

1. ADVICE AND INFORMATION

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

Carers Support Service - Regis, Chichester & Rural

Offers up-to-date information on local services for carers as well as a Helpline to information and support. We also provide one to one support, advocacy, free newsletter and information about carers groups. We organise social, training and information events for carers and administer a local Short Breaks for Carers fund. Our Service is also a member of the Princess Royal Trust for Carers network of carers centres.

For further details about how to get involved in working for better services for carers or if you need support to comment or complain about services, contact: The Carers Support Service, 60a North Street, Chichester, PO19 1NB. Tel: 01243 537011
Website: www.carerssupportservice.org.uk



Richard North Service Manager

Email: richard.north@carerssupportservice.org.uk

Natasha Topham Project Worker

Email: natasha.topham@carerssupportservice.org.uk

Linzi Walton Project Worker

Email: linzi.walton@carerssupportservice.org.uk

Karin Davidson Project Worker

Email: karin.davidson@carerssupportservice.org.uk

Helene Wakeling Information Worker

Email: helene.wakeling@carerssupportservice.org.uk

Pam Thomson Learning Difficulties Carers Support Worker

Tues & Thurs 9.30-5.00 or Weds 1.30-5.00.

Email: pamthomson@carerssupportservice.org.uk

Sarah Robinson Senior Mental Health Carers Support Worker

Tel: 01243 380937

Email: sarah.robinson@carerssupportservice.org.uk

Debbie Pimenta Mental Health Carers Support Worker

Tel: 01243 380937

Email: debbie.pimenta@carerssupportservice.org.uk

Kate Keys Carers Development Worker GP Practices

Tel: 01243 380937

Email: kate.keys@carerssupportservice.org.uk

Christine Smith Carers Development Worker GP Practices

Tel: 01243 380937

Email: christine.smith@carerssupportservice.org.uk

Emotional Support for Carers

Also within the Carers Support Service is **Emotional Support for Carers**, which provides free one-to-one counselling in three different locations across Regis, Chichester and Rural. In addition, there is a **Telephone Call Back Service**, provided by **Karin Davidson** who telephones carers in their own home on a regular basis and **Complementary Therapy**, offering treatments to carers and former carers in the Western area. For either service, contact **Caroline Hedicker** on Tel: 01243 782561. Email: caroline.hedicker@carerssupportservice.org.uk

Social Services Help Desks

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

Social Services Locality Offices open Mon-Fri 9.00am-5.00pm

Social Services Help Desks open Mon-Fri 9.00am-5.00pm

Bognor Tel: 01243 642400

Durban House, Durban Road, Bognor Regis, PO22 9RE

Chichester Tel: 01243 752999

1a East Row, Chichester, PO19 1PD

Out of Hours Helpline Tel: 01903 694422

Age Concern - West Sussex

Advice, information, quarterly newsletter, publications and insurance services for older people. They also offer a pension advice service on the 1st and 3rd Tuesday of each month, which is held at the Tamarisk Centre, 42 Beach Road, Littlehampton, BN17 5HT (tel no. 01903 730007)

For more information, contact: Suite 2, First Floor, Anchor Springs, Littlehampton, BN17 6BP Tel: 01903 731800 or Freephone: 0800 019 1310 (information and advice only). Website: www.ageconcern.org.uk Email: Admin@acwestsussex.org

Age Concern – Chichester & District

The main service is their Befriending Service which covers Selsey, Witterings, and the South of the Downs area. For more information, contact: Age Concern, 1 North Pallant, Chichester, West Sussex, PO19 1TL. Tel: 01243 528346 Email: chichester@acwestsussex.org

BME Community Service

West Sussex Coastal - For more information, contact: Amina Kambashi on Tel: 01903 731194 or Mobile: 07919 114312 Email: info@bme-cs.org.uk

Cancer Backup

A helpline staffed by specialist cancer nurses who can answer questions on all aspects of living with cancer. Fact sheets and booklets also available.

Freephone: 0808 800 1234 (Mon-Fri 9am-8pm) Website: www.cancerbackup.org.uk

Cancer Journey

A 'one-stop' information service for anyone affected by any type of cancer. This unique service signposts cancer patients and their families to the best possible sources of information available on all aspects of living with cancer.

For more information, contact: the Helpline on 0303 333 0003 open from 10am to 4pm seven days a week, or visit the easy to use website at

www.cancerjourney.org.uk.

CancerWise

Offers support and information to anyone concerned about cancer. It promotes a positive and holistic approach, with relaxation techniques, complementary therapies and gentle exercise such as T'ai Chi and Yoga. Tips on how to look and feel good with information on health, nutrition and lifestyle.

