry Community Car Scheme may be able to help. It is a volunteer-run scheme for people who have difficulties getting to or using public transport. Those who do not have access to a car or any other means of transport can also use the scheme.

The scheme can be used for attending appointments, for example medical appointments with the GP, chiropodist, opticians; attending hospital appointments (Peterborough, Hinchbrook and Addenbrooke's hospitals); and visiting friends and family in the area. Journeys to personal appointments and meetings, plus accessing public services, could be undertaken.

There is a charge for this service to help the volunteers cover the cost of fuel and motoring costs. To find out more, contact the scheme co-ordinator.

Phone: **07810 476979**

Address: The CARESCO Centre, Green End Road, Sawtry, Cambs PE28 5UX

SHOPMOBILITY

Shopmobility schemes can lend manual wheelchairs and powered scooters to members of the public with limited mobility to shop or visit leisure and commercial facilities within the town, city or shopping centre. Escorts available for wheelchair and visually impaired users (at Cambridge sites only).

Cambridge: Grand Arcade, Ground Floor, Grand Arcade Car Park

Phone: **01223 457452**

Cambridge: Grafton Centre, Level 4 East Car Park

Phone: **01223 461858**

Website: **www.cambridge.gov.uk/shopmobility**

Huntingdon: Princes Street Car Park

Phone: **01480 432793**

Website: **www.huntingdonshire.gov.uk** (search for Shopmobility)

Peterborough: Queensgate Car Park

Phone: **01733 313133**

Website: **www.queensgate-shopping.co.uk/visitor-info/shopmobility**

Ely: Ely Museum, Market Street

Phone: **01353 666655** Open Thursday, Friday and Saturday 10.30am – 1.00pm and 2.00pm – 4.00pm

Website: **www.eastcambs.gov.uk/community/ely-shopmobility-scheme**

TRAVELINE

Public transport information to help you use buses, trains, coaches, ferries, metro and underground, anywhere in the UK.

Phone: **0871 200 22 33** call centre service – 7am to 10pm every day (except Christmas Day)

Website: **www.traveline.info**

Carer Support Organisations – Children and Families



Practical support

ADDENBROOKES ADDITIONAL NEEDS PASSPORT

The Addenbrookes additional needs passport is available for children with special needs and people with learning disability. The next time you visit Addenbrookes bring along the completed passport to ensure that hospital staff are aware of your child's needs. You can download the passport from the Addenbrooke's website. Keep an updated copy on your computer at home and print it out before visiting the hospital.

Please contact the Learning Disability Nurse Specialist at Addenbrookes Hospital if you have any questions about the passport on **01223 216197**.

Please contact the WellChild Nurse at Addenbrookes Hospital if you have any other questions about the passport on **01223 245151** x 6963

Website: **www.cuh.org.uk/sites/default/files/publications/PIN2734_hospital_passport_for_children_with_special_needs.pdf**

CHANGING PLACES

People with profound and multiple learning disabilities as well as other serious impairments such as spinal injuries, muscular dystrophy, multiple sclerosis or an acquired brain injury, often need extra facilities to allow them to use the toilets comfortably. Changing Places toilets are different to standard accessible toilets with extra features and more space to meet these needs. In Cambridgeshire, Changing Places toilets are at the Grand Arcade, Cambridge and One Leisure, St Neots.

Phone: **020 7696 6019** for more information

Website: **www.changing-places.org**

CAMBRIDGESHIRE COUNTY COUNCIL DISABLED CHILDREN AND YOUNG PERSON'S EMERGENCY CARE SCHEME

The Emergency Care Scheme is available for parents and carers of disabled children and young people. The purpose is to create a plan and, if required, help to co-ordinate appropriate and immediate 48 hour care via a 24 hour telephone service in the event of an unexpected emergency.

Phone: **01480 379800**

Address: Disabled Children's Emergency Care Scheme, Butts Grove Centre,
38 Butts Grove Way, Huntingdon PE29 1LY

Email: Emergency.carescheme@cambridgeshire.gov.uk

FAMILY LINK SERVICE

The Link team is part of Cambridgeshire's fostering service, and provides short breaks to local disabled children and their families. While parents may find caring for a disabled child rewarding, it is also very hard work and makes ordinary tasks difficult, like going out or spending time with other children in the family. Link matches a disabled child and their family with a carer who can regularly welcome the child into their home for a change of scene. This provides the child with a 'home from home' and the child's family with regular short breaks. These can be a few hours a week, or a weekend a month – sometimes even more, depending on the child's needs and how much time the carer can give. If you are interested in becoming a Link carer:

