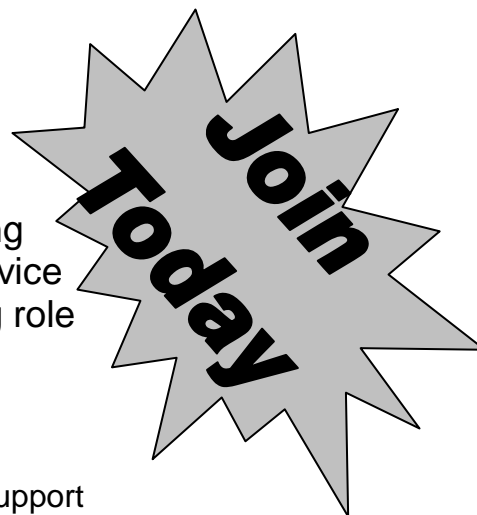


Support for carers

This pack has been published by the Carers Support Service. If you are looking after or helping someone who is ill, disabled or frail, then the Service is for you, no matter how many hours your caring role involves.



Helpline

01243 537011

- A Helpline to information and support
- Up-to-date information on local services

Newsletter

- Up-to-date information on local developments
- News of national initiatives
- New groups and services

Events

- An annual carers day
- A programme of local events for carers

Support

- An opportunity for support from our staff
- Carers groups
- Help with "officialdom"

Planning Services

- The opportunity to take part in carer consultation
- A route into many planning forums



Tel: 01243 537011

www.carerssupportservice.org.uk

Please place me on the Service's mail-list. My details will not be shared with anyone else.

I am: a carer / a former carer / a voluntary sector worker / a statutory sector worker / other.....
(please indicate which)

Name.....

Address.....

Postcode.....Telephone.....

Please return to:

The Carers Support Service, FREEPOST (SCE14640), Chichester PO19 1BR
A stamp is not required but if you use one it would help save our costs – Thank you!

INTRODUCTION

If you are looking after or helping anyone who is ill, disabled or frail, then this pack is for you, no matter how many hours your caring role involves.

One in eight of the population is a carer, and according to the 2001 Census there are some 19,500 carers in the area covered by the Carers Support Service. There is no typical carer – every one is an individual. A carer can be a partner, friend, neighbour, child or other relative of the person being cared for. A carer can be a man or a woman, and can be any age.



This pack aims to give you the information you need as a carer – or at least to answer *some* of your questions. If you have questions that this pack does not answer, then there are organisations included here that you can phone.

We have included as much information in the pack as we can, and this may make it a little daunting. We hope that the amount of information does not put you off using it. Although some of the information will not be relevant to your situation, we hope that for every carer there is a starting point in this pack that will enable you to find the services and support that will help you.

When you first become a carer it can be a very worrying time, with a lot to take on board, but the following points might be helpful:

- ◆ Is the person you are caring for getting the benefits they are entitled to?
- ◆ Have you considered whether you may be entitled to financial help through the benefits system?
- ◆ Have you thought about your own need for short breaks from caring, and do you have any details about available respite?
- ◆ If mobility is a problem for the person you care for, might it be helpful to have details on mobility aids available?
- ◆ Are there any adaptations to your house, or other equipment that might help you?
- ◆ Do you have all the information you want about the condition the person you care for suffers from? If not, there may be a specialist organisation that can help.
- ◆ Have you had the opportunity to share your experiences with other carers?

Information on these, and many other topics are to be found in this guide. The chapters are, I hope, self explanatory as far as their content goes, and if you don't find what you want in this guide, please do phone us at the Carers Support Service, and we will do our very best to get you the information you need.

It is all too easy as a carer to think that you have to struggle on alone, and that there is no help available. It is certainly true that the services available to support carers are by no means perfect, but there is support available, and too few carers ask for it.

You may not want to be called a “carer”, and might regard it as an unhelpful label. You might want to be known as someone’s husband or wife, parent or child, rather than as their carer. That is not a problem as far as the Carers Support Service is concerned. However you want to be identified is okay by us, as long as you are getting the support that you need.

The Government estimates that family carers save the country £87 billion because of the unpaid care that they provide which is an average of £15,260 per carer. Every year over two million people become carers. These figures are important because they show how important carers are – how the system would break down without them. If carers are important, then services which help carers to care are also important, and I hope that this guide starts many carers out on the road to finding the help that they are entitled to.

Finally, whilst we have made every effort to check the accuracy of the details contained in the pack, we apologise for any errors. Please use the amendment sheet at the back of the pack if you spot any mistakes.

We hope you find the pack useful.

WEST SUSSEX CARERS NETWORK

The West Sussex Carers Network is a consortium of voluntary agencies that work to support carers i.e. The Carers Support Service (Chichester, Regis and Rural), Carers Support Service (Adur, Arun, Worthing and Chancetonbury), Carers Support Services (Crawley, Horsham and Mid Sussex) and the West Sussex Carers Information Service. The Network is a member of the Princess Royal Trust for Carers (PRTC). The Network meets regularly with staff from Health and Social and Caring Services to discuss issues of policy, practice, funding and strategy. The Network organises training meetings and events to bring together everyone working with carers in the county.

ACKNOWLEDGEMENTS

Thanks are due to West Sussex Social and Caring Services for funding the printing of all the packs across the county.

1. Advice And Information	1
2. Someone To Talk To	8
3. Carers Groups	11
4. Young Carers	13
5. Social Services	16
6. Health Services	20
7. Mental Health	25
8. HIV / Aids	32
9. Learning Difficulty	33
10. Hearing Difficulties.....	37
11. Visual Impairment.....	39
12. Alcohol And Drug Related Problems	42
13. Children With Special Needs.....	44
14. Speech And Language Difficulties.....	50
15. Other Illnesses And Disabilities	51
16. Taking A Break.....	58
17. Holidays.....	61
18. Equipment And Adaptations To Your Home.....	65
19. Housing	68
20. Staying Put In Your Own Home.....	70
21. Going Into Residential Care	74
22. Transport.....	76
23. Benefits And Money Matters	82
24. Legal Matters.....	86
25. What To Do After A Death.....	88
26. Help With The Cost Of A Funeral	89
27. Someone To Talk To - Bereavement.....	90
28. Commenting On A Service Or Making A Complaint	92

FURTHER COPIES

Further copies of this pack are available from:

The Carers Support Service – Regis, Chichester & Rural
60a North Street, Chichester, West Sussex, PO19 1NB

Tel: 01243 537011

www.carerssupportservice.org.uk

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	
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Email: natasha.topham@carerssupportservice.org.uk	
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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

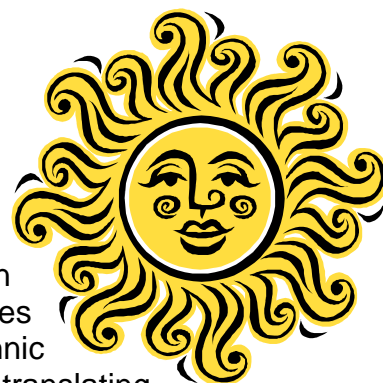
Tel: 020 7791 9800, Minicom: 020 7791 9801

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

2. SOMEONE TO TALK TO

Private Counsellors can be costly, but some do charge on a sliding scale according to your income. Everyone at times needs someone to talk to about what is happening in their lives and about how they feel. Sometimes friends and family are not around when they are most needed or they may be too closely involved.

Carers Support groups can offer support and a chance to talk with others who may have experienced feelings and situations similar to your own. Your GP may be able to refer you to a NHS counsellor and Social Services may also access counselling services. Also, within the Carers Support Service is Emotional Support for Carers, which provides free one-to-one counselling in three different locations across Regis, Chichester and Rural.

A counsellor is someone trained and experienced in helping people talk through their problems. Most counsellors offer an initial session followed by an agreement made with you about the number of future sessions.

Alzheimer's Society Helpline

National Helpline (Mon-Fri 8.30am-6.30pm) Tel: 0845 300 0336

Website: www.alzheimers.org.uk

Local contact is Jill Stevens tel: 07775 672523

British Association for Counselling and Psychotherapy

The British Association for Counselling and Psychotherapy can provide a list of counsellors in your area and also some guidelines about counselling services.

BACP House, 15 St John's Business Park, Lutterworth, Leicestershire, LE17 4HB.

Tel: 0870 443 5252 General Enquiries: 01455 883300 (Mon-Fri 8.45am-5pm)

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



Carers UK Helpline

Information on all aspects of caring from the leading National organisation.

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

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

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

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

Chichester Counselling Service

A service for adults over 18 years who want counselling, including couples counselling. Clients may choose time-limited counselling (up to 12 weeks) or open-ended counselling. Clients pay what they feel they can responsibly afford towards the cost of their counselling. Contact: Chichester Counselling Service at 32 Little London, Chichester, West Sussex on: 01243 789200

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

Confide Counselling Service

Offers a counselling service for people aged 18 yrs or over experiencing emotional, spiritual and mental problems. Has around twelve fully qualified Counsellors who work under regular supervision. The service is open to anyone, regardless of belief and sessions are usually on a weekly basis lasting about an hour. Confide is supported by a number of local churches. It is open to anyone regardless of their beliefs. Contributions are required but no one is refused help due to lack of means. Contact: Christ Church, Old Market Avenue, Chichester, West Sussex PO19 1SW on 01243 531914

Contact a Family

Offer a listening ear for parents and carers of children with disabilities and special needs. Freephone Helpline: 0808 808 3555 (Mon-Fri 10am-4pm and Mon evenings 5.30-7.30pm). Textphone: 0808 808 3556.

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

Emotional Support for Carers

Offers a free confidential counselling service for people over 18 years. Carers and former carers are offered an initial six sessions, however, if there is a need to continue for longer, then open-ended counselling is also available. Counselling is offered in three locations across the Western area; Bognor Regis, Chichester and Midhurst, and is free of charge. Our Counsellors are affiliated to the BACP and Emotional Support for Carers abides by the British Association of Counselling and Psychotherapy Code of Ethics and Best Practice. Tel: 01243 782561

Email: caroline.hedicker@carerssupportservice.org.uk

Emotional Support for Carers - Telephone Call Back Service

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

Tel: 01243 780712 or 782561 Email: karin.davidson@carerssupportservice.org.uk

Emotional Support for Carers - Complementary Therapy

Offers complementary therapy sessions for carers and former carers in three locations across the Western area – Midhurst, Bognor Regis and Chichester.

The therapies include Reiki, Reflexology, Indian Head Massage and Aromatherapy. For more details Tel: 01243 782561

Email: caroline.hedicker@carerssupportservice.org.uk

Listening Ear Services

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

Mental Healthline

A 24-hour confidential listening and support service, run by Sussex Partnership Trust and NHS Trust, for anyone coping with mental health problems or their carers. Tel: 0845 300 2727

Relate

Confidential counselling for anyone with marital or couple relationship problems.
Tel: 01243 788935. Website: www.relate.org.uk

Sage (Senior Age Counselling Service)

Sage is mainly a domiciliary counselling service for people over 55 yrs old. The counsellor usually visits the client in their house or nursing/retirement home and works on a one-to-one basis with them. Referrals are accepted from carers, family members, doctors, social workers and the clients themselves. Fees are negotiated with the client according to their ability to pay, but no one is refused counselling if unable to pay. Tel: 01243 785684

Samaritans – Bognor and Chichester

Free, confidential service for those going through a period of crisis as well as for those with suicidal feelings.

Telephone: 01243 826333 (local) or 08457 909090 (24-hour national number)

Personal callers: 13 Argyle Road, Bognor Regis, West Sussex PO21 1DY (Please call 01243 826333 first to check opening hours).

For people who feel unable to telephone they can write to: Chris at PO Box 9090, Stirling FK8 2SA and they will receive a written reply from a specially trained volunteer or they can email to jo@samaritans.org Website: www.samaritans.org



Selsey Carers Support Group

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

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

SSAFA Forces Help

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

West Sussex Contact Tel No: 01403 275495

Email: sussexsec@ssafa.me.uk

Website: www.ssafa.org.uk

Sussex Counselling

Acts as a contact point, providing information about counselling and counsellors in Sussex, affiliated to the British Association for Counselling. The organisation produces a directory which lists counsellors working in Sussex and includes information about their approach, experience and charges. PO BOX 308, Brighton BN2 0AW Tel: 01273 732900 Website: www.sussex-counselling.co.uk

3. CARERS GROUPS

Carers Groups meet regularly and offer the chance to talk with others who may have experienced feelings and situations similar to your own, social activities, and information. Some may become involved in campaigning or other action. This chapter contains mostly groups for any carer, but is worth checking in the appropriate chapter for groups which focus on a particular illness or disability, as many do provide support to carers.

Bognor Regis Carers Support Group

A group for all carers and former carers to meet together and exchange information, with occasional speakers. Meets on the second Wednesday of each month from 10.30am at The Quaker Meeting House, 6 Victoria Drive, Bognor Regis. Tel: 01243 537011
Email: karin.davidson@carerssupportservice.org.uk



Bognor Regis Stroke Support Group

This group is for anyone affected by Stroke, including carers, family and friends. Meetings take place on the third Wednesday of the month at Greenways, Hawthorn Road, Bognor Regis 2pm-4pm and transport can be provided.
Tel: 01243 544241 (Sue Kruger)

Bognor Community Health Team Support Group

This group is open to any person who cares for somebody with mental health issues. It meets on the third Thursday of each month from 2-4pm at the Bedale Centre, Glencathara Road, Bognor Regis. For more information contact Sandra James or Sharon Munt on 01243 623800

Chichester Carers Support Group

A new group has been formed to meet together for a coffee and a chat. For details, Tel: 01243 537011

Chichester Stroke Club

A club for Stroke sufferers that enables their carers to take a break for two hours. Carers are, however, welcome to stay if they wish. Takes place every Thursday 10am-12pm at the Newell Centre, Chichester. Tel: 01243 823314 or 672063 or 780852. Email: swainv@onetel.com

Selsey Carers Support Group

A group for all carers, and former carers, which meets at St Wilfrid's Church Hall, by the RC Church, Church Road, Selsey at 10.30am on the first Thursday of every month. Provides an opportunity for carers to meet and socialise, and be befriended by former carers. Speakers, special events and newsletter.
Helpline Tel: 01243 601039. Office Tel: 01243 603602

Support Group for Carers who are looking after someone with an enduring mental illness

Please contact 01243 380937 for more information.

Email: debbie.pimenta@carerssupportservice.org.uk

Witterings Carers Support Group

This group meets on the third Wednesday of each month at the Richardson Room of the Village Hall, Church Road, East Wittering from 2pm. It is an informal group of carers meeting to support each other. For further details Tel: 01243 572621

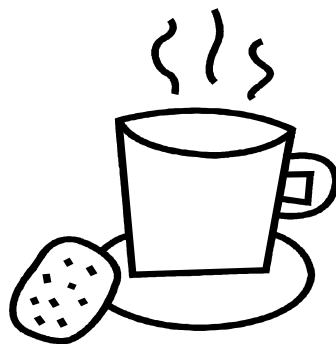
Witterings Men's Carers Support Group

This group, for male carers only, meet regularly at the Royal Oak, East Wittering, on the second Wednesday of each month at 2pm.

For further details, please contact Carers Support Service Tel: 01243 537011

Beginning a Carers Group in your area

If there is no carers group in your area, and you feel that you have a little time available to help to organise one, please contact the Carers Support Service Tel: 01243 537011. The Service is able to offer support to local initiatives.



4. YOUNG CARERS

A young carer is a young person under the age of 18 who takes some or all the responsibility for the care of someone, usually a member of their family. This may be a parent, brother, sister or other relative who has a long-term illness or disability.

Any of the information in this pack may be useful to a young carer. Many services will want to know what kind of help is needed and therefore it may be useful to talk through your situation first with someone you know and trust; someone who will support you in talking to the person you care for if you feel you need to and to any services or organisations you contact.

You may already be in contact with someone you trust who will help in this way. Perhaps a teacher, school nurse, doctor or youth worker. They may give you the chance to talk about your situation and help you contact the services that will make things easier for you. This section outlines specific help for young carers and who can give that help.

Carers Support Service - Regis, Chichester & Rural

Young carers can telephone to talk about their situation in confidence. The Carers Support Service can tell you about local services which may offer the help you need and if you wish we will contact services on your behalf.



The Carers Support Service will not talk to another person or organisation about your situation without discussing it with you first.

Contact: Carers Support Service, 60a North Street, Chichester, PO19 1NB

Tel: 01243 537011 (9am-5pm)

Email: north@carerssupportservice.org.uk or

natasha.topham@carerssupportservice.org.uk

linzi.walton@carerssupportservice.org.uk

karin.davidson@carerssupportservice.org.uk

Website: www.carerssupportservice.org.uk

Community Psychiatric Nurse (CPN)

A CPN is a specialist nurse who works in the community with people who have mental health problems. The CPN can offer help to the whole family when one of the family has a mental health problem, for example, depression, anxiety, phobias or schizophrenia. They work as part of the Community Mental Health Team.

Your GP can refer you to the team.

District Nurse

Can offer practical help with nursing problems and care, such as equipment, tablets and medicine, dressings and bathing as well as advice and support. You can contact the district nurse directly at the doctor's surgery. You do not need to speak to the doctor first.

Family Doctor or GP

Can arrange support and services for the person you are looking after with their permission, including respite care.

Information Shops

There are two information shops for young people aged 13-25 years.

Qualified and friendly staff offer information, support and advice to any young person in a relaxed, safe environment. The sorts of issues that can be addressed are education, family and relationships, health and leisure. Counselling is also available.

The Chichester shop is open 12noon-5pm, Mon-Fri.

Chichester Information Shop, The Fernleigh Centre, Chichester, PO19 1LX (this venue may be subject to change). Tel: 01243 839093 Website: www.informationshopchi.org.uk

The Bognor shop is open 1.30pm-5.15pm Mon-Fri.

Bognor Information Shop, 75 Little High Street, Bognor Regis, PO21 1RZ

Tel: 01243 865533

Occupational Therapist (OT)

Occupational Therapists (OTs) can explain about how to manage activities such as washing, dressing, going to the toilet, eating or drinking. They can recommend and organise gadgets, equipment and adaptations to help in the home. This may include special cutlery, handrails, wider doorways, a stair lift, special shower or bath. You can contact an OT at the locality office of Social Services in your area. Ask for the Social Services Help Desk – phone numbers in *Chapter 1, Advice and Information*.

SIBS

SIBS is for people who grow up with a brother or sister with a disability or chronic illness, and amongst other services, they provide a helpline.

Tel: 01535 645453 Website: www.sibs.org.uk

School

School staff may be able to offer help or information, particularly if caring is making it difficult for you to attend school or to keep up with your school work. You can talk to your form teacher, the pastoral care tutor, the school nurse or the Educational Welfare Officer.

Social Services

Social Services can offer you advice, including a chance to talk, information about help available, information about benefits and other money matters. You can have a separate assessment of your needs and any help or support should take your own needs into account.

Social Workers will assess the needs of the person you are looking after with that person's permission. They can offer practical advice about getting help with cooking, shopping, washing and dressing.

They can also arrange for you to have a break by organising care for the person you are looking after, perhaps in a day centre or care at home or a longer break away from home.

You can contact the Social Services in your area directly by telephone and ask for the Help Desk – phone numbers in *Chapter 1, Advice and Information..*

West Sussex – Children with Caring Responsibilities Team

This multi-agency project is managed through the Children and Young People's Services and works to a multi-agency strategy for working with young carers and their families across West Sussex. Young carers are children and young people under 18 whose lives are affected by the care level needs of a parent, sibling, grandparent, other relative or friend, and who take on a level of responsibility associated with an adult.

The project is developing ways of supporting young carers directly through work with schools, youth services, social services, healthcare and in voluntary sector settings. They also provide:

- Young Carers Workshops - with full-day activities during school holidays and half-term breaks for ages 10-17 years. Access by referral only.
- Family work – with families affected by severe illness or disability and help arrange long-term support for their children who have caring responsibilities.
- Funding - to give the young carer a break.

Professionals, young carers and their parents are welcome to contact the project for further information. Contact: The Project Manager - Children with Caring Responsibilities Team, Room 41, Durban House, Durban Road, Bognor Regis, West Sussex, PO22 9RE. Tel: 01243 642464 or 642524 or 01903 236562 (referrals only).

Youth Service

The Youth Service can offer individual support and practical help in linking with other support agencies, as well as a wide range of sport and leisure time activities. Youth Workers will help you to focus on you and your needs as a young person whilst being sensitive to your situation. They may be able to offer young carers groups and summer activities. Tel: 01243 777772/01903 839231.

5. SOCIAL SERVICES

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

Social Services Help Desks

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

Social Services Locality Offices open Mon-Fri 9.00am-5.00pm
Social Services Help Desks open 9am-4.30pm.

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



Social Services

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

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

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

Social Services Assessments

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

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

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



Carers Assessments

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

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

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

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

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

Social Services – Emergencies

For emergency out-of-hours situations that require the attention of Social Services, whether or not you are already a client of Social Services, you should Telephone 01903 694422.

During office hours you should phone your local Social Services Help Desk, as outlined in this chapter or your usual contact at Home Care.

Day Care – Social Services

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

The Grange in Midhurst is a multi-purpose day centre.

Tel: 01730 816267

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

Tel: 01243 841708

The Judith Adams Centre in Chichester is a day centre for the elderly

Tel: 01243 536433

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

Rother House in Midhurst provides day care for the elderly, plus some provision for elderly confused, Tel: 01730 812759

Direct Payments

A scheme whereby payments are made directly to a person with a long term illness or a disability so that they can pay for services they have been assessed as needed. Direct Payments mean that the person has more flexibility to choose who provides them with services and will allow them to make the arrangements themselves. A person does not have to accept Direct Payments. Alternatively, they can have a combination of Direct Payments and services provided by Social and Caring Services.

