



Fact Sheet No.2

A-Z Guide to Help in the Home and useful telephone numbers

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Registered Charity No. 1015728
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Introduction

This Fact Sheet provides information on a range of services, which may be useful to carers and those they care for. The services may be provided by the City Council, the NHS, charities, voluntary organisations or commercial bodies.

The Carers Hub is a focal point to help unpaid carers in Brighton and Hove get the information, advice and support that they need. This may be useful to you in this connection.

Tel: 01273 977000

Email: info@carershub.co.uk

Website: www.carershub.co.uk

The City Council has produced a leaflet entitled "Do you look after someone?" about support for carers and the services of the Carers Hub. This can be obtained from the Hub or downloaded from the Council's website www.brighton-hove.gov.uk

Regular Coffee Mornings for carers are also held at various locations in Brighton and Hove – contact the Hub for details.

The Carers Centre produces further Fact Sheets to help carers as follows:

No 1 - Bereavement Services (local and other services)

No 3 - Respite Care Services (home care and alternative services)

No 4 - Benefits for Carers and those they care for (includes Carer's Allowance, Personal Independence Payment, Attendance Allowance, Universal Credit)

No 5 - Transport Services (local and national services for the disabled, the elderly and carers)

No 6 - Community Care (social care services for adults, charges for services and the carer's assessment)

No 7 - Holidays and Breaks (information for carers and the people they care for)

No 8 - Employment and Training (help and advice)

No 9 – Stroke Support and Services (support and services for adults who have had a stroke and their carers)

No 10 – Caring for Someone While Working (flexible working)

No 11 – Dementia Support and Services (local and national services)

Copies of these can be obtained from the Carers Centre or downloaded from the Carers Centre's website. Contact details are on the front page of this Fact Sheet.

Services

Alzheimer's Society

Provides information and support in the Brighton and Hove area to people with dementia and their carers. Services include a support group and courses for carers.

Tel: 01273 726266

Dementia Connect Support Line: 0333 150 3456

Email: brighton-hoveDSW@alzheimers.org.uk

Website: www.alzheimers.org.uk

Amaze

Provides information, advice and support to parents and carers of children and young people with special needs and disabilities in Brighton and Hove. Services cover such areas as education, health, leisure and benefits.

Tel: 01273 772289

Email: sendiass@amazesussex.org.uk

Website: www.amazesussex.org.uk

Back Care

Provides Information and advice for all people affected by back pain. A free leaflet entitled "Caring for Carers" can be downloaded from the website.

Tel: 0208 977 5474

Email: info@backcare.org.uk

Website: www.backcare.org.uk

Befriending Services

Re-engage

Provides a monthly Sunday afternoon tea party for people aged 75 or over who are lonely or socially isolated and live in Brighton, Hove and Portslade.

Contact: Julia Rivas

Tel: 01273 805451

Email: juliarivas@reengage.org.uk

General enquiries: 0800 716543

Website: www.reengage.org.uk

The Hop 50+

A befriending and wellbeing service at a centre in the Brunswick area of Hove for people over 50 and their carers. Hosts a wide range of activities and social events.

Tel: 01273 322940

Email: thehop50@impact-initiatives.org.uk

Website: www.impact-initiatives.org.uk

Time to Talk Befriending

This charity provides a befriending service – either face to face, by telephone or in a group setting – for older people who would benefit from friendship and company from a carefully matched volunteer.

Tel: 01273 737710

Email: info@tttb.org.uk
Website: <https://tttb.org.uk>

Together Co Befriending Service

A befriending service which supports people over 50, people with a disability or chronic condition and carers in Brighton and Hove. The scheme uses volunteers.

Tel: 01273 775888

Website: www.togetherco.org.uk

Brighton Unemployed Centre Families Project

The Centre provides support, education and advice for the unemployed, benefit claimants, pensioners, families and people on low incomes and people in poor living conditions. The Project offers welfare rights advice, computer support, classes on a range of subjects and childcare facilities for people using the services.

