

Here's help

A guide to useful services for people who have been affected by stroke and other neurological conditions



Adult & Community Services



Sandwell
Neurological
Alliance

Sandwell **NHS**
Primary Care Trust

Acknowledgements

This booklet has been produced by Adult Services and Health (Sandwell Metropolitan Borough Council) with the kind support of Sandwell Neurological Alliance, Sandwell PCT, The Stroke Association, CARES, Sandwell Council Welfare Rights Service and Sandwell Health and Wellbeing Board.

Here's Help is the latest version of a publication first produced by the Sandwell Neurological Alliance.

Sandwell Neurological Alliance is a group of individuals and voluntary organisations whose aim is to support those people, and their families and carers, who are coping with a neurological condition.

Much of the information you'll find in this booklet is based on the many hours of research and hard work originally put in by the organisation. We would like to thank Daphne Cook and her colleagues for their invaluable contribution.

Every effort has been made to ensure the accuracy of the information provided, and we believe that information is correct and up to date at the time of printing. Further information on local services is supplied by Sandwell Council's Access to Services Guide.

Contents

Section one	3
Help from voluntary organisations	
Section two	11
Help with daily living	
Section three	15
Help from health services	
Section four	21
Help for carers	
Section five	27
Help with employment, benefits and finance	
Section six	32
Help with transport and travel	
Section seven	36
Help in making a complaint	
Section eight	38
What to do in an emergency	
Section nine	40
Advice on costs and charges	
Section ten	44
Leisure time and holidays	
Section eleven	51
Useful publications and legal rights	
Section twelve	55
Neurological organisations	

Section one

Help from voluntary organisations

Sandwell Neurological Alliance

Provides support services and monthly meetings for Sandwell people with neurological disorders, their carers and the professionals who support them.

11 Dagger Lane
West Bromwich B71 4BT
Tel: **0121 553 1712**
www.neural.org.uk

The Stroke Association

The Stroke Association offers a family and carer support service for anyone who has had a stroke within the last 12 months. The service offers emotional support and practical advice to stroke survivors and their families.

The Stroke Association
NHS Walk in Centre
Parsonage Street
West Bromwich B71 4DL
Tel: **0121 588 3484/7200**
National Helpline: **0303 303 3100**

CARES – (Carers Advice and Resource Establishment, Sandwell)

Provides a wide range of services for all unpaid family carers, including information, advice, advocacy, guidance and support services.

2 Bearwood Road
Smethwick B66 4HH
Tel: **0121 558 7003**
Email: cares.sandwell@btinternet.com
www.carers.org/sandwell

Ideal for All

Provides a range of social and health care services to support disabled people and carers, to learn new skills and live as independently as possible. Services provided include: information and advice service, employment and skills service, occupational therapy, wheelchair fitting and rehabilitation, assistive technology, self-directed support service and deaf and hearing-impaired service.

Independent Living Centre

100 Oldbury Road
Smethwick B66 1JE
Tel: **0121 558 5555**
Email: info@ideaforall.co.uk
www.ideaforall.co.uk

Citizens Advice

Provides independent help and advice on a range of issues including benefits, legal information, immigration, debt, employment housing and much more.

Advice line: **0121 500 2703**

Opening hours: Monday to Friday 2pm to 4pm.

There is a dedicated officer for Sandwell Homes. If you are a tenant of Sandwell Homes call **01384 564 394**.

Citizens Advice Offices:**Cradley Heath**

Cradley Heath Community Centre
Reddal Hill Road
Cradley Heath B64 5JG

Oldbury

Old Municipal Buildings
Halesowen Street
Oldbury B69 3DB

Smethwick

370 High Street
Smethwick B66 3PJ

Tipton

Neptune Health Park
Sedgley Road West
Tipton DY4 8LT

West Bromwich

22 Lombard Street
West Bromwich B70 8RT

Age UK (formerly Age Concern) Sandwell

Support for people over 50 years of age. Provides information and advice on: Insurance (travel, home, motor), aid call personal alarms (emergency response), funeral plans, wills and legal services.

15-17 Bull Street

West Bromwich B70 6EU

Tel: **0121 500 1860**

Email: info@ageconcernsandwell.org.uk

West Bromwich African-Caribbean Resource Centre

Provides day care services, meals on wheels service, home care and health promotion.

Thomas Street
West Bromwich B70 6LY
Tel: **0121 525 9177**
Email: info@wbacrc.org.uk
www.wbacrc.org.uk

Alzheimer's Society

The Alzheimer's Society provides support for people with dementia, their carers and families. Provide a carer support service, information and advice about home care, day care and day care for younger people with dementia. See section twelve for contact information.

DIAL (Disability Information and Advice Line)

Provide information and advice on welfare benefits, community care, equipment, independent living, mobility and transport, discrimination and holidays. Local branch is CARES (see page 4).
www.dialuk.info

ASRA (Asian Shelter and Residential Association)

Provides and maintains day care accommodation, domiciliary care and transport services for people of Asian ethnicity.

ASRA Day Centre

Fenton Street
Smethwick B66 1HR
Tel: **0121 565 4678**

SSATHI (Sandwell South Asian Targeted Health Initiatives)

c/o ASRA (see above)
Tel: **0121 533 2142**
Email: southasian@projects.wanadoo.co.uk

Foundation for Conductive Education

Provides therapy for adults with Parkinson's disease, Multiple sclerosis, Cerebral palsy, brain injuries and strokes.

Cannon Hill House
Russell Road
Moseley
Birmingham B13 8RD
Tel: **0121 449 1569**

Cruse Bereavement Care

Provides support and counselling for people who have been affected by death.