For information contact: The Direct Payments Team, Southfield House, North Suite, 2nd Floor, 11 Liverpool Gardens, Worthing, West Sussex, BN11 1RY.

Tel: 01903 219482, Fax: 01903 227811. Website: www.ilawestsussex.org

GP Attached Social Workers

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

Homecare - Social Services

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

Hospital Discharge Scheme

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

Hospital Social Workers

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

Main Desk Tel: 01243 788122 Ext. 5397

Help Desk Tel: 01243 788122 Ext. 5392

Hospital Discharge Tel: 01243 788122 Ext. 5399

Occupational Therapy

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



6. HEALTH SERVICES

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



The West Sussex Primary Care Trust

Bramber Building, 9 College Lane, Chichester, PO19 6FX
Tel: 01243 770770. Website: www.westsussex.pct.nhs.uk
Head office, 1 The Causeway, Goring by Sea, BN12 6BT
Tel: 01903 708400

Community Rehabilitation Teams

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

Arundel Team - Tel: 01903 884815; Bognor Team - Tel: 01243 623669

Chichester Team - Tel: 01243 623314; Midhurst Team - Tel: 01730 819125

Dentists

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

Home visiting

Some dentists will make home visits. For details of dentists who offer this service, phone West Sussex Oral Health Services on Tel: 01444 475700 or NHS Direct: 0845 4647. Textphone: 0845 606 46 47 Website: www.nhsdirect.nhs.uk

West Sussex Community Personal Dental Service

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

District Nurses

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

Drug Intervention Programme

General advice and information on drugs and alcohol, and access to treatment services can be gained through a process called Triage. Triage assessments are intended to: work out what help you need; assess risk; see how urgently you need help; and, refer you to the right service. Appointments are given within 10 working days. Contact the Drug Intervention Programme on Tel: 01243 382932

Intensive Care at Home Service

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

GP Surgeries

Your GP provides treatment and advice on all medical matters, and can also refer you to other services, or arrange respite. He or she may also be able to arrange transport to and from hospital if there is a clinical condition that makes it difficult to travel by other means. An increasing number of specialist services are now offered at local health centres, including counselling, women's and men's clinics etc, so it is worth asking what is available at your surgery. Within The Carers Support Service we also have a Carers Development Worker GP surgeries. Tel: 01243 380937 for more information.

Health Literature Line

Contact points for health education, leaflets are produced by the Department of Health, NHS etc. Tel: 0870 155 5455 Website: www.patient.co.uk

Health Visitors

Health Visitors are specially qualified nurses who work with people to promote good health and prevention of disease. They have a special role with expectant and new mothers, babies and children under five, but also work with people in other age groups, and can offer advice, support and information.

Health Visitors liaise closely with hospitals and Social Services and can put people in touch with other services that can offer help. Health Visitors can visit you at home. You can contact a Health Visitor direct at your health centre, clinic, or through your GP.

Help With Continence

If you need advice about continence contact your GP, Health Visitor, District Nurse or The Continence Advisory Service, which will accept self-referrals. The Continence Advisory Service provides advice on all aspects of continence, and clinics are held at its base at 9 College Lane, Chichester, PO19 6FX, GP surgeries, health centres and community hospitals. The service also co-ordinates the home delivery of incontinence aids and materials to those who are eligible.

The Continence Advisory Service, 9 College Lane, Chichester PO19 6FX.

Tel: 01243 815422 National Continence Foundation Helpline: Tel: 0845 345 0165 (Mon-Fri 9.30am-1pm) Website: www.continence-foundation.org.uk

Hospitals

St. Richards Hospital, Spitalfields Lane, Chichester PO19 4SE

Tel: 01243 788122

Bognor War Memorial Hospital, Shripney Road, Bognor Regis PO22 9PP

Tel: 01243 865418

Arundel and District Hospital, Chichester Road, Arundel BN18 0AB

Tel: 01903 882543

Midhurst Community Hospital, Dodsley Lane, Easebourne, Midhurst GU29 9AW

Tel: 01730 819100

Macmillan Specialist Palliative Care Services

Provides specialist care for seriously ill patients and their families. Wherever possible it helps patients to remain at home. Covers the area within approximately a 25 mile radius of Midhurst. Has volunteer cars available for patients their relatives and the bereaved. Referrals are usually via a GP or Consultant. Contact: The Macmillan Specialist Palliative Care Services at Midhurst Community Hospital, Dodsley Lane, Midhurst, West Sussex, GU29 9AW. Tel: 01730 811121 National Contact Tel: 0808 808 2020 (Mon-Fri 9am-10pm) Macmillan Cancer Relief, 12th Floor, 89 Embankment, London, SE1 7UQ

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

NHS Direct

NHS Direct, the nurse-led 24-hour confidential telephone helpline, is able to give callers advice on how and whether to access NHS services. After taking details of symptoms, callers will be advised on a course of action. For example, callers may be advised to contact their GP within a certain timescale, visit their local pharmacist for “over the counter” treatments and medication or to go to their local Accident and Emergency Department.

Details of pharmacy opening hours, hospitals with A&E departments and contact details for GPs and dentists are also available, as are a number of other health information services. NHS Direct telephone number is: 0845 46 47. Textphone: 0845 606 46 47 Website: www.nhsdirect.nhs.uk

Occupational Therapy Service

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

Tel: 01243 777100

Opticians

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

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

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

Patient Advocacy 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)

Palliative Care Team – Children, Chichester

This team, which is part of the Snowdrop Care at Home Team, has been set up to provide specialist advice, support and expertise for hospital and community staff and provide a link with the voluntary sector. The aim of the team is to facilitate a high standard of care for children with life-threatening illness and their families allowing them to enjoy the best possible quality of life. The team comprises of a paediatrician, child psychologist, health visitor, school nurse, hospital nurse and other staff, and liaises with social workers. Provides respite care for children having palliative care at The Cherries. Contact the Community Nurses on: 01243 815227

Website: www.thesussexsnowdroptrust.com Email: jane.evans@wsx-pct.nhs.uk

Pharmacists

Many pharmacists will collect prescriptions from GP surgeries and some offer a free home delivery service for people who find it difficult to collect prescriptions. Contact your surgery or local pharmacy for more information.

Pharmacists are also an important source of information on minor ailments, and also on medication, including side effects. Speaking to your pharmacist about any problems you may be experiencing does not replace an appointment with your GP if that is necessary, but they can offer help and advice in a variety of ways.

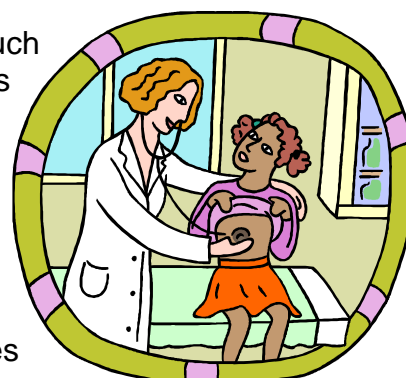
Podiatry and Chiropody

The Podiatry service provides assessment, treatment and advice for all types of foot problems and conditions. Within the NHS, clinics are held by state-registered Chiropodists (Podiatrists) and their assistants. These cover routine podiatry treatment as well as specialist services for those patients who require assessment due to an underlying medical condition. Clinics specialising in biomechanics, gait analysis and orthotic manufacture are also available. A home visiting service is

available for those people who are completely housebound. There is a waiting list for non-urgent treatment. You can contact the service through your GP, district nurse, practice nurse or health visitor, or you can contact the service directly. Tel: 01243 871938

Practice nurses

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



School nurses

School nurses are specially trained nurses who work mainly in the school setting to promote maximum health and fitness awareness amongst school children of all ages enabling them to participate in all that education has to offer.

School nurses liaise with parents, teachers and other professionals involved with families and education. Every school child has a named school nurse who can be contacted through the school or health centre.

To contact the school nurses in Bognor

Tel: 01243 833856

To contact the school nurses in Chichester

Tel: 01243 815210 or 815237

Sexual Health Clinic (Fletcher Unit, St Richards Hospital)

Confidential advice to clients worried about their sexual health in regard to infections. A team of doctors, nurses, a health advisor and counsellors are available for diagnosis and treatment. Tel: 01243 831607

Speech and Language Therapy Service

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

Contact the Service on Tel: 01243 815260

St Wilfrids Hospice

Provides specialist palliative care for people of all ages with cancer or motor neurone disease. Offers a counselling service to relatives of all patients. A day hospital is now open. An education department offers education to all staff involved in caring for patients with advanced disease.

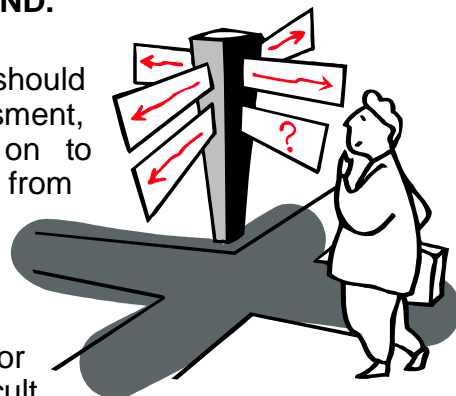
St Wilfrids Hospice, Grosvenor Road, Chichester, PO19 8FP

Tel: 01243 775302 Website: www.stwh.co.uk Email: geneal@stwh.co.uk

7. MENTAL HEALTH

MENTAL HEALTH SERVICES provide support and treatment for people with mental health problems and their carers. Day care, therapy, care at home and residential care services are provided through Social Services, the Health Service and by voluntary organisations like MIND.

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



For the carer, this stage of getting the person they care for to begin to ask for help can be one of the most difficult times. The person experiencing the problems may feel unable to tell someone else what is going on for them; they may be frightened or ashamed, feel that they must sort out the problem themselves, or feel that nothing can be done to help. Although the situation is gradually changing, there is still stigma attached to mental health problems. If the person experiencing the problems does not feel able to talk to a health professional about their difficulties, it may be necessary for the carer to make the first approach to the GP, who should be able to advise on the options available. Phoning one of the Helplines mentioned in this chapter, or the Carers Support Service, may help in this situation.

One in Four

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

The GP may decide that he can deal with the problem himself, and prescribe treatment such as medication, or refer someone to a course of counselling. The GP will also check the person's general health, as there are a number of physical illnesses which can produce symptoms of mental ill health.

Specialist Mental Health Services

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

Stays in in-patient care are comparatively short in most cases, but are often followed by periods of care in the community. There are a range of support services which operate in the community, from the Community Mental Health Teams, to supported accommodation, day centres, employment projects, advocacy projects, outreach projects and a county-wide mental health helpline. The services available in this area are outlined in this chapter.

Care Plans

Every person receiving care from specialist mental health services should have a care plan, which outlines the package of support that they will receive, and also names a care manager (sometimes called a key-worker or primary nurse), who is responsible for co-ordinating that care. Carers providing regular and substantial care are also entitled to an assessment of their own needs, and a care plan of their own detailing the support they will receive.

Information

Carers often feel poorly informed about the services that the person they care for is receiving, and about the nature of the illness they are suffering from. Carers should be able to approach those professionals providing the care to ask for further information. In most cases the information will be readily available, although issues of confidentiality may prevent professionals from passing on information in some cases. Where a carer feels they are not being given the information they need about the care and treatment of the person they care for, they should approach the service concerned and make their own needs for information clear, or contact their local carers' service if they need support in such an approach.



The carers' services also have a range of leaflets on particular mental illnesses, including fact sheets on:

ADHD	Personality disorders
Anxiety	Postnatal depression
Manic Depression	Post traumatic stress disorder
Dementia	Seasonal Affective disorder (SAD)
Depression	Schizophrenia
Eating disorders	Self harm
Hearing voices	Stress and how to cope with it
Obsessive Compulsive disorder (OCD)	

Further Enquiries

There are also a number of specialist national mental health organisations that your Carers Service can put you in touch with. For further details, or for any other enquiry, contact the Carers Support Service on 01243 537011. The Service also has its own **Mental Health Carers Support Worker** to provide information and support to carers who provide regular support for adults of working age with mental health needs— see *Chapter 1 Advice and Information*.

Community Mental Health Teams (CMHTs)

There are teams based at Chichester, Bognor and Midhurst. There are two teams at each location, one for younger people and one for older people (over 65, although the age split between the teams is flexible). Each team consists of Community Psychiatric Nurses, Doctors, Psychologists, Social Workers, Occupational Therapist, Support Worker and Admin Staff.

The older people's teams work together to provide an assessment and treatment service for people with problems such as dementia or depression. Assessment

can be provided at home, at the Day Hospital or in hospital as appropriate. The team can make referrals to a wide variety of other agencies including Day Centres and Home Care. Carer support including residential respite to give the carer a break can also be arranged.

The teams working with younger people (under 65s) are also closely linked with the Day Hospital

The team members are committed to offering an accessible and high quality service to those individuals who suffer some form of mental health problems. In each case a full assessment will be offered and care package tailored to individual needs. This may involve referrals to other appropriate services such as Psychology, Drug and Alcohol support and counselling services.

Referrals are usually through a GP. To contact the CMHTs:

Midhurst (18-65 years) Tel: 01730 811300

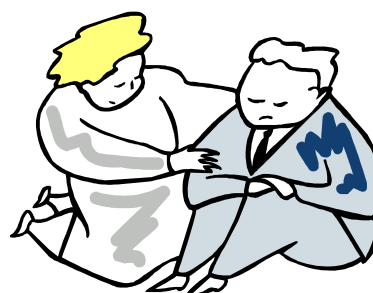
Midhurst (over 65 years) Tel: 01730 819130

Chichester (18-65 years) Tel: 01243 623400

Chichester (over 65 years) Tel: 01243 791833

Bognor (18-65 years) Tel: 01243 841041

Bognor (over 65 years) Tel: 01243 623800



Alzheimer's Society

The Society offers support, advice and information on all matters concerning Alzheimer's Disease and other dementias. National Helpline Tel: 0845 300 0336
Website: www.alzheimers.org.uk Email: helpline@alzheimers.org.uk

Breakaway – supported employment service See entry in Chapter 15, *Other Illnesses and Disabilities*

Creative Response

An independent arts-related organisation, working with people experiencing mental distress, alcohol/drug related problems, multiple needs and or learning difficulties. Runs visual arts related sessions with practicing artists in Bognor Regis, Chichester and Midhurst. Referral via Community Mental Health Teams. For details contact Mike or Amanda Tues/Wed on Tel: 01252 716876
Email: contact@creativeresponsearts.org Website: www.creativeresponse.org.uk

Depression Alliance (also known as National Depression Campaign)

Information and support for people concerned about depression. Free publications, self-help groups, information and support line.
Tel: 0845 123 2320 Website: www.depressionalliance.org

First Steps to Freedom

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

Confidential Helpline, 365 days, 10am-10pm, Tel: 0845 120 2916.

Office: 01926 864473 Website: www.first-steps.org

Mental Healthline – West Sussex

A service for people coping with mental health problems, their carers and anyone else who needs advice about mental health. Staff on the line can offer information about the mental health services and about the wide range of support and voluntary organisations available both locally and nationally. They also offer a confidential* listening and support service to anyone experiencing mental health problems or their carers. 24-hour Helpline Tel: 0845 3002727.

*The service is confidential, except in circumstances where the caller has or is expressing an intent to commit a serious criminal act, endanger themselves, or others, or if a child is at risk.

MIND – National Association for Mental Health

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

Mind*info*Line: 0845 766 0163 (Mon-Fri, 9am-5pm). MIND, Granta House, 15-19 Broadway, Stratford, London E15 4BQ Website: www.mind.org.uk

Mind Western CIC

Serving the communities of Chichester, Bognor Regis and Midhurst. Head office, Forum House, Stirling Road, Chichester, West Sussex PO19 7DN

Tel: 01243 787878 Fax: 01243 786930

Midhurst - Contact Toni Haynes on 07957 209244

Capability Club - A club for older people with mental health problems which meets on Thursdays at 2.00pm-4.00pm at the Catholic Church Hall, Bepton Road, Midhurst. Organises games, music and occasional outings. Run by the Chichester and Bognor area Association for Mental Health

Rambling Group - Fridays at 10am, please call for more details.

Craft Group - Offers a wide range of craft activities. Held every Tuesday from 1.30pm-4.30pm at the Catholic Church Hall, Bepton Road, Midhurst.

Drop-in - An informal drop-in for tea, coffee, conversation and support held every Thursday from 10am-1pm at the Catholic Church Hall.

Various activities are also put on every Tuesday at 10am please phone for details.

Chichester

Saturday Club - Contact: Kay Ward or David Underwood

Tel: 01243 787878

At the Judith Adams Centre, Chichester. Provide respite day care and support for elderly people with Alzheimer's Disease or similar disorders. A range of activities and occasional outings and a meal is provided. Held Saturdays 10am-4pm.

Tea and Chat - A meeting place where people with special needs relating to their mental health can come and relax and socialise held on Monday, Wednesday and Friday 12pm-4pm. Fernleigh Centre, 40 North Street, Chichester. Tel: 07932 784979.

Bognor Regis

Tea and Chat – A drop in centre/support group at The Hub, 73 Queensway, Bognor Regis, for the over 65's who have had or are experiencing problems with mental health. Mondays, Wednesdays and Fridays 1pm–4pm. Tel: 07949 963757.

Saturday Club - Contact: David Underwood Tel: 01243 787878

At The Chestnuts Centre, London Road, Bognor Regis. Provide day care and support for elderly people with Alzheimer's Disease or similar disorders, in a stimulating and safe environment. Activities and outings arranged. Lunch and other refreshments and transport are provided at a small charge. Held Saturdays 10am-4pm

NO PANIC – (National Organisation for Phobias, Anxiety Neuroses, Information & Care)

Aims to help relief and rehabilitation of people with phobias, anxiety disorders, tranquilliser withdrawal symptoms etc. Also provides support to families and carers
Freephone: 0808 808 0545 or Tel: 01952 590005 Website: www.nopanic.org.uk

Rethink (formerly National Schizophrenia Fellowship)

A National Advice Service that provides expert advice and information to people with mental health problems and those who care for them. Mon, Wed & Fri 10am-3pm, Tue & Thurs 10am-1pm. Tel: 020 8974 6814 General enquiries: 0845 456 0455 Website: www.rethink.org Email: advice@rethink.org or info@rethink.org

Richmond Fellowship

The Old Glassworks

A Drop in Day Centre for people with mental health problems living in the community with support from mental health professionals. The centre offers social and emotional support through a range of social, leisure and therapeutic opportunities; the aim is to encourage members to develop an awareness of their value and dignity, gain self respect and grow in confidence. Referral is via mental health professional. Open six days per week (9:30am-5pm) and on Wednesdays (9:30am-3pm). Upstairs at The Old Glassworks, St. Cyriacs, Chichester, PO19 1AJ. Tel: 01243 789709 Fax: 01243 789138

Website: www.richmondfellowship.org.uk

Email: old.glassworks@richmondfellowship.org.uk

Allen House

A referral only, drop-in day centre for people based in Bognor Regis with mental health problems. People are referred through The Community Mental Health Team. Meals and refreshment are provided at a small charge, also a laundry and bathroom. There are various activities such as arts & crafts, relaxation and games organised on a regular basis. Tel: 01243 827414

Website: www.richmondfellowship.org.uk

Email: allen.house@richmondfellowship.org.uk

SAD Association (Seasonal Affective Disorder)

Information, advice, newsletter for sufferers of Seasonal Affective Disorder.

Free information available on receipt of a S.A.E. Has a light box hire scheme as well as instructions on the use of light boxes. Contact SADA, PO Box 989, Steyning, BN44 3HG. Recorded info line: 01903 814942

Website: www.sada.org.uk

Saneline

Helpline providing information and advice on mental health. Offers emotional and crisis support to people experiencing mental illness, their families, carers and friends. Open daily 1pm-11pm Tel: 0845 767 8000 (local rate)

Website: www.sane.org.uk

Saturday Respite Club

A group organised by Chichester and Bognor Association for Mental Health providing day care support for older people with Alzheimer's Disease or similar disorders in a stimulating and safe environment. Relieves isolation and gives carers a break. Activities and outings arranged. The Clubs are held 10am-4pm each Saturday (lunch and refreshment provided at a small charge) at The Chestnuts Day Centre, London Road, Bognor Regis. Tel: 01243 787878.

Speaking Out Advocacy Service

A West Sussex Advocacy Service, managed by Mind in Brighton and Hove. Provides free confidential, independent advocacy support for individuals with mental health problems aged 18-65 yrs throughout the Bognor Regis, Selsey, Chichester and Midhurst areas and surrounding villages.

Contact: Sandra Trebble at Speaking Out Advocacy Service, Centurion Mental Health Centre, Graylingwell Drive, Chichester, PO19 6GS.

Tel: 01243 791906 or mobile: 07973 330276

Email: sandra.trebble@mindcharity.co.uk Website: www.mindcharity.co.uk

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

Contact: Claire Allwright on: 01903 233145

House No. 48 (Community Mental Health)

A house providing a friendly and informal meeting place for people with mental health problems, they aim to help clients solve problems before they turn into crises. There are a range of activities on offer including cooking, sewing, woodwork and drawing. Lunch is available for a small charge. The centre is open Mon-Fri 9am-4pm.