For more information, contact: CancerWise, Tavern House, 4 City Business Centre, Basin Road, Chichester, PO19 8DU (open 9.30am-1pm Mon-Fri) or tel: 01243 778516.

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

CareAware

A free helpline service dealing with enquiries relating to the funding of long term care for older people. Also provides independent advice on care fee funding, benefit entitlement, and legal issues. Tel: 08705 134925 (Mon-Fri 9am-5pm plus out of hours answer phone). Fax: 0161 787 8560. Address: CareAware, PO Box 8, Manchester, M30 9NY.

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

Carers UK

Information and campaigning for carers on services, benefits, other help and local contacts. Head Office: 32-36 Loman Street, Southwark, London, SE1 0EE. Tel: 020 7922 8000 or Fax: 020 7922 8001. Freephone CarersLine: 0808 808 7777 (Weds, Thurs 10.00am-noon, 2.00pm-4.00pm) Website: www.carers.uk.org Email: info@carers.uk.org

Citizens Advice Bureau (CAB)

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

CABs run outreach services in more rural areas: Town Council Office, High Street, **Selsey** (Tuesdays 12.30pm-3.30pm); Council Offices, The Old Bakery, Golden Square, **Petworth** (Wednesdays 9.30am-12.30pm), **Midhurst** Resource Centre, North Street (Fridays 9.30am-3pm) and **West Wittering** Memorial Hall, Elms Lane (Tuesdays 9.30-11.30)

Contact your local Bureau for additional services that may be available.

Bognor CAB, Town Hall, Clarence Road, Bognor - Tel: 01243 820667 or 0845 1203 700 (Mon-Fri 10am-4pm) **Chichester CAB**, Bell House, 6 Theatre Lane, Chichester, PO19 1SR - Tel: 01243 784231 (Mon-Fri 10am-5pm), Fax: 01243 538914. www.chichestercab.org.uk

Contact a Family

Offer advice, guidance and a listening ear for parents and carers of children with disabilities and special needs, including rare disorders. Has a network of local parent support groups. Freephone Helpline: 0808 808 3555 (Mon-Fri 10am-4pm and on Mondays there is an evening service: 5.30pm-7.30pm). Textphone: 0808 808 3556. Address: Contact a Family, 209-211 City Road, London, EC1V 1JN. Tel: 020 7608 8700, Fax: 020 7608 8701 Website: www.cafamily.org.uk Email: info@cafamily.org.uk or helpline@cafamily.org.uk

Disability Information Service Sussex (DISS)

Information, advice, home visiting, and benefits advice and representation, enabling disabled people to lead active and fulfilling lives. Tel: 01323 434833 (Mon, Tue, Wed 9am- 4pm plus out of hours answer phone).

Disability Law Service

Offers free, confidential legal advice and information to disabled people and people with mental health illness, their families and carers, throughout Britain. Open Mon-Fri 10am-5pm (closed 1pm-2pm). People who are blind or have visual impairments can receive information in braille, audiotape, large print and Email.

Contact: Ground Floor, 39-45 Cavell Street, London, E1 2BP

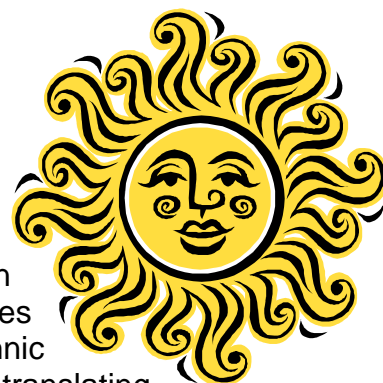
Tel: 020 7791 9800, Minicom: 020 7791 9801

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

Ethnic Minority Helpline

Offers help and support to disadvantaged groups in ethnic minority communities. Open Mon-Fri 9.30am–4.30pm.

Can liaise, write to relevant authorities on behalf of clients, putting people in touch with the right contact. Also help to fill in benefit forms and other forms for statutory agencies. Provides information on West Sussex County Council services in ethnic languages. Arranges interpreters and translators. Provides translating services for the local authority. Contact: Centenary House, Woodfield Road, Northgate, Crawley, West Sussex RH10 8GN. Tel: 08457 581649



Help The Aged SeniorLine Service

Confidential information service for senior citizens, their relatives, friends and carers. Range of information includes community care, access to health services and sources of local practical help. Freephone: 0808 800 6565 (Mon-Fri 9.00am - 4.00pm) Head Office: Help the Aged, 207-221 Pentonville Road, London, N1 9UZ.

