

MILLAND CARES

DIRECTORY

OF

HEALTH AND SOCIAL CARE SERVICES



Last reviewed April 2024

INTRODUCTION

This Directory has been compiled by **Milland Cares**, a neighbourhood group of local volunteers set up in 2016 to create a source of information for people living in Milland who are experiencing challenges related to health or social needs for themselves or for friends, dependents and those in their care. It is intended as a signpost to point people in the right direction for appropriate help and information. There is a huge amount of information available, especially online, if only people knew where to find it and whether or not it was relevant to their needs. The aim of the Directory is to be relevant to Milland – an area that falls a little awkwardly near the boundaries of three counties and is quite a long way from major centres, which means that sometimes it gets ‘left out’.

The Directory will be updated from time to time and is available on the **Milland Parish Council** website so that it can be viewed online and then printed on demand, in part or in whole, for personal use if needed. **Milland Cares** was conceived by Chrissie May and edited by Val Porter.

Please note:

The Directory is not intended to be comprehensive but will point you in the right direction for further information from non-commercial sources. As far as possible the information in the Directory was accurate at the time of the last review (April 2024) but some details might have changed in the meantime, especially telephone numbers. You are advised to check websites for the most up-to-date contact details. The Directory will be updated on a regular basis.

CONTACT

Website: <http://www.milland-wsx-pc.gov.uk> Click on Village Info, then click on Local Organisations and Services, Milland Cares Directory can be found listed there. Milland Stores also has a printed version

Alternatively, [google search Milland Cares](#)

Milland Cares postal address: c/o Milland Stores, Iping Road, Milland, Liphook, Hants GU30 7NA

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CHAPTER 1

BENEFITS AND OTHER MONEY MATTERS

People who have an illness or disability, carers and 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 and impartial advice on benefits, entitlements, money problems and debt counselling. There are also many **benevolent funds** that help serving or retired professionals from all types of employment backgrounds.

Benefit information is comprehensively available from the government's **Department for Work and Pensions**, which includes the **Jobcentre Plus** network for those under 60 years of age and the **Pension Service** for those who are 60 years of age and over. Any claims will need to be administered by the relevant department. Up-to-date details of government benefits are available on the central **government website**, www.gov.uk, the Benefits section of which includes: Benefits entitlement; Benefits for families; Carers and disability benefits; Child benefit; Death and benefits; Heating and housing benefits; Jobseeker's Allowance and low-income benefits; and Tax credits. Each of these sections includes an alphabetical list for further information and up-to-date appropriate contact details (these details change from time to time). Some of the allowances are outlined broadly below but some of them might no longer apply in the future.

The same www.gov.uk website has a link to more than 130 **HM Revenue & Customs (HMRC)** contact points for information on everything from aggregates to voluntary disclosure and including telephone and postal enquiries concerning, for example, Bereavement (help with tax when someone dies), Child Benefit, Guardian's Allowance (for those bringing up a child whose parents have died), Inheritance Tax and Probate, National Insurance, Pension Schemes and Tax Credits.

Local authorities can also give information on benefits. For example, West Sussex County Council publishes an online checklist of benefits and other payments.

GOVERNMENT WELFARE BENEFITS

Attendance Allowance (AA)

A benefit for people aged 65 and over with attention or supervision needs. There is a higher rate and a lower rate, the rules of which are similar to those for the middle and higher rates of Disability Living Allowance. Unlike DLA, AA does not have a mobility component.

Bereavement Benefits

If your spouse or partner has died, you might qualify for bereavement benefits. There are three main bereavement benefits: bereavement payment; widowed parent's allowance; and bereavement allowance. If you are in receipt of state retirement pension when your spouse or civil partner dies, you should contact the Pension Service (see contact details below). If you are not in receipt of retirement pension when your spouse or civil partner dies, you should contact your local Jobcentre Plus office .