Tel: 01273 601211/671213

Tel: 01273 676171 (welfare rights)

Email: info@bucfp.org

Website: www.bucfp.org

Brighton Women's Centre

A resource centre run by women to support women in Brighton and Hove. Services include provision of advice and information, counselling, therapy, wellbeing activities and pre-school childcare for under 5s.

Tel: 07842 311 406

Email: admin@womenscentre.org.uk

Website: www.womenscentre.org.uk

Blue Badges

If you have an enduring and substantial disability that affects your mobility and travel by car either as a driver or passenger you may be eligible for a Blue Badge which will allow you to park closer to your destination in special parking bays, at parking meters etc. To find out if you are eligible for a Blue Badge contact the City Council – for details see below. An application form can be requested or downloaded from the website. An application can also be made online using the government website www.gov.uk/apply-blue-badge

Tel: 01273 296270

Email: bluebadgeparking@brighton-hove.gov.uk

Website: www.brighton-hove.gov.uk

Cancer and Other Life-limiting Illnesses

Macmillan Cancer Support Line

Tel: 0808 808 0000 8am-8pm every day.

Website: www.macmillan.org.uk

MacMillan Horizon Centre

The Centre offers support to cancer patients, their carers and other persons affected by cancer. It is located opposite the Sussex Cancer Centre in

Brighton. Services include a drop-in for information and advice, counselling and therapies, physical activity, practical support, healthy eating and access to support groups. Contact details as below.

Tel: 01273 468770

E-mail: horizoncentre@macmillan.org.uk

Website: www.macmillan.org.uk

Marie Curie Support Line

Provides information and support for family members, carers etc. living with or caring for someone with a terminal illness can be obtained from this charity.

Open 8am-6pm Monday to Friday and 11am-5pm on Saturday.

Tel: 0800 090 2309

Website: www.mariecurie.org.uk

The Palliative Care Partnership

The Sussex Community NHS Foundation Trust's Palliative Care Team and the Martlets Hospice have joined forces to provide specialist advice and support for those with life-limiting illnesses and their relatives and carers.

Referral to the service by a healthcare professional is required.

Tel: 01273 964164

Website: www.sussexcommunity.nhs.uk

CareLink Plus

This is a 24-hour community telecare alarm service which allows vulnerable people in Brighton and Hove to summon assistance quickly in emergency situations. The scheme is run by the City Council.

Tel: 0300 123 3301

Email: CareLinkPlus@brighton-hove.gov.uk

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

Carers Card

This is a free card for unpaid carers giving discounts on a range of leisure, health and transport facilities in Brighton and Hove. For more information contact the Carers Hub.

Tel: 01273 977000

Email: info@carershub.co.uk

Website: www.carershub.co.uk

Applications for a Carers' Card can be made online using the Council's website www.brighton-hove.gov.uk

Alternatively contact the Carers Hub – details as above.

Carers News

This quarterly publication produced by the Carers Centre is free to carers. It contains information on activities, resources and events for carers. To receive a hard copy or a copy by email contact the Carers Hub. It can also be downloaded from the Carers Hub website. For contact details see Introduction (page 2).

Child Development Centre

The Seaside View Child Development Centre is based at Brighton General Hospital. It provides a flexible service for children with developmental needs including family support. Referral by a health professional is required. Parents and carers can contact the Centre for more information

Tel: 01273 265780

Email: sc-tr.bgh-seasideviewcdc@nhs.net

Website: www.sussexcommunity.nhs.uk

Childline

Provides advice, support and counselling for anyone under 19 years old in danger or distress or with personal problems. This free, confidential service is available any time to talk to a counsellor.

Helpline: 0800 1111 (freephone)

Website: www.childline.org.uk

Chiropody

The Podiatry Service at Brighton General Hospital provides a comprehensive range of foot health services to people with advice and specialist treatment. You will generally need to be referred by a GP or health professional.

Tel: 01273 242184

Website: www.sussexcommunity.nhs.uk

Age UK

Has a nail-cutting service either at a clinic or at home for Brighton and Hove residents over 50 years old. Charges apply. This is not a full chiropody service.