Contact: The Activity Centre, 48 Sudley Road, Bognor Regis, PO21 1ER Tel: 01243 868647 (Referrals via consultant / keyworker or GP)

Threshold Women's Mental Health Initiative Counselling & Creche Services

Support to women experiencing mental health difficulties or emotional distress as well as their carers and families. Tel: 01273 626444 (Tues-Fri 9am-5pm)

United Response Outreach Service

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

Tel: 01243 840886 Website: www.unitedresponse.org.uk

Email: info@unitedresponse.org.uk

Workability

Workability offers support to unemployed working age adults, in Bognor, Chichester and Midhurst, with a mental health need or physical/sensory disability, and/or acquired brain injury, to access education, training, voluntary and paid work.

Contact: Workability West Sussex, Dove Lodge, 49 Beach Road, Littlehampton, BN17 5JG Tel: 01903 730044 Textphone: 01903 735957

Website: www.impact-initatives.org.uk Email: workability.westsussex@impact-initatives.org.uk



8. HIV / AIDS

HIV/AIDS is affecting increasing numbers of people, including family and carers. New treatments mean that people's health and survival prospects are much better, but they are often living with a chronic long-term condition.

AVERT

AVERT aims to prevent people from becoming infected with HIV, to improve the quality of life for those already infected and to work with others to develop a cure. A large amount of information is available on the website: www.avert.org or Tel: 01403 210202 Or email: info@avert.org
AVERT, 4 Brighton Road, Horsham, West Sussex, RH13 5BA

Community Service for People with HIV/AIDS

Part of West Sussex Primary Care Trust, this is a community-based service for anyone living with HIV/AIDS or caring for someone affected, providing information and advice on services. Tel: 01273 446014

Department of Sexual Health - Chichester

Clinic offering HIV-related services including HIV testing, pre- and post-test counselling, health advice and HIV/AIDS out-patient care.

Can give advice, testing and treatment of sexually-transmitted diseases.

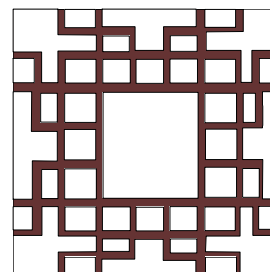
Community/clinical nurse specialists for HIV/AIDS can assess client's needs, plan and co-ordinate care. Offers cervical smear and colposcopy service.

Department of Sexual Health, St Richard's Hospital, Spitalfield Lane, Chichester, West Sussex PO19 4SE Tel: 01243 831607

Mid Sussex Body Positive

Provides advice and support for people living with HIV and AIDS, their partners, families and friends. Open Monday-Friday 10am-5pm with an answerphone at other times. Contact: The Diva Centre, 194 Three Bridges Road, Crawley, West Sussex, RH10 1LR Tel: 01293 552300

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



Sexual Health Information Line

Free confidential information and advice on all aspects of HIV and AIDS, and other sexually-transmitted infections. Open 24 hours a day all year. Tel: 0800 567123

Website: www.condomessentialwear.co.uk

Terrence Higgins Trust South (Brighton)

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

Tel: 01273 764200 (Mon-Fri 9:30am-5.30pm) Fax: 01273 764201

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

9. LEARNING DIFFICULTY

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

Community Team for People with Learning Disability

The Community Team for people with a learning disability was set up jointly by health and social services. It aims to provide a co-ordinated service for people over 14 with severe learning disabilities (Full scale IQ less than 70) and brings together people from the following professions:

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

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

Carers can contact the Community Team direct at: 72 Stockbridge Road, Chichester, PO19 8QJ. Tel: 01243 813400

Aldingbourne Trust

The Trust provides services for people between the ages of 18-65 yrs throughout West Sussex with learning disabilities. It provides accommodation and sheltered employment in horticulture, furniture restoration, retailing and catering. Also offers training in a wide variety of craft skills and prepares students for open/sheltered employment. Contact: Aldingbourne Trust, Blackmill Lane, Norton, Chichester, PO18 0JP. Tel: 01243 544607 Website: www.aldingbournetrust.co.uk
Email: info@aldingbournetrust.co.uk

Breakaway – Supported employment service *See entry in Chapter 15, Other Illnesses and Disabilities*

British Institute of Learning Disabilities

For the improvement of lives of people in the UK with a learning disability.
Tel: 01562 723010 Website: www.bild.org.uk

Carer Support Worker – Learning Difficulties

If you are looking after someone who has learning difficulties, we at the Carers Support Service are now able to offer you support. This includes supplying information, planning for the future and providing regular contact to discuss any concerns that you may have as a carer or the person you care for.

Contact Pam Thomson Tel: 01243 537011 on Tues & Thurs 9.30am-5pm or Weds 1.30pm-5pm.

Email: pam.thomson@carerssupportservice.org.uk

Challenging Behaviour Foundation

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

Tel: 01634 838739 Website: www.challengingbehaviour.org.uk

Down's Syndrome Association

Provides support for people with Down's Syndrome, their families and friends. Contact Helen Gurnhill Tel: 01243 602503 or for your local group please call the helpline on

Tel: 0845 230 0372 (Mon-Fri 10am-4pm)

Website: www.downs-syndrome.org.uk

Email: info@downs-syndrome.org.uk



Eye to Eye

National telephone and website information service called 'Look Up' about eye care for people with learning difficulties.

Tel: 0800 121 8900. Website: www.lookupinfo.org

Foundation for People with Learning Disabilities

This organisation promotes the rights, quality of life and opportunities of people with learning disabilities and their families, by working with them their families and those who support them. Tel: 020 7803 110.

Website: www.learningdisabilities.org.uk

Impact Advocacy Service

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

Tel: 01903 718260 (Mon-Fri 9-5pm and 24-hour answerphone)

Website: www.impact-initiatives.org.uk Email: advocacy@impact-initiatives.org.uk

L'Arche

Provides residential and day care homes for adults with learning disabilities in a Christian community. Contact: Bradbury House, 51 Aldwick Road, Bognor Regis, PO21 2NJ Tel: 01243 863426 Website: www.l'arche.org.uk/bognor

Email: bognor@l'arche.org.uk

Mencap - Bognor, Chichester and District Society

Mencap is a leading UK charity working with children and adults with a learning disability, their families and carers. It campaigns for greater opportunities, civil and equal rights, and better services. For information and advice contact the National Learning Disability Helpline on: 0808 808 1111 (Mon-Fri 9:30am-4:30pm)

Mencap West Sussex District Officer: 01243 826448 National Tel: 020 7454 0454

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

Bognor and Chichester Mencap offers a local welfare and support network for people living in Bognor Regis, Chichester and surrounding areas. It holds

meetings on the second Thursday of each month, all welcome. It runs Gateway leisure clubs in Bognor (Tuesday evenings, contact Pip Linberry) and Chichester (Monday evenings 7-9pm Apuldram Centre, contact Richard Manning).

There is also a Drop-In centre for people with learning difficulties and their carers, at the Fernleigh Centre, Cellar Bar, 40 North Street, Chichester on Mondays 9:30am-3pm. For details of all activities contact: The Apuldram Centre, Apuldram Lane, Chichester, PO20 7PE. Tel: 01243 783370 or Leslie Burford (Secretary) on: 01243 377166.

National Learning Disability Helpline

The National Learning Disability Helpline, funded by the Department of Health and Mencap, provides a one-stop advice service for people with learning difficulties and their carers.

Tel: 0808 808 1111 (Mon-Fri 9.30am-4.30pm)

Pathway Employment Service

Provides a service to help people with learning difficulties aged 18-65 yrs towards employment. It canvasses for job opportunities, provides support through interviews, induction etc. Covers whole of West Sussex area. Tel: 01903 722812

For more details of this service, see website: www.mencap.org.uk or email: joanna.gill@mencap.org.uk

Respond

Runs training events as well as a helpline, staffed by trained counsellors experienced in working with people with learning difficulties wanting to talk about their experience of being abused or abusing others, as well as professionals, carers and families wanting to talk through issues.

Respond also has a group for people aged 16 yrs and under with learning difficulties who are in danger of being sexually abusive or whose behaviour is causing concern. Helpline: 0808 808 0700 (Mon & Thurs 2pm-7pm, Tue, Wed & Fri 12noon-5pm) Head office: 020 7383 0700

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

Riding for the Disabled *See entry in Chapter 13, Children with Special Needs*

United Response – Area Office

Services for people with learning difficulties including residential services, supported living, outreach and support services throughout West Sussex.

Contact: Fort Road Community Park, Fort Road East, Wick, Littlehampton, West Sussex, BN17 7QZ. Tel: 01903 732736 (Mon-Fri 9.00am-4.30pm).

VOICE UK

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

Telephone Helpline: 0845 122 8695 (Mon-Fri 9am-5pm)

Helpline Text Number: 07797800642

West Sussex Learning Links

Assists adults with learning difficulties, via a buddy, to attend adult education courses and some leisure activities. Local Contact Tel: 01243 826448
Main Office Tel: 01403 713513 (Mon-Thurs 9am-2pm)

Wrenford Centre

A day centre for adults with Learning Difficulties, including people with complex needs. Any service offered must be based on a social worker assessment. Activities include art, craft, leisure, sport, music and club 50 (for older people). Can also facilitate independent living skills, literacy-numeracy and IT through Chichester College. All programmes based on person-centred planning, and may take place at the Centre, Outreach, or in the community.
Contact: Wrenford Centre, Terminus Road, Chichester, PO19 2TX Tel: 01243 531931 or e-mail Deborah.Allsop@westsussex.gov.uk

10. HEARING DIFFICULTIES

Prefix any telephone number with 18001 for typetalk.

British Tinnitus Association

Advice and support for all sufferers from tinnitus.

National Freephone: 0800 018 0527 or local rate: 0845 4500 321

Minicom: 0114 258 5694

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

BT Age & Disability Action

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

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

Tel: 0800 800 150 Website: www.btplc.com/age_disability/

Deafblind UK

A registered charity providing support and information to people with severe difficulties with sight and hearing, as well as their friends and family. Includes a 24hr helpline Tel: 0800 132320.

Website: www.deafblind.org.uk

Hearing Dogs for Deaf People

A national organisation that trains dogs to alert deaf people to sounds which hearing people often take for granted, such as the alarm clock, doorbell and telephone.

Contact: Hearing Dogs for Deaf People, The Grange, Wycombe Road, Saunderton, Princes Risborough, Bucks, HP27 9NS. Tel: 01844 348100

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

Laburnham Centre Deaf and Hard of Hearing Club

Mondays 7pm-9pm The Laburnham Centre, Lyon Street, Bognor Regis.

Contact George Doughty Tel: (18 001) typetalk 01243 827185.

National Deaf Childrens Society – South East

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

Local Contact Tel: 07717 223362 or National Freephone Helpline: 0808 800 8880

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

RNID Communication Support Unit

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

Tel: 020 7296 8064 (voice) or Text: 020 7296 8065

RNID Information Line

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

Helpline Tel: 0808 808 0123 (voice), Text: 0808 808 9000, Fax: 020 7296 8199,

Also has a Tinnitus Helpline Tel: 0808 808 6666

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

Social Services

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

Sussex Deaf Association – West Sussex

Provides advice, information, social groups, sign language classes, home visits, interpreting services and training for deaf/blind people in Sussex. Coffee morning Thursday 10am -12pm, communications club Tuesday 7pm-10pm, computer course Thursday evenings, a forthcoming deaf/blind coffee morning and a drop-in surgery on Thursdays 10am-4pm at 291 Tarring Road, Worthing, BN11 5JG.

Tel/Text/Fax: 01903 506416 Mobile/SMS: Teena 07958 655127

Website: www.sussexdeaf.co.uk Email: teena@sussexdeaf.com

Typetalk / Text Users Rebate Scheme

Typetalk is a national telephone relay service, funded by British Telecom and run by the RNID where users can have their Textphone conversations relayed directly to hearing customers, and the spoken reply returned as text. Text Users Rebate Scheme (TURS) can help deaf/speech impaired people over six years old (who have text phones) with paying the bill.

Contact: RNID Typetalk, Customer Services Dept, FREEPOST, Liverpool, L3 5BR

General enquiries text users Tel: 0800 500 888

General enquiries voice users Tel: 0800 7311 888

Mon-Fri 8am-8pm, Sat-Sun 9am-5pm

Email: helpline@rnid-typetalk.org.uk Website: www.rnid-typetalk.org.uk

Voluntary Hearing Aid Unit

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

Contact: The Health Centre, St Peter's Crescent, Selsey. Tel: 01243 608202

West Sussex Deaf and Hard of Hearing Association

Provides information, advice and services to people living in the West Sussex area.

Resource Centre - 5a Hazel Grove, Haywards Heath, RH16 2PH. All are welcome.

The Association has its own magazine which is available on request by calling: 01444 415582 (voice), 01444 415593 (minicom), or 01444 415587 (fax)

11. VISUAL IMPAIRMENT

Prefix any telephone number with 18001 for typetalk.

4Sight (West Sussex Association for the Blind)

Provides support and information to people in West Sussex with a visual impairment. 4SIGHT aims to enable people affected by sight loss to be as independent as possible by providing services to its members which include regular newsletters, access to over 50 social and activity clubs, counselling, Low Vision Assessments, Audio library, Safe in the Kitchen service, Volunteer Home Visitors, Equipment loan and purchase and a Large Print puzzle service which includes crosswords and sudoku. 4SIGHT has Listening and Information services at St Richards and Worthing Hospitals, and resource centres at Bognor Regis, Crawley and Shoreham-by-Sea, from which its Contact Officers provide an outreach service working within peoples homes. 4SIGHT is an agent for British Wireless for the Blind Fund.

Contact: 4SIGHT (West Sussex Association for the Blind), 4SIGHT Bradbury Centre, 36 Victoria Drive, Bognor Regis, West Sussex, PO21 2TE Tel: 01243 828555 (Mon-Fri 9am-5pm)

Fax: 01243 838003 Email: enquiries@4sightsussex.co.uk

Website: www.4sightsussex.co.uk

Bognor Beavers Club

(Bognor Blind and Partially Sighted Club)

A club for blind/partially sighted people in the Bognor Area, to meet and enjoy each other's company. Holds social afternoons - occasionally with guest speakers and arranges outings for the blind and partially sighted. The club meets every Monday (except Bank Holidays and August) 1.30pm-4pm at St Mary's Church Hall, Felpham, West Sussex. Local transport provided.

Tel: 01243 823816

BT

Publishes a free guide to telephone products and services for elderly and disabled people, available in large print, Braille or on audio cassette. A free Directory Enquiry Service is available for blind and disabled customers on 0800 5870195. A large range of equipment is available for people with disabilities, including loud bell units and inductive couplers. Tel: 0800 800 150 Text: 18001 0800 800 150

Website: www.btplc.com/age_disability

Chichester Area Talking News

A fortnightly programme of local news items and happenings is recorded on to cassette tapes for blind and partially-sighted people. The stories are taken from the 'Observer' group of newspapers and cover the Chichester, Bognor Regis, Midhurst and Petworth areas. There is no charge for this service (postage is also free) which keeps the visually-impaired informed of what is going on, enables them to take a more active interest in the community and helps to restore their independence. Contact: The Hon. Secretary, Chichester Area Talking News, St Richards Hospital, Spitalfield Lane, Chichester, West Sussex, PO19 6SE. Tel: 01243 775050



DeafBlind UK

Enables people with a dual sensory impairment to live full and active lives. Offers information and advice on dual sensory loss, 24 hour helpline and counselling, amongst other services.

Tel: 0800 132320 Minicom: 01733 358100

Website: www.deafblind.org.uk

Focus Group for the Visually Impaired

Offers advice and assistance for those with a visual impairment in the Midhurst and Petworth areas. Holds meetings at The Grange fortnightly at 3pm with speakers and the opportunity for tea and a chat. Assistance can be given with transport to and from the Centre. Also organises occasional outings.

Tel: 01730 815594

Look Sussex

A charity for families with visually impaired children aged 0-25 years. Offers support, information and activities. Tel: 01273 832267

Website: www.looksussex.co.uk Email: wendy@looksussex.co.uk

RNIB – Royal National Institute for the Blind (Head Office)

The RNIB is the leading charity in the UK giving practical support and advice to anyone with a serious sight problem or sight loss. It publishes a journal called "NB" and provides information and a range of services including talking books, schools, colleges, rehabilitation, training and hotel guide. Also produces a vacation guide for children and young people. Helpline Tel: 0845 7669999 (9am-5pm Mon-Fri, close 4pm Wed) Website: www.rnib.org.uk Email: helpline@rnib.org.uk Prefix any telephone number with 18001 for typetalk.

SENSE (National Deaf Blind & Rubella Association)

National voluntary organisation supporting and campaigning for people who are deafblind, and their carers. Offers advice, help and information, supports families through a national network and local branches; runs holiday programme for deafblind children and adults; education, residential, respite and day services; communicator guides and one-to-one intervenor support; training and consultancy.

Tel: 0845 127 0060 Website: www.sense.org.uk

Social Services

The Rehabilitation Officer for visually impaired people can help with independent living skills, mobility and information about medical conditions and equipment.

Contact via Social Services Help Desk – phone numbers in *Chapter 1, Advice & Information*.

Torch Trust for the Blind

A Christian group which holds lively friendly meetings, with tea, for the visually impaired. The group also arranges for Christian books in Giant Print, Braille or on tape to be sent, if desired, to those who attend the meetings. Contact: Torch Trust for the Blind, Torch House, Torch Way, Northampton Road, Market Harborough, Leicestershire, LE16 9HL. Tel: 01858 438260 Fax: 01858 438275

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

Chichester Torch Fellowship

Meets on the third Saturday of each month from 2.30-4.30pm at the Chichester Baptist Church, Sherborne Road, Chichester.

Tel: 01243 533747

Bognor Torch Fellowship

Meets on the first Saturday of each month at 2.30pm at Aldwick Free Church, Gossamer Lane, Bognor Regis. Tel: 01243 822824

12. ALCOHOL AND DRUG RELATED PROBLEMS

General advice and information on drugs and alcohol, and access to treatment services can be gained through a process called Triage. Triage assessments are intended to: work out what help you need; assess risk; see how urgently you need help and refer you to the right service. Appointments are given within 10 working days. Contact: the Drug Intervention Programme on Tel: 01243 382932

Al-Anon Family Groups

Al-Anon offers understanding and support for families and friends of problem drinkers, whether the alcoholic is still drinking or not. ALATEEN, part of Al-Anon, is for young people aged 12-17 years who have been affected by someone else's drinking. For details of meetings throughout the UK, contact the confidential Helpline on Tel: 020 7403 0888 (open 10am-10pm every day)

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

Alcoholics Anonymous

24-hour support, information and advice for anyone affected by an addiction to alcohol. Can provide details of local meetings. Tel: 01273 203343

National Helpline: 08457 697555 Website: www.alcoholics-anonymous.org.uk

Clockwalk Project

Provides a range of treatment and support services for people with drug and alcohol issues living in the Bognor and Chichester areas. There is a structured day programme (five mornings a week) as well as an open access service (four afternoons a week and Saturdays 10am-12noon) providing a needle exchange and outreach within a safe and supportive environment. Clockwalk Project, Clockwalk, 7-11 High Street, Bognor Regis, PO21 1SG. Tel: 01243 870005

Website: www.cri.org.uk Email: clockworkproject@crinet.co.uk

Families and Friends Project

Part of the West Sussex Drug & Alcohol Action Team, this project provides information on drugs and alcohol to friends and relatives, advice on what to do to help and where to go for further help, contact with others experiencing a similar situation, meetings and a telephone helpline. Contact: Jane Brown on Tel: 01243 382940. Helpline: 0800 805 4450 (10am-10pm)

Website: www.westsussexdaat.co.uk

Families Anonymous

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

Tel: 0845 1200 660 Website: www.famanon.org.uk

FRANK (formerly National Drugs Helpline)

A free, 24-hour confidential helpline for anyone concerned about drug or solvent misuse. Provides advice and information for drug misusers, their families, friends and carers. Tel: 0800 776600 Freecall text: 0800 917 8765

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

West Sussex Young Persons Substance Misuse Service

Treatment and support to young people aged 10-19 years with serious drug and alcohol problems, providing confidential individual support and counselling. Provides advice for parents/ carers. Tel: 01903 230600

Email: wsypsms@crinet.co.uk

13. CHILDREN WITH SPECIAL NEEDS

Services for children with special needs are offered by a number of organisations including the NHS, Social Services, Education Services and Voluntary Organisations. Information in *Chapter 5, Social Services*, *Chapter 6, Health Services* and *Chapter 9, Learning Difficulty* in this pack may be of help also.

Education

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

Special educational needs

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



For example they may have difficulties caused by:-

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

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

Further information can be found in the booklet "Special Educational Needs: a Guide for Parents and Carers" (Ref: DfES 0800/2001). It is available in other languages and the English version is also available in braille and on audio cassette. Contact: DFES Publications, PO Box 5050, Sherwood Park, Annesley, Nottinghamshire, NG15 0DJ. Tel: 0845 6022260. Email: dfes@prolog.uk.com Website: www.dfes.gov.uk

A booklet "*Where do I go from here?*", for parents and carers of children who are disabled or have special needs in West Sussex, is available from your local Social Services office, or from the Carers Support Service.

Action for Kids

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

Contact: Action for Kids, Ability House, 15a Tottenham Lane, London, N8 9DJ

Tel: 020 8347 8111 Fax: 020 8347 3482 Helpline: 0845 300 0237

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

Cerebra - for Brain Injured Children and Young People

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

A freephone counselling service is also available, tel: 0800 043 9385.