Carers Allowance (CA)

If you are caring for someone for at least 35 hours 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 might be entitled to this allowance. The person you are caring for must be receiving AA or middle or higher rate care component of DLA.

Carers Credit

If you are caring for someone for at least 20 hours a week, you might be entitled to a National Insurance credit which will enable you to build up qualifying years for the basic State Pension and additional State Pension. For more details about eligibility criteria and how to make a claim, contact the Carer's Allowance Unit (see 'Government Benefit Helplines' below).

Cold Weather Payments

These are additional amounts of money which are paid if you are on a qualifying benefit and for each week in which the average temperature in your local area is at or below freezing. They are paid automatically with your usual benefit payment. If you think you should have had a payment and have not received it, contact your local Jobcentre Plus.

Disability Living Allowance (DLA)

This benefit is for people under 65 who need help with looking after themselves and/or help with getting around. There are two components, Care and Mobility; both components have a 3-month qualifying period and help must be expected to last at least 6 months. However, DLA is ending for people who were born after 8 April 1948 and are 16 or over: you will continue to receive DLA until the Department for Work and Pensions (DWP) writes to you to tell you when it will end and invites you to apply instead for **Personal Independence Payment (PIP)** (see below). DLA will continue for those who are under 16 or were born on or before 8 April 1948.

Employment Support Allowance (ESA)

ESA is a benefit for people who have 'limited capability for work', for example through illness or disability, and who are not entitled to statutory sick pay (SSP).

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. A reduction is also available for those households with only one adult resident.

Income Support (IS)

IS is a benefit paid to people on a low income. It is not paid to unemployed people who have to be available for and actively seeking work: they need to claim JSA instead. People who are unable to work due to ill health or disability might have to claim ESA. IS is not paid to people in full-time employment who may be able to claim working tax credit. There are qualifying conditions.

Jobseeker's Allowance (JSA)

JSA is a benefit for people who are unemployed (or who work but do not count as in full-time paid work) and who are looking for full-time work or are getting a training allowance. There are 'jobseeking conditions' which apply before you are entitled to this benefit. There are two main types of JSA. Contribution-based JSA is paid if you satisfy the national insurance contribution conditions. Income-based JSA is paid if you pass the means test. A third type, joint-claim JSA, is similar to income-based JSA and is paid if you are a member of a 'joint-claim couple'.

Pension Credit (PC)

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, e.g. through savings or occupational/private pension. There are additional payments for those who are disabled and living on their own, carers, and those paying mortgages or service charges.

Personal Independence Payment (PIP)

PIP helps with some of the extra costs caused by long-term ill health or disability for those aged 16–64. The rate depends on how your condition affects you, not the condition itself. You will need an assessment to work out the level of help you need and the rate will be assessed regularly to make sure you are getting the right support. If you have substantial caring needs, your carer could get Carer's Allowance (CA).

Social Fund

If you receive Income Support (IS), income-related Employment and Support Allowance (ESA), income-based Job Seeker's Allowance (JSA), Pension Credit (PC) or certain amounts of tax credits, you might also be able to get help from the Social Fund through a range of loans and grants. Contact your local Jobcentre Plus office.

Tax Credits (CTC and WTC)

There are two types of tax credit: **Child Tax Credit (CTC)** and **Working Tax Credit (WTC)**. These benefits are administered by HM Revenue and Customs and in both cases there are qualifying conditions. CTC is paid to families with children; it is paid whether or not you are in full-time paid work. WTC is paid to low-paid workers; it tops up your wages if you are in qualifying 'remunerative work'. You might be entitled to one or both of CTC and WTC.

Winter Fuel Payments

Every household that includes someone aged 60 or over should automatically receive a winter fuel payment.

GOVERNMENT BENEFIT HELPLINES

The government website gives full contact details, including telephone, textphone and postal addresses for various enquiries. HM Revenue & Customs offers help and advice with regard to tax, tax benefits and National Insurance.