Phone: **0800 052 0078**

Email: fanda@cambridgeshire.gov.uk

Website: www.cambridgeshire.gov.uk/fostering

If you would like your child to be considered for Link:

Phone: **0345 045 5200**

Website: www.cambridgeshire.gov.uk/fostering

HOME-START CAMBRIDGESHIRE

Home-Start is the UK's leading family support charity, a voluntary organisation offering support to families who have at least one child under five when family life becomes difficult. We help families deal with diverse issues such as isolation, postnatal illness, multiple births, disability, bereavement or those who are just finding parenting a struggle. We provide practical and emotional support and help build a family's confidence and ability to cope.

Cambridge and District:

Phone: **01223 210202**

Address: The Fields Children's Centre, Galfrid Road, Cambridge CB5 8ND

Email: office@homestartcambridge.co.uk

East Cambs and South Fenland:

Phone: **01353 663 158**

Address: 14a Priors Court, Ely CB6 3AH

Email: office@homestarteastcambs.org.uk

West Cambs and North Fenland:

Phone: **01480 700242**

Address: 32 St Marys Street, Eynesbury, St Neots, Cambs, PE19 2TA

Email: office@homestartwcnf.org

Website: www.homestartcambridgeshire.co.uk

SHORT BREAKS FOR DISABLED CHILDREN

Short breaks give disabled children and young people enjoyable experiences away from their primary carers, contributing to their personal and social development and reducing social isolation. They also give parents and families a necessary and valuable break from caring responsibilities and disabled children and young people access to inclusive activities in their local community. Short breaks also give support to families with disabled children to enable them to do more things together as a family.

There are many different ways to provide short breaks. Each break will differ and depend on the needs of your child and family. Short breaks can include:

- group based support – for example holiday clubs, after school clubs, sports groups

- individual short breaks – for example personal assistants, care in the home

Look at the ‘Short Breaks Duty Statement’ online for more information and to make sure your child is eligible to receive a short break allocation.

Phone: **0345 045 5203** or **01480 379800** (Short Breaks Team)

Email: short.breaks@cambridgeshire.gov.uk

Website: **www.cambridgeshire.gov.uk/short-breaks**

Advice and information

BRAINWAVE

Helping to bring greater independence to children with neurodevelopmental conditions, like Cerebral Palsy or Down’s Syndrome. Brainwave aims to improve children’s mobility, communication skills, and learning potential, through a range of educational and physical therapies.

Phone: **01376 505290**

Address: Brainwave South East, Beechen House, Rear of 16 Newlands,
St Witham, Essex CM8 2AQ

Email: enquiries@brainwave.org.uk

Website: **www.brainwave.org.uk**

Families and Childcare Information Service

Cambridgeshire Families and Childcare Information Service offers information and advice on a wide range of services and support for families.

Our online information and telephone helpline provides information on subjects that families need to help them, and includes:

- information about support for families with a child with special educational needs or disability
- information on childcare, paying for childcare and help with finding a provider, including support for families with a child with special needs or disabilities

- the Family Information Directory – containing details of local childcare provision as well as services available from the statutory and community sector
- details on local Children's Centres
- school details and applying for school

Phone: **0345 045 1360**
 Email: fis@cambridgeshire.gov.uk
 Website: **www.cambridgeshire.gov.uk/families**

THE CHALLENGING BEHAVIOUR FOUNDATION

The Challenging Behaviour Foundation provides information, workshops and support to families and professionals caring for individuals with severe learning disabilities who are described as having challenging behaviour. Our resources include information sheets, DVDs and a newsletter three times a year. All resources are free to family carers.

Phone: **01634 838739** for information or **0845 602 7885** for family support line
 Email: info@theCBF.org.uk or support@theCBF.org.uk
 Website: **www.challengingbehaviour.org.uk**

CHILDREN'S CENTRES

Cambridgeshire Children's Centres provide a one-stop shop for families with children under five; a place where lots of different things happen under one roof. You can search for your nearest Children's Centre on the Family Information Directory. Website: www.cambridgeshire.gov.uk/families

Children's Centres offer:

- health services – midwives and health visitors
- families support services – trained staff who can support you if you need help or want some advice
- family activities – lots of events and activities for you and your family to get involved in
- early years education/childcare and advice about costs
- employment, training and benefits advice
- information for parents/carers and families

To provide more support for families with children with additional needs, some of our centres have been developed as specialist hubs. The Family Information Directory lists the hubs and the support they offer.