Cruse Bereavement Centre

Popes Lane

Oldbury B69 4PJ

Tel: **0121 544 4510**

www.crusebereavementcare.org.uk

Sandwell Advocacy

Supports anyone who finds it difficult to say and get what they want and need, by speaking up on your behalf.

28 Wood Street

Tipton

West Midlands DY4 9BQ

Tel: **0121 520 8070**

Email: sandwelladvocacy@btconnect.com

www.sandwelladvocacy.org

Contact a Family

Provides advice, information and support to parents and families who care for children with any disability or special needs.

Prospect Hall

12 College Walk

Selly Oak

Birmingham B29 6LE

Tel: **0121 415 4624**

www.cafamily.org.uk

Section two

Help with daily living

Sandwell Council ASSIST (from October 2010)
Sandwell Council ASSIST (Adult Social Services Information and Support Team) is the new way of contacting adult services within the borough, through one dedicated telephone number. By having one point of access it will be easier, simpler and quicker to find out about adult services in Sandwell.

The service will be made up of experienced and knowledgeable staff who will help, guide and support you and your family with your adult care needs.

Sandwell Council ASSIST

PO Box 15825

Oldbury

B69 9EL

Tel: **0845 352 2266**

Opening hours: Monday to Friday 8am to 8pm.

Community Alarms

Provides equipment for vulnerable people, which puts them in contact with help 24 hours a day, at the time of an emergency, at the touch of a button.

Sandwell Community Alarms

Flat 1 Greenford House

Maria Street

West Bromwich B70 6DX

Tel: **0121 500 5500**

Email: community_alarms@sandwellhomes.org.uk

One Stop Shop

Provide a face to face drop in service covering a range of council services including, council tax, payments, benefits, various surgeries. A number of other services are based within the One Stop Shop, including Sandwell Homes, Department for Work and Pensions and Carelink.

Sandwell Council House

P.O Box 2374

Freeth Street

Oldbury B69 3DE

Tel: **0845 358 2200**

Email: contact@sandwell.gov.uk

The Deaf Centre

Provides support for deaf and hard of hearing people. Services provided include a social worker, development officer, welfare rights officer, information officer, advocacy worker.

Dagger Lane
West Bromwich B71 4BB
Tel: **0121 525 5347**
Minicom: 0121 525 3092

Deaf and Hearing Impaired People's Equipment Centre

Provides an equipment service for deaf and hearing impaired people within Sandwell.

Contact **Independent Living Centre** (see section one).

Care agencies

There are several care agencies in Sandwell who provide a range of services from domiciliary care, nursing care, personal care, domestic support, social care, nutritional care, administrative/regulatory care, financial care and correspondence.

For further information contact **Sandwell Council ASSIST** (see page 11).

Shopmobility

Provide a wheelchair and mobility scooter loan service, available to residents of Sandwell who have short and long term mobility problems.

Mobility Services
Queens Square Car Park (Level 1)
West Bromwich B70 7NJ
Tel: **0121 553 1943**
Email: community_services@sandwell.gov.uk

Care homes in Sandwell

For more information on care homes in Sandwell, contact **Sandwell Council ASSIST** (see page 11)

Section three

Help from health services

Sandwell Primary Care Trust

Sandwell PCT ensures that people in Sandwell get access to healthcare treatment and advice, health promotion advice and guidance, and support for carers.

As well as the GPs, dentists, pharmacists and opticians available to the public, the PCT offers a range of services to Sandwell's increasingly diverse population, including community nursing, health visiting, physiotherapy and speech and language therapy amongst others.

Under current Government plans, from 2011 to 2013, the PCT will be gradually closed and its services will move to GPs, Sandwell Council and Sandwell and West Birmingham Hospitals NHS Trust.

Kingston House
438 High Street
West Bromwich B70 9LD
Tel: **0845 155 0500**

NHS Direct

24 hour health advice over the phone from qualified nurses.

Tel: **0845 46 47**

Healthy Lifestyle Services: 0800 011 4656

A wide range of free services are available to support people to maintain their health and independence, for example, weight management, Cookwell, personal physical activity programmes, expert patient programmes, confidence and wellbeing programmes.

District nurses

Your GP can refer you to a district nurse.

Continence Advisory Service (Sandwell PCT)

Primary Care Building
Sandwell Hospital
Tel: **0121 507 3329**

Hospice at Home Services

Provides support for people at the end of life. The range of services available include support from volunteers, access to day care and Hospice at Home nurses. People can self refer to the service Monday to Friday 8am to 4.30pm.

Tel: **0121 612 2930** (Hospice at Home Team)

Tel: **0121 612 2920** (Bradbury Day Care Centre)

Primary Care Rehabilitation Teams

The Rehabilitation Service provides assessment, treatment and management to patients 16 and over, who have problems or deterioration of their every day functioning due to a physical problem.

The aim of all of the rehabilitation services is to support patients to regain or maintain their independence.

Several staff work within the rehabilitation services as part of a multidisciplinary team, including occupational therapists, physiotherapists, speech and language therapists, rehabilitation support workers, home accident prevention officers and specialist nurses/therapists in Parkinson's Disease, neurological disorders and Multiple Sclerosis.

Services operate Monday to Friday 8.30am to 4.30pm
Community Rehabilitation Teams can be contacted on

the following telephone numbers:

Rowley Regis and Tipton Tel: **0121 507 6370**

Oldbury and Smethwick Tel: **0121 612 3444**

Wednesbury and West Bromwich Tel: **0121 507 3578**

Clients can self refer to the rehabilitation service or can be referred by their GP or any other worker involved in their care.