Bereavement helpline: tel. 0300 200 3300 (textphone 0300 200 3319)

Carers Allowance Unit: tel. 0345 608 4321 (textphone 0345 604 5312)

Child Benefit helpline: tel. 0300 200 3100 (textphone 0300 200 3103)

Guardian's Allowance helpline: tel. 0300 200 3101 (textphone 0300 200 3103)

Inheritance Tax & Probate helpline: tel. 0300 123 1072

National Insurance helpline: tel. 0300 200 3500 (textphone 0300 200 3519)

Pension Credit: tel. 0800 991 234 (textphone 0800 169 0133)

Pension Service: tel. 0800 731 7898 (textphone 0800 731 7339)

Tax Credit Helpline: tel. 0345 300 3900 (textphone 0345 300 3909)

Winter Fuel Payments: tel. 03459 151515 (textphone 0345 606 0285)

Government website: www.gov.uk

HM Revenue & Customs website: www.hmrc.gov.uk

Disability Benefits Centre helplines

The government's Disability Benefits Centre gives advice on the Disability Living Allowance (DLA), the Attendance Allowance (AA) and the Personal Independence Payment (PIP), each of which is described in the alphabetical entries above. See website for opening times. British Sign Language video relay service also available. Contact details are as follows.

DLA born on/before 8 April 1948: tel. 0345 605 6055 (textphone 0345 604 5312)

DLA born after 8 April 1948: tel. 0345 712 3456 (textphone 0345 722 4433)

AA: tel. 0345 605 6055 (textphone 0345 605 5312)

PIP: tel. 0345 850 3322 (textphone 0345 601 6677)

NHS costs

If you (or your partner) are on income support or on a low income or with very little savings, you might be eligible for financial help with various NHS costs such as prescriptions, eye care and travel costs. Leaflets about help with health costs can be obtained from Carers Support (West Sussex) – see 'Other Sources of Advice', below.

Website: www.nhs.uk/healthcosts

Pension Service

The government's Pension Service helps with State Pension eligibility, claims and payments and runs various drop-in outreach information sessions for anyone of or near to retirement age. You can claim online via the government website and can get help with making a claim for the first time by calling the helpline. The local pension centre for Milland postal addresses is in Wolverhampton(!).

Tel: 0800 731 7898

Website: www.gov.uk

OTHER SOURCES OF ADVICE

AGE UK CARE FEES ADVISORY SERVICE

Provided by NHFA, independent financial advisers can provide money advice on meeting the cost of care. Age UK will benefit financially as a result of business conducted through this service.

Tel: 0500 767476

Website: www.ageuk.org.uk

CAREAWARE

A non-profit-making public information, advisory and advocacy service specialising in elderly care funding advice. Based in Manchester, it does not have any links with Social Services or government departments. The CareAware Helpline service deals 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. Range of informative leaflets available.

Tel: 01617 071107

Website: www.careaware.co.uk

CARERS SUPPORT

Carers Support (West Sussex) (CSWS) is a charity with offices in Crawley, Littlehampton and Worthing that provides free practical information and emotional support for carers throughout the county (see Carers chapter), including information on benefits and finance. Organisations such as Carers Helpline and Carers UK can also give information and advice about welfare benefits for carers (see Carers chapter), as can the government's Carer's Allowance Unit (see Government Benefit Helplines, above)

Tel: 0300 028 8888

Website: www.carerssupport.org.uk

CHRISTIANS AGAINST POVERTY

A national debt counselling service with a network of 125 centres based in local churches. Home visiting service available.

Tel: 0800 328 0006

Website: www.capuk.org

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)

Your local Citizens Advice Bureau gives confidential, free, independent and impartial advice on benefits, entitlements, money problems and debt counselling as well as housing, employment and other problems. There are CABs in Bordon, Petersfield, Haslemere and Chichester but sometimes they can only offer advice to people who live or work within the area covered by their local council (i.e. Chichester for Milland). A new national phone service is being rolled out in England. There is also an online chat service and some CABs offer advice by email.