Here are just some of the activities you may find happening near you:

- drop-in play sessions
- young parents' groups
- child development courses
- positive parenting support
- baby and toddler activities
- a meeting place for childminders
- healthy eating activities
- speech and language sessions and additional needs support
- dads' groups

Phone: **0345 045 1360** to find your nearest Children's Centre

Website: **www.cambridgeshirechildrenscentres.org.uk/**

CONTACT A FAMILY

National charity for families with disabled children aged 0-19. Helping with issues that arise in caring for a disabled child: emotional support; help to access benefits/financial help; negotiating with health, social and education services; information on local support/services. Parents can self-refer. Information and support via information sessions countywide. Telephone support and home visiting where possible. Contact with other families.

Phone: Dawn Stilwell, Cambs Family Support Worker **01733 811993**

Email: dawn.stilwell@cafamily.org.uk

Website: **www.cafamily.org.uk**

Helpline: **0808 808 3555**

CARERS TRUST CAMBRIDGESHIRE – DISABLED CHILDREN and FAMILY SUPPORT

We provide a range of support for children and families with disabilities throughout Cambridgeshire and Peterborough. Our work with children and young people aims to promote their independence and inclusion, helping to develop life skills and aspirations. We support children / young people who have complex, sensory or multiple needs, autistic spectrum conditions and a range of learning disabilities. Our whole family approach enables parents, carers and families to have some time for themselves. We are committed to promoting choice and independence and to supporting the young people to achieve their potential.

Individual Support: Our flexible individual support in the home and community includes:

- provision of consistent, comprehensively trained and checked Carer Support Workers
- support to access community facilities and clubs
- support to access education/training
- support to promote independence and personal development
- personal care support
- specialist tasks support

Group support: We run Saturday groups for children/young people with disabilities.

St Neots Stars: For children and young people (aged 5-19 years). It runs fortnightly on a Saturday morning, 10.30am to 1.30pm, focussing on fun, understanding social behaviour and interaction, new experiences and independence outside of the home. We use our wheelchair-adapted mini bus to enable young people to access local activities of their choice, encouraging community involvement and a sense of belonging. Recently we have gone to Duxford, Thurlleigh Farm, Kimbolton Fireworks and Santa's Grotto.

Castle Groups: Cambridge based groups for children and young people aged 5-11 years and 11-19 years, with autism and other learning and physical needs. The groups run from 9.30am to 12.30pm on a Saturday morning and build on understanding social behaviour and interaction alongside learning to share and having choice. Activities include cooking and preparing food, sensory development, participation in sports and art, as well as shopping, handling money and accessing public transport (for our older members). In the last 6 months we have been to the Arts Picture-house, taken buses into town to a café and made

our own bread and butter. Our activities are designed to enhance a range of skills and encourage choice in order to promote independence.

Attendance can be funded in various ways, via: Cambridgeshire County Council's Short Breaks Team, through Self-Directed Support / Personal Budgets or privately purchased.

Children in Need Project: A grant funded project enabling us to offer inspiring opportunities to children / young people with disabilities, and their siblings. The idea is for young people to challenge themselves to take part and achieve things which will empower them, increase self-confidence and have a positive impact on their future. There are three elements to it:

- Group Challenge: Children / young people can access activities with their siblings, including daytime & residential activities
- Individual Challenge: Children / young people who have a goal, dream or aspiration, will have a mentor to help them to fulfil it; so far we have supported young people with bird ringing and fashion, but the list is endless...their imagination can run wild!
- Ambassador Group: to be part of a group of young people and create a short film or presentation to represent something which is important to them.

The children in need work is open to ALL young people, so they don't have to already be accessing our services. Call us to find out more about any of the services above.

Phone: **0845 241 0954 or 01480 499091**

Address: Carers Trust Cambridgeshire, 4 The Meadow, Meadow Lane, St Ives PE27 4LG

Email: sam.richardson@carerstrustcambridgeshire.org
victoria.durack@carerstrustcambridgeshire.org

Website: **www.carerstrustcambridgeshire.org**

SPECIAL NEEDS COMMUNITY INFORMATION POINT (SCIP)

SCIP is for families with 0-19 year olds with a disability or additional needs. Through SCIP you will receive:

- information on activities and support
- news and events
- support network – request information specific to your family's needs via telephone or email
- the SCIP Card – produced for families who on occasion need assistance while out with their child, especially where the condition is not visibly evident, or when a child is reacting to a situation, such as loud noises, or is in an uncomfortable situation and reacting in a way that draws attention. Further information can be found on the website
- the Carers Magazine and Carers Support Directory