All parent support services are free and you can access any of them through a Freephone telephone helpline: on 0800 328 1159 (Mon-Fri 9:30am-4:30pm); via post at Cerebra, Freepost SWC 3360, Carmarthen, SA31 1ZY;

or email: info@cerebra.org.uk Website: www.cerebra.org.uk

Challenging Behaviour Foundation

A registered charity offering information and support to parents, carers and professionals. The Foundation aims to set up a year round education and care facility providing a training service for parents, carers and professionals. An information pack is free to download from the website.

Contact Vivien Cooper: Friends Meeting House, Northgate, Rochester, Kent, ME1 1LS. Tel: 01634 838739 Website: www.thecbf.org.uk Email: info@thecbf.org.uk

Chanctonbury Community Playscheme

Summer play scheme which includes the Bognor and Arundel area for all children/young adults with special needs, who have been statemented. Ages 5-19 years. Does not cover Chichester District. Contact: Becky Batchelor on: 01306 627485.

Chestnut Tree House

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

Tel: 0845 450 5820 Website: www.chestnut-tree-house.org.uk

Chichester Portage Service

A home visiting educational service for pre-school children with additional support needs throughout the Chichester District and Bognor Regis areas (not Arundel). Portage works alongside parents, offering practical help and ideas to encourage a child's emerging skills. These include moving, playing, being with people and sharing the routine.

Contact: The Coordinator at Chichester Portage Service, The Orchard Street Annexe, Orchard Street, Chichester, West Sussex, PO19 1DQ Tel: 01243 536182

Website: www.wsgfl.westsussex.gov.uk

Email: chichester.ed.portage.service@westsussex.gov.uk

Child Disability Team

Social Services have two Child Disability Teams based in the North and South of the County. Chichester District, Bognor Regis and Arundel are covered by the team based in Bognor Regis. They work with children with severe or complex physical or learning disabilities, including autism. Some of the ways they can help are with practical support, such as care in your home, equipment and adaptations to your home, social work support and short breaks (respite). You can contact them direct as they have their own help desk, which runs from 9.30am-12.30pm (Mon-Fri) Tel: 01243 642424 Email: cdhds.ss@westsussex.gov.uk

Contact a Family

Offers advice and support on a wide range of topics as well as providing a listening ear for parents and carers of children with all kinds of disabilities and special needs. Network of local parent support groups. Publications and factsheets. They also have a website which features a 'Dad's Zone' with useful information and contact for fathers of children with disabilities www.cafamily.org.uk General Freephone Helpline: 0808 808 3555 (Mon-Fri 10am-4pm and Mondays 5.30-7.30pm) Textphone: 0808 808 3556 Email: helpline@cafamily.org.uk or info@cafamily.org.uk

Dreams Come True

A registered charity endeavouring to fulfill dreams for children and young adults nationwide aged 2-21 years, who have a serious degenerative or terminal condition. Contact: Knockhundred House, Knockhundred Row, Midhurst, West Sussex, GU29 9DQ. Tel: 01730 815000 or Freephone: 0800 0186013 Website: www.dctc.org.uk Email: info@dctc.org.uk

Family Fund

Helps families of severely disabled or seriously ill children with grants related to the care of the child including holidays, leisure, laundry equipment, driving lessons and more. Aims to help all families with an income of £23,000 pa or less. Tel: 0845 130 4542. Website: www.familyfund.org.uk

Fledglings

An independent non-profit making organisation, providing information on products for those caring for a child with special needs. Will source toys, educational games, information on products, beds, eating equipment, swimming aids and clothing. Tel: 0845 458 1124. Website: www.fledglings.org.uk Email: enquiries@fledglings.org.uk

Hyperactive Childrens Support Group - Chichester

Provides help, advice, information and support to parents of children who are, or are suspected of being, hyperactive and/or have ADHD. Provides a substantial amount of information on allergies and diet in relation to these conditions. Tel: 01243 539966 (Mon, Tues, Thurs, Fri 10.00am–12.30pm).

IPSEA

The Independent Panel for Special Education Advice is an advice line for parents of children with special needs covering all areas of assessment and statementing. It also provides support for parents appealing to the Special Education Needs Tribunal. Tel: 0800 018 4016. Website: www.ipsea.org.uk

Leucan

A self help/support group for parents of children and young adults with cancer, leukaemia or haematological conditions. Offers emotional support and practical advice for all the family. Organises social events. Covers Littlehampton to Shoreham. Tel: 01903 775756. Email: andrew.standing1@btinternet.com
Leucan, 9 Darlington Close, Angmering, BN16 4GS

Mencap See entry in Chapter 9, *Learning Difficulty*

Parents and Carers Support Organisation - PACSO

The charity exists to support parents and carers of children and young people with disabilities living in the Chichester, Bognor Regis and Midhurst areas. Free coffee morning for parents and carers are arranged twice a term. Saturday clubs and after school clubs to provide respite during term time. Family events and play schemes are also planned during school holidays. To find out dates of future events and for more information contact the facilitator, Ruth Stewart, on Tel: 01243 533353. PACSO, PO Box 58, Chichester, PO19 8UD.

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

Parent Partnership Service

This WSCC service provides impartial advice, information and support to parents and carers of children with special educational needs. Provides a Parental Supporter Scheme to parents and carers in need of assistance and support. Works with schools, the Local Authority, parents and other professionals to promote effective partnerships. Newsletters are produced twice a year. Yearly information events are organised.

Contact Parent Partnership Service, Ambassador House, Crane St. Chichester PO19 1TP. Helpline: 0845 075 1008 (Mon-Fri 8.30am-5pm).

Website: <http://wsgfl.westsussex.gov.uk/pp>

Email: parent.partnership@westsussex.gov.uk

Parent Plus

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

Contact: Maria Dunkley Tel: 01403 257699 or 07804 529903

Website: www.earlyyears@springboardproject.com.

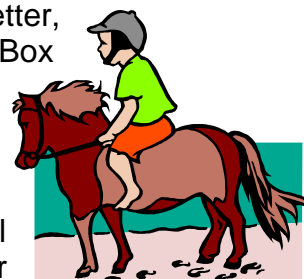
PHAB Club

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

National Tel: 020 8667 9443. Email: info@phab.org.uk Website: www.phab.org.uk

Reach

Provides contact and support for carers of children with upper limb deficiency. Information on what to do and where to go for advice on treatment be it artificial limbs, appliances or necessary surgery. Produces a newsletter, information leaflets and holds regular meetings. Contact: Reach, PO Box 54, Helston, TR13 8WD. Tel: 0845 130 6225 for details of activities in your area. Website: www.reach.org.uk



Riding for the Disabled

Riding for disabled people, and rural work and training for people of all ages with learning disabilities. Areas covered - Chichester, Bognor Regis, Singleton and Midhurst. Meets on alternate Tuesdays at Hunters Lodge, Hunston between 2pm and 3.30pm. Tel: 01243 780651

Southdown Family Centre

Provides support for parents and carers of children with autism and their siblings aged between 5 and 13 years old. Sessions are held on the 1st and 3rd Saturday of every month and activities include play, drama, art, cookery, multi-sensory and music. Children are left at the Centre offering respite to parents and carers. Families need to book in advance to attend and need to be members of the society. For more information Tel: 01903 882666.

Sussex AD/HD Support Group

A support group for parents and carers of children with AD/HD living in Sussex. Issues a bi-monthly newsletter full of information on AD/HD and other special needs. Holds support group meetings usually once a month, details of which are advertised in the newsletter. Provides factsheets on a range of subjects as well as seminars for parents and professionals on subjects of relevance. There is a 24-hour Helpline offering a listening ear. Tel: 07519 280950
Sussex AD/HD Support Group, PO Box 150, Crawley, W. Sussex, RH11 0ZQ
Website: www.sussexadhd.org.uk Email: info@sussexadhd.org.uk

Sussex Autistic Community Trust

An independent, not for profit organisation, which aims to provide a range of opportunities for young adults with autistic spectrum disorders. It provides the care, education, recreational opportunities, occupational and living environment they need to live a rewarding and fulfilling life. Contact: Sussex House, R/O 19 High Street, Battle, TN33 0AE. Head Office: 01424 773366.
Website: www.sact.org.uk Email: enquiries@sact.org.uk

Sussex Autistic Society

Provides a support service which offers information and advice to families, carers and professionals in Sussex. Offers a Family Centre and a Youth Service for teenagers and Adult Social Group for people with Asperger's Syndrome. Also offers an outreach respite service. For more information contact: 01903 882666 (Mon-Fri 9am-3pm). Or write to: 1 London Road, Arundel, BN18 9BH
Website: www.sussexautisticsociety.org Email: info@sussexautisticsociety.org

Sussex Snowdrop Trust

A charity covering the Chichester District, Arundel, Midhurst, Billingshurst and Emsworth areas which supports children with life-threatening illnesses and their families. Provides equipment and general support such as care from nurses or

specially screened volunteers and periods of respite to people who have care of very sick children. Works alongside palliative care team.
For more information, contact the Admin Office at: 3 Kingley Centre, Downs Road, West Stoke, Chichester PO18 9HJ. Tel: 01243 572433.
Email: sussexsnowdrop@btconnect.com
Website: www.thesussexsnowdroptrust.com

Sussex Otters

A swimming group for people with disabilities. See entry in Chapter 15, *Other Illnesses and Disabilities*

The Family Fund Trust

Government funded but independently administered service focussing on easing the stress on families caring for a very severely disabled child under 16 years. Provides grants and information related to the care of the child. Publications available and a number of information sheets. Covers the whole of the UK. Contact: The Family Fund Trust, 4 Alpha Court, Monks Cross Drive, Huntington, York, YO32 9WN. Tel: 0845 130 4542 (Mon-Fri 9-5)
Website: www.familyfundtrust.org.uk
Email: info@familyfundtrust.org.uk



Wellspring Newsletter

Wellspring is a free, regular newsletter for children and young people with disabilities and their parents and carers across West Sussex. For more information contact: The Editor, Wellspring c/o 26 Goldsmith Road, Worthing, West Sussex BN14 8ER. Tel: 01903 859929 Fax: 01903 777601 Website: www.wellspringwestsussex.org.uk
Email: info@wellspringwestsussex.org.uk

West Sussex Childcare Information Service

Provides free, confidential information and guidance on all aspects of childcare for children aged 0-14 years (16 yrs for those with additional support needs). Also has information on family support services, unregistered childcare, toy libraries, leisure, out of school clubs and more. The Service can also help anyone thinking of working with children or wanting information on a course or conference related to childcare.

Contact: West Sussex Children's Information Service, Early Years and Childcare Service, St James Campus, St James Road, Chichester, W. Sussex, PO19 7HA. Telephone: 01243 777807 Mon-Thurs (8:30am-5pm), Fridays (8:30am-4.30pm). Fax: 01243 520825. Website: www.childcarelink.gov.uk
Email: childrens.info.service@westsussex.gov.uk

14. SPEECH AND LANGUAGE DIFFICULTIES

Speech and Language Therapy Service

see entry in Chapter 6, Health Services

AFASIC – Bognor and Chichester

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

For details Tel: 01243 652517 National Helpline (local rate): 0845 355 5577 (Mon-Fri 10.30am-2.30pm) AFASIC Central Office Tel: 020 7490 9410 Fax: 020 7251 2834 Website: www.afasic.org.uk Email: info@afasic.org.uk

Dyslexia Action

Offers experienced teachers with specialist qualifications in dyslexia and literacy; outposts include Chichester, Ringwood and Cosham. The main centre in Winchester can offer, psychological assessments (by a chartered educational psychologist) for children and adults, group screening for schools, colleges and other institutions, specialist multi sensory tuition in literacy and numeracy for children, specialist multi sensory tuition in literacy for adults and study skills for students of all ages and exam skills for GCSE students. Tel: 01962 856195 Website: www.dyslexiaaction.org.uk Email: winchester@dyslexiaaction.org.uk

Speakability (Action for Dysphasic Adults)

Provides information, advice and support for carers and sufferers of dysphasia – speech difficulty following stroke, head injury, brain tumour or neurological illness. Produces four newsletters a year and various information sheets and publications (available on tape).

Local self-help group meets on the last Wednesday of each month (except December) at the United Reform Church Hall, Shaftesbury Avenue, Goring, from 2.15pm-4.30pm. All residents of West Sussex are welcome. Tel: 01903 770251

Head office contact: 1 Royal Street, London, SE1 7LL Tel: 020 7261 9572

Fax: 020 7928 9542 (9am-5pm) Helpline: 0808 808 9572 open 10am - 4pm

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

15. OTHER ILLNESSES AND DISABILITIES

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

The Carers Support Service
60a North Street
Chichester PO19 1NB. Tel: 01243 537011
Website: www.carerssupportservice.org.uk



Ankylosing Spondylitis - National Society

Provides information, local contacts and groups including physiotherapy sessions. NASS, Unit 0.2, One Victoria Villas, Richmond, Surrey, TW9 2GW

Tel: 020 8948 9117 Fax: 020 8940 7736

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

Arthritis Care - National Association

Offers an information support service, pack, and newsletter. Tel: 0808 800 4050
For young people aged 25 years and under who have arthritis or care for someone with the condition. Tel: 0808 808 2000 (10am-4pm)

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

Asthma Centre

Advice and education on all aspects of asthma management. There is an appointments system, but referral is accepted through a GP.

Contact: St Richards Hospital, Chichester. Tel: 01243 831597 (8:30am-4pm)

Arun Sports Association for the Disabled

Aims to help people with disabilities (aged 16+ years) living in Arun, Bognor Regis and Chichester area, participate in sporting activities within their capabilities. The Group meets weekly and offer a wide variety of sports activities. Contact Kate Allen, Arena Sports Centre, Westloats Lane, Bognor. Tel: 01243 583868



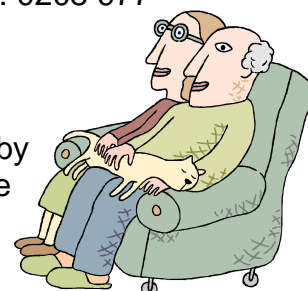
Back Care

Provides support for people with back pain through a helpline and local branches. The helpline is open: Monday, Tuesday & Friday (9am-12pm); Wednesday (12.00pm-12.30pm and 7.30pm-9pm); and Thursday (1pm-4pm). They also produce a number of publications and factsheets. Contact: 16 Elmtree Road, Teddington, Middlesex TW11 8ST. Helpline: 0845 130 2704 Office: 0208 977 5474

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

Bognor Regis Stroke Support Group

Offers companionship, information and advice to all affected by stroke and their carers. Meets on the third Wednesday of the month at Greenways, Hawthorn Road, Bognor Regis from 2pm-4pm. Transport can be provided. Contact: Sue Kruger on Tel: 01243 544241 Email: s.krueger@btinternet.com



Breakaway

A supported employment service for adults (18-65 yrs) in West Sussex with a learning disability. Breakaway helps people find full-time and part-time employment in ordinary environments in the community. These can be paid or unpaid positions. They can offer job coaching on site if needed. Can also offer benefits advice prior to starting. Local Contact Tel: 01243 792127

British Kidney Patient Association

Offers practical help, financial aid and counselling and provides some grants. Produces leaflets on types of dialysis and kidney disease. Tel: 01420 472021/2 Fax: 01420 475831 Website: www.britishkidney-pa.co.uk

British Lung Foundation

Free information network for people living with lung disease. Advice and support, newsletter, leaflets on chest diseases, symptoms and treatment. Tel: 0845 850 5020 Website: www.lunguk.org Email: enquiries@blf-uk.org

British Polio Fellowship – West Sussex

Voluntary organisation providing welfare and social activities for people disabled by polio. Local contact Tel: 01243 789479. General Enquiries 0800 018 0586 Fax: 020 8842 0555 Website: www.britishpolio.org.uk Email: info@britishpolio.org.uk

Brittle Bone Society

The Society aims to provide support and advice to adults and children with Osteogenesis Imperfecta (OI) and their families as well as supporting research. The Sussex branch holds fundraising events, activities and promotes the Society in general. Further detailed information and fact sheets can be obtained from National Freephone Helpline: 0800 028 24 59 Local Contact: Tel: 01903 771193 Website: www.brittlebone.org Email: bbs@brittlebone.org

Cancer Backup *see Chapter 1, Advice & Information*

Cancer Journey *see Chapter 1, Advice & Information*

Cancer Wise *see Chapter 1, Advice & Information*

Cardiac Support Group The group is affiliated to the British Heart Foundation, and provides the opportunity for people with heart problems, and their families, to meet, socialise and obtain information and advice at a purpose built day care centre. Meetings are held on the third Monday of the month at the Judith Adams Centre, St Pancras, Chichester commencing at 7.30pm (except in January) For further details about the group and meetings Tel: 01243 781282



Chichester & Bognor Regis District Parkinson's Disease Society Support Group

Supports, carers and sufferers of Parkinson's Disease (PD) in the Chichester District (inc Midhurst and Petworth) Arundel, Bognor Regis, Witterings and Emsworth areas.

Bognor Regis The group meets on the first Tuesday of the month at The Friends Meeting House, 6 Victoria Drive, Bognor Regis 2pm-4pm. Carers and sufferers of PD are welcome to attend. Contact Beryl Giles on: 01243 861474

Chichester The group meets on the third Monday of the month at St Paul's Church Hall, Chichester 2pm-4pm. Contact Alan Colenutt on: 01243 781704

A quarterly newsletter is available from head office to all members as is information on PD and the medication available. Head Office: 080 8800 0303.

Community Support Worker: 01273 452278 or South East Region Team: 01798 344802. Website: www.parkinsons.org.uk Email: jrenshaw@parkinsons.org.uk

Chichester Stroke Club

A club for Stroke sufferers that enables their carers to take a break for two hours. Carers are, however, welcome to stay if they wish. Takes place every Thursday 10am-12pm at the Newell Centre, Chichester. Tel: 01243 823314 or 837386 or 780852. Email: swainv@onetel.com

Coeliac UK

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

Helpline: 0870 444 8804. Or write to: Coeliac UK, Suites A-D Octagon Court, High Wycombe, Bucks, HP11 2HS.

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

Cystic Fibrosis Trust - Sussex

Provides support and advice for people with Cystic Fibrosis throughout Sussex as well as their families and carers. The Sussex branch holds meetings and awareness raising events. Local contact: 01444 230207

Helpline: 0845 859 1000 National number: 020 8464 7211

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

Diabetes UK - Chichester and District

Holds meetings on the fourth Thursday of the month at 7.45pm in the Chichester Medical Education Centre. The Branch is a self-help support group providing information on diabetes, the state of diabetes research, fund raising activities and a place to meet others. (No meetings in July, August, December and January). Newsletters are sent to members after each monthly meeting.

Local Contact Tel: 01243 603638 National Careline Tel: 0845 120 2960

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

Dyspraxia Foundation – Sussex

Support, advice and information about dyspraxia. Open Mon-Fri 10.00am-1.00pm

Tel: 01462 454986 Website: www.dyspraxiafoundation.org.uk

Email: dyspraxia@dyspaxiafoundation.org.uk

Epilepsy Action

A local group offering support for people with epilepsy, their families and carers. Holds monthly meetings on the third Tuesday in the month from 7.30pm – 9.30pm at the Friends Meeting House, Priory Road, Chichester PO19 1NX (between North Street and New Park Road). For further information, contact Susan Mistry on 01372 744302/e-mail: smistry@epilepsy.org.uk or the Epilepsy Action Freephone helpline on: 0808 800 5050 which offers information, advice and listening support. Website: www.epilepsy.org.uk Email: helpline@epilepsy.org.uk

Fibromyalgia Support Group

A group aiming to support, advise and encourage those people who have the condition, through meetings, social gatherings, newsletters and a telephone helpline. Contact: 01403 255450 (Mon-Fri 10am-4pm)
Website: www.fibromyalgia-south.com Email: fibrojoatsyandsx@hotmail.com

Headway

A support group for those with head injuries, carers or concerned professionals. Provides a listening ear, leaflets and information, and links families for mutual support. Meetings take place regularly – for details, contact Pam: 01403 782744. National Free Helpline: 0808 800 2244
Website: www.headway-in-west-sussex.org.uk
Email: info@headway-in-west-sussex.org.uk

Heart Support Group

A self-help group that welcomes all those who have had a heart episode, and their carers, in the Bognor Regis and Arundel areas. Supplies information, organises outings and runs exercise groups. Also holds meetings on the first Wednesday in the month at 7pm at the Chestnuts Centre, London Road, Bognor Regis.
Tel: 01243 862685 Email: morganken@talktalk.net



Hodgkin's Disease & Lymphoma Association

Support organisation for people with lymphatic cancer, Hodgkin's Disease and non-Hodgkin's lymphomas. Provides emotional support and information on diagnosis, treatment, therapies and coping with these illnesses. Patient to patient telephone links. Support groups in some areas. Booklets, information leaflets and newsletter. Helpline Tel: 0808 808 5555 Mon-Thurs (9am-6pm), Fri (9am-5pm)
Local contacts: Cath (01293 539722); Marianne (01306 627335) and John (01903 785644) Website: www.lymphoma.org.uk Email: information@lymphoma.org.uk

Huntingdons Disease Association - Sussex Branch

Provides support and information for sufferers, carers and those "at risk". The Branch covers both East and West Sussex, with monthly meetings in Lewes. Local quarterly newsletters plus handbooks, leaflets and fact sheets are available from Head Office (Down Stream Building, 1 London Bridge, London, SE1 9BG) or through the Branch. Possibility of phone support or one-to-one meetings apart from the monthly group events.
National Office - Tel: 020 7022 1950. Fax: 020 7022 1953
Regional Care contact: Susan Young on Tel: 01825 841466

Monthly meetings and information contact: Lindsay Sherwood, Secretary of Sussex Branch on Tel: 01903 773370
National website: www.hda.org.uk Email: info@hda.org.uk

Motor Neurone Disease Association

Provides advice, information, help with respite and specialised equipment for Midhurst and Petworth, Bognor Regis, and Arundel areas. Meetings are held on the fourth Monday of each month at the Laurels Day Centre, Sheepfold Avenue, Rustington at 7.30pm. Tel: 01243 825678
National Helpline number: 08457 626262 Mon-Fri (9am-5pm and 7pm-10.30pm)
Website: www.mndassociation.org Email: enquiries@mndassociation.org

Multiple Sclerosis Society

A self help group covering the Chichester District area that meets in the evening on the third Thursday of the month at the Judith Adams Centre, St Pancras, Chichester. The Group arranges social outings and produces a local newsletter. Information regarding the Multiple Sclerosis (MS) Society, research and self-help are available in the national magazine and local newsletter.
Tel: 01243 542949 (Support Officer) or 01243 574768 (Secretary)
National Freephone Helpline Tel: 0808 800 8000 Mon-Fri (9am-9pm).
Website: www.mssociety.org.uk

Muscular Dystrophy Campaign

Provides support to people with neuromuscular conditions and their families through its care advisors, information service, factsheets and grants.
Tel: 020 7803 4800 Fax: 020 7401 3495
Information and Support Line: 0800 652 6352
Website: www.muscular-dystrophy.org Email: info@muscular-dystrophy.org

National Association for the Relief of Paget's Disease

Tel: 0161 799 4646 Website: www.paget.org.uk Email: director@paget.org.uk

National Osteoporosis Society

Provides information and support and holds meetings at 7pm on the 1st Thursday of every month (not Jan) at The Bognor Regis War Memorial Hospital restaurant. For details contact: 01243 822615
The national helpline, run by a team of nurses, offers advice information and support on all aspects of Osteoporosis as well as providing detailed information booklets. Tel: 0845 450 0230 Mon-Fri (10am-3pm)
Website: www.nos.org.uk Email: info@nos.org.uk

Parkinson's Disease Society Community Support Outreach Worker

Provides practical advice and emotional support to people with Parkinson's, their carers and families. The service also includes telephone support, home and hospital visits and information about welfare benefits. Contact Jonathan Smith on:
Tel: 0844 2253667 Email: jsmith@parkinsons.org.uk
National Parkinson's Disease Helpline: 0800 800 0303
Website: www.parkinsons.org.uk

Prostate Cancer Network

A charity providing free and confidential help, support and information to patients, families and anyone concerned about prostate cancer. Local group holds regular meetings with Speakers in Fareham and Southampton.