Wheelchair Services

Provides wheelchairs, specialist seating and pressure cushions to clients of all ages who have a Sandwell GP and who require a wheelchair for their indoor mobility.
Tel: **0121 565 7950**

Chiropody

The Foot Health service provides treatment and advice for people with foot health needs to assist in their mobility and independence, as well as offering training and self care techniques to maintain good foot health. If you think you may need this service contact the department for further advice.

Tel: **0121 507 2664**

Pharmacists

NHS Direct can provide information about late opening and out-of-hours chemists in each area.

Tel: **0845 46 47**

www.nhsdirect.nhs.uk

Patient and Public Involvement

Sandwell Primary Care Trust, in its commitment to ensuring members of the local community are involved in its decision making, has set up a group that is accountable to the Trust Board to make sure that the Primary Care Trust takes a consistent and coordinated approach to Public and Patient Involvement.

Tel: **0121 612 1444**

Home Accident Prevention Service

The Home Accident Prevention scheme aims to help people to be safe in their own home. This free service could prevent accidents and give peace of mind. The service is available to anyone living in Sandwell. For a free personal safety check contact:

Home Accident Prevention Service

Rowley Regis Hospital

Moor Lane

Rowley Regis B65 8DA

Tel: **0121 507 6341**

Pain Relief

People experiencing pain should seek advice from a health professional who will refer you to specialist services or prescribe medication to control your pain.

Before using non prescription remedies consult your GP to ensure their safety and suitability.

Section four Help for carers

The valuable daily care given by family members to their relatives is now recognised. It can be very stressful and physically exhausting, but there are several organisations set up to give carers support, as their own health can easily suffer.

Carers' assessment

Carers have a legal right to an assessment of their needs. It is your chance to discuss with Adult and Community Services what help you need with caring. You can also discuss any help that would maintain your own health and help you to balance caring with other aspects of your life, like work and family. The assessment is used to decide what help to provide.

You also have a right to an assessment if you intend to look after someone. For example if your friend or relative is in hospital and you expect to look after them when they come back home.

Assessments are usually carried out by the team that supports (or would support) the person for whom you care. This could be a Community Team for people with Learning Disabilities, a Children's Team, a Sensory Impairment Team or a Specialist Carer Support team.

For further information contact **Sandwell Council ASSIST** (see section two).

CARES

(Carers Advice and Resource Establishment, Sandwell) (see section one).

Crossroads Care

Crossroads service is about improving the lives of carers by giving them time to be themselves and have a break from their caring responsibilities. They provide a tailored service to meet the needs of the carer and the person they are caring for.

Crossroads Care Sandwell

Grenville House
New Swan Lane
West Bromwich B70 0NS
Tel: **0121 553 6483**
www.sandwellcrossroads.org

Supporting Carers service

This service is for carers of an older person with mental health problems who have or are at risk of developing mental health problems because of the stress of their caring role.

For further information contact **Sandwell Council ASSIST** (see section two).

The Stroke Association

Offers a family and carer support service for anyone who has had a stroke within the last 12 months (see section one).

Sandwell Young Carers

SYC helps young carers under the age of 18 who live in Sandwell and whose health, education or social life is affected as a result of caring for a family member. The person being cared for is usually a parent, but may be a sibling, grandparent, neighbour or others. The young person will usually be involved in the provision of care, either as a primary or secondary carer.

The Old Vicarage

44 Bratt St

West Bromwich B70 8SB

Tel: **0121 525 7667**

Email: tracey.smith@sandwellyc.org.uk

www.sandwellyc.org.uk

Carers Direct

Carers Direct gives free confidential information and advice to help you as a carer.

Tel: **0808 802 0202**

Lines are open Monday to Friday 8am to 9pm, and 11am to 4pm at weekends.

www.nhs.uk/carersdirect

Carers UK

Advice line: **0808 808 7777**

The line is open Wednesday and Thursday 10am to 12noon, and 2pm to 4pm.

Email: advice@carersuk.org

www.carersuk.org

Respite Care

If you or your carer need a break, you may be entitled to respite care. If the carer is temporarily unable to care for their relative for any reason, or needs a break, their relative can be cared for in a residential or nursing home or in hospital. Alternatively, a care worker may be able to visit the relative's home on a daily basis, to enable him or her to stay at home while the carer is away. This gives the carer and the person being cared for a break. Services vary and include a sitting service, night sitting, a weekend or short break, or a holiday.

You can arrange respite services from a number of local providers. Contact **Sandwell Council ASSIST** (see section two), who can help you to arrange respite care.

Returning to work

If you are caring for someone, you might feel that you can't work because of your caring role. However, there is help on offer if you do decide you want to get into paid employment.

To find out more about returning to work visit www.direct.gov.uk and access the 'Caring for someone' page.

See also **Fit for Work** (section five)

Tipton Listeners Service

Provides information and advice on a range of topics including job loss, family problems, bereavement, depression, anxiety, stress, or any other issues that may concern you.

Murray Hall Health Trust

Neptune Health Park

Sedgley Road West

Tipton DY4 8LU

Tel: **07866 925 613**

Email: listeners.service@googlemail.com

www.freewebs.com/tlservice

Disability, Pregnancy and Parenthood International (DPPI)

A national charity providing information and support for disabled people considering parenthood, during pregnancy and as parents.

National Centre for Disabled Parents

Tel: **0207 263 3088**

www.dppi.org.uk

Section five

Help with employment, benefits and finance

Benefits

You might be eligible to claim some of the following benefits: disability living allowance, attendance allowance, income support, housing and council tax benefit, carers allowance, pension credit, employment support allowance, incapacity benefit, independent living fund, mobility allowance or home responsibilities protection.

To find out if you may be eligible for any of these benefits or would like to speak to someone, one of the organisations below may be able to help.