Tel: 020 7278 1114. Website: www.helptheaged.org.uk

Email: info@helptheaged.org.uk or seniorline@helptheaged.org.uk

Help With Continence *see entry in Chapter 6, Health Services*

Hospice Information Service

A telephone service offering information on hospices including a national and international directory of hospices and palliative care services. Encourages networking and helps patients, families and carers to identify and access appropriate services and resources. Contact: 0870 903 3903 (Mon-Fri 9am-5pm plus out of ours answer phone)

Website: www.hospiceinformation.info Email: info@hospiceinformation.info

Independent Complaints Advocacy Service (ICAS)

Offers independent, confidential advice on how to make an informal or formal complaint about an NHS service. ICAS, Ground Floor, 7 Vale Avenue, Tunbridge Wells, TN1 1DJ. Tel: 01892 540490 (Mon-Fri 9am-5pm). Fax: 01892 548057

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

ICIS – information for life

A contact for people in need of help when they are not sure “What to do”, “Where to go” or “Who can help” in West Sussex.

Confidential and free service to put people in touch with support, advice, activities, services and care in the community. A wide range of information for people of all ages, with any disability; carers and relatives; friends and professionals.

ICIS, 35 Worthing Road, East Preston Littlehampton, West Sussex BN16 1BQ.

Voice or Textphone. Freephone: 0800 859929 Fax: 01903 777601 (Mon-Fri 10am-12.30pm and 1.30pm-4pm)

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

Library Services in West Sussex

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

Housebound Reader Service offering a home delivery service to housebound readers who have no friends or relatives able to help. Contact the equal access librarian on 01903 704818.

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

Patients in some hospitals in West Sussex receive a library service for leisure reading.

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

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

Chichester Central Library Tel: 01243 777351

Bognor Central Library Tel: 01243 864638

Enquiries relating to services available should be directed to the individual libraries concerned. Website: www.westsussex.gov.uk

NHS Direct

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

Tel: 0845 4647. Textphone: 0845 606 4647 Website: www.nhsdirect.nhs.uk

Parkinson’s Community Support Worker West Sussex

Providing information, advice, advocacy and emotional support to people with Parkinson’s, their carers and families locally. The service also includes telephone support, home and hospital visits and information about welfare benefits. Contact Jonathan Smith Tel: 0844 2253667 Email: jsmith@parkinsons.org.uk

Patient Advice and Liaison Service (PALS)

This is a confidential service providing advice and support in sorting out any concerns that a patient or carer may have about the care that is being received through an NHS Trust or Primary Care Trust. The service provides information to patients, carers and their families about local health services and puts people in touch with local support groups. They can also tell people about the complaints procedure and signpost them to the Independent Complaints Advocacy Service (ICAS). Each Trust has their own PALS Manager and you will need to contact the one that is relevant to you.

West Sussex PCT

- West Locality (covering Chichester, Bognor Regis, Midhurst, Manhood Peninsular and surrounding areas) – Bernice Preddy Tel: 01243 534035
Website: www.westsussexpct.nhs.uk
- Royal West Sussex NHS Trust (i.e. St Richard's Hospital) - Delia Reed
Tel: 01243 831822
Website: www.rwst.nhs.uk Email: delia.reed@rws-tr.nhs.uk
- Sussex Partnership NHS Trust (Mental Health) - Trudy Parris
Tel: 01243 815503 (if not available contact Nicola Murray at PALS East Sussex Tel: 01323 446042)

Stroke Association

There are two information services available for people who have had a stroke, their families, friends and carers. The Stroke Association's national helpline is: Tel: 0845 3033100 (Mon-Fri 9am-5pm). Address: Stroke Information Service, The Stroke Association, 240 City Road, London, EC1V 2PR.

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

They also have an information service, which is based in Southampton, but covers West Sussex Tel: 02380 720 420

The Princess Royal Trust for Carers

Provides information, advice and support services to carers across the UK. Also has a range of grant schemes for carers, accessible through local carers' centres. Contact: The PRTC, Unit 14, Bourne Court, Southend Road, Woodford Green, Essex, IG8 8HD. Tel: 0844 800 4361 Fax: 0844 800 4362.

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

The Grandparents Association

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

Benefit advice line Tel: 01279 412963. Office Tel: 01279 428040

Helpline: 0845 4349 585 Website: www.grandparents-association.org.uk

Email: info@grandparents-association.org.uk

West Sussex County Council Help Points

Offers information about all of the County Councils' Services and will pursue enquiries concerning a range of services including education, social services, highways, libraries, police, fire brigade, planning, trading standards and waste disposal management. Tel: 0845 758 1232 (24-hours)

Ethnic Minority Helpline: 0845 758 1649

www.askaboutmedicines.org

A website directory with useful organisations