



Helpful Organisations and what they do

**I am a Carer.
Who can I call?**

Adult Social Care

Work in partnership with health services, local councils, independent, voluntary and private sectors to provide services and support to people over the age of 18. They can help with:

- Finding appropriate care
- Services to support independence (such as assistive technology)
- Meal provision
- Signpost to organisations that can provide help with tasks in the home and garden
- Equipment and adaptations
- Financial assessments – advice on paying for care and services
- Respite care so carers can have a break
- Planning for an emergency
- Legal matters
- Support for young carers
- And much more

Contact details are available on county council websites – look for adult social care.

Or contact via telephone:	Suffolk (Customer First)	0808 800 4005
	Norfolk	0344 800 8024
	Cambridge	0345 045 5202
	Essex	0845 603 7630

Carers Trust

Crossroads and The Princess Royal Trust for Carers have merged to form the Carers Trust. They are a charity providing support and advice for carers including:

- Respite care
- Looking after yourself
- Employment – managing work and your caring role
- Holidays and days out
- Finding local services/support
- Finances – benefits, taxes and credits

Contact via website: www.carers.org
For general inquiries email: info@carers.org
Or contact via telephone: **0844 800 4361**

Carers UK

Carers UK is a charity set up to help the millions of people who look after an older, disabled or seriously ill family member or friend. Carers UK provides information, advice and support for carers. They can offer advice on financial matters, practical issues such as nutrition and looking after yourself and finding help where you live.

Contact via website: www.carersuk.org
Or contact via telephone : **0808 808 7777**

Norfolk Carers Information

Providing signposting to voluntary and community organisations in Norfolk who may be able to help you as a carer. If you live in Norfolk and are a friend, relation or neighbour who is looking after someone else who is ill, frail or has a difficulty or disability, this website is for you. It gives information on sources of support:

- Maintaining your own health and well being
- Practical help
- Transport and getting about
- Getting a break
- Money matters
- Planning ahead
- Your rights as a carer

Contact via website: www.carersagencypartnership.org.uk/
Or contact via telephone: **0808 808 9876**

Suffolk Family Carers

A charity organisation aimed at supporting family carers. They support family carers of all ages. They are able to offer information and guidance on a range of matters such as:

- Your rights as a family carer
- Advice on finances
- Planning for an emergency
- How to get a break
- Free tuition on how to move and handle the person you care for safely
- Events and activities taking place in your area

Contact details: www.suffolkfamilycarers.org.uk/
Information Line: **01473 835477**

Other helpful organisations

Age UK

A charity working to improve later life for everyone by providing life-enhancing services and vital support. They provide information and advice on a large range of topics including:

- Money matters
- Health and Wellbeing
- Home and Care – advice for carers on support, rights and carers allowance.

Contact details: www.ageuk.org.uk

Age UK Advice **0800 169 2081**
Age UK Suffolk **01473 835477**
Age UK Norfolk **01603 787111**

Alzheimer's Society

Alzheimer's Society is the leading support and research charity for **people with dementia**, their families and **carers**. They provide practical support and services for people with dementia and their carers. The website contains lots of useful information and directs you to local services.

Contact via website: www.alzheimers.org.uk
Or contact via telephone: **0300 222 11 22**

Dementia Together

Dementia Together is a single point of contact, providing practical information and support for people who are curious, concerned about living with dementia, their carers and healthcare professionals in Suffolk (excluding Waveney). Whatever stage of dementia they are here to help you.

Call free on: **08081 688 000** Monday to Friday 9.00 am - 6.00 pm; Saturday, Sunday and bank holidays 10.00 am - 4.00pm
For more information visit: www.dementia-together.com
Email: **SRYC.DementiaTogether@nhs.net**

Dementia Intensive Support Team (DIST)

Team of health professionals experienced in the care and support of people affected by dementia.