Tel: 03444 111 444 (national)

West Sussex Advice Line: tel. 0344 477 1171

East Hants (Bordon, Petersfield): tel. 0344 111 306

Waverley (Haslemere): tel. 0344 848 7969

Websites: www.citizensadvice.org.uk; www.adviceguide.org.uk

INDEPENDENT LIVING FUND

ILF was a government-funded trust that helped severely disabled people to live independently in the community. It was closed by the government in mid-2015 and responsibility for supporting ILF users in England passed to local authorities. West Sussex County Council has an Independent Living Service to support adults and children who have a disability or illness that makes everyday activities more difficult (see also Social Services chapter); contact the **WSSCC Adults' CarePoint** for more information:

Tel: 01243 642121

Website: www.westsussex.gov.uk

JOBCENTRE PLUS

Jobcentre Plus is part of the government's Department of Work & Pensions (DWP) and helps those who are trying to find employment and those making benefit claims. (This also includes carers who want to combine paid work with their caring responsibilities, who can find help through their local Jobcentre Plus under the 'Work Focused Support for Carers' initiative.) There are centres in most towns and cities, including for example Chichester, Bordon and Petersfield. How you contact Jobcentre Plus depends on the help you need, such as finding a job, making or changing an appointment, checking an existing benefits claim or making a new claim. The National Jobcentre Enquiry Line will direct you to the most appropriate local centre or helpline.

Tel: 0345 604 3719 (textphone 0345 608 8551)

LIAISE

A Christian charity (registered office in Haslemere) providing free and confidential advice on welfare benefits and debt. Can advise on entitlement and help with form filling. Home visiting service if required. 24-hour telephone/message lines. Centres throughout the south; nearest for Milland are Haslemere (3 Counties Money Advice) and Pulborough (Liaise@Frontline).

Website: www.frontlinedebtadvice.org.uk

MACMILLAN BENEFITS HELPLINE

If you are affected by cancer, Macmillan can offer specialist money advice.

Tel: 0808 808 0000

Website: www.macmillan.org.uk

SSAFA FORCES HELP

Arun and Chichester Citizens Advice Bureau now offers a Benefits and Money Advice Service in the Chichester District. Funded by the Royal British Legion and the RAF Benevolent Fund, SSAFA Forces Help is available to individuals and families with military connections. The Adviser seeks to maximise their clients' incomes, as well as negotiating with creditors and helping with benefits claim forms. Often clients can be seen in their own home.

Tel: 01243 776528

CHAPTER 2

CARING: Support and advice for carers

A **carer** can be defined here as someone who, on a regular unpaid basis, looks after a vulnerable family member or friend or neighbour who could not manage without their help. The vulnerable person might have a physical disability or frailty, a learning disability, mental health problems, a long-term illness or perhaps a problem with substance misuse (e.g. drugs or alcohol). One in ten people in the UK is a carer and they range in age from school children to those in their 80s and 90s caring for a partner. Many carers are also looking after the rest of their family and the family home, and often also going out to work. Caring for someone can have a significant impact on the carer's everyday life, including their own health and wellbeing, and many are unaware that there is plenty of support available if you know where to look for it.

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 might be able to refer you to an NHS counsellor, and your local authority's Social Services can also access counselling services on your behalf. The local Sussex Community NHS Trust's **Carers Support** (West Sussex) service (CSWS) is the first source of information and support for most local carers in West Sussex on a wide range of challenges and provides comprehensive information, including about local support groups – see full details below. West Sussex County Council has published its substantial online 2016/17 **West Sussex Care Guide**, which can be downloaded as a pdf or used interactively online (see below). It is mainly a guide to domiciliary care services (providing personal care for people living in their own homes) and care homes in the county but it also contains plenty of other useful advice and information for carers. There are other organisations providing similar information and supported services, also listed below. The NHS Choices website (www.nhs.uk) gives details of a large number of carers' emotional and practical support links within 35 miles of Milland.