Sandwell Council Welfare Rights/Anti-Poverty Unit

Sandwell Council Welfare Rights/Anti-Poverty Unit provides information, advice and guidance about the different benefits available and what you may be entitled to.

Advice line: **0121 569 3158**

Opening times: Monday to Thursday 9.30am to 4pm, and Fridays 9.30am to 3.30pm.

Disability Employment Advisors

If you need extra employment support because of a disability, your local Jobcentre can put you in touch with one of their Disability Employment Advisers (DEA). They can help you find work or gain new skills even if you have been out of work for a long time, or if you have little or no work experience.

Each Jobcentre has a DEA, who can be contacted on the following numbers.

Jobcentre Plus local offices:

High Street
Christchurch House
West Bromwich B70 8LG
Tel: **0121 480 2400**

High Street Trinity House
Smethwick B66 3AD
Tel: **0121 480 8800**

1 Church Street
Oldbury B69 3AD
Tel: **0121 480 8700**

69 Owen Street
Tipton DY4 8ES
Tel: **0121 480 8300**

For more information about specialised support for disabled people, you can also contact one of the following:

Independent Living Centre (see section one).

Citizens Advice (see section one).

CARES

(Carers Advice and Resource Establishment, Sandwell)
(see section one).

Fit for Work

Fit for Work is a free service that offer support from fully qualified health professional to help improve your wellbeing, manage your health when in work or help you return to work.

Tel: **0800 321 3180**

Email: ffw@lingeus.co.uk

Winter Fuel Payment

If you have reached the qualifying age you may get a Winter Fuel Payment to help you keep warm in winter. This can be between £125 and £400 depending on your situation. Find out if you are eligible for this payment and how to apply.

Winter Fuel Payments Helpline

Tel: **0845 915 1515**

Text phone: **0845 601 5613**

Opening Hours: Monday to Friday 8.30am to 4.30pm
www.direct.gov.uk

Sandwell Warm Zone

Works with Sandwell Council to improve energy efficiency for residents within the Sandwell borough. The Warm Zone can visit your home and provide free and impartial advice to the best available local help and support to keep you healthy and warm at home.

5–14 South Road

Smethwick B67 7BN

Tel: **0121 569 5015**

www.sandwell.gov.uk

www.warmzones.co.uk

Debt

For advice and information on debt issues contact one of the following organisations:

Citizens Advice (see section one)

Consumer Direct

Government funded helpline for consumer and fuel problems.

Tel: **0845 404 0506**

www.consumerdirect.gov.uk

Consumer Credit Counselling Service (CCCS)

Charity providing free, confidential advice and support to people worried about debt.

Tel: **0800 138 1111**

www.cccs.co.uk

Section six**Help with transport and travel**

If you are finding it difficult to get out and about due to a disabling condition or ill health, you may benefit from registering with Ring and Ride, a service that will collect you from your own home and take you to where you want to go. Most journeys are within a half mile radius of your home, however it is possible to go further afield. It is necessary to register and to give plenty of notice when booking a journey.

Ring and Ride

Sandwell and Dudley Depot
Unit 2

Western Way Industrial Park
Off Western Way
Walsall WS10 7HQ

Tel: **0121 505 7316**

Email: sandwell@ringandride.org

www.ringandride.org

Community Transport Sandwell

A voluntary organisation which may supply transport for small groups for a reasonable charge.

216 Great Bridge Street
West Bromwich B70 0DE
Tel: **0121 557 5633**

Wheelchair Service (see section three)

There is a dedicated wheelchair repair service provided by a privately owned company which is available 365 days a year.

Tel: **01902 494336**

Motability

The Motability Scheme enables disabled people to exchange either their higher rate mobility component of disability living allowance or their war pensioners' mobility supplement to obtain a new car, powered wheelchair or scooter.

For enquiries about the Motability Car Scheme contact:

Tel: **0845 456 4566**

Opening times: Monday to Friday 8.30am to 5.30pm

If you have specialist minicom equipment, textphone: 0845 675 0009.

For enquiries about the Motability Wheelchair and Scooter Scheme:

Tel: **0845 60 762 60**

Opening times: Monday to Thursday 8am to 6pm, and Friday 8am to 5pm.

The Disabled Motorists Federation

Provides advocacy, advice and information on motoring and transport, to enable people to become as independent as possible, so that they may lead fuller and more active lives.

1 Robins Close
Cheslyn Hay
Walsall WS6 7JR
Tel: **0191 416 3172**
www.dmfed.org.uk

Mobility Advice Line

Provide help and advice to disabled people, their families, carers and friends on a range of issues, such as the Blue Badge Scheme, motability allowance, wheelchair and electric scooter hire, driving schools for the disabled and RADAR Keys (keys giving access to disabled toilets).

Tel: **0121 454 2331**

Shopmobility

Electric wheelchairs for easy access to shops are available from several shopping centres in the West Midlands, including West Bromwich.

Shopmobility in Queens Square

Multi Storey Car Park

Sandwell Centre

West Bromwich B70 7NJ

Tel: **0121 553 1943**

Section seven

Help with making a complaint

The people who can best deal with a complaint in the first place are those who provide the service. So first of all give them a ring or write a letter, they might not know that you are unhappy.

However, if you are not satisfied at this point, then it is a good idea to write down everything that happened (or did not happen), with times and circumstances relevant to the problem. The council, voluntary organisations and all NHS Trusts, GPs, dentists, pharmacists and opticians have a complaints procedure.

Citizens Advice (see section one)

NHS Direct

Tel: **0845 4647** or fill in the online complaint form on www.nhsdirect.nhs.uk

Patient Advice and Liaison Service (PALS)

The Patient Advice and Liaison Service can help sort out any concerns you may have about the NHS care you are receiving, as well as guide you through the different services available and provide on-the-spot advice and support.