What you can do

You can register on the SCIP database or apply for a SCIP Card online:
www.cambridgeshire.gov.uk/scip

Phone: Joan Adamson, SCIP Co-ordinator on **01480 379827** for further information
Address: Box No: H1/08B, Bargroves, Cromwell Road, St. Neots PE19 2EY
Email: SCIP@cambridgeshire.gov.uk
Website: **www.cambridgeshire.gov.uk/scip**

FAMILY MEDIATION SERVICE (CAMBRIDGE)

Supporting families from Cambridgeshire and the surrounding area. Professionally trained mediators work with couples facing separation or divorce and with other members of their families offering: Information about separation and divorce. Information on how best to help the children through parental separation. Mediation to help couples make decisions about practical arrangements and Parenting workshops and parenting apart.

We also offer Special Educational Needs Mediation.

Phone: **01223 576308** (24 hour answer phone available)
Email: families@cambridgefms.co.uk
Website: **www.cambridgefms.co.uk**

FAMILY LIVES

Family Lives is a national charity providing help and support in all aspects of family life. We're here for you seven days a week through our free helpline.

Helpline: **0808 800 2222**

Email: parentsupport@familylives.org.uk

Website: www.familylives.org.uk

FLEDGLINGS

Fledglings are a national charity that finds and sells products that improve the lives of disabled children and their families.

Phone: **0845 458 1124** Monday to Friday – 9.15am to 5pm

Address: Fledglings, Wenden Court, Station Approach, Wendens Ambo,
Saffron Walden CB11 4LB

Email: enquiries@fledglings.org.uk

Website: www.fledglings.org.uk

GINGERBREAD

Expert advice, practical support and campaign for single parents. Our free helpline provides support and expert advice on anything from dealing with a break-up, to going back to work or sorting out maintenance, benefit or tax credit issues. Our friendly advisers will talk through your options and will send you useful information. Factsheets available online.

Helpline: **0808 802 0925** Monday – 10am to 6pm, Tuesday, Thursday and Friday – 10am to 4pm, Wednesday – 10am to 1pm and 5pm to 7pm

Website: www.gingerbread.org.uk

KIDSCAPE

Kidscape is committed to keeping children safe from abuse. Kidscape is the first charity in the UK established specifically to prevent bullying and child sexual abuse. Kidscape believes that protecting children from harm is key. Kidscape works with children and young people under the age of 16, their parents/carers and those who work with them.

Parents Helpline: **08451 205 204**

Website: www.kidscape.org.uk

LINK TO CHANGE

Providing support through the Helter Skelter project to young people being sexually exploited. The Dodgems project provides role model support to young men at risk of becoming socially excluded.

Phone: **01480 474974**

Address: Link to Change, 38a High Street, St Neots PE19 1JA

Email: info@linktochange.org.uk

Website: www.linktochange.org.uk

PAPYRUS

Prevention of young suicide. HOPELineUK is a free confidential telephone helpline service providing support, information and practical advice to anyone concerned that a young person they know may be at risk of harming themselves. The helpline staff are trained professionals who can discuss your needs when coping with someone who is feeling suicidal. They can help the young person who is in distress too. The advisors have access to a comprehensive database and can give contact details of other sources of help should they be required. The helpline is open every day of the year; on weekdays from 10am to 5pm and 7pm to 10pm and during the weekends from 2pm to 5pm. A callback service is in operation if the helpline is busy or if you need to call outside our opening hours.

Helpline: **0800 068 41 41** or text: **07786 209697**

Email: pat@papyrus-uk.org

Website: www.papyrus-uk.org

PARENT PARTNERSHIP SERVICE (PPS)

The aim of the Parent Partnership Service (PPS) ensures that parents and carers have access to information, advice and support in relation to the special educational needs and disabilities of their children, 0 to 25 years old, so they can make appropriate, informed decisions. This covers education, health and social care. The PPS promotes positive outcomes for children and young people through partnerships between parents, schools, local authorities, health, voluntary sector and other agencies.

Valuing the parent-professional partnership through working together for the benefit of the child.