For details contact: PO Box 66, Emsworth, Hampshire, PO10 7ZP

Tel: 0845 650 2555 Mon-Fri (10am-7pm) Website: www.pcaso.com

Reach – Association for Children with Hand or Arm Deficiency

Newsletter, information, meetings, local branches. Contact Tel: 0845 130 6225

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

Remember

A charity providing information and advice to people with ME/CFS (Chronic Fatigue Syndrome) and their carers. Runs information seminars for patients, carers and professionals, Self-management courses for CFS sufferers and carers, and produces a newsletter and information booklet. Tel: 01273 831733 also Helpline: 01273 832202

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

Riding for the Disabled

Riding for disabled people, and rural work and training for people of all ages with learning disabilities. Areas covered - Chichester, Bognor Regis, Singleton and Midhurst. Meets on alternate Tuesdays at Hunters Lodge, Hunston between 2pm and 3.30pm Tel: 01243 780651

SASBAH

(Sussex Association for Spina Bifida and Hydrocephalus)

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

Tel: 01903 507000

Stroke Association - Family Support Service

A visiting service for all new stroke patients, both in hospital and at home, and for their families and carers, providing practical advice, emotional support and information to help them understand the effects of a stroke. Family and Carer Support Co-ordinator, Bognor and Midhurst area Tel: 01730 812226 or

Email: smitchell@stroke.org.uk

For The Stroke Association Southeast Regional Office Information Centre

Tel: 02380 720 420 Website: www.stroke.org.uk

Sussex Lupus Group

Provides support, information and contact for people (and their families) with Lupus and those with symptoms, prior to diagnosis, living in the Sussex area. Has quarterly group meetings and monthly 'Coffee and Chat'. Produces newsletters to keep members informed of planned activities, and provides information about Lupus. Also has a range of leaflets and books in the 'lending library' and a range of Lupus goods and books for sale. Holds a variety of fund raising and awareness events across the region. Tel Chair: 01273 395704.

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

Sussex ME/CFS Society

The Society informs, supports and represents many of the over 4,000 adults and children in Sussex that are affected by the Chronic Fatigue Syndrome - ME. It has helplines, holds meetings, produces a quarterly newsletter. Tel: 01273 674828

Website: www.measussex.org.uk Email: admin.sussexme@btopenworld.com

Sussex Otters

A swimming group for people with disabilities. The sessions are open to people of all ages with any form of disability. Carers/family are also welcome to swim. There are lifeguards on duty throughout the session, which takes place every Saturday from 4.30pm-5.30pm at the Westgate Leisure Centre swimming pool in Chichester. Help is provided with changing if required. Tel: 01243 781259 or contact Westgate Leisure Centre on 01243 785651

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

SWAN (Syndromes Without a Name)

A national support group for parents of children who have undiagnosed un-named conditions. Produces a quarterly newsletter and information pack. Also provides information on a range of therapies and puts parents in touch with each other to share common problems. Contact: 01922 701234.

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

Teenage Cancer Trust

Provides information and support to teenagers with cancer or those close to them. Tel: 020 7612 0370

Website: www.teenagecancertrust.org Email: tct@teenagecancertrust.org

UK Self Help

A website with the telephone numbers and web addresses of numerous UK Self Help groups. Website: www.ukselfhelp.info

West Sussex Association for Disabled People

Aims to provide advice and information by phone or by outreach service to your home, support and social contact for disabled adults throughout West Sussex. Regular meetings held throughout West Sussex. The Main Office offers advice, provides interest-free loans and grants, provides equipment not available from statutory authorities (after referral from an Occupational Therapist), - all subject to strict criteria and the funds available.

Contact: WSAD, 7 St Johns Parade, Alinora Crescent, Goring By Sea, West Sussex, BN12 4HJ. Tel: 01903 244457

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

16. TAKING A BREAK

There are local organisations which provide respite to a carer within their own home or within a caring environment. For example, a care attendant can sit with the person you care for and attend to their needs while you have some time to yourself. This can be for a day, or part of a day, or may be for a longer period so that the carer can take a holiday.

Short-term respite or relief care away from home for the person you are caring for could take the form of day care in a day centre or day hospital. The number of hours provided each week is negotiated. Longer term care, usually for a week or two at a time could be in a rest home or nursing home, in a hospital or perhaps a supported holiday. Respite care away from home can be a “one-off” or negotiated on a more regular basis.



Voluntary agencies provide many of the short break services in West Sussex, and the relevant ones are listed below. You might decide to purchase the respite care you need from a private agency. You can find these in Yellow Pages under Nurses & Nursing agencies, or from Social Services, and Welfare Organisations.

If your GP feels that the provision of respite care is appropriate, then he may be able to refer you to an appropriate service. You can also access respite via Social Services, who will need to make an assessment of need. The Social Services Department will make every effort to assist carers to have a break from caring using the resources available to them. See *Chapter 5, Social Services* for telephone numbers.

Ashmount House

A Guild Care dual-registered Home in Worthing offering carers across West Sussex a respite break of anything from one night to two weeks. The home can offer a place to the elderly without specialised nursing needs.

For more information telephone the Manager, Alison Wiles, Ashmount Nursing Home, Southey Road, Worthing, BN11 3HT. Tel: 01903 528500.

Email: ashmount@btconnect.com

British Red Cross Going Home with Support for Carers Scheme

This scheme is suitable for carers looking after someone recently discharged from hospital. It provides fully trained volunteers to sit with loved ones whilst their carer takes a well deserved break. Also offers a befriending service.

Tel:: 01243 870757 or 07709 406472.

Chichester and Arun Sitting Service

A Social and Caring Services sitting service providing respite care within the homes of families with a disabled child, to give carers a break. The service is available 7 days a week, at times to be agreed between volunteer sitter and family. No expenses involved for service users. The service is accessed through Social and Caring Services following an assessment of need.

Contact: Service Co-ordinator. Durban House, Durban Road, Bognor Regis PO22 9RE. Tel: 01243 642462 E-mail: doreen.bradbury@westsussex.gov.uk

Crossroads Rural Short Breaks Groups

Available to carers looking after someone over the age of 18 yrs, and who live near one of the groups. Trained staff are able to provide care for a wide range of disabilities, including physical disability, the elderly frail, early or mild dementia and sensory impairment. A wide range of activities are offered including quizzes, games, guest speakers, discussion groups and crafts. The carer is also welcome to stay if they choose to.

Selsey St Wilfrids Church Hall: Thursday from 1.30-4.30pm

Pagham Village Hall: Monday from 1.30pm-4.30pm

Lavant Memorial Hall: Tuesday from 1.30 – 4.30 pm

For further details of venue, the facilities provided and to discuss the needs of the person being cared for, contact: Eric Geddes on Tel: 01243 830797

Forresters Respite Centre

A respite centre in the New Forest for people who have severe mental illness, their families and carers, which is owned and managed by Rethink (formerly the National Schizophrenia Fellowship). It is registered as a residential care home with Hampshire County Council, and provides levels of support in accordance with their requirements. 80% of the guests are fully funded by their local Social Services.

Contact: Forresters, Southampton Road, Hythe, Hampshire, SO45 5GQ

Tel: 023 8084 3042 Email: foresters@rethink.org

Nursing Homes and Residential Care Homes

For details of all registered nursing homes, residential homes and Domiciliary Care Providers in West Sussex and to obtain copies of inspection reports on them contact: The Commission for Social Care Inspection, West Sussex Area, 2nd Floor, Ridgeworth House, Liverpool Gardens, Worthing, BN11 1RY. Tel: 01903 222950

Regnum (West Sussex) Crossroads

A registered charity which supports and provides respite to people who care for a disabled, ill or elderly person at home. The service is provided for carers and cared for, from Climping to Bognor Regis, Chichester, Midhurst, Petworth, Selsey, Witterings and surrounding areas. Can also offer longer, occasional and more flexible respite care for carers in their own homes.

Contact: Eric Geddes, Second Floor, 76 Bersted Green Court, Hazel Road, Bognor Regis, West Sussex PO22 9DY on 01243 830797.

The service in Arundel is provided by Worthing & District Crossroads, 117 Broadwater Road, Worthing, BN14 8HT, Tel: 01903 216678

Scope West Sussex

Run a day centre for people between 18-45 with Cerebral Palsy or other conditions. The Point, Scope West Sussex, Little Breach, Chichester PO19 5UA. Aims to help members achieve their full potential with a view to independent living. Activities include swimming, sailing, days out, daily living skills and computing.

Contact: Mr J Watson on 01243 775330.

National helpline: 0808 8003333 offers free information, confidential initial counselling and advice on Cerebral Palsy.

Website: www.scope-west-sussex.org.uk Email: info@scopews.plus.com



Short Term Breaks Development Officer

Works with West Sussex County Council, health, carers organisations and carers to develop services to enable carers to take a short break from caring. Welcomes suggestions for schemes for carers, groups and organisations that support carers but is not able to arrange short term breaks for individual carers.

Tel: 01243 642390

Stanhope Lodge

Offers short term respite for carers by providing a short break at home service for people aged 18 or over with learning difficulties. Referrals need to be arranged via West Sussex County Council (Adult Services). See *Chapter 5, Social Services*

West Sussex Family Placement Service (Disability)

Scheme run by West Sussex County Council Children and Young People's Services which recruits and assesses individuals and families to provide short breaks for children and young people with disabilities aged 0 to 18 years. The amount of care provided ranges from one visit to overnight stays with the project providing appropriate support and training. Tel: 01903 839460

Website: www.westsussex.gov.uk

17. HOLIDAYS

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

Action for Blind People

Offer holiday breaks for blind and partially sighted people, their friends and families, in their four hotels across the UK. Also have two self-catering houses. For Information and Advice Tel: 0800 915 4666.

Website: www.actionforblindpeople.org.uk

Email: info@actionforblindpeople.org.uk

Activenture Holidays

Week long outdoor activity holidays in East Sussex, for children and young people with disabilities or special needs (7-18yrs). 24-hour care provided. 35 places available and each guest is accompanied by a young companion and helper with adult supervision. Activities include abseiling, canoeing, environmental studies, archery, fishing etc, and evening entertainment. Tel: 01342 828215

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

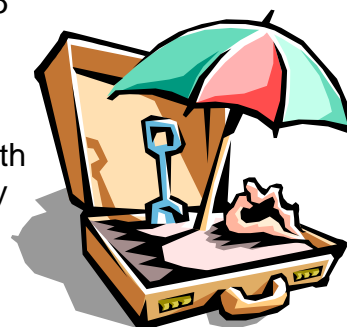
Arthritis Care Hotels

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

Hotels Helpline: 0808 800 4050

Website: www.arthritiscare.org.uk

Email: info@helplinearthritiscare.org.uk



Bendrigg Trust

Runs activity courses and holidays for people of all ages with learning\physical disabilities. Tel: 01539 723 766

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

Break

A holiday centre in Sheringham, Norfolk offering full holiday programme and 24-hour care for children and adults with learning disabilities and families with special needs. Tel: 01263 822161

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

Calvert Trust

Keswick

Outdoor activities centre for people with disabilities. Courses include sailing, canoeing, riding, abseiling, climbing with specialist instructors, heated pool, games room, etc. Tel: 01768 772255 Email: booking.calvert.keswick@dial.pipex.com

Exmoor

An adventure centre designed for the disabled, their families and friends. Four separate self-catered apartments as well as catered en-suite accommodation for 39 people. Activities include indoor riding, orienteering, archery, sailing, climbing, abseiling, swimming, etc. Tel: 01598 763221 Email: exmoor@calvert-trust.org.uk

Kielder

A purpose-built holiday centre for people with disabilities, their families and friends. Recreational activities include swimming, sailing, riding, climbing, etc.

Ten self-catering chalets are available and sleep up to six. Tel: 01434 250232.

Email: enquiries@calvert-kielder.com

CalvertTrust main website: www.calvert-trust.org.uk

Cruising Holiday

Specialises in arranging cruises for people of any age with any type of disability including wheelchair users, guests with sensory impairments, guests requiring oxygen or dialysis. Services include early boarding, transfers with specialised van, boarding/departure assistance, scooter access, hydraulic lifts in swimming pools, accessible tenders, accessible route deck plans and on board medical facilities. Tel: 0844 800 2624. Website: www.cruisingholiday.co.uk

Disability Now, Holiday Directory Website

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

Disaway Trust

Organises group holidays for physically disabled people in the UK and abroad aged 16-80 yrs. Each disabled person is attended by a volunteer helper and people are welcome to bring their own helper. Tel: 020 8878 2054

Enable Holidays

Company specialising in overseas holidays for wheelchair users and people with limited mobility, their families and friends Tel: 0871 222 4939

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

Grooms Holidays

A holiday service for disabled people, their friends and families. Operate three hotels in Llandudno, Minehead and Vale of Glamorgan. Also offers a variety of self-catering accommodation across Britain. Tel: 08456 584478 (local rate).

Website: www.groomsholidays.org.uk Email: holidays@johnsgrooms.org.uk

Holidays With Help

Arranges regular group holidays with trained and experienced helpers. Holidays with Help is a member of Holidays for All consortium – a group of the UK's leading disability charities and specialist tour companies working together to promote equality, accessible holidays and flexibility for disabled and visually impaired holiday makers. Tel: 02083909752. Website: www.holidayswithhelp.org.uk

Jean Carr Trust

Can assist West Sussex residents aged over 60 yrs and on low incomes to enjoy a holiday.

Contact: The Jean Carr Charitable Trust, Holidays for the Elderly, 70 Commonsides, Westbourne, Hants, PO10 8TA on: 01243 370606. Email: hovel2@btinternet.com



Kensington Foundation Daisy Chain Project

A respite holiday programme for families who have special needs children. The self contained apartments are situated at Kensington Court, 310 Highfield Road, Blackpool and have two bedrooms. Tel: 01243 761444.

Website: www.kensingtonfoundation.com

KidsOut

A Charity providing fun and happiness opportunities for disadvantaged children up to 18 yrs. Also helps siblings and carers. Provides grants for equipment, fun days out and holidays. Helpline Tel: 01525 385232.

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

Kiloran Trust

A registered charity providing residential supportive breaks for carers in a friendly comfortable house in West London. Breaks of one to five nights are available. For details, Tel: 020 7602 7404

Website: www.kilorantrust.org.uk

Mencap

Mencap Holiday Accommodation Guide details hundreds of holiday facilities in the UK and abroad where people with learning disabilities are welcome. Can assist with finding appropriate funding for holidays. Tel: 0808 808 1111.

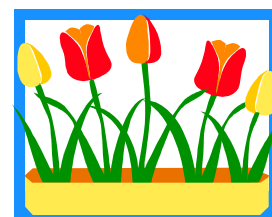
Website: www.askmencap.info Email: helpline@mencap.org.uk

RADAR

Produce a travel guide 'Holidays in Britain & Ireland – A guide for disabled people' with detailed information on around 1,500 places to stay. For details of cost and to order a copy, Tel: 020 7250 3222.

All publications are also available from their website.

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



Spinal Injuries Association

Hold a database of holiday venues in the UK and abroad, with members' experiences listed. Freephone Helpline: 0800 980 0501.

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

Tourism For All C/O Vitalise

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

Information Helpline: 0845 124 9971 Fax: 01539 735567.

Reservations: 0845 124 9973.

Vitalise (formerly Winged Fellowship Trust)

Provides holidays for disabled adults, carers and their families at 5 accessible UK holiday centres in Britain. Also organise holidays abroad. For Short Break Enquiries and bookings, contact: Vitalise Short Break Bookings Team, Shap Road Industrial Estate, Shap Road, Kendal, Cumbria, LA9 6NZ Tel: 0845 345 1970 Fax: 01539 735 567. For free advice on funding, contact Head Office: Vitalise, 12 City Forum, 250 City Road, London EC1V 8AF.

General enquiries Tel: 0845 345 1972 Fax: 0845 345 1978

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

18. EQUIPMENT and ADAPTATIONS TO YOUR HOME

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

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

Disabled Facilities Grants are available to make the home of a disabled person more suitable for them to live in and to help them to manage more independently in their home. They must be registered or qualify to register as a disabled person.

The Environmental Health Department works closely with Social Services Occupational Therapists who will carry out an assessment of the disabled persons need for any adaptations.

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

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

Chichester District Council: Tel: 01243 785166
Arun District Council: Tel: 01903 737500



British Red Cross – Ability

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

Tel: 0870 739 7391

British Red Cross - Bognor

To provide emergency help to people in need. Medical loan service; wheelchairs, commodes, walking aids and other aids can be supplied on a short-term basis. There is a small charge and equipment is subject to availability.

Office open Mon-Fri 10am-1pm. Contact: The Centre Organiser, 5 The Precinct, West Meads, Bognor Regis, PO21 5SB. Tel: 01243 822240

British Red Cross - Petworth

Open Monday, Wednesday and Friday from 10-12pm. Offers medical equipment loan and therapeutic care. Not able to provide transport. Contact: The Red Cross Centre, Market Square, Petworth, GU28 0AH Tel: 01798 343252

British Red Cross - Selsey

Covers East & West Wittering and Selsey. Provides a medical loan service (wheelchairs, commodes, etc). Tel: 01243 602615.

Daily Living Centre - Hove

Offers free, impartial advice and information on equipment to the disabled, the elderly, as well as carers. There is a comprehensive display of equipment, mobility aids and communication aids. Visitors can see and try out a wide range of products, and information is available on costs and where to obtain or borrow specific items. Visitors can view equipment without an appointment on Weds 10am-4pm but if they would like one-to-one specialist advice and information from the centre's Occupational Therapist they will need to phone first to make an appointment on a Mon, Tue, Thurs and Fri. Tel: 01273 296132/3 Textphone: 01273 725421 Fax: 01273 296144 (Mon–Fri 10am-4pm). Unit 1, Hove Business Centre, Fonthill Road, Hove, BN3 6HA. Tel: 01273 296132, Fax: 01273 296144, Textphone: 01243 725421

Email: guy.montague-smith@brighton-hove.gov.uk

Disability Equipment Register

Has second-hand specialist equipment which is for sale or wanted. Includes bathroom equipment, furniture, beds, hoists, stair lifts, scooters, vehicles, wheelchairs. Subscription payment to receive or advertise in the list. Contact: Disability Equipment Register, 4 Chatterton Road, Yate, Bristol, BS17 4BJ. Tel: 01454 318818

Website: www.disabilityequipment.org.uk Email: disabreg@blueyonder.co.uk

Disability Equipment Service

Lists second hand disability equipment which is for sale by individuals. Tel: 0800 0439 395. Website: www.askdes.org.uk

Disabled Living Foundation

Offers information and advice about equipment and possible suppliers. They will send out brochures and contact details. Disabled Living Foundation, 380-384 Harrow Road, London, W9 2HU Helpline: 0845 1309177 (Mon-Fri 10am-4pm) Fax: 020 7266 2922 Website: www.dlf.org.uk Email: info@dlf.org.uk

Homecraft AbilityOne

Produces a catalogue of aids and equipment for daily living, including mobility, bathroom and toilet aids, household equipment, wheelchairs etc.