PALS

Sandwell Primary Care Trust
Lyng Centre for Health and Social Care
Frank Fisher Way
West Bromwich B70 7AW
Freephone: **0800 03 04 654**
Email: s.pals@nhs.net

The service is available weekdays 9am to 4pm and also outside normal working hours through an answer phone.

To make a complaint about Sandwell Council contact:

Customer Services
PO Box 2374
Oldbury B69 3DE
Tel: **0845 359 7510**
Email: contact@sandwell.gov.uk

Help with making a complaint can often be obtained from the voluntary organisation relevant to your condition, which may advocate on your behalf. See section one for a list of local voluntary organisations.

Section eight
What to do in an emergency

If there is an emergency and the carer temporarily cannot continue to look after his/her relative, (maybe through illness or hospitalisation) then other resources must be brought in to enable them to cope.

Be prepared

It is a good idea to have a previous arrangement with a friend or relative living nearby, to be willing to step into the breach for a few hours until alternative arrangements (usually statutory services) can be organised.

Alarm phones

Age UK or **Sandwell Council** can provide a special alarm phone which links the patient's home to a control point that will summon help when a pendant or button is pressed. This special telephone can be rented and gives peace of mind to vulnerable people.

For more information contact **Age UK**, your local Neighbourhood office or Community Alarms direct.

Tel: **0121 500 5500**

Email: community_alarms@sandwellhomes.org.uk or
Louise_butler@sandwellhomes.org.uk

You can also call in to any Sandwell Homes office and pick up a leaflet.

Sudden emergencies

In any serious crisis situation, with no help available, dial 999 and ask for the most appropriate service (Police/Fire/Ambulance).

Remember to make your house accessible to people coming to help you. (If possible, unlock and take bolts off doors, etc.)

To contact your local police station, Tel: **0345 113 5000**

The Cinnamon Trust

This charity cares for animals left whose owners have died or moved to residential accommodation which will not accept pets.

Tel: **01736 757 900**

Email: admin@cinnamon.org.uk

www.cinnamon.org.uk

Section nine

Advice on costs and charges

Free services are generally a thing of the past, as every community organisation, whether it is statutory or voluntary, has budgets to balance, and very tight finances. Charges for services change from year to year, so it is only possible to generalise.

Permanent Residential and Nursing Home Care

When you go into residential or nursing home care, you can meet the costs yourself if you wish.

Sandwell Adult and Community Services can provide financial help for those people who meet a certain criteria, which takes account of your income (benefits and pension) and your capital, such as savings, investments and the value of any property you may own.

There are assets and savings limits set by the government which will determine how much of the care costs will be provided. If you have assets/savings above these limits then you will have to pay for the full cost of your care.

Contact **Sandwell Council ASSIST** (see section two) for further information. They will assess your needs to

help decide whether nursing or residential care is best for you. You have the right to choose which home is best for you.

Sandwell Supporting People

Supporting People is a programme to help vulnerable people live independently. The aim of Supporting People is to provide and improve the quality of housing related support services to vulnerable people to enable them to live independently, for as long as they wish or are able to do so.

The team can support you in paying housing related bills, making sure that homes are secure and personal safety is upheld, helping with benefit claims and filling in forms, helping people to look after their own money, and helping people to take control of their own home.

You can also receive support and advice on the more flexible services provided through sheltered accommodation.

Kingston House
438 High Street
West Bromwich B70 9LD
Tel: **0121 569 5125**
Email: supporting_people@sandwell.gov.uk

Opening Hours: Monday to Thursday 9am to 5.30pm, and Friday 9am to 5pm

Respite Care (see section four).

Direct Payments

If you live at home and an assessment shows that you need care, there is also a system of Direct Payments.

Instead of providing services after an assessment, the council may give you money to buy your own care services.

You will take on the responsibilities of an employer. Advice and support in doing this is available from the **Independent Living Centre** (see section one).

Personal Budgets

If you live in Sandwell, are aged 18 or over and need adult social care services you may be able to have a personal budget.

Personal budgets are part of a new way of providing support to people who need social care services. They give you more choice about your support and who provides it. Instead of having services chosen for you, you will be in control.

To find out if you qualify for a personal budget you will need Sandwell Council's adult social care services to carry out an assessment. Contact **Sandwell Council ASSIST** (see section two).

Care Quality Commission

The Care Quality Commission (CQC) has a list of residential accommodation. Every care home must be registered with the CQC and should display their certificate of registration.

CQC regularly inspects and assesses the quality of care provided and management of care homes against the Government's National Minimum Standards guidelines.

At the end of each inspection, CQC publishes a report of its findings. The home should provide an action plan that addresses any development needed. They should be able to show you their latest report.

Inspection reports are online at www.cqc.org.uk in the 'find a care service' section.

Tel: **03000 61 61 61**

Email: enquiries@cqc.org.uk

Section ten Leisure time and holidays

Disability can result in depression, boredom and lack of outside interests. It is good to meet people, make new friends and have plenty of things to do.

Council Leisure Services have facilities for people with disabilities. Many of their activities take place at day centres for disabled people. To attend a day centre a referral is necessary from a social worker. For more information contact **Sandwell Council ASSIST** (see section two).

Concessionary Passes

Concessionary Passes are available for swimming baths and other sporting facilities. For more information contact:

Sandwell Leisure Trust

Tel: **0845 659 4815**

Email: leisure@sandwell.gov.uk

www.slt-leisure.co.uk

Adult Education

Even if you are severely disabled, it may still be possible to develop your recreational and vocational interests and to obtain qualifications if you wish. Local colleges offer a variety of adult education courses. Many courses are free or have concessionary rates.