Phone: **01223 699214** for confidential advice and information
Email: pps@cambridgeshire.gov.uk
Phone: Parent Partnership Service Co-ordinator Officer 01223 699211
Email: pps@cambridgeshire.gov.uk

For information on PPS training, newsletters and website

Phone: **01223 699211**
Email: ppsadmin@cambridgeshire.gov.uk

Case co-ordinator and parent groups contact:

Cambridge City and South Cambs Phone: **01223 699212**
Huntingdonshire: **01223 699195**
East Cambs: **01223 699213**
Fenland: **01223 699260**

Website: www.cambridgeshire.gov.uk/pps

pinpoint

pinpoint is an independent information, support and parental involvement network run for parents by parents in Cambridgeshire. We believe that all parents should be given a voice and help in accessing support and services for their families, in particular parent carers of children and young people with additional needs and / or disabilities.

pinpoint can help you to:

- Get support
- Get information
- Get involved

Through:

- Termly local network meetings (Cambridge City, East Cambs, Fenland, Huntingdonshire and South Cambs).
- Parent carer wellbeing and support groups in Cambridge.
- Opportunities for parent representatives to attend strategic meetings with service providers.
- Parent participation through consultation exercises which influence key policies and services.
- A website signposting to support services and information and regular newsletter updates.

- Facebook and online forums providing a safe for place for discussion and information sharing.

Phone: **01480 499043**
Text: 07973 248528
Email: information@pinpoint-cambs.org.uk
Website: **www.pinpoint-cambs.org.uk**
Facebook: www.facebook.com/pinpointcambs
Twitter: twitter.com/pinpointcambs

SIBS

Sibs is the UK organisation for brothers and sisters of disabled children and adults. We support siblings who are growing up with or have grown up with a brother or sister with any disability, long-term chronic illness or life limiting condition. Siblings have specific needs that require attention at different stages of their lives, including relief of isolation, information and strategies for coping with the situations they find themselves in. Sibs' aim is to enhance the lives of siblings by providing them with information and support and by influencing service provision throughout the UK.

Phone: **01535 645453** for further information
Email: info@sibs.org.uk
Website: **www.sibs.org.uk** and **www.youngsibs.org.uk**

SPECIAL EDUCATIONAL NEEDS (SEN) – DEPARTMENT FOR EDUCATION

Popular questions about issues affecting parents and carers of children with special educational needs, including guidance about statementing.

Website: **www.gov.uk/children-with-special-educational-needs**

SPINA BIFIDA HYDROCEPHALUS INFORMATION NETWORKING EQUALITY (SHINE)

Europe's largest organisation dedicated to supporting individuals and families as they face the challenges arising from spina bifida and hydrocephalus.

Phone: **01733 555988** Monday to Friday – 10am to 4pm
Website: **www.shinecharity.org.uk**

TRANSITIONS INTO ADULTHOOD

The transition from children to adult services is recognized as being a difficult time for young people and their families and staff within Cambridgeshire County Council are committed to supporting young people and their families through this period of change. The existing arrangements were reviewed in the second half of 2013/14 and ways of building on the positive work of the team were explored alongside the need to respond to changing legislation for young people/young adults aged up to 25 years. This review is expected to lead to changes in the configuration of the current team arrangements during 2014/15. Support will continue to be available to help young people and their families manage the move into adult services.

If you require information or advice about the transition from children to adult services please contact either Children and Young People Services at Cambridgeshire County Council on **0345 045 5203** or Adult Services at Cambridgeshire County Council on **0345 045 5202**.

YOUNGMINDS

The voice of young people's mental health and wellbeing.

Parents Helpline: **0808 802 5544** Monday to Friday – 9.30am to 4pm

Email: parents@youngminds.org.uk

Website: www.youngminds.org.uk

Groups

HUNTINGDON AND DISTRICT HORSE RIDING FOR THE DISABLED

Volunteers who provide support and help for disabled children who wish to ride. Meet on Thursdays – 9.50am to 12 noon term-time.

Phone: **01234 376468**

Address: Northbrook Equestrian Centre, New Road, Offord Cluny, Huntingdon PE19 5RP

Email: walter.landmann@btinternet.com

IMPINGTON OPPORTUNITY PLAYGROUP

Playgroup, meeting place and support group for parents of children with special needs living in Cambridge and the surrounding villages. All children from birth to five with any additional needs and their siblings are welcome to come and play whilst their parents/carers can chat over a cup of coffee. There is a dedicated team of volunteers to play with the children so that parents can have a break. Meet on Mondays – 1pm to 3pm in term time at St Andrew's Church Hall, School Hill, Histon CB24 9JE