Tel: 01273 720603

Email: info@ageukwsbh.org.uk

Website: www.ageuk.org.uk/westsussexbrightonhove

Citizens Advice

Is a charity which offers free, impartial and confidential information and advice on a range of subjects including housing, employment, benefits, debt, health and consumer and legal matters.

Tel: 0808 278 7815

Website: www.cabrightonhove.org

ColdAlert

This free service provides advance warnings to vulnerable people of severe cold weather in Sussex and gives advice on actions to take. Alerts can be sent by text, voicemail or email. The service runs from November to March annually and can be used by carers. Register for the service online, by telephone or by email as below.

Tel: 01273 484337

Email: information@coldalert.info

Website: www.coldalert.info

Community Transport

Provides accessible and affordable door-to-door transport services for people with mobility difficulties in the Brighton and Hove area including those in wheelchairs. There are Easylink services for shopping, lunch and coffee clubs, cinema and theatre clubs etc.

Tel: 01273 677559

Email: hello@bhct.co.uk

Website: www.bhct.co.uk

Crossroads Care

Trained support workers provide home respite care for carers of both adults and children. Charges apply. See also My Health Matters (Healthcare Appointment Service).

Tel: 01273 234021

Email: bhoffice@esbhcrossroads.org.uk

Website: www.esbhcrossroads.org.uk

Disability Benefits

For advice and information from the Department of Work and Pensions on: Personal Independence Payment (PIP)

Tel: 0800 917 2222 (new claims)

Tel: 0800 121 4433 (general enquiries)

Disability Living Allowance (DLA)

Tel: 0800 121 4433

Attendance Allowance (AA)

Tel: 0800 731 0122

Domestic and Sexual Abuse

Domestic Abuse Specialist Service

This service is provided by Victim Support and gives advice and support to anyone affected by domestic abuse in Brighton and Hove.

Tel: 0300 323 9985 (freephone)

Out of Hours Support Line: 0808 168 9111

Website: www.victimsupport.org.uk

Domestic Abuse Helpline

This National Helpline is run by Refuge. It provides advice and support to women experiencing domestic abuse, their families and friends.

Tel: 0808 200 0247 (freephone)

Website: www.nationaldahelpline.org.uk

Survivors' Network

This charity provides information and support for women who have experienced sexual violence and abuse and their family members.

Helpline: 01273 720110 (Mondays 7.00 pm – 9.00 pm, Wednesdays 12.00 – 1.30 pm)

Tel: 01273 203380

Email: info@survivorsnetwork.org.uk

Website: www.survivorsnetwork.org.uk

Emergency Back-Up Scheme for Carers

This scheme aims to give some peace of mind to carers of disabled or ill people by providing alternative homebased care in an emergency for up to 48 hours. It is run by Carelink Plus, the Council's 24-hour Community Alarm Service. Carers are asked to draw up and register an emergency plan giving details of people who may be able to provide care in their place. Guidance Notes and an application form can be downloaded from the website. Alternatively, information and a copy of the form can be obtained from the City Council's Access Point.

Tel: 01273 295555

Email: accesspoint@brighton-hove.gov.uk

Website: www.brighton-hove.gov.uk

Energy Efficiency

Brighton and Hove Energy Services Co-operative (BHESCo) offers free advice and assistance on heating homes, making homes warmer and safer and saving money on fuel bills.

Tel: 01273 284470

Email: info@bhesco.co.uk

Website: www.bhesco.co.uk

Equipment for Disabled People

There are many aids, adaptations and equipment that can make life a lot easier. See also Home Support Services.

British Red Cross

The Mobility Aids Centre in Hove can provide short-term hire of mobility equipment including wheelchairs, commodes and toilet aids.

Tel: 01273 227814

Website: www.redcross.org.uk

Disability Equipment Service

This is a dedicated online service facilitating the buying and selling of new and second-hand disability equipment.

Tel: 07845 041678.