For more information contact:

Sandwell College

Course Enquiries/Client Services: **0800 622 006**

Switchboard: **0121 556 6000**

Email: enquiries@sandwell.ac.uk

Campuses in West Bromwich, Smethwick and Oldbury. In 2011 the College will operate from one central campus in West Bromwich.

Learn Direct

Provides nationwide courses in a variety of subjects including Maths and English, home and office IT and business management.

Freephone: **0800 101 901**

Opening times: 7 days a week, 7am to 11pm.

www.learndirect.co.uk

A Typetalk service is available for learners who are deaf, hard of hearing or speech impaired.

Libraries

In addition to books, libraries lend records, video and audio tapes, talking books, language courses and offer the use of computers.

Tel: **0121 569 4911**

Email: information_service@sandwell.gov.uk

Special Needs Library Service – Mobile service visits residential homes and housebound people.

Tel: **0121 552 4136**

Listening Books

Provides a postal audio book library service for people who have difficulty in holding a book or reading in the usual way.

Tel: **020 7407 9417**

Email: info@listening-books.org.uk

Computers

The Employment and Skills Service is a support service for disabled people and disadvantaged groups in Sandwell, assisting them to become economically active in terms of work, further education and training. Computer Courses for beginners and those who want to build on their existing skills are available for free at:

Independent Living Centre (see section one)

Sandwell College (see above)

Libraries (see above)

Townswomen's Guilds

Offer support and a variety of recreational activities such as talks, hobbies, arts and crafts, competitions, socialising, organised trips, sports such as bowls, tennis, golf and swimming.

Tomlinson House
1st Floor
329 Tyburn Road
Erdington
Birmingham B24 8HJ
Tel: **0121 326 0400**
Email: tghq@townswomen.org.uk

U3A (University of the Third Age)

Provides informal study groups and social activities for people of retirement age.

Tel: **0121 429 4265**

Volunteer Centre Sandwell

Voluntary organisations are always wanting more help. New skills can be learned and new friends made by offering your services. Sandwell Volunteer Bureau provides a one stop point of information and referral to potentially hundreds of different volunteering opportunities. For more information contact:

Volunteer Centre Sandwell

Municipal Buildings
Oldbury B69 2AB
Tel: **0121 544 8326**

Holidays

Holidays and Short Breaks Grant Scheme

The Holiday and Short Breaks Grant Scheme is available to people who use social care services, and carers. It helps to pay towards the cost of a holiday or short break. This can be a day's outing, long weekend or any holiday of your choice.

The amount of the grant is decided by a Council committee every year, and varies from year to year. In 2009/10 it was £65.

For more information contact **Sandwell Council ASSIST** (see section two).

Independent Living Centre

Ideal for All has a leisure section which provides activities, outings and holidays (see section one).

Holiday Care Service

Holiday Care is a national charity working to give greater independence to disabled people in all aspects of their daily lives. The charity does not provide funding but can signpost to those who do. Provides information about transport, accommodation, visitor attractions, activity holidays and respite care establishments, both in the UK and overseas, which enables people with all kinds of disability to holiday where possible in a mainstream environment.

Tel: **0845 124 9971**

Vitalise

Vitalise is a national charity providing short breaks (respite care) and other services for disabled people, visually impaired people, and carers.

Tel: **0845 345 1970** (services, bookings, IT and office enquiries).

Email: info@vitalise.org.uk

www.vitalise.org.uk

Holidays with Help

Organise holidays for large groups of people with disabilities. Have three venues and offer a wide ranging choice of indoor and outdoor activities, plus entertainment. Also arrange excursions to local places of interest at a small extra cost.

Tel: **07539 063 327**

Email: hwhholidays@btinternet.com

Grooms Holidays

National charity working with disabled people. Offer a wide range of accessible accommodation. There are three hotels, one of which has a care agency associated with it. There is also a variety of self-catering units around England and Wales, and a fully accessible riverboat on the Norfolk Broads.

Tel: **01446 771311**

www.groomsholidays.org.uk

Voluntary Organisations

Some local branches of voluntary organisations for people with disabilities organise holidays for their members.

It is worth joining a local organisation appropriate to your disability. Most provide useful information and a variety of support services, and sometimes a friendly home visitor. This can be a good way of making friends and enjoying a social life.

Section eleven

Useful publications and legal rights

Neurological Voluntary Organisations

Neurological voluntary organisations usually have helpful leaflets, information books and lists of books relevant to the symptoms and management of the condition they support. (See addresses in section twelve).

Age UK factsheets

Age UK's range of information factsheets are very comprehensive and most deal with many situations relevant to disabled people of any age (see section one).

Ricability

Ricability is an independent consumer research charity providing free, practical and unbiased reports for older and disabled people. Cover a range of topics including mobility, parenting at home, personal care and consumer rights.

Tel: **020 7427 2460**

Textphone: 020 7427 2469

E-mail: mail@ricability.org.uk

www.ricability.org.uk

Booklets available from Adult Social Care

Sandwell Council produces a variety of leaflets and booklets. A full list can be found at www.sandwell.gov.uk.

Department of Health (DH) publications

The Department of Health produces a range of publications that provide information about rights and services for disabled people, older people, people with mental health problems and carers.

For more information please access the 'Social Care' pages on the DH website: www.doh.gov.uk.

Most DH publications are free and can be ordered online or by telephone through the DH Publications Orderline.

Tel: **0300 123 1002**

Minicom: 0300 123 1003

Disability Now

Provides information on a range of disability issues. Sign up for their newsletter on www.disabilitynow.org.uk.

Getting the Best from Neurological Services

A guide for people affected by conditions of the brain, spine and nervous system (available online), produced by the Neurological Alliance (see section twelve for contact details).