Tel: 08702 423305. Website: www.homecraft-rolyan.com

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

Occupational Therapy Service

Occupational Therapists (OT) with the Social Services provide advice on all aspects of the management of physical disability. In addition, the OT will arrange, either directly or via the Disability Equipment Services Team or following an OT assessment of your need, for the provision of any necessary equipment. The OT will also advise on appropriate adaptations to your home.

Occupational Therapists work closely with social workers and home care colleagues to ensure that the agreed package of care to meet the individual's needs is implemented.

There is also close liaison with health colleagues, GPs, and District Nurses. Telephone – The Social and Caring Services Help Desk (telephone numbers are listed in *Chapter 1, Advice and Information*).

Private Companies

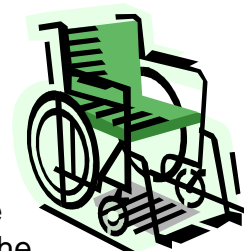
There are numerous adverts about and many private companies listed in the Yellow Pages offering Aids and Equipment for sale. Many organisations listed in this pack can give details of private companies that may be able to supply particular items of equipment.

REMAP

Makes and modifies aids and equipment for people with disabilities that cannot be obtained commercially, frequently working with Occupational Therapists. Members meet every six weeks at St Bridgets Cheshire Home, Ilex Close, Rustington, BN16 2RX . Tel: 01243 552290. Website: www.remap.org.uk

Wheelchair Service

The Chichester Wheelchair Service aims to improve short -range mobility and posture for people with long-term disability, whilst trying to reduce the risk of pressure injuries. Referral to the service is through either a State Registered Occupational Therapist, Physiotherapist, or the person's Doctor.



Specific wheelchairs (manual and/or powered), postural and seating equipment are prescribed following specialist assessment by the Senior Occupational Therapists, to people meeting Health Authority Eligibility Criteria. The government initiatives of the Voucher Scheme and EPIOC (Electrically Powered Indoor/Outdoor Chair) may be available depending on resources, to a specific group of appropriately assessed and eligible clients. Assessments and reviews are done mainly at the Wheelchair Service Clinic, or as appropriate within the person's own home, school, etc.

Please contact the Wheelchair Service for information or advice, Monday-Friday (8.30am-4.30pm). Tel/Fax: 01243 531268

19. HOUSING

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

Rehousing and Homelessness advice and available options can be obtained from the Housing Department of your local authority. Make an appointment with the Rehousing Team and they can also help with any applications you may wish to make.

Information on property to rent, both in the public and private sector (and Housing Benefits), is available from the Housing Department, otherwise contact Letting Agents or see Averts in the local papers.



Sheltered Housing Locally

Servite Houses Tel: 01903 734339. Website: www.servitehouses.org.uk

Hanover Housing Association (South East) Tel: 01784 446000.

Website: www.hanover.org.uk

Housing 21 (Southern Area Office) Tel: 0870 192 4000.

Website: www.housing21.co.uk Email: enquiries@housing21.co.uk

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

Chichester District Council Tel: 01243 534734 Website: www.chichester.gov.uk

Email: contact@chichester.gov.uk

Arun District Council Tel: 01903 737500 Website: www.arun.gov.uk

Email: info@arun.gov.uk

Shelterline

A free 24-hour telephone Helpline for people with any sort of housing related problems. This includes help if you are:

- homeless or threatened with losing your home
- having problems paying your rent or mortgage
- having trouble getting repairs done
- trying to get rehoused
- experiencing harassment or violence in your home
- unhappy about decisions on housing benefit or rehousing
- living in crowded or unsuitable housing

Textphone and translation available. Freephone: 0808 800 4444

Social Housing and Sheltered Accommodation

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

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



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

Southdown Housing Association

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

Tel Head Office (Lewes): 01273 405800

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

Local office (Worthing and Chichester): Caravelle House, 17-19 Goring Road, West Worthing, West Sussex BN12 2AP. Tel: 01903 705100

Warm Front Scheme

Provides government grants which help cover the cost of making your home warmer, healthier, more energy efficient and more secure.

You can apply for a grant if:

- you or your partner own or rent your home, **and**
- you receive Income Support, Income-based Jobseekers Allowance, Housing Benefit, Council Tax Benefit, Working Families Tax Credit, Disabled Persons Tax Credit, Attendance Allowance, Disability Living Allowance, War Disablement Pension (including Mobility Supplement or constant Attendance Allowance), Industrial Injuries Disablement Benefit (including constant Attendance Allowance). If you are 60 or over and you do not receive any of these benefits you will qualify for a lower grant.

The grant can be used to pay for loft insulation, draught-proofing, cavity wall insulation or to pay for advice on saving fuel costs. Energy-saving light bulbs and hot water tank jackets are also offered. For more information, tel: 0800 316 6011.

Website: www.warmfront.co.uk



20. STAYING PUT IN YOUR OWN HOME

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

Age Concern - Chichester and District

A voluntary organisation dedicated to providing services for elderly people who live in the district. Organised activities include a befriending service (please see below for detail), three movement to music groups (keep fit classes for the over 60s and a Sunday Club (Tel: 01243 784532). Also have links with other groups providing craft groups and lunch club (both held at the Leaholme Sheltered Unit), computer clubs (at Swanfield Park Community Centre) etc. For details of other services contact: Age Concern - Chichester at 1 North Pallant, Chichester, West Sussex, PO19 1TL on: 01243 528346. Website: www.ageconcern.org.uk Email: chichester@acwestsussex.org



Age Concern Befriending Service

The befriending service offers support and companionship to isolated and lonely people in the Chichester area. The befrienders give non-specialist help, such as might be provided by a good neighbour. This could include: visiting, short term support during/after illness or loss of confidence, help access information, organise their affairs, a drive in the car and much more. Please call for more details Tel: 01243 528346. Website and Email as above.

The Age Concern Befriending Service also have a specialist support worker for people with early onset dementia, memory loss or confusion. who makes home visits. This will involve stimulation and reminiscence work with clients and taking clients to activities. Support is also offered to the families of people with early onset dementia. Tel: 01243 528346. Website and Email as above.

Anchor Handyperson Service

A service for people over the age of 60 yrs or adults with disabilities in the Bognor Regis and Arundel areas. Will carry out minor repair work around the home, from changing a tap washer to repairing gates and fences (not decorating or gardening). There is a charge of £15 plus the cost of materials. Tel: 01903 788440. Address: 3 Churchill Court, 112 The Street, Rustington, West Sussex, BN16 3DA.

Anchor Staying Put

Offers help to those over the age of 60 yrs or disabled, in the Arun and Worthing areas, to manage repairs, improvements and alterations to their home. Tel: 01243 539988. Address: Staying Put & Handyperson Chichester, First Floor, Theatre House, Theatre Lane, Chichester, West Sussex PO19 1SR.

BT Priority Fault Repair Scheme

Free of charge Priority Fault Repair Scheme which will deal with any fault as soon as possible, day or night, every day of the year, including holidays. Make your application direct to BT. Terms do apply please call BT for details on Freephone: 0800 800 150.

Alarms – see *Arun Lifeline and Chichester Community Care Line* below

Arun Lifeline

Help at the touch of a button - a telephone-based link with a 24-hour central control. Available to those in the Arun District Council area. Contact: Arun District Council, Bognor Regis Town Hall, Clarence Road, PO21 1LD. Tel: 01903 737970 (Opening hours Mon-Fri 9am-5pm)

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

Bosham Monday Club

The Monday Club holds a meeting at St Nicholas Hall, Brookes Lane, Bosham every Monday at 2pm. It also provides outings in a 12 seater minibus for residents of the Bosham area for a suggested donation of 60p per mile.

Tel: 01243 572583 early evenings.

Chichester Community Care Line

Operated and managed by Chichester District Council, the service provides an on call alarm system for residents of Chichester District. An alarm unit is installed for a charge and connected to the telephone. The individual can ask for assistance at any time, from the trained staff at the control centre, by pressing a button on the alarm pendant that is provided when the system is installed. Other telecare equipment is also available such as fall sensors, movement detectors and key safes.

Contact: Chichester Community Care Line at Florence Road, Chichester, West Sussex, PO19 2GU on: 01243 778688

Website: www.chichester.gov.uk Email: communitycareline@chichester.gov.uk

Chichester District Older People's Partnership (CHOPP)

This partnership brings together statutory, voluntary and community sector groups and above all older people themselves. Together they discuss issues and services that exist to serve local need and are working towards shaping better services for the future.

We are keen to ensure that concerns from older people can be voiced and heard, to enable services to be tailored to meet their needs, and address the issues, of those who use them.

If you would like to become involved or want to know more, please contact the ChOPP team Tel: 01243 528460 or one of our Senior Forum members, Yvonne Tel: 01243 531940 or Ron Tel: 01243 783228.



Carers Emergency Alert Card Scheme

Peace of mind for carers when going out and leaving someone very dependent alone. A card can be carried by the carer which, in the event of accident or emergency, will alert the need for help for the person cared for.

This is a free service for carers in West Sussex co-ordinated by ICIS with community alarm centres and funded by Social and Caring Services and Health. Contact ICIS, Tel: 0800 859929. Website: www.icis-info4life.org.uk
Email: enquiries@icis-info4life.org.uk

Cinnamon Trust

Provides homes for pets while owners, over pensionable age, are in hospital. Has national register of residential accommodation that will allow residents to keep their pets. Operates through volunteers on a national basis to provide dog walking service for housebound owners. Tel: 01736 757900 Website: www.cinnamon.org.uk
Email: admin@cinnamon.org.uk



Contact the Elderly

The aim of this charity is to ease the loneliness and isolation of elderly people living alone and therefore may be of interest to carers living at a distance from the person they care for. The elderly person is invited to join a small group of other guests for Sunday afternoon tea one Sunday afternoon a month. A regular volunteer driver will collect and return the elderly person to their home. The service is free and there are local groups in Chichester, Bognor Regis and the Witterings. For further details Tel: 020 7240 0630
Website: www.contact-the-elderly.org Email: info@contact-the-elderly.org

Domiciliary Care

The Commission for Social Care Inspection register organisations and agencies which provide domiciliary care (care in your own home). The aim is to ensure a high quality of service by the agencies, which have to meet national minimum standards and which are checked from time to time. Tel: 0845 015 0120
Website: www.csci.org.uk Email: enquiries.southampton@csci.gov.uk

Finch (Friends in Nutbourne, Chidham and Hambrook)

Do you have restricted mobility? Finch can help with form filling, shopping, hanging curtains, changing a light bulb and general light maintenance. They also offer a sympathetic ear and transport to social events. All volunteers are CRB checked. For more information call their dedicated mobile on: 07775 942399.

Homeshare West Sussex

Homeshare West Sussex is a vetting, matching and support service that matches people who need support or simply want some companionship within their homes, with responsible homesharers who are able to provide this support (about 10 hours a week) in return for rent free accommodation. The type of support a homesharer could do is daily tasks like cooking, cleaning, shopping or provide overnight security and companionship. Homesharers do not provide any personal care.

If you would like to find out more about this FREE service, please contact the Homeshare Co-ordinator on telephone number 01903 738904 mobile 07738 641897 email dawn.blake@westsussex.gov.uk or you can visit www.westsussex.gov.uk

Independent Age Surrey & West Sussex

A national charity that champions independence for older people. Their main aim is to help older people on low incomes live with dignity and independence by providing: a regular income, the support and friendship of their volunteers, grants for emergencies, equipment, nursing and residential care and help with fees.

Contact: Independent Age, 6 Avonmore Road, London, W14 8RL Tel: 020 7605 4200. For the Area Representative Tel: 01403 741740

Website: www.independantage.org.uk Email: charity@independantage.org.uk

Laburnum Centre

A community centre for active over 55's (members and non-members). Facilities include lunches, library and more than 40 different activities including keep fit, bowls, art and board games. Monday-Friday 9.30am-4.30pm. Hairdressing, Chiropody and bathing services are available to members. Contact: Laburnum Centre, Lyon Street, Bognor Regis, West Sussex on Tel: 01243 827185

Medic-Alert

Pendants and bracelets which hold medical details you'd like to be known in case of emergency. For further details and prices Tel: 0800 581420 (Mon-Fri 9-5)

Southern Focus Trust – older persons services

Assists older people in the Chichester District with their own homes, people with disabilities and families on low incomes living in poor quality housing to remain living independently in their own home by providing the following services:

Home improvement/Adaptation Scheme - Repairs and adaptations funded either privately or by Chichester District Council grant (depending on applicant's means).

Handyperson Service - available to elderly home owners, people with disabilities and families with children under five. Minor repairs, not above gutter level on a bungalow. Available up to a maximum of 4 hours per month.

Contact: Mr John Pitman at Theatre House, Theatre Lane, Chichester, West Sussex on: 01243 539988

Village Friends

A self help/support group providing help with practical jobs and assistance for all ages with a wide variety of problems eg shopping or befriending people who may have difficulties with impaired sight or mobility. Incorporates Westergate, Eastergate, Yapton, Climping, Aldingbourne, Barnham and Walberton. For further details as well as the cost of membership contact the Co-ordinator Gill Tuson on 01243 554532.

West Sussex Fire and Rescue Service

Community Fire Safety

For your FREE Home Fire Safety Check call: 0800 3286 6487.

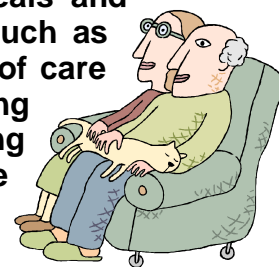
WRVS - Meals on Wheels

Supplies hot midday meals Monday to Friday to the houses of the elderly, infirm and housebound. Self-referrals are accepted. Contact the WRVS Food Services office to organise a meal Tel: 01243 642230



21. GOING INTO RESIDENTIAL CARE

A Residential Care Home provides accommodation with both meals and personal care for people who need assistance and supervision such as washing, dressing, administration of medicine, similar to the type of care provided by a carer. A Residential Home cannot provide ongoing nursing care although it may do so on a short-term basis. Nursing Homes provide a higher level of care and some are especially for the elderly and/or mentally infirm. All Nursing and Residential Homes must be registered and some will have dual registration. Social Services can provide advice and guidance on choosing a Home especially where a financial statement is required.



Do not hesitate to visit several homes before you make your choice to ensure that all the needs of the person going into care are met.

CareAware

A free Helpline service dealing with enquiries relating to the funding of long term care for older people. Also provide independent advice on care fee funding, benefit entitlement, and legal issues. Tel: 08705 134925

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

Directory of Nursing and Residential Homes in West Sussex

For copies of the Directory, contact the Contracts Department of West Sussex County Council on Tel: 01243 777065

Elderly Accommodation Counsel

A registered charity providing advice and assistance to elderly people seeking suitable accommodation. Also offers guidance to assist callers choose and fund accommodation most suited to their needs. Elderly Accommodation Council, 89 Albert Embankment, London, SE1 7TP. Tel: 020 7820 1343

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

Help the Aged Care Fees Advisory Service – see Chapter 23, *Benefits and Money Matters*

Relatives and Residents Association

A national organisation for friends and relatives of older people in homes. Offers advice, information and a listening ear concerning the practical and emotional problems experienced in these circumstances. Working with relatives to ensure the highest possible standard of care for residents. 24 The Ivories, 6-18 Northampton Street, London N1 2HY Advice Line Tel: 020 7359 8136 (Mon-Fri 9.30-4.30). Website: www.relres.org Email: info@relres.org

The Commission for Social Care Inspection (CSCI)

Provides details of and regulates all registered Nursing Homes, Residential Homes and Domicillary Care Providers in West Sussex. Directory and reports on individual homes available. Tel: 02380 821300

Website: www.csci.org.uk Email: enquiries.southampton@csci.gov.uk

www.bettercaring.co.uk

A searchable database of all registered care homes in the UK. Various criteria can be entered to narrow your search, including area and length of stay. It also has a variety of advice and information on fees, selecting the right home, etc.

They can also be phoned on Tel: 0845 644 1701

Email: bedvacs@bettercaring.co.uk

www.caringinfo.com

This website is a Resource Centre for older people in West Sussex provided by the West Sussex Forum (WSF) for Independent Providers of Care, which provide services for adults in domiciliary care, residential and nursing home throughout West Sussex.

Contact: caringinfo.com, c/o The West Sussex Forum, Woodland Close, Clapham Village, Nr. Worthing, West Sussex, BN13 3XR.

22. TRANSPORT

There are a number of different transport services and schemes available.

AA Disability Helpline

A Helpline for people with disabilities (free to AA members). Provide information on a wide range of disability related subjects such as route requests and car adaptations.

Also produce 'The Disabled Travellers Guide'.

Tel: 0800 262050. Textphone: 0800 3282810. Website: www.theaa.com



Adapted Vehicle Hire

Provides adapted vehicles to disabled drivers and wheelchair passengers in the event of an accident. This service is provided through insurance companies and for motability Operations. Also provide daily rental service with or without insurance. AVH Ltd sells used nearly new adapted vehicles at trade prices.

Tel: 0845 257 1670. Website: www.avh ltd.com

Arun Community Transport

Manages a range of services to the local population including:-

- **Dial a Ride** - One fully accessible car for people in the Arun area who are unable to use public transport due to a disability. To book, telephone the contact number between Mon-Fri 8.30am-4.30pm. The service is available 7 days a week 24 hours a day subject to driver availability and is charged on a mileage or daily rate.
- **Social Car Scheme** - A car service for shopping trips, visits to the dentist, doctor, etc for those unable to use public transport through disability or frailty.
- **ArunCare** – Has one 15 seater fully accessible minibus covering the County. Charged per mile or on a daily rate.

Contact: The Dairy, 3-5 Church Street, Littlehampton, West Sussex, BN17 5EL.
For bookings and information Tel: 01903 723584.

Website: www.arun-cct.freemove.co.uk

Billingshurst Community Transport

A car and accessible vehicle for people in the Billingshurst, Plaistow and Ifold, and Kirdford areas. For use by people unable to use public transport through disability or frailty. To book a journey Tel: 01403 787696 between 9.30am and 11am Mon-Fri at least 48 hours in advance.

Blue Badge Scheme

People who are disabled can apply for this badge, to use while they are the driver or passenger of a vehicle. It allows free parking in the majority of the UK. An accompanying booklet gives details of use and restrictions on use. A small fee is payable and a passport photo required. The Blue Badge is given on medical assessment provided by your GP. To obtain an application form, you can:

Tel: County Hall, Chichester on: 01243 777653

Email: BlueBadges.ss@westsussex.gov.uk; or write to: The Blue Badge Section, The Grange, Tower Street, Chichester, West Sussex PO19 1QT.

British Red Cross - Bognor

Offers a limited transport service with volunteer drivers for people with disabilities unable to use public transport. Charged at 65p per mile – Minimum £5.

Tel: 01903 207191 for details. Office open Mon-Fri 10am-1pm. Contact The Centre Organiser at 5, The Precinct, West Meads, Bognor Regis, PO21 5SB.

General enquiries: Tel: 01243 822240 Out of hours: 0800 587 8929

Car Tax Exemption

People who receive the higher rate of the mobility component of Disability Living Allowance or War Pensions Mobility Supplement can apply for exemption from Vehicle Excise Duty. There are several conditions of eligibility including the requirement that the vehicle must be solely used by or for the purposes of the person with a disability. Invalid Carriages are exempt from Vehicle Excise Duty.

The Certificate of entitlement to exemption is issued by the Benefits Agency, for further information contact: DSS. Blackpool Tel: 0870 8500 007.

Minicom: 01792 766426. Website: www.dvla.gov.uk

Chichester Community Transport

Two fully accessible minibuses for people with disabilities who are unable to use public transport. Covers - Chichester, Appledram, Boxgrove, Donnington, Funtington, Lavant, Oving, Bosham, Fishbourne, Hunston, N. Mundham, Tangmere & Westhampnett. Tel: 01243 816616. Open 9.15am–11.15am to book your journey the day before travel.

Community Bus Association - Petworth

A 12 seater minibus available to youth and community groups and residents of the following villages who are unable to use or have no access to public transport: Fittleworth (01798 865278), Petworth & Duncton (01798 343386), Kirdford (01403 820350), Northchapel (01428 707225), Plaistow (01403 871415), Tillington (01798 343922). Subscription charge applicable. The Bus operates regular shopping trips. Contact the relevant village organiser. Petworth Divisional Organiser: Mr K Lintill Tel: 01798 342948

Compton Community Car Scheme

Runs 16 volunteer cars covering the Compton and Stoughton Parish (incl West Marden) for people attending medical appointments and visiting relatives in hospital. Tel: 023 92 631392 or 02392 631455

Concessionary Travel

Apply to your local council for more information about free off-peak bus travel for people over 60 or disabled. Schemes vary in each area so the local council can advise what local arrangements have been made.

Chichester council: Tel 01243 534629

Arun council: 01903 737500

Contact 88

Runs two minibuses for older people and those with disabilities in the Chichester and local area. 90p per mile - £15 minimum. Not able to take passengers to hospital. Office hours Monday to Friday 9am to 11am. Tel: 01243 531988

Day Centres

Day Centres can provide transport for people attending the centre. They may also hire out their transport when it is not in use. Contact the Day Centre for further information.

Disabled Persons Railcard Office

Helpline Tel: 0845 605 0525. Textphone: 0845 6010132.

Website: www.disabledpersons-railcard.co.uk

Door to Door Directory Website

A transport and travel website for disabled and less mobile people.

Website: www.dptac.gov.uk/doortodoor

DORIS

A demand-responsive bus service, which runs Monday to Friday (8am-5pm) and Saturdays (8am-12noon and 1pm-5pm), linking the villages around Midhurst and Petworth. It runs request routes which need to be pre-booked.