Website: www.disabilityequipmentservice.co.uk

REMAP

REMAP is a charity which designs, makes and supplies special equipment to help disabled people. There is no charge for the equipment.

Tel: 01732 760209

Email: data@remap.org.uk

Website: www.remap.org.uk

Clearwell Mobility

Have shops selling a wide range of disability equipment.

Tel: 01273 692244 (110 Warren Road, Woodingdean, Brighton)

Tel: 01273 424224 (18 Boundary Road, Hove)

Website: www.clearwellmobility.co.uk

The Wheelchair and Seating Service

This service at Brighton General Hospital provides and fits wheelchairs for people with a permanent disability. You must be referred to this service by a health or social care professional in the first instance.

Tel: 01273 242156/7

Email: SC-TR.wheelchairadmin@nhs.net

Website: www.sussexcommunity.nhs.uk

Wheelchairs

Wheelchairs can also be hired from:

Shopmobility (Brighton) - Tel: 01273 323239

Much More Mobility (Brighton) - Tel: 01273 775123

Food

Some shops can deliver groceries to your home. Here are some examples:

Iceland

You can order online. Free delivery when you spend £40.

Tel: 01273 327388 (Hove)

Website: www.iceland.co.uk

Co-operative Food

Provides free home delivery when you spend over £25, but you must shop normally in store first. Also has an online ordering service.

Tel: 01273 562315 (Brighton)

Tel: 01273 733947 (Hove)

Website: www.coop.co.uk

Abel and Cole

Will deliver boxes of organic produce. You can order on line.

Tel: 0345 2626262

Website: www.abelandcole.co.uk

Some supermarkets provide online ordering services for which delivery charges generally apply. Examples are:

Sainsburys – www.sainsburys.co.uk

Tesco – www.tesco.com

Waitrose – www.waitrose.com

Headway

This charity provides information and support services to people with brain injury, their families and carers.

Tel: 01825 724323

Email: info@headwaysussex.org.uk

Website: www.headwaysussex.org.uk

Helpline (national): 0808 800 2244 (available 9am-5pm, Mon–Fri)

Email: helpline@headway.org.uk

Website: www.headway.org.uk

Health Costs

Some people automatically get help with NHS charges, free prescriptions, optical vouchers towards the cost of glasses or contact lenses and healthcare travel costs because of their age or particular personal circumstances. For instance, children under 16 and adults aged 60 or over are automatically exempt from paying prescription charges. People with certain medical conditions are also exempt from prescription charges providing they have valid exemption certificates.

Some people (along with their partners and dependent children) get full help with health costs if they receive Income Support, Income-based Jobseeker's Allowance, Income-related Employment and Support Allowance, Pension Credit Guarantee Credit or Universal Credit. Others may qualify for help with some or all of the costs through the NHS Low Income Scheme. To find out more contact the NHS as follows:

Tel: 0300 330 1343

Website: www.nhs.uk/nhs-services/help-with-health-costs

Health Trainers

The City Council's team aims to encourage and support people to make positive changes to their lifestyle and improve their health and wellbeing. The service is free. To get support complete the online support form or telephone or email (see below).

Tel: 01273 294589

Email: healthylifestyles@brighton-hove.gov.uk

Website: www.brighton-hove.gov.uk

Health Visitors

Health Visitors provide early years health surveillance for children at home or at a Children's Centre. For details see the City Council's website.

Tel: 01273 293545

Website: www.brighton-hove.gov.uk

Healthwatch

This is a watchdog independent of the NHS and the City Council. It aims to give people in Brighton and Hove a voice to improve health and social care services and provide information on planned changes to services. Feedback on peoples' experiences of services is sought. General advice and information about services is also provided.

Tel: 01273 234040

Email: info@healthwatchbrightonandhove.co.uk

Website: www.healthwatchbrightonandhove.co.uk

HIV & AIDS

There are some local services and facilities for those living with HIV/AIDS and their carers/partners.