60-WISE

'Your essential guide to enjoying an independent life in later years'. A booklet full of information covering: Help at home, money, keeping home safety, death and bereavement, coping with confusion, housing, residential and nursing home care.

Rukba (Royal United Kingdom Benificent Association)

Tel: **08457 58 56 80**

Getting around access guide in the West Midlands

A transport guide for people with mobility difficulty, produced by Centro.

Tel: **0121 214 7401**

www.networkwestmidlands.com

Disability Legislation

People with disabilities are now legally protected against discrimination. For more information on disability legislation and patients' and carers rights, contact:

Ideal for All at the Independent Living Centre (see section one).

Access

Public buildings must, by law, be accessible to people with disabilities. If you encounter any difficulties, contact:

Sandwell Access Officer

Tel: **0121 569 3312**

Email: humanresources@sandwell.gov.uk

Opening hours: Monday to Thursday 9am to 5.30pm, and Friday 9am to 5pm.

Section Twelve

Neurological organisations

Many neurological organisations provide support services, such as information, advice, day care and home visiting. To find out if there is a local branch and if you can get help, contact the relevant national organisation below.

A

Alzheimer's Society

Devon House
58 St Katherine's Way
London E1W 1LB
Tel: **0207 423 3500**
Email: reception@alzheimers.org.uk
www.alzheimers.org.uk

Arachnoiditis Trust

PO Box 101 Ripon
Town
North Yorkshire HG4 2XW
Helpline: **0113 288 0121**
www.arachnoiditistrust.org

Contact the relevant organisation for local branch details

ASBAH

42 Park Road
Peterborough PE1 2UQ
Tel: **0845 450 7755**
Email: info@asbah.org
www.asbah.org

Ataxia UK

Lincoln House
Kennington Park
1-3 Brixton Road
London SW9 6DE
Tel: **020 7582 1444**
Email: office@ataxia.org.uk
www.ataxia.org.uk

Ataxia-Telangiectasia (A-T Society)

IACR-Rothamsted
Harpenden
Herts AL5 2JQ
Tel: **01582 760733**
Email: info@atsociety.org.uk
www.atsociety.org.uk

Contact the relevant organisation for local branch details

National Autistic Society

393 City Road
London EC1V 1NG
Tel: **0845 070 4004**
Email: nas@nas.org.uk
www.autism.org.uk

B**Basic** (Brain and Spinal Injury Charity)

554 Eccles New Road
Salford M5 5AP
National helpline: **0870 750 0000**

Brain and Spine Foundation

General Administration
3.36 Canterbury Court
Kennington Park
1-3 Brixton Road
London SW9 6DE
Tel: **0207 793 5900**
Helpline: **0808 808 1000**
Email: helpline@brainandspine.org.uk

Contact the relevant organisation for local branch details

British Brain Tumour Association

2 Oakfield Road
Hightown
Merseyside L38 9GQ
Tel: **0151 929 3229**

C**Child Brain Injury Trust**

Unit 1, The Great Barn
Baynards Green Farm (Nr Bicester)
Oxfordshire OX27 7SG
Tel: **01869 341 075**
Helpline: **0845 601 4939**
Email: helpline@cbituk.org
www.cbituk.org
(For CJD information contact: Brain and Spine Foundation)

Contact the relevant organisation for local branch details

Charcot Marie Tooth UK

CMT United Kingdom
98 Broadway
Southbourne
Bournemouth BH6 4EH
Tel: **0800 652 6316**
Email: info@cmtuk.org.uk
www.cmt.org.uk

D**Different Strokes Central Services**

9 Canon Harnett Court
Wolverton Mill
Milton Keynes MK12 5NF
Tel: **0845 130 7172**
Email: info@differentstrokes.co.uk
www.differentstrokes.co.uk

Contact the relevant organisation for local branch details

Dystonia Society

Second floor
89 Albert Embankment
Vauxhall
London SE1 7TP
Helpline: **0845 458 6322**
Email: info@dystonia.org.uk
www.dystonia.org.uk

E**Encephalitis Support Group**

The Encephalitis Resource Centre
7B Saville Street
Malton
North Yorkshire YO17 7LL
Tel: **01653 699 599**
Email: mail@encephalitis.info
www.encephalitis.info

Contact the relevant organisation for local branch details

British Epilepsy Association

Head Office
New Anstey House
Gate Way Drive
Yeadon
Leeds LS19 7XY
Freephone: **0808 800 5050** (UK only)
Email: epilepsy@epilepsy.org.uk
www.epilepsy.org.uk

The National Society for Epilepsy

Chesham Lane
Chalfont St Peter
Bucks SL9 0RJ
UK helpline: **01494 601 300**
www.epilepsysociety.org.uk

Fibromyalgia Association UK

General Enquiries
PO Box 206
Stourbridge DY9 8YL
Tel: **0845 35 2322**

Contact the relevant organisation for local branch details

G**Guillian Barre Syndrome Support Group**

Woodholme House
Heckington Business Park
Station Road
Heckington
Lincolnshire NG34 9JH
Tel: **01529 469 910**
Email: admin@gbs.org.uk
www.gbs.org.uk

H**Headway**

Bradbury House
190 Bagnall Road
Old Basford
Nottingham NG6 8SF
Tel: **0808 800 2244**
Email: helpline@headway.org.uk
www.headway.org.uk

Contact the relevant organisation for local branch details

Huntington's Disease Association

Head Office
Neurosupport Centre
Norton Street
Liverpool L3 8LR
Tel: **0151 298 3298**
Email: info@hda.org.uk
www.hda.org.uk