For further details phone the Travel Centre: on 01730 815518

Website: www.travelondoris.co.uk

Harting Minibus Service

One fully accessible 15 seater minibus available to the general public operating in the region of South, East and West Harting and Nyewood. The vehicle operates on scheduled routes on Tuesday to Chichester and on Wednesday, Friday, Saturday to Petersfield. Tel: 01730 825040

Manhood Mobility Volunteer Service

Provides a disabled persons vehicle and volunteer cars for those living in the West Manhood area between the Witterings, Itchenor, Birdham, Almondington, Earnley and Bracklesham area who cannot use public transport because of age or mobility problems or economic circumstance. There is a lifetime family membership fee (£10) and a small charge per journey. Contact: The Manager, The Witterings Health Centre, East Wittering, West Sussex, PO20 8BH.

Tel: 01243 671881 Fax: 01243 672200

MAVIS – Mobility Advice and Vehicle Information Service

Provides assessment and practical advice on driving, cars and adaptations for disabled drivers and passengers. Has a selection of adapted vehicles for test driving and assessment. Produces an information pack, factsheets on hand controls and pedal guards, the use of cushions, applying for a licence and returning to driving. Tel: 0800 559 3636 Website: www.dft.gov.uk/access/mavis

Midhurst Community Bus Association

One 16 seater minibus covering Easebourne, Lodsworth, Trotton, Bepton and Lower Elsted. Available to the general public. 60p per single journey

Tel: 01730 810368

Motability

Motability is a registered charity which enables disabled people to use the higher rate mobility component of Disability Living Allowance or War Pensioners Mobility Supplement to lease or buy a car or buy a powered wheelchair or scooter. There is also a hire purchase alternative for people who wish to own the car, powered wheelchair or scooter at the end of the agreement.

For information about cars Tel: 0845 456 4566, for wheelchairs/scooters Tel: 0845 607 6260. Minicom: 0845 675 0009. Website: www.motability.co.uk

Queen Elizabeth's Foundation Mobility Centre

An information and assessment service on all aspects of outdoor mobility for disabled and elderly people. Services (not free of charge) include driving ability assessments, car adaptation assessments, passenger consultations and pavement vehicle and wheelchair assessments. Tel: 0208 770 1551.

Website: www.gef.org.uk

Radar Keys for Toilets for the Disabled

National key scheme offering independent access for disabled people into over 4,000 locked public toilets around Britain. To purchase a key Tel: 020 7250 3222

Website: www.radar.org.uk

Railcard schemes

Discount railcard schemes are available for elderly and disabled people. For further details. Tel: 08457 484950. Website: www.nationalrail.co.uk

Sammy Community Transport

Provides a community care service (including wheelchair accessible cars) for all local people including those with a disability in the Bognor Regis, Chichester and Selsey areas plus outlying villages. Bookings should be made at least 48 hours in advance of the journey. Also have wheelchair accessible mini-buses available for use by registered groups to attend meetings and events. Bookings require a minimum of 1 weeks notice.

Contact: Mr Peter Wells, Manager, York Road Chambers, York Road, Bognor Regis, West Sussex, PO21 1LT or Tel: 01243 827821 for prices and availability (Mon-Fri 9am-1pm and 2pm-4pm).

Website: www.sammytransport.org.uk Email: office@sammytransport.org.uk

Selsey Community Bus Association

One fully accessible minibus covering Selsey. Available to the general public on scheduled routes only. Charge: 20p, or free with concessionary pass. Mon-Fri (9am–5pm). Tel: 01243 605353 – Veronica Holloway

Selsey Venture Club

Provides three 14 seater and one 12 seater minibuses for older people and the disabled around the Selsey area. Members only. No powered wheelchairs.

Contact The Selsey Venture Club at Elm Grove, High Street, Selsey, West Sussex, PO20 0RP on: 01243 602102 Monday-Friday (9.30am-11.30am and 2.30pm-4pm), Saturday (9.30am-11.30am).

Shopmobility

The scheme provides manual and powered wheelchairs and scooters (for a small charge) to help those with restricted mobility (temporary or permanent) to use the local facilities in Chichester, Havant, Waterlooville and Leigh Park. There is a charge for this service. Longer periods of hire can be arranged on request. For details telephone: Havant 023 9245 5444 (Mon-Sat 9am-4pm) or Chichester: 07932 802778 (Mon, Thurs & Sat 9am-4pm)

There is also a shopmobility service in Bognor Regis. Office hours Monday - Friday 10am-4pm & Sat 10am-2pm. They can deliver and are also open on Sundays throughout the Summer season (weather permitting)

Contact: The Old Fire Station, Town Hall, Belmont Street Car Park, Bognor Regis, PO21 1LD Tel: 01243 830077

E-mail: bognorshopmobility@jrmail.co.uk

St John Ambulance Patient Transport Service

A private ambulance service that provides transfers to and from hospitals, private care facilities and care homes as well as long distance transfer of patients and those arriving from overseas. The vehicles are equipped to care for a range of dependency levels and the service offers a guaranteed pick-up time. Tel 08700 104950 to obtain a quote for your journey

St Peters Pastoral Care Team

Provides a transport service to doctors surgeries and hospital appointments (not shopping) in the Wisborough Green area. There is no charge for this service. Also runs a library book delivery service for housebound readers. Tel: 01403 700336

Sussex Ambulance Service NHS Trust

Provides transport for people with a medical need which is assessed by the General Practitioner or Hospital Consultant concerned.

They will consider whether it would be safe for the person to travel using public or private transport, whether special equipment is needed and/or whether the patient needs an escort.

The transport is available to enable people to receive NHS-funded care, treatment, assessment or rehabilitation.



Tandem

Has four accessible vehicles offering transport services for elderly and disabled people, using volunteer car drivers or the Tandem minibuses. Travelling from Midhurst and Petworth to any destination. Offers a hospital car service at 40p per mile (min charge £3.00) as well as wheelchair accessible vehicles at 50p per mile (min charge £3.00). There is also a club for members with regular outings.

Contact: The Transport Co-ordinator on 01730 813962 (Mon-Fri 9am-2pm)

Transport Co-ordination Group – West Sussex

Based at West Sussex County Council, the Transport Co-ordination Group provides advice and support to community groups to begin and operate transport schemes. Also produces an annual community transport directory which contains information about community transport providers across the county.

Tel: 01243 777391. Website: www.westsussex.gov.uk

Traveline

Information about routes and times of buses, coaches and trains throughout West Sussex provided by West Sussex County Council.

Tel: 0871 200 2233 Typetalk: 0871 200 2233 (follow instructions and use the West Sussex typetalk code- 820) Website: www.traveline.org.uk

Village Bus of Amberley and Slindon

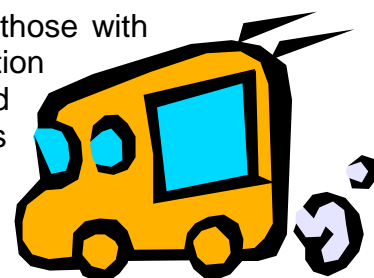
Runs a 16 seater minibus for the general public. A charge of £2.60 return is levied for every journey made. The bus operates on scheduled routes to Bognor Regis, Worthing, Rustington, Littlehampton and Chichester. A participant in Sussex County Card Scheme. Contact: Mrs Beere on Tel: 01243 814446

Email: bonnybeere@aol.com

West Manhood Venturers

Runs a fully accessible 13 seater minibus for older people and those with disabilities who become members of the society, annual subscription £10. Covers East and West Wittering, Birdham, Itchenor and Bracklesham and Earnley. Runs weekly shopping trips and visits to local clubs/organisations. Local shopping and social events are free, Chichester shopping Free. Contact Mr Pettman on Tel: 01243 672696

To join call Mr Church on 01243 670799



23. BENEFITS AND MONEY MATTERS

People who have an illness or disability, carers and/or people on a low income may be entitled to a range of benefits. The regulations on benefits are complex and subject to change so seek advice. Your local Citizens Advice Bureau can give confidential, free, independent, impartial advice on benefits, entitlements, money problems and debt counselling. If you are over 50, Age Concern can also advise, or contact your Local Pension Service if age 60 and over.



Arun Benefits Adviser

Based in the Citizens Advice Bureau (CAB) Town Hall, Bognor Regis. Able to give advice and provide a form filling service for: Disability Allowance, Attendance Allowance and other welfare benefits. Home visits for clients who are unable to get into the bureau for assistance. This could be for financial reasons, illness, disability, or caring commitments. They also offer diagnostic welfare benefit advice and help with appeals.

Contact the CAB on 01243 866233 and ask for the Arun Benefits Advisor

Attendance Allowance (AA)

This is a non-means tested, non taxable benefit, payable to people aged 65 and over who are severely disabled, either mentally or physically, and who have needed help with personal care for at least the last 6 months, or who are terminally ill because of a long term illness or disability. The '6 months' rule is waived if the person is terminally ill. It is paid for a fixed or indefinite period

Benefit advice

For those with hearing or speech difficulties Textphone: 08457 22 44 33

For forms and general Benefit advice for those aged 60 yrs and over:

- Local Information Points. For times and locations
- Tel: 01243 846450 or 01243 846398
- Pension Advisor and Home Advisor 01273 364754
- The Pension Centre Tel: 0845 6060265

For forms and general Benefit advice for those aged under 60 yrs:

Job Centre Plus Office, 5 Southgate, Chichester, PO19 2EH. Tel: 01243 224100

Gloucester House, High Street, Bognor Regis, PO21 1HH. Tel: 01243 846300

Carers Allowance Line Tel: 01253 856123

For Information and Home Visits for Arun and Chichester Tel: 01243 846398

Benefits Enquiry Line

Free confidential advice and information on Benefits entitlements for people with disabilities and their carers. Tel: 0845 6060 265. The line is open Mon-Fri (8.30am-6pm) and Sat (9am-1pm).

Carers Allowance (CA)

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

Chichester Welfare Trust

Provides grants for people who are in need, sick, disabled or infirm and live in the city of Chichester. Tel: 01243 781849

Civil Service Benevolent Fund

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

Tel: 0800 056 2424. Website: www.csbf.org.uk

Citizens Advice Bureau (CAB)

Citizens Advice Bureaux give confidential, free, independent, impartial advice on benefits, entitlements, money problems and debt counselling. Telephone or call in, there is no need to make an appointment, although you may be given an appointment if you need to return with further information.

See *Chapter 1, Advice and Information* for telephone numbers.

Disability Living Allowance (DLA)

This benefit is for people under 65 who have needed help with looking after themselves and/or help with getting around, there are two components, Care and Mobility, and both components have a three month qualifying period for at least the last 3 months, and help must be expected to last at least 6 months expect to need that help for at least the next 6 months.

Funeral Costs See *Chapter 26, Help with the Cost of a Funeral*

Help the Aged Care Fees Advice Service

If you or the person you care for are in need of residential or home care and have to pay for yourself, this service can offer impartial advice on meeting care needs for life, whilst as far as possible, protecting your savings and capital. Once the personal advisor fully understands your needs and wishes, a report can be prepared explaining the different ways in which you can fund your care. The service is free. Care fees advice is provided in partnership with NHFA Ltd.

Mon-Fri (9.00am-5pm) Freephone: 0500 767476.

Housing Benefit and/or Council Tax Benefit

Assistance is available towards rent and/or council tax costs for people on a low income and with limited capital. For more information, get in touch with your local council, Jobcentre Plus, Jobcentre or social security office or The Local Pension Service.

Income Support

This is a means tested benefit is usually for people aged 16 and 59, who are unable to work due to disability or sickness, or a Lone Parents or someone looking after someone who is elderly, sick or disabled illness on a low income and with limited savings. Receipt of Income Support can automatically entitle people to additional benefits, including help with NHS costs.

Independent Living Fund

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

Tel: 0845 6018815 Textphone: 0845 6018816 Website: www.ilf.org.uk

Email (general enquiries): funds@ilf.org.uk

Inland Revenue (Tax Office)

The Inland Revenue has leaflets about tax allowances for people who are elderly, registered blind or have a disability. All Inland Revenue offices have a free home visiting scheme to help people with form filling if they cannot travel to a tax office themselves. For advice on eligibility for special tax allowances because of a disability. For the Chichester Office Tel: 0845 366 7856

Liaise

An independent voluntary organisation providing free and confidential benefits and debt advice to anyone living in the north Chichester District area. Can advise on entitlement and help with form filling. Home visiting service if required. Contact: Liaise, PCC Office, above Austen's, Market Square, Petworth (Every Tuesday 9am-12pm) Tel: 07931 300 705

Macmillan Benefits Helpline

Provides people with cancer and their families and carers' with advice and information on what benefits they are entitled to and how to access these, along with form-filling service. Also offers advice on other kinds of financial help with regard to, for example, prescription costs, fares to hospital, and housing costs. Tel Helpline: 0808 801 0304 Website: www.macmillan.org.uk

NHS Costs

If you or your partner is on income support or on a low income or with very little savings you may be eligible for financial help with various NHS costs. The leaflet *Help with Health Costs* is available from most Post Offices, Libraries, Health Centres and Citizens Advice Bureaux.

Specific leaflets are also available covering costs on NHS dental treatment, sight tests and glasses, hospital travel costs, NHS prescriptions, NHS wigs and fabric supports.

Pension Credit

Pension Credit guarantees everyone living in the UK aged 60 and over a minimum income, and may be able to award extra benefit to people over 65 who have made modest provision for retirement, eg through savings or occupational/private pension. There are additional payments for those disabled and living on their own, Carers, and those paying mortgages or Service Charges To see if you qualify, ring 0845 606 0265 or contact The Local Pension Service: 01243 846450, or go to the website www.thepensionerservice.gov.uk

Princess Royal trust for Carers Grants

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

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

Grants are not means tested, but a financial information sheet does need to be completed, and Princess Royal Trust for Carers expect that carers who can afford to pay for these things themselves, will do so. As availability of funds depends on the fund raising that Princess Royal Trust for Carers does, not all grants are open for applications at all times. Whilst grant applications have to be made through the Carers Support Service, we do not have any input into the decision. For more information contact the Carers Support Service on 01243 537011.

SSAFA Forces Help See *Chapter 2, Someone to talk to* for contact numbers

24. LEGAL MATTERS

It is generally advisable to consult a solicitor if you are concerned about any legal matters. They are listed in the yellow pages.

If you are not sure whether a solicitor is necessary or you do not know how to find one contact the Citizens Advice Bureau.

Court of Protection and Public Trust Office

The Court of Protection looks after the financial affairs and property of people who are mentally incapable of doing this for themselves. Its main function is to appoint receivers who carry out the day to day management of the person's affairs. It also adjudicates in disputes concerning the management of their financial affairs.



The Public Trustee is responsible for the supervision of receivers appointed by the Court of Protection. Additionally, the Public Trustee can appoint the Court as receiver in those matters where there is no-one suitable or willing to act for someone.

Disability Law Service

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

Open Monday-Friday 10am-5pm (closed 1pm to 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

Enduring Power of Attorney

This form of Power of Attorney is to enable a person while they are mentally capable to decide who they would like to manage their affairs for them in the event they become mentally incapable.

Executor

The executor is the person or persons named in the Will to carry out the directions and dispositions in the Will as requested.

An executor becomes the legal representative of the writer of the Will and has the right to refuse the responsibility.

Guardian

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

Guardianship and Mental Health

The purpose of Guardianship is to enable people to receive care and medical treatment outside hospital but with close supervision and control. Guardianship gives the guardian the power to require a person to live at a specified address, attend a specified place for medical treatment or activity and to be seen by a doctor, approved social worker or other professional as required.

A person who is subject to Guardianship has the right to refuse medical treatment in most situations. A person named as guardian will either be a Social Services department or any other person approved by them. Application for Guardianship is made to the local authority.

Legal Aid

The Legal Services Commission is responsible for the Community Legal Service (civil) and Criminal Defence Service (criminal) legal aid schemes. Anyone qualifying for legal aid gets free advice about benefits, tax credits, housing, employment, education or debt problems. Tel: 0845 345 4345.

Website: www.legalservices.gov.uk or www.clsdirect.org.uk

Power of Attorney

This allows a person to give another the legal right to manage their affairs.

Solicitors for the Elderly

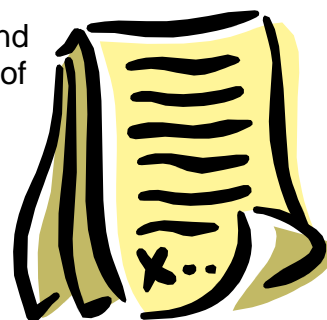
A national organisation of lawyers committed to providing and promoting independent legal advice for older people, their family and carers.

Tel: 0870 067 0281. Website: www.solicitorsfortheelderly.com

Wills

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

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



25. WHAT TO DO AFTER A DEATH

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

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



Benefits Enquiry Line

There is a useful booklet entitled “What to do After a Death” available from the Benefits Enquiry Line. This gives clear information about what to do and about the help that is available, including information about organisations that can offer support and a chance to talk. For a copy of this leaflet, tel: 0800 882200.

Registering a Death

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

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

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

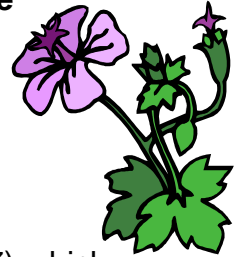
Registrar for Births and Deaths - Chichester,
Greyfriars, 61 North Street, Chichester, PO19 1NB. Tel: 01243 782723
Registrar for Births and Deaths – Bognor Regis
Health Centre, West Street, Bognor Regis, PO21 1UT. Tel: 01243 642210
Registrar for Births and Deaths – Midhurst
Capron House, North Street, Midhurst, GU29 9XX. Tel: 01730 813245

Note: Arundel is served by the Worthing office:
Registrar for Births and Deaths,
Centenary House, Durrington Lane, Worthing, BN13 2QB. Tel: 01903 839007

26. HELP WITH THE COST OF A FUNERAL

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

If the deceased was a war pensioner, assistance may be available in certain circumstances and this will not have to be repaid from the person's estate. Details from the War Pensions Agency, Norcross, Blackpool, FY5 3WP Tel: 0800 169 22 77. Similarly the Royal British Legion can sometimes help out with funeral arrangements for an ex-service person member.



Age Concern

Age Concern publishes a free fact sheet Arranging a Funeral (No 27) which contains details on how to have a funeral without a funeral director, financial help and how to register the death. For more details contact Age Concern West Sussex Tel: 01243 528346

Several organisations offer funeral (pre-payment) plans (which can combine the costs of the funeral and specification of the type of funeral wanted). For example Age Concern (Spencer House, 62A The Parade, Sutton Coldfield, West Midlands B72 1GT Tel: 0121 321 5254) and most Co-operative Societies (Funeral Bond Office, Freepost NWW 3091A, Manchester M60 5FH Tel: 0800 289120) and the Funeral Planning Trust (Funeral Planning Services, Freepost IH4150, Flint House, Ipswich Road, Long Stratton, Norwich, NR15 2ZZ. Tel: 0800 413046).

The Social Fund

If there is insufficient money in the deceased's estate to pay for the funeral then the nearest relative is expected to meet the cost. In cases of extreme hardship, help towards the costs may be obtained from the Social Fund. Further information on this may be obtained from the Benefits Enquiry Line. Tel: 0800 882200.

27. SOMEONE TO TALK TO - BEREAVEMENT

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

However prepared one might be for the death of a loved one, the sheer intensity of the emotions and reactions to the death can be overwhelming. It can be confusing to feel angry and unable to concentrate - though these are very common manifestations of bereavement - and the act of talking to someone about one's feelings, whether it is to friends or trained counsellors, can be of great comfort and assistance in this process. The most obvious forms of help come from friends and family, but assistance is also available via the GP, clergy and from professional and voluntary bereavement counsellors. Often families and friends experience discomfort at talking about the deceased and fear the effect that talking about them will have on the bereaved person, when often this is just what they want. A counsellor can facilitate discussion and open the way for the bereaved to verbalise the numerous and conflicting emotions brought about by their loss.



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

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

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

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

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

Child Death Helpline

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

Tel: 0800 282986 (Evenings 7-10pm, Mon-Fri 10am-1pm, and Wed 1-4pm)

Church Support

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

Compassionate Friends

Support and friendship for bereaved parents and their families by those similarly bereaved. Produce information leaflets, newsletters and provide one to one support as well as having a number of local support groups. National Helpline open 365 days a year (10am-4pm and 6.30pm-10.30pm). Tel: 0845 123 2304

Cruse

A national organisation with branches throughout the UK. Aims to provide individual and group counselling as well as social support to all who seek its help as well as producing a wide range of literature on the subject. The local branch can offer free confidential listening and support to people in their own homes, covering the Chichester District, Bognor Regis and Arundel Tel: 01243 530202. National Helpline: 0844 4779400 email: helpline@cruse.org.uk. There is also a free Helpline for young people aged 12-18 years affected by someone's death Tel: 0808 808 1677 Website: www.cruse.org.uk

Lesbian and Gay Bereavement Project

Offer support to lesbians and gay men who have been bereaved. Face to face counselling in London only. Also information including advice on Wills. Tel: 020 7403 5969

National Association of Widows

Head Office provides advice and information to all widows, their families and friends as well as details of local branches offering support, social activities and friendship. The service is free and confidential. 48 Queens Road, Coventry, CV1 3EH. Tel: 0845 8382261

Samaritans often receive calls from people who are bereaved and provide the opportunity to talk in confidence to someone who is independent. Tel: 08457 909090 24hrs

The WAY Foundation

A UK-wide self-help and social support network for men and women widowed under the age of 50 and their children. There is an annual membership fee of £10. Members receive a quarterly newsletter, access to the lending library of videos and books, contact lists of local members and access to the members-only email notice boards where they can share their thoughts and feelings at any time. Tel: 0870 011 3450 Website: www.wayfoundation.org.uk

Winston's Wish

A national Helpline for anyone concerned about a child who has been bereaved. Have a range of literature and support services to assist children to cope with a close family death. Contact: Winston's Wish, Clara Burgess Centre, Bayshill Road, Cheltenham, GL50 3AW Tel: 0845 2030 405 (Mon-Fri, 9am-5pm) Website: www.winstonswish.org.uk

28. COMMENTING ON A SERVICE OR MAKING A COMPLAINT

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



When people are dissatisfied with a service they are often reluctant to complain, fearing that the fact that they have complained will affect the service they receive in the future. This should NOT happen.