Phone: Sally **01223 315024** for further information

Email: syabbott@bigfoot.com

Website: <http://impingtonopportunityplaygroup.btck.co.uk/>

NAS CAMBRIDGE BRANCH – “COFFEE AND CHAT” DAY-TIME PARENT SUPPORT GROUP

Would you like the opportunity to get together for coffee and a chat with other parents but find it difficult to get out in the evenings? If so, please come along to a new monthly coffee group for parents with children with autism spectrum disorder. We meet usually on the third Tuesdays of every month from 10am to 12 noon at the Chitra Sethia Autism Centre, The Gatehouse, Cambridge Road, Fulbourn, Cambridge, CB21 5EF. You are very welcome to join us. Please note that there are no childcare facilities provided by the branch. Phone for meeting dates.

Phone: NAS Cambridge Branch **07920 150407** for more information,
or just drop in
Email: NAScambridge@nas.org.uk
Website: www.cambridge-autism.org.uk

NAS CAMBRIDGE BRANCH – "MEET AND PLAY" GROUP

Parents/carers of pre-school children who have social communication difficulties are warmly invited to drop in to "Meet and Play". The group meets on the first Tuesday of every month from 1.15pm to 2.45pm at Cherry Hinton Children's Centre, The Community Wing, Cherry Hinton Junior School, Fulbourn Old Drift, Cambridge CB1 9ND. Come and meet other carers and let your children play in a safe setting. The group is supported by the Children's Centre Manager and by experienced professionals who are members of the NAS Cambridge Branch. Phone for meeting dates.

Phone: NAS Cambridge Branch **07920 150407** or Sheri King at Children's
Centre **01223 712082** for more information
Email: NASCambridge@nas.org.uk
Website: www.cambridge-autism.org.uk

NAS CAMBRIDGE BRANCH – EVENING PARENT/CARER SUPPORT GROUP

The NAS Cambridge Branch runs an evening support group for parents and carers of children and adults on the autistic spectrum. The group meets on the first Monday of every month from 7.30pm to 9.30pm at the Chitra Sethia Autism Centre, The Gatehouse, Cambridge Road, Fulbourn, Cambridge, CB21 5EF. Please come along for a cup of tea or coffee, chat and share your problems and/or successful strategies with other parents. Phone for meeting dates.

Phone: NAS Cambridge Branch **07920 150407** for more information
or just drop in.
Email: NASCambridge@nas.org.uk
Website: www.cambridge-autism.org.uk

SPECIAL PEOPLE IN CAMBS EAST GUIDES

SPICE Guides is a Girl Guide and Ranger unit for girls aged from 7 to 25 with moderate to severe additional needs. We run an online Girl Guiding program and meet up once a month for special events and meetings. All of our activities are heavily grant funded and cost between £3 and £10. Girls have the opportunity to take part in activities in a girl only, peer led space.

Phone: Rachel Copping **01638 669883**

Email: cambseastkanga@yahoo.co.uk

SUPPORT FOR PARENTS AND INFORMATION NETWORK (SPIN)

SPIN is a self-help support group for parents with children up to any age with any disability or medical condition. Also carers of looked after children. Meet once a month in the morning in member's houses for coffee, chat and a sympathetic ear.

Phone: Bridget Smith **01767 650610** for more information

Email: bridget@glockling.com

THE SUNSHINE CLUB FOR CHILDREN WITH AUTISTIC SPECTRUM DISORDERS

Carers Trust (formerly Crossroads) Saturday Club provides activities for children with autistic spectrum disorders aged 5 years to around 11 years.

Cambridge – Providing fortnightly respite for parents/carers, Saturday – 9.30am to 12.30pm.

Phone: **0845 241 0954**

Venue Address: Castle School, Courtney Way, Cambridge CB4 2EE

THE C2 & C3 GROUPS FOR YOUNG PEOPLE WITH AUTISTIC SPECTRUM CONDITIONS AND OTHER LEARNING AND PHYSICAL DISABILITIES

Carers Trust (formerly Crossroads) Saturday Club provides activities as well as life skills for young people aged around 12 to aged 19 years;

Area Covered: Cambridge City or East/South Cambs.