Caring for those with mental health problems

Accessing the right kind of information about appropriate care for a person experiencing mental health problems is particularly important for some carers (see also Mental Health chapter). 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. The GP will make a decision about the kind of help that is appropriate for the person experiencing the mental health problems and will refer them accordingly. To be clear about what is available for mental health sufferers and to clarify what are sometimes confusing situations, special advice is available for carers through the Mental Health Carers Support workers who are part of Carers Support (West Sussex). The CSWS website gives details of local support groups and their meetings, including several in Chichester and also a group that meets at the Cowdray Farm Shop and Café in Midhurst (for those caring for people with mental health and learning disabilities), the South Downs Centre in Midhurst (one-to-one personal support sessions for carers) and the St Ann's Centre in Midhurst (drop-in carers support group).

The **Community Mental Health Teams** (CMHTs) and the **Mental Health Carers Support** team work closely together to ensure that carers are given the appropriate information they need in order to support the person who is receiving treatment (see Mental Health chapter). Carers can contact the Team Leader of the CMHT if there is a problem and likewise can contact Mental Health Carers Support who can also act as a liaison between the carer and the community team.

Carers Assessments

Carers are entitled to an assessment of their own needs, following which various forms of support can be put in place. These assessments are carried out by a member of the Community Mental Health Team if you are caring for someone who receives support from that team, or by Adult Services if the person you are caring for does not receive support from secondary mental health services.

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 own 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 bathe, and result in bathing aids being provided.

The second purpose of a Carers Assessment is to determine your own need for services. Social Services have 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; contact the Social Services Help Desk for copies and for more information.

You can find out more about Carers Assessments in the 'Social Care and Support Guide' on the NHS website (www.nhs.uk). The guide is for people who have care and support needs, their carers and people who are planning for their future care needs. As well as Carers Assessment the guide includes, for example, planning for your future care needs, what care services are available locally, care at home, NHS continuing health care, funding care and support, Carer's Allowance, benefits for carers, caring for a child with complex needs, young carers' rights, and the Carers Direct helpline service.

Welfare benefits for carers

See Benefits chapter for details of Carer's Credit and Carer's Allowance. If you are caring for someone and want to combine paid work with your caring responsibilities, there is a variety of help available from your local Jobcentre Plus under the 'Work Focused Support for Carers' initiative (national Jobcentre enquiry line: **0345 604 3719**).

CARERS DIRECT

NHS helpline offering information, advice and support for carers wanting to talk to someone about what options are available if you need help with your caring role. This includes assessments, benefits, direct payments, individual budgets, time off, and maintaining or leaving or going back to work or education. There is also advice on how to complain if anything goes wrong with any of the services you use as a carer. There is a message service so that you can ask for an adviser to call you back (for free) at a time that is convenient to you; and there is an online enquiry form if preferred, or a webchat service to talk to an adviser live online. Those who use a textphone (e.g. deaf, deafblind, hard of hearing or speech-impaired) can use a Text Direct service (text to voice relay service) by typing a prefix before the telephone number (18001 if calling from a textphone, 18002 from a telephone or 18000 for emergency numbers).

Tel: 0300 123 1053

Website: www.nhs.uk/carersdirect

CARERS SUPPORT (WEST SUSSEX)

The CSWS charity, which has offices in Crawley, Littlehampton and Worthing, is linked with the local Sussex Community NHS Trust and is the first port of call for most local carers, including those in Milland. It provides free, confidential and impartial information and support. This includes, for example, arranging short breaks (e.g. respite and holidays), finding carer training and activities, helping with caring for specific conditions, giving up-to-date information on benefits and finance, giving information on a wide range of local services for carers, and supporting the relatives of people who are in residential or nursing care (or who are considering going into such care). Its helpline can give information on finding and paying for alternative care, your rights as a carer, taking a break, transport, educational bursaries, looking after yourself, and planning for the future. Carer Wellbeing Support Workers can offer information and emotional support to help carers in their caring role. Dedicated support workers provide individual support for those who are caring for someone of working age with a mental health issue or for someone aged 14 or older with learning difficulties.