LGBTQ Switchboard

Offers information and support to lesbian, gay, bisexual and transgender people. Services include support in respect of health, wellbeing and inclusion.

Tel: 01273 359042
Email: helpline@switchboard.org.uk
Website: www.switchboard.org.uk

Terrence Higgins Trust

Provides help, support and advice for people covering HIV/AIDS and sexual health.

Tel: 01273 764200
Helpline: 0808 802 1221 (national)
Email: info@tht.org.uk
Website: www.tht.org.uk

Sussex Beacon

Is a specialist care centre for people living with HIV/AIDS providing inpatient and outpatient support services.

Tel: 01273 694222
Email: info@sussexbeacon.org.uk
Website: www.sussexbeacon.org.uk

Home Support Services

The City Council supports people with physical disability or long term illness to remain independent in their homes. Help can be given to the people and their carers to make daily living easier. This can include the provision of equipment and home adaptations. For further information contact the Council's Access Point.

Tel: 01273 295555
Email: accesspoint@brighton-hove.gov.uk
Website: www.brighton-hove.gov.uk

Daily living equipment can be returned for reuse when no longer required.
Tel: 01273 894350

Hospital Parking

Concessionary parking is available at the Royal Sussex County Hospital for long-term patients and Cancer Centre patients and their relatives and carers. Contact reception at the hospital for information.

Tel: 01273 696955

Housing

Council tenants should report emergency house repairs needed by telephone.

Tel: 0800 052 6140
Website: www.brighton-hove.gov.uk

It's Local Actually

This website is provided by Possability People (see separate entry), who support disabled and older people to live independently. It contains information on free or low cost activities and services available for help at home.

Tel: 01273 894040
Email: connect@possabilitypeople.org.uk
Website: www.itslocalactually.org.uk

MENCAP

The charity offers advice and support for people with learning disabilities, their families and carers.

Tel: 01273 479620

Email: support@brighton-mencap.org

Helpline: 0808 808 1111 (national)

Website: www.brighton-mencap.org

Mental Health Services

Brighton & Hove Wellbeing Service

This is a primary care mental health service for people over 18 in Brighton and Hove. It offers a range of support for people with mild to moderate anxiety and depression. The service is delivered by a team of mental health practitioners. Self-referral to the service is permitted. The service is available Mon-Fri, 8am-6pm.

Tel: 0300 002 0060

Email: BrightonWellbeing@spft.nhs.uk

Website: www.brightonandhovewellbeing.org

Mental Health Rapid Response Service

This is a support service for adults living in Brighton and Hove, who feel that they need urgent help from mental health services. Anyone concerned about another person in this respect can also use the service, which is available 24 hours a day, 7 days a week.

Tel: 0300 304 0078

Website: www.sussexpartnership.nhs.uk/MHRRS

Sussex Mental Healthline

Anyone experiencing mental health problems and requiring advice and support can contact this line. Anyone concerned about another person in this respect can also use the service. The service is available 24 hours a day, 7 days a week.

Tel: 0800 0309 500

Website: www.sussexpartnership.nhs.uk/sussex-mental-healthline

Mind in Brighton & Hove

Mind works to promote good mental health and wellbeing in the City. It offers a wide range of services including the provision of advice, information and support. Help for carers is included.

Tel: 01273 666950

Email: info@mindcharity.co.uk

Website: www.mindcharity.co.uk

Rethink Survivors of Suicide

This service provides information and support for people in Brighton and Hove considering suicide or affected by such a bereavement.

Tel: 01273 709060

Email: sos.mendos@rethink.org

Website: www.rethink.org

Money Works

This service offers free, independent advice and support to people of Brighton and Hove struggling to manage their finances.

Tel: 0800 988 7037 (advice line)

Website: www.moneyadviceplus.org.uk

Motability

The Motability Scheme enables people who receive the Higher Rate Mobility Component of DLA or the Enhanced Rate Mobility Component of PIP to lease a new car, powered wheelchair, scooter or wheelchair accessible vehicle.