Phone: **0845 241 0954**

Venue Address: Castle School, Courtney Way, Cambridge CB4 2EE

Carers Trust (formerly Crossroads) St Neots Stars: Provides fortnightly respite for parents/carers. Saturday – 10.30am to 1.30pm

Provides activities and accesses local facilities, with a focus on having fun, social interaction and independence skills; for children and young people aged 8 – 19 years with varied needs and abilities;

Area covered: South Cambs and Hunts

Phone: **0845 241 0954**

WHITTLESEY PARENT SUPPORT GROUP

Parent Support Group, run by parents, meets on Fridays 1pm to 2.30pm, term-time only at Whittlesey Children's Centre, New Road, Whittlesey PE7 1SZ. A chance for parents to come along and have an informal catch up/ask for some advice over a cup of tea. Children are welcome. For more information contact Whittlesey Children's Centre

Phone: **01354 750185**

Address: Whittlesey Children Centre, New Road, Whittlesey PE7 1SZ

Young carers projects

ACTION FOR CHILDREN

Supporting young carers is about providing practical and emotional support – helping to ensure they enjoy and achieve just like their peers. Our services include:

- advice and information
- individual support for young carers on a one-to-one basis (and for parents if required)
- needs assessment of young carers and their family
- opportunities for young people to meet other young carers
- opportunities for young people to join in planned groups and activities
- signposting to other services if necessary, for young carers and/or parents
- advocacy work
- monthly parents' drop in
- occasional family outings
- outings for young carers
- help for young carers to access adult services on turning 18
- awareness raising
- work with schools
- multi-agency working

Phone: **0300 123 2112** Monday to Friday – 9am to 5pm

Address: Action for Children, 3 The Boulevard, Ascot Road, Watford WD18 8AG

Email: ask.us@actionforchildren.org.uk

Website: www.actionforchildren.org.uk/our-services/young-people/supporting-young-carers

CENTRE 33 YOUNG CARERS PROJECT

Provides a range of services for young carers aged 8-18 across Cambridge City, South and East Cambs. Currently there are eight fortnightly groups at various venues. Meets at various days and times in Cambourne, Cambridge City, Milton, Sawston and Ely outside of school hours.

Phone: Kate Rees, Young Carers Service Manager **01223 307488**
for more information
Email: youngcarers@centre33.org.uk
Website: **www.centre33.org.uk**

CARERS TRUST CAMBRIDGESHIRE

YOUNG CARERS PROJECTS IN HUNTINGDONSHIRE AND FENLAND

Carers Trust Cambridgeshire – Crossroads Carer Service is a Carers Trust Network Partner and our Young Carers Projects in Huntingdonshire and Fenland provide support and information to young carers aged 8-18 years in the Huntingdonshire and Fenland areas. The projects offer social groups, some one to one support, holiday activities and specialist activities. We work in partnership with Centre 33, who support young carers in Cambridge City, South and East Cambridgeshire. Please call for details.

Phone: **0845 241 2125**
Address: Carers Trust Cambridgeshire, 4 The Meadow, Meadow Lane, St Ives PE27 4LG
Email: enquiries@cambsyoungcarers.org.uk
Web: **www.cambsyoungcarers.org.uk**

KIDS – PETERBOROUGH YOUNG CARERS PROJECT

The Peterborough Young Carers Project supports young people (ages 5 to 18 years old) who provide a caring role for someone with an impairment, mental health issue, substance misuse or HIV/AIDS in their household; taking on a practical and/or emotional caring responsibilities that would normally be expected of an adult.

We support young carers by providing activities, trips and a space where they can meet together to have fun and chill out. We also provide a one-to-one service when required.

Phone: **01733 237479**
Address: Bushfield House, Orton Goldhay, Peterborough PE2 5RQ
Email: Peterborough.yc@kids.org.uk
Website: **www.kids.org.uk/Event/peterborough-young-carers**

Learning disability

EDDIE'S

We offer a range of services for children, young people and adults who have learning disabilities across Cambridgeshire. All services are supported by trained staff and volunteers. The focus for each service is specific to the needs of the service users and provided through consultation to ensure individuals' needs are met, as well as their families/carers. We offer a wide range of services which include family support and befriending, Artworks day service, domiciliary care for adults with a learning disability and a hydrotherapy pool specifically designed for people who have a physical or learning disability. For more information about these services and others that we offer please contact us.

Phone: **01223 883130**

Address: Eddie's, Edmund House, 9 Church Lane, Fulbourn CB21 5EP

Email: info@eddies.org.uk

Website: www.eddies.org.uk

DOWN'S HEART GROUP

Registered charity supporting individuals with Down's Syndrome and associated heart problems and their families and carers. We provide information through newsletters, website, topic notes, phone line and family matching.