Carers Support offers access to the **Carer Wellbeing Fund** (which offers small grants to carers to help pay for equipment, services or activities that will support the carer's wellbeing), equipment to support independent living, information on financial support, workshops and open meetings, carers support groups, skills training, free trial of telecare equipment, social events and a regular newsletter. Carers Support is also the link for **Carers Assessments** (see above, carried out on behalf of the local authority to assess how a caring role is affecting the carer's life and often leading to a carer finding ways of managing their own stress or physical health, improving their financial situation and enjoying activities outside caring, with an action plan if anything goes wrong or if extra help is ever needed). The first point of contact for all of this advice and support is the Carer's Helpline number.

Tel: 0300 028 8888

Website: www.carerssupport.org.uk

CARERS TRUST

A major national charity 'for, with and about carers', with a UK-wide network of independent partners and carer centres. The Trust also provides online services and grants for carers. There are three Carers Trust partners within 25 miles of Milland: Crossroads Care South Central (in Climping), Action for Carers in Surrey (in Guildford) and, the most relevant to Milland, **The Princess Royal Trust for Carers** in Hampshire (at the Andover War Memorial Hospital) (**01264 835246**;

www.carercentre.com).

Tel: 0844 800 4361

Website: www.carers.org

CARERS UK

A national membership charity for carers that offers telephone and online support and information on services, welfare benefits, other help and local contacts, with a network of carers' groups so that carers can share their experiences with each other. It also produces a useful leaflet 'Looking after someone: a guide to carers' rights and benefits'.

Tel: 0808 808 7777

Website: www.carersuk.org

CAREWISE WEST SUSSEX

Set up by West Sussex County Council (WSCC) with Age UK West Sussex (**0800 0191310**), West Sussex Partners in Care (**01903 202100**) and the Society of Later Life Advisers (SOLLA, **0845 303 2909**) to provide information about care and support options and the most cost-effective ways of paying for long-term care, whether at home or in residential care (and whether or not selling your home to move into a residential home is sensible financially). Advice on making the right choice about long-term care and support, at the right time, and with the right funding solution. Contact through WSCC's Adults' CarePoint line.

Tel: 01243 642121

Website: www.westsussexconnecttosupport.org

CARING INFO

Carers Association online resource for carers in West Sussex.

Website: www.carerssupport.org.uk

SHINE

Young adult carers network <http://www.carerssupport.org.uk/k>, linked with Carers Support West Sussex.

Tel: 0300 028 8888

SURREY COUNTY COUNCIL CARE CHOICES

Although Milland is not covered by Surrey CC, the council's 'Care Choices' directory is a useful source of information with chapters on home from hospital, independent living, health and wellbeing, dementia care, home care providers, care homes and nursing care.

Tel: 0300 200 1005 Website: www.carechoices.co.uk

WEST SUSSEX CARE GUIDE

A detailed directory compiled by West Sussex County Council and West Sussex Care Forum. It includes sections on care at home, day care, extra-care housing, and choosing a care home (with or without nursing). Gives details of all registered nursing homes, residential homes and domiciliary care providers in West Sussex. Can be accessed online.

Tel: 01243 642121 (Adults' CarePoint)

Website: www.westsussex.gov.uk

WEST SUSSEX YOUNG CARERS

Support for those aged under 18 who are looking after someone. Contact West Sussex County Council on **01903 270300** and ask for a referral to the Young Carers' team.

TAKING A BREAK

It is widely acknowledged that, to enable carers to continue in their caring role, many of them will need occasional or regular breaks from their caring situation. This is sometimes referred to as 'respite', but is more commonly known as 'short-term breaks'.