M**The ME Association**

7 Apollo Office Court
Radcliffe Road
Gowcott
Buckinghamshire MK18 4DF
ME Connect helpline: **0844 576 5326**
Email: meconnect@meassociation.org.uk
www.meassociation.org.uk

Migraine Action Association

27 East Street
4th Floor
Leicester LE1 6NB
Tel: **0116 275 8317**
Email: info@migraine.org.uk
www.migraine.org.uk

MND Association

PO BOX 246
Northampton NN1 2PR
Tel: **08457 62 62 62**
Email: mndconnect@mndassociation.org

Multiple Sclerosis Society

MS National Centre
372 Edgware Road
London NW2 6ND
Tel: **0208 438 0700**
Email: info@mssociety.org.uk
www.mssociety.org.uk

Contact the relevant organisation for local branch details

Contact the relevant organisation for local branch details

Multiple Systems Atrophy Trust

Southbank House
Black Prince Road
London SE1 7SJ
Tel: **020 7940 4666**
Email: office@msaweb.co.uk
www.msaweb.co.uk

Meningitis Trust

Fern House
Bath Road
Stroud
Gloucestershire GL5 3TJ
Freephone: **0800 028 1828**
Email: info@meningitis-trust.org
www.meningitis-trust.org

Muscular Dystrophy Campaign

61 Southwark Street
London SE1 0HL
Tel: **0207 803 4800**
Email: info@muscular-dystrophy.org
www.muscular-dystrophy.org

Contact the relevant organisation for local branch details

Myasthenia Gravis Association

The College Business Centre
New Road
Uttoxeter
Derby DE22 3WZ
Freephone: **0800 919 922**
Email: mg@mga-charity.org
www.mga-charity.org

N**Narcolepsy Association UK**

PO Box 13842
Penicuik EH26 8WX
Tel: **0845 450 0394**
Email: info@narcolepsy.org.uk
www.narcolepsy.org.uk

Contact the relevant organisation for local branch details

The National Tremor Foundation

Disablement Services Centre
Harold Wood Hospital
Gubbins Lane
Harold Wood
Romford RM3 0AR
Tel: **01708 386 399**
Email: enquiries@tremor.org.uk
www.tremor.org.uk

The Neurofibromatosis Association

Quayside House
38 High Street
Kingston on Thames
Surrey KT1 1HL
Helpline: **0845 602 4173**
Minicom: 020 8481 0492
Email: info@nfauk.org
www.nfauk.org

Contact the relevant organisation for local branch details

Neurological Alliance UK

Dana Centre
165 Queen's Gate
London SW7 5HE
Tel: **020 7584 6457**
Email: admin@neural.org.uk
www.neural.org.uk

P**Parkinson's UK**

215 Vauxhall Bridge Road
London SW1V 1EJ
Tel: **0808 800 0303**
Email: enquiries@parkinsons.org.uk
www.parkinsons.org.uk

British Polio Fellowship

Eagle Office Centre
The Runway
South Ruislip
Middlesex HA4 6SE
Freephone: **0800 018 0586**
Email: info@britishpolio.org.uk
www.britishpolio.org.uk

Contact the relevant organisation for local branch details

Prader Willi Syndrome Association

125a London Road
Derby DE1 2QQ
Tel: **01332 365 676**
Email: admin@pwsa.co.uk
www.pwsa.co.uk

Progressive Supranuclear Palsy Association

PSP House
167 Watling Street West
Towcester
Northamptonshire NN12 6BX
Tel: **01327 322 410**
Email: psp@pspeur.org
www.pspeur.org

R**Raynauds and Scleroderma Association**

112 Crewe Road
Alseger
Cheshire ST7 2JA
Tel: **0800 917 2494**
Email: info@raynauds.org.uk
www.raynauds.org.uk

Contact the relevant organisation for local branch details

Rett Syndrome Association

Langham House West
Mill Street
Luton LU1 2NA
Tel: **01582 798 910**
Email: info@rettuk.org
www.rettuk.org

S**Scope Response**

PO BOX 833
Milton Keynes MK12 5NY
Freephone: **0808 800 3333**
Email: response@scope.org.uk
www.scope.org.uk

Speakability (Action for Dysphasic Adults)

1 Royal Street
London SE1 7LL
Tel: **0808 808 9572**
Email: speakability@speakability.org.uk
www.speakability.org.uk

Contact the relevant organisation for local branch details

Association for Spina Bifida and Hydrocephalus (ASBAH)

42 Park Road
Peterborough PE1 2UQ
Tel: **01733 555 988**
Email: helpline@asbah.org
www.asbah.org

Spinal Injuries Association

SIA House
2 Trueman Place
Oldbrook
Milton Keynes MK6 2HH
Freephone: **0800 980 0501**
Email: sia@spinal.co.uk
www.spinal.co.uk

Stroke Association

Stroke House
240 City Road
London EC1V 2PR
Helpline: **0303 303 3100**
Email: info@stroke.org.uk
www.stroke.org.uk

Contact the relevant organisation for local branch details

Syringomyelia Clinic (ANTS)

Neuroscience Centre
Queen Elizabeth Hospital
Edgbaston
Birmingham B15 2TH
Tel: **0121 697 8254**

T**Tourettes Action**

Southbank House
Black Prince Road
London SE1 7SJ
Helpline: **0845 458 1252**
Email: help@tourettes-action.org.uk
www.cbituk.org
www.tourettes-action.org.uk

Tuberous Sclerosis Association

Tel: **0121 445 6970**
www.tuberous-sclerosis.org

Contact the relevant organisation for local branch details

You can access this booklet on our website at
www.sandwell.gov.uk

Produced by
Adult and Community Services
Communications and Engagement Team
Jack Judge House
PO Box 15888
Oldbury B69 3AJ
0121 569 2380