Phone: Sarah Smith Information Officer **0844 288 4800** for more information

Email: info@dhg.org.uk

Website: www.dhg.org.uk

Counselling

CENTRE 33 SOMEONE TO TALK TO

Centre 33 support young people up to the age of 25 with any issue that is important to them. We can help to find information, support by referring to our other services like counselling, mental health service, the young carers project, housing support or our sexual health services or by supporting to access other organisations that may be of help.

Phone: **01223 316488**

Address: 33 Clarendon Street, Cambridge CB1 1JX

Email: help@centre33.org.uk

Website: **www.centre33.org.uk**

Bereavement

GRIEF ENCOUNTER

The Grief Encounter Project is a Bereavement Charity set up to help bereaved children and their families.

Phone: **020 8371 8455**
Email: contact@griefencounter.org.uk
Website: www.griefencounter.org.uk/

STARS

STARS Children Bereavement Support Service provides a bereavement service for children and young people who have experienced the death of a person close to them. Pre-bereavement support is also offered. The service caters for all children and young people aged 0-25 years who live within Cambridgeshire and Peterborough. Support is offered on a 1:1 or group basis. Appointments take place in a variety of community bases such as school, youth and community centres, GP surgeries or hospitals, to suit the child or young person.

Phone: Angela Futter **01223 863511**
Email: info@talktostars.org.uk
Website: www.talktostars.org.uk

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Changes to information in the directory

Updating information for Carers Support Directory

If you know of changes or updates to information in the Carers Support Directory or you would like new information added, please send the details as listed below and return to the address at the foot of the page.

Name of Group / Organisation

Who is it for? (Please write one or two short sentences describing the group / organisation)

When does it meet? (E.g. First Monday of the month)

Times of meeting:

Venue:

Contact details for more information:

Name:

Telephone:

Email:

Website:

Additional contact details / information: (For the Editorial Team only)

Name:

Address:

Telephone:

Email:

Website:

Please return to: Carers Support Team, Cambridgeshire County Council, Box Number: D3C, Compass Point Business Park, Stocks Bridge Way, St Ives PE27 5JL

Email: carers.support@cambridgeshire.gov.uk

If you would not like to publicise your group in the Cambridgeshire County Council's online Community Information Database please tick here: ☐

See www.cambridgeshire.net

Emergency contact numbers

Use this space to keep all the emergency information you may need in one place.

Health professionals: (eg Doctor, District Nurse, Health Visitor, Continence Adviser, Community Mental Health Team, Physiotherapist)

| | |
|-------|---------|
| Name: | Tel No: |
| Name: | Tel No: |
| Name: | Tel No: |
| Name: | Tel No: |
| Name: | Tel No: |
| Name: | Tel No: |

Other useful numbers: (eg chemist, care agency, wheelchair service, social care)

| | |
|-------|---------|
| Name: | Tel No: |
| Name: | Tel No: |
| Name: | Tel No: |
| Name: | Tel No: |
| Name: | Tel No: |

To use this card:

- Fill in all the details on the front and back of this card.
- Make sure each contact knows what to do in your absence.
- You may decide that one contact is enough.
- Keep the card with you at all times.
- If possible, make sure the person you care for knows you carry the card and who the emergency contact is.

Please cut out.



| | |
|---|----------------------|
| I am a Carer, name: | <input type="text"/> |
| In the event of my illness, please contact either of the two people listed below: | |
| Name: | <input type="text"/> |
| Phone: | <input type="text"/> |
| Mobile: | <input type="text"/> |
| Name: | <input type="text"/> |
| Phone: | <input type="text"/> |
| Mobile: | <input type="text"/> |
| I care for: | <input type="text"/> |

Carer Support Managers are available during normal office hours. Answer phone available if the lines are busy or there's no one in the office. Please leave a message and we will return your call as soon as possible.

Contact details for Carers Support Managers

Countywide: Carers Support Team, Cambridgeshire County Council,
Box Number: D3C, Compass Point Business Park,
Stocks Bridge Way, St Ives PE27 5JL

Phone: 01480 377616

Email: carerssupportteam@cambridgeshire.gov.uk

A **carers alert card** is attached to the cover of this Support Directory. This is for use by Carers, to make their own record, which they can keep in their purse or wallet, giving details of who to contact, if they are taken ill. Please note it is not an ICER Card, which you will have if you have registered for the ICER (Individual Carers Emergency Respite scheme). Details on page 26.



Cambridgeshire
County Council

Carers Alert Card

www.yourlifeyourchoice.org.uk

Published by The Carers
Support Team of
Cambridgeshire County
Council and distributed to
Carers throughout the county.

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