Complaining can result in an apology, explanation or other action and may change or improve the service for the future.

The process of complaining can sometimes be difficult, but there are people who can help.

Each service or organisation will have its own Complaints Procedure.

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

Health Service Commissioner (The Ombudsman)

If your complaint cannot be resolved locally, you can contact: The Health Service Ombudsman for England 11th Floor, Millbank Tower, Millbank, LONDON, SW1P 4QP Tel: 0845 015 4033

A leaflet produced in several languages is available explaining the NHS Complaints System from the Health Literature Line Tel: 0870 155 5455.

Independent Complaints Advocacy Service (ICAS)

Provides independent, confidential advice on how to make an informal or formal complaint about an NHS service. Contact: ICAS, Ground Floor, 7 Vale Avenue, Tunbridge Wells, TN1 1DJ. Tel: 0845 6008616 (Mon-Fri 9am-5pm)

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

National Health Service

It is essential to make your complaint as soon as possible as there are time limits for investigating complaints – usually six months after the event.

If your complaint is about one of the NHS Trusts, then contact the Chief Executive of the appropriate Trust. Complaints about your Primary Health Care Team (GPs and other workers at the surgery) should initially be sent to the Chief Executive of the Primary Care Trust – the address is in *Chapter 6, Health Services*.

Overview and Scrutiny Committee

This is the body through which local authorities with social services responsibilities have the power to scrutinise NHS services. In West Sussex this committee is called the 'Health Scrutiny Select Committee' and it looks at matters relating to the

planning, provision and delivery of health services. The committee must be consulted by NHS bodies on any proposal for substantial development or variation in health services. Matters are also referred to the Committee by PPI Forums.

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)

Patient and Public Involvement (PPI) Forums

Every Primary Care Trust (PCT) and NHS Trust has a PPI to seek the views of patients receiving services, to monitor services, and to influence and inform the Trust's decision-making. Primary Care PPI's also advise and monitor the NHS on its duty to involve and consult the public, as well as ensuring that ICAS (see above) is provided.

Social Services - Outline of Complaints Procedure

- (1) Talk or write to the person who has been dealing with you. This person may be able to explain why certain decisions have been made, suggest an alternative, or look at the situation afresh.
You will normally receive a written response within 14 days and this will include the name and address of your local service manager.
- (2) If you are not satisfied with the response, your next step is to write to the local service manager who will review the case and will respond within 14 days. Many difficulties can be resolved by following this procedure.
- (3) If you then wish to pursue the matter further as you remain dissatisfied write to the Complaints Officer who will respond to you formally according to guidelines laid down by the government.
- (4) At this stage you will be provided with further details about the process for dealing with your complaint, including your right to appeal to a Complaints Panel chaired by an independent person.

The Complaints and Representations Officer
West Sussex County Council, Social Services Department, The Grange, Tower Street, Chichester PO19 1QT Tel: 01243 752164

INDEX

4	
4Sight (West Sussex Association for the Blind).....	39
A	
AA Disability Helpline	76
Action for Blind People	61
Action for Kids.....	45
Activenture Holidays	61
AD/HD Support Group	48
Adaptations.....	65
ADAPTATIONS TO YOUR HOME	65
Adapted Vehicle Hire	76
ADVICE AND INFORMATION	1
AFASIC – Bognor and Chichester	50
Age Concern.....	89
Age Concern – Chichester & District	2
Age Concern - Chichester and District	70
Age Concern - West Sussex	2
Age Concern Befriending Service	70
Al-Anon Family Groups	42
<i>Alarms</i>	See Arun Lifeline and Chichester Community Care Line
ALCOHOL AND DRUG RELATED PROBLEMS	
Alcoholics Anonymous	42
Aldingbourne Trust.....	33
Allen House (Richmond Fellowship).....	29
Alzheimer’s Society.....	27
Alzheimer’s Society Helpline	8
Amberley and Slindon Village Bus	81
Ambulance Service	80
Anchor Handyperson Service.....	70
Anchor Staying Put	70
Ankylosing Spondylitis - National Society	51
Arthritis Care - National Association	51
Arthritis Care Hotels	61
Arun Benefits Adviser.....	82
Arun Community Transport	76
Arun Lifeline	71
Arun Sports Association for the Disabled.....	51
Ashmount House	58
Asthma Centre	51
Attendance Allowance (AA).....	82
Autistic Society.....	48
AVERT	32
B	
Back Care	51
Bendrigg Trust	61
Benefit advice	82
BENEFITS AND MONEY MATTERS	
Benefits Enquiry Line	82, 88
BEREAVEMENT	90
Billingshurst Community Transport	76
Blue Badge Scheme	76
BME Community Service	2
Bognor Beavers Club	39
Bognor Community Health Team Support Group	11
Bognor Regis Carers Support Group ..	11
Bognor Regis Stroke Support Group	11, 51
Bognor Torch Fellowship	41
Bosham Monday Club.....	71
Break	61
Breakaway	52
British Association For Counselling and Psychotherapy	8
British Epilepsy Association	54
British Institute of Learning Disabilities	33
British Kidney Patient Association.....	52
British Lung Foundation	52
British Polio Fellowship – West Sussex.....	52
British Red Cross - Ability	65
British Red Cross - Bognor	65, 77
British Red Cross - Petworth.....	65
British Red Cross - Selsey	66
British Tinnitus Association	37
Brittle Bone Society.....	52
BT	39
BT Age & Disability Action	37
BT Priority Fault Repair Scheme.....	71
C	
CAB	3, 83
Calvert Trust	61, 62
Cancer Backup	2
Cancer Journey	2
Cancerwise	3
Car Tax Exemption	77
Cardiac Support Group	52
Care and Repair	73
Care Fees Advisory Service.....	83
CareAware.....	3, 74
Carers Allowance.....	82
Carers Emergency Alert Card Scheme	71
CARERS GROUPS	11
Carers Support Service - Regis, Chichester & Rural.....	1, 13
Carers UK.....	3
Carers UK Helpline	8

Cerebra.....	45
Challenging Behaviour Foundation.....	34, 45
Chanctonbury Community Playscheme	45
Chestnut Tree House.....	45
Chichester and Arun Sitting Service....	59
Chichester Area Mind.....	28
Chichester Area Talking News	40
Chichester Carers Support Group	11
Chichester Community Care Line.....	71
Chichester Community Transport.....	77
Chichester Counselling Service.....	8
Chichester Portage Service.....	45
Chichester Stroke Club	11, 53
Chichester Torch Fellowship	41
Chichester Welfare Trust.....	83
Child Death Helpline	90
Child Disability Team	46
CHILDREN WITH SPECIAL NEEDS...	44
Chiropody ... See Podiatry and Chiropody	
Church Support.....	91
Cinnamon Trust	72
Citizens Advice Bureau	3, 83
Citizens Advice Bureau (CAB)	3
Coeliac Society	53
COMMENTING ON A SERVICE OR MAKING A COMPLAINT	92
Community Bus Association - Petworth.....	77
Community Mental Health Teams	26
Community Psychiatric Nurse (CPN) ..	13
Community Rehabilitation Teams.....	20
Community Service for People with HIV/AIDS	32
Community Team for People with Learning Disability	33
Compassionate Friends	91
COMPLAINTS.....	92
Compton Community Car Scheme.....	77
Concessionary Travel	77
Confide Counselling Service	9
Contact 88	77
Contact a Family	3, 9, 46
Contact the Elderly.....	72
Continence.....	21
Court of Protection and Public Trust Office	86
Creative Response.....	27
Cri Clockwalk Project	42
Crossroads	59
Crossroads Rural Short Breaks Groups.....	59
Cruising Holiday	62
Cruse	91
Cystic Fibrosis Trust.....	53

D

Daily Living Centre.....	66
Day Care – Social Services	18
Deaf and Hard of Hearing Association	38
Deafblind UK.....	37
DeafBlind UK	40
Dentists.....	20
Department of Sexual Health - Chichester.....	32
Depression Alliance	27
Diabetes UK - Chichester and District.....	53
Direct Payments.....	18
Directory of Nursing and Residential Homes in West Sussex....	74
Disability Equipment Register	66
Disability Equipment Service.....	66
Disability Information Service Sussex (DISS)	4
Disability Law Service	4, 86
Disability Living Allowance	83
Disable Persons Railcard Office.....	78
Disabled Facilities Grants	65
Disabled Living Foundation.....	66
Disaway Trust.....	62
District Nurse	13, 20
Domiciliary Care	72
Door to Door Directory Website	78
DORIS	78
Down's Syndrome Association.....	34
Dreams Come True	46
Drug Intervention Programme.....	21
DRUG RELATED PROBLEMS	42
Drugs Helpline	43
Dyslexia Action	50
Dyspraxia Foundation – Sussex.....	53

E

Education.....	44
Elderly Accommodation Council.....	74
Emergencies.....	18
Emotional Support for Carers.....	1, 9
Enable Holidays.....	62
Enduring Power of Attorney	86
Epilepsy Action	54
EQUIPMENT and ADAPTATIONS TO YOUR HOME.....	65
Ethnic Minority Helpline.....	4
Executor	86
Eye to Eye	34

F

Face to Face.....	47
Families and Friends Project.....	42
Families Anonymous.....	42
Family Doctor or GP	14
Family Fund.....	46

Family Fund Trust	49	HOUSING	68
Fibromyalgia Support Group	54	Housing Benefit and/or	
Finch	72	Council Tax Benefit.....	83
First Steps to Freedom.....	28	Huntingdons Disease Association -	
Fledglings	46	Sussex Branch.....	54
Focus Group for the Visually Impaired	40	Hyperactive Childrens Support	
Forresters Respite Centre	59	Group - Chichester.....	46
Foundation for People with			
Learning Disabilities	34	/	
FRANK.....	43	ICAS	4, 92
FUNERALS.....	89	ICIS – information for life.....	5
G		Impact Advocacy Service.....	34
Gay Bereavement Project	91	Income Support	83
GP Attached Social Workers.....	18	Independent Age.....	73
GP Surgeries	21	Independent Complaints	
Grooms Holidays	62	Advocacy Service	92
Guardian	86	Independent Complaints	
Guardianship and Mental Health	87	Advocacy Service (ICAS).....	4, 11
H		Independent Living Funds.....	84
Handyperson Service.....	73	Information Shops.....	14
Harting Minibus Service	78	Inland Revenue (Tax Office)	84
Headway	54	Intensive Care at Home Service.....	21
Health Literature Line.....	21	IPSEA	47
Health Service Commissioner		J	
(The Ombudsman)	92	Jean Carr Trust.....	63
HEALTH SERVICES.....	20	K	
Health Visitors.....	21	KidsOut.....	63
Hearing Aid Unit.....	38	Kiloran Trust	63
HEARING DIFFICULTIES.....	37	L	
Hearing Dogs for Deaf People	37	Laburnham Centre Deaf and	
Heart Support Group.....	54	Hard of Hearing Club	37
Help Desks	2, 16	Laburnum Centre	73
Help the Aged Care Fees		LANGUAGE DIFFICULTIES	50
Advisory Service	83	L'Arche.....	34
Help The Aged Senior Line	4	LEARNING DIFFICULTY	33
Help The Aged SeniorLine Service	4	Learning Disability Helpline.....	35
Help With Continence	4	Legal Aid.....	87
HIV / AIDS	32	LEGAL MATTERS	86
Hodgkin's Disease &		Lesbian and Gay Bereavement	
Lymphoma Association	54	Project	91
Holiday Care	63	Leucan.....	47
HOLIDAYS.....	61	Liaise	84
Home improvement/Adaptation		Library Services in West Sussex.....	5
Scheme.....	73	Listening Ear Services	9
Home Repairs Assistance		Look Sussex	40
Grants Scheme	65	Lupus.....	56
Homecare - Social Services	19	M	
Homecraft AbilityOne	66	Macmillan Benefits Helpline	84
Homeshare West Sussex.....	72	Macmillan Specialist Palliative	
Hospice Information Service	4	Care Services	22
Hospital Discharge Scheme	19	Manhood Mobility Volunteer Service ...	78
Hospital Social Workers	19	MAVIS	78
Hospitals	21	ME	See Remember
House No. 48 (Community			
Mental Health).....	30		

ME/CFS	57	Support Group	53
Meals on Wheels	73	Pathway Employment Service.....	35
Medic-Alert.....	73	Patient Advice and Liaison Service .	6, 93
Mencap	63		
Mencap - Bognor, Chichester and District Society	34	Patient Advice and Liaison Service (PALS)	6
MENTAL HEALTH	25	Patient Advocacy and Liaison Service	23
Mental Healthline	9	Patient and Public Involvement (PPI) Forums	93
Mental Healthline – West Sussex.....	28	Pension Credit	84
Mid Sussex Body Positive.....	32	PHAB Club – Chichester.....	47
Midhurst Community Bus Association .	78	Pharmacists.....	23
MIND.....	28	Podiatry and Chiropody.....	23
Mind Western CIC.....	28	Portage Service	45
Mobility Advice and Vehicle Information Service	78	Power of Attorney	87
Motability.....	79	PPI Forums.....	93
Motor Neurone Disease Association ...	55	Practice Nurses	24
Multiple Sclerosis Society.....	55	Princess Royal trust for Carers Grants	85
Muscular Dystrophy Campaign	55	Prostate Cancer Network.....	56
<i>N</i>		<i>Q</i>	
National Association for the Relief of Paget’s Disease	55	Queen Elizabeth’s Foundation	
National Association of Widows	91	Mobility Centre.....	79
National Deaf Childrens Society – South East	37	<i>R</i>	
National Health Service.....	92	RADAR	63
National Osteoporosis Society	55	Radar Keys for Toilets for the Disabled.....	79
NHS Costs	84	Railcard schemes	79
NHS Direct.....	5, 22	Reach	48, 56
No Panic	29	Red Cross.....	See British Red Cross
Nursing Homes and Residential Care Homes.....	59	Registering a Death	88
<i>O</i>		Regnum (West Sussex) Crossroads	59
Occupational Therapy	14, 19, 22, 66	Relate	10
Old Glassworks (Richmond Fellowship).....	29	Relatives and Residents Association	74
Ombudsman	92	REMAP	67
Opticians.....	22	Remember	56
Osteoporosis Society	55	Renovation Grant.....	65
OTHER ILLNESSES AND DISABILITIES	51	RESIDENTIAL CARE	74
Overview and Scrutiny Committee	92	RESPIRE	58
<i>P</i>		Respond	35
PACSO	47	Rethink (formerly National Schizophrenia Fellowship	29
Palliative Care Team – Children, Chichester.....	23	Richmond Fellowship	29
PALS.....	6, 23, 93	Riding for the Disabled.....	48, 56
Parent Partnership Service	47	RNIB.....	40
Parents and Carers Support Organisation - PACSO	47	RNID Communication Support Unit.....	37
Parkinson’s Community Support Worker West Sussex.....	5	RNID Information Line	38
Parkinson’s Outreach Worker	55	Royal Nation Institute for the Blind.....	See RNIB
Parkinsons Disease Society		<i>S</i>	
		SADA.....	30
		Sage (Senior Age	

Counselling Service)	10	STAYING PUT IN YOUR	
Samaritans.....	91	OWN HOME	70
Samaritans – Bognor and Chichester..	10	Stroke Association	6, 56
Sammy Community Transport.....	79		
Saneline.....	30	Support Group for Carers who are	
SASBAH	56	looking after someone with	
Saturday Club	30	an enduring Mental Illness	12
School.....	14	Sussex AD/HD Support Group.....	48
School nurses	24	Sussex Ambulance Service	80
Scope.....	60	Sussex Autistic Community Trust.....	48
Scrutiny Committee.....	92	Sussex Autistic Society	48
Selsey Carers Support Group	10, 11	Sussex Counselling	10
Selsey Community Bus Association	79	Sussex Deaf Association	38
Selsey Venture Club	79	Sussex Lupus Group	56
SENSE (National Deaf		Sussex ME/CFS Society	57
Blind & Rubella Association	41	Sussex Otters	49, 57
Sexual Health.....	32	Sussex Snowdrop Trust.....	48
Sexual Health Clinic.....	24	SWAN (Syndromes Without a Name) .	57
Sexual Health Information Line	32		
Sheltered Accommodation	68	<i>T</i>	
Sheltered Housing Locally.....	68	TAKING A BREAK	58
Shelterline.....	68	Talking News	40
Shopmobility	80	Tandem	80
SHORT BREAKS	58	Teenage Cancer Trust	57
Short Term Breaks		Telephone Call Back Service	1, 9
Development Officer	60	Terrence Higgins Trust South	
SIBS	14	(Brighton).....	32
Sitting Service.....	59	The Commission for Social	
Social Housing and		Care Inspection.....	74
Sheltered Accommodation	68	The Grandparents Association.....	6
Social Services	14, 16, 38, 41	The Princess Royal Trust for Carers	6
SOCIAL SERVICES.....	16	The Social Fund.....	89
Social Services – Emergencies	18	The Western Sussex Primary	
Social Services - Outline		Care Trust.....	20
of Complaints Procedure.....	93	Threshold Women’s Mental	
Social Services Assessments	16	Health Initiative Counselling	
Social Services Help Desks	2, 16	& Creche Services	30
SOMEONE TO TALK TO.....	8	Torch Trust for the Blind.....	41
Southdown Family Centre	48	TRANSPORT.....	76
Southdown Housing Association	69	Transport Co-ordination	
Southern Focus Trust.....	73	Group – West Sussex	80
Speakability.....	50	Traveline.....	81
Speaking Out Advocacy Project.....	30	Typetalk / Text Users Rebate Scheme	38
SPEECH AND LANGUAGE			
DIFFICULTIES.....	50	<i>U</i>	
Speech and Language		UK Self Help	57
Therapy Service	24	United Response – Area Office.....	35
Spina Bifida and Hydrocephalus		United Response Outreach Service	31
Association	56		
Spinal Injuries Association	63	<i>V</i>	
Sports Association for the Disabled.....	51	Village Bus of Amberley and Slindon ..	81
SSAFA Forces Help	10	Village Friends	73
St John Ambulance Patient		VISUAL IMPAIRMENT	39
Transport Service.....	80	Visugate Website	41
St Peters Pastoral Care Team.....	80	Vitalise	64
St Wilfrids Hospice	24	VOICE UK.....	35
Stanhope Lodge.....	60	Voluntary Hearing Aid Unit.....	38

<i>W</i>		WHAT TO DO AFTER A DEATH.....	88
Warm Front Scheme	69	Wheelchair Service	67
WAY Foundation	91	Wills	87
Wellspring Newsletter	49	Winston's Wish	91
West Manhood Venturers.....	81	Witterings Carers Support Group.....	12
West Sussex – Children with Caring Responsibilities Team.....	15	Witterings Men's Carers Support Group	12
West Sussex Association for Disabled People	57	Workability	31
West Sussex Carers Network	ii	Wrenford Centre	36
West Sussex Childcare Information Service	49	WRVS - Meals on Wheels.....	73
West Sussex County Council Help Points.....	7	www.askaboutmedicines.org	7
West Sussex Deaf and Hard of Hearing Association	38	www.bettercaring.co.uk.....	75
West Sussex Fire and Rescue Service	73	www.caringinfo.com.....	75
West Sussex Learning Links	36	<i>Y</i>	
		YOUNG CARERS.....	13
		Young Persons Substance Misuse Service	43
		Youth Service	15

AMENDMENT SHEET

This pack will be updated regularly. For additions or amendments to the pack please photocopy this page, fill it in, and post it to:

**Carers Support Service, Regis, Chichester & Rural,
60a North Street, Chichester, PO19 1NB**

Please state below any additions/amendments for the next edition of the Carers Information Pack.

Name of Chapter(s) under which inclusion or amendment should be made:

.....
.....
.....

New Information to be included:

.....
.....
.....

Amendments to be made – state page number(s) and specific context

.....
.....
.....

Please give below your name and a telephone number where we can contact you if we need to check details of the addition or amendments sent.

.....
.....
.....

Date:

Thank you for your help

REGISTRATION WITH YOUR GP PRACTICE

Your GP practice has a Carers Register. Adding your details to this will help staff to support **your** health needs appropriately. There are a variety of benefits such as flexibility with appointments, support with prescriptions, a free flu jab and Carers Health Checks.

If you would like to be added to the Carers Register at your GP practice please complete, sign and date the form below to give us permission to pass on your details:

Your name	
Address	
Telephone number	
Your date of birth	
Name and address of GP Practice	

I hereby give permission to the CSS, Regis, Chichester and Rural to pass this information to my GP practice. Please ask my GP practice to send me a Carers Registration Form.

Signature_____ Date_____

ALTERNATIVELY

The next time you visit your GP practice please ask the receptionist, GP or nurse for a Carers Registration Form to complete while you are there.