Tel: 0300 456 4566

Website: www.motability.co.uk

My Health Matters

This service, run by Crossroads Care and funded by the NHS and the City Council, allows carers to attend their healthcare appointments by providing support for the persons cared for free of charge.

Tel: 01273 234021

Email: bhoffice@esbhcrossroads.org.uk

Website: www.esbhcrossroads.org.uk

NHS 111

NHS 111 provides help for medical problems 24 hours a day. The service is available by phone or online.

Tel: 111

Online: 111.nhs.uk

NHS Health Services

For information on GPs, dentists, opticians and pharmacies in your area go to the NHS website (address below).

Website: www.nhs.uk/service-search

NHS Prescriptions

Some chemists will deliver NHS prescriptions direct to your home. You should contact your chemist to confirm that they will do this and make the necessary arrangements.

If you or the person you care for needs a lot of prescriptions, and you are not entitled to free NHS prescriptions, it may be worth buying a Prescription Prepayment Certificate (PPC). These can be for 3 months or a year and savings can be considerable. You can apply online and you will need a credit or debit card or bank details for this. Some chemists are also registered to sell PPCs.

Tel: 0300 330 1341

Website: www.nhsbsa.nhs.uk

NHS Primary Care Network Community Teams

These teams work closely with GPs to give coordinated care and support. Community nurses provide care to people aged 16 and over, who are registered with a GP in Brighton and Hove and have a long term condition or

who are frail or elderly and housebound. Referrals can be through a GP or other health professional or self-referral.

Tel: 01273 242117

Website: www.sussexcommunity.nhs.uk

PALS (Patient Advice and Liaison Service)

PALS in hospitals provide advice, information and support to patients, relatives and carers about local services and can help to resolve concerns.

Details as follows:

PALS for University Hospitals Sussex NHS Foundation Trust

Tel: 01273 664511 or 664973

Email: uhsussex.pals@nhs.net

PALS for Sussex Community NHS Foundation Trust

Tel: 01273 242292

Email: sc-tr.pals@nhs.net

PALS for Sussex Partnership NHS Foundation Trust

Tel: 0300 304 2198

Email: pals@spft.nhs.uk

Physiotherapy

Physiotherapy can help to manage musculoskeletal conditions involving the bones, joints, muscles, nerves etc. In Brighton and Hove self-referral can now be made online to Sussex MSK Partnership Central – see Website below.

Tel: 0300 303 8063

Email: here.brighton.smskp@nhs.net

Website: www.sussexmskpartnershipcentral.co.uk/self-referral

Possability People

This charity supports disabled people and people with an impairment or long term health condition. It offers advice and support to individuals, their families and carers on disability related matters including welfare benefits. See also Wheelchairs (Shop Mobility).

Tel: 01273 894050

Email: advice@possabilitypeople.org.uk

Website: www.possabilitypeople.org.uk

Samaritans

Provide confidential emotional support 24 hours a day for people experiencing worry, distress or despair.

Tel: 116 123 (national helpline free)

Email: jo@samaritans.org

Website: www.samaritans.org

Sexual Health Helpline

This national helpline provides information and advice on all aspects of sexual health, STIs etc.

Tel: 0300 123 7123 (freephone)

Stroke Association

The Association helps people affected by stroke including family members and carers by providing information and support. There is a Stroke Recovery Service for Brighton and Hove – see contact number below.

Tel: 0303 303 3100 (helpline)

Tel: 0751 5596965 (Recovery Service).

Email: helpline@stroke.org.uk

Website: www.stroke.org.uk

Substance Misuse

The Brighton and Hove Recovery Service offers advice and support about alcohol or drug misuse to people affected, their families and carers.

Tel: 01273 731900

Email brighton.info@cgl.org.uk

Website: www.changegrowlive.org

Sussex Interpreting Services

This is a charity offering interpreter/translator services to people with language support needs in respect of health, social care etc. Enquiries can be made online.

Tel: 01273 702005

Email: info@sussexinterpreting.org.uk.

Website: www.sussexinterpreting.org.uk