Telephone: **01284 733260**

Macmillan Cancer Support

Improves the lives of people affected by cancer. They are a source of support by:

- Guiding people through the system
- Practical support at home – such as time off for a carer or a lift to hospital
- Emotional support
- Financial help

Contact via website: www.macmillan.org.uk
Or contact via telephone: **0808 808 0000**

Marie Curie Cancer Care

Information and advice to support the person and their family through the physical, emotional and practical issues faced during terminal illness. Support includes:

- Emotional support
- Assistance with practical issues
- Planning ahead

Contact via website: www.mariecure.org.uk
Or contact via telephone: **0800 090 2309**, Monday to Friday 9.00am—5.00pm

Parkinson's society

The society can offer practical help and support for the person with Parkinson's and their carers. The website gives access to publications (free of charge) that offer support and information.

Contact via website: www.parkinsons.org.uk

Or contact via telephone: 0808 800 0303

St Nicholas Hospice

Provide practical, medical and spiritual support to local people and their families living with an illness that is life limiting, such as cancer, multiple sclerosis, motor neurone disease, heart or lung disease. Support includes:

Spiritual care

Befriending

Complementary therapies

Emotional support

Day care, support, activities for patients and their families

Palliative care

Contact via website: www.stnicholashospice.org.uk

Or contact via telephone: 01284 766133

Stroke Association

The UK's leading Stroke Charity, provides information on:

Help with daily living, products and services to help

Our life after Stroke Services—including local support groups for family carers

Talk Stroke - online forum where you can meet other people affected by stroke

Contact details—website: www.stroke.org.uk

Telephone: 0303 303 3100

Email: info@stroke.org.uk

Suffolk MIND

Provides a range of services to support mental health and wellbeing.

Contact via website: www.suffolkmind.org.uk

Headway Suffolk

The charity supports people with an acquired brain injury and those who care for them.

Contact via website: www.headwaysuffolk.org.uk

Telephone: Bury St Edmunds Hub 01284 702535

Ipswich Hub 0300 123 1503

Wellbeing Suffolk and Wellbeing Norfolk & Waveney

Offers help and support to improve wellbeing and manage stress, low mood and anxiety.

Contact via website: www.wellbeingnands.co.uk

Telephone: Suffolk 0300 123 1781

Norfolk and Waveney 0300 123 1503

Learning disability Organisations

Autism Anglia

An independent charity which provides care and support to children, adults and families affected by autism. Services in Essex, Suffolk and Norfolk, managed from offices in Colchester and Dereham, offer personalised approaches that provide each individual with the necessary skills and strategies to enable them to realise their own strengths

and abilities.

Telephone – Head Office: **01206 577678**; Dereham Office: **01362 853753**

Website: www.autism-anglia.org.uk

MENCAP

Works with people with a learning disability to change laws, challenge prejudice and support people to live their lives as they choose.

Contact details - www.mencap.org.uk/

Telephone: **0808 808 1111**; open from 9.00am to 5.00pm, Monday to Friday.

Email: help@mencap.org.uk

Provides services and activities for:

- Support for parents/carers

- Advice (general)

- Information services

- Young people

- Adults

- People with profound and multiple learning disabilities

- Fundraising

- Leisure activities

National Family Carer Network

The Network links groups and organisations that support families that include an adult with a learning disability. A key objective of the network is to work together to promote better life chances for families that include someone with a learning disability.

By linking groups and organisation, the network gives a national focus to a wide range of policy issues concerning family carers of adults with a learning disability. These family carers increasingly include people with a learning disability who are family carers in their own right.

The Network shares ideas and the development of good practice.

The network also circulates regular newsletters and information highlighting key national developments and organises regular events to enable groups, organisations and individual family carers to come together to share ideas and to discuss policy issues.

Contact details - www.familycarers.org.uk/

E-mail: info@familycarers.org.uk

Other organisations may also be available and their information may be sourced from the internet or public information service.

If you would like any information regarding access to the West Suffolk Hospital and its facilities please visit the disabledgo website link below:

<http://www.disabledgo.com/organisations/west-suffolk-nhs-foundation-trust/main>

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