Short-term break opportunities for the person you are caring for may include day care in a day centre or day hospital, or someone coming into the home to sit with the person whilst the carer get some time to themselves. Longer-term care could be in a residential care home or nursing home, in a hospital or perhaps a supported holiday. Access to short-term breaks may be 'open', e.g. the carer may contact the service directly and ask for a short-term break, or may involved a referral from a health or social care professional.

BRITISH RED CROSS

The BRC (West Sussex branch) has a Home from Hospital Western Service, covering the western region of West Sussex and based in Chichester, offering practical and emotional support for carers for 4–6 weeks after the person they care for (or will be caring for) has left hospital or a care home. Its fully trained volunteers can sit with the cared-for whilst their carer takes a well deserved break.

Includes help with shopping, light housework, companionship, light meal preparation, confidence building, form filling, prescription collection and escorting to appointments, but no personal care.

Tel: 0800 028 0831

Website: www.redcross.org.uk

CHICHESTER AND ARUN SITTING SERVICE

A short-break service providing care in the home and community for families with a disabled child. It can be accessed direct and families should be in receipt of middle or higher rate care component of Disability Living Allowance (DLA).

Tel: 01243 642462

COASTAL WEST SUSSEX MIND

Organisation promoting mental health and wellbeing throughout the Chichester and Midhurst district. Runs various person-centred sessions for the cared-for and carer, including cafés in Bognor Regis and Chichester for the sole use of people with dementia and those who care for them. (See also Mental Health chapter.)

Phone: 01903 277 000

Email: info@coastalwestsussexmind.org

CROSSROADS CARE SOUTH CENTRAL

A registered charity that supports and provides respite to people who care for a disabled, ill or elderly person at home. Also deliverd the Emergency Respite scheme. There is a West Sussex branch.

Tel: 01903 790270

Website: www.crossroads.org.uk/westsussex

GUILD CARE

Charity based in Worthing providing care services for older people, younger people with special needs, those with dementia or learning difficulties, and their carers. Offers a variety of accommodation including facilities for residential respite as well as a 'Time out for Carers' scheme.

Tel: 01903 528600

Website: www.guildcare.org.uk

<http://www.rosemary-foundation.org.uk/>

The Rosemary Foundation is a hospice at home service.

Now also offers volunteer visiting support

Telephone:- 01730 269996

Telephone Befriending – Age UK

<http://www.ageuk.org.uk/health-wellbeing/loneliness/sign-up-for-telephone-befriending/>

CHAPTER 3 DEATHS AND BEREAVEMENT

WHAT TO DO AFTER SOMEONE DIES

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

Practical advice and support may be provided by friends, family, hospital, GP, 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 Bureaus can provide confidential independent advice and information on all aspects of the situation. There is a comprehensive government website (www.gov.uk/after-a-death) explaining the different steps with a great deal of practical supporting information, including the various documents that will be required and a one-stop method of alerting various government departments.

There are three steps that must be taken within the first few days after a death and in many cases your GP or the hospital will help:

1. Get a **medical certificate** from a family GP (if the person died at home) or hospital doctor. This will be needed for registering the death. The GP or the hospital will explain what documents you need to take with you to register the death (e.g. medical certificate, birth and marriage certificates, the deceased's medical card if possible).
2. **Register the death** within 5 days. You can do this at any register office but if you use the one in the area where the person died, the documents you need for the funeral will be given to you on the same day. If the death has been reported by a doctor to the coroner, you can't register it until the coroner gives permission. There may be a delay if the coroner decides a post-mortem is necessary and a longer delay if an inquest is necessary. On registration, the registrar will give you details of the government's 'Tell Us Once' service to report the death to most government organisations (tax office, benefits, passport office, driving licence agency, local council, public service or armed forces pensions) in one go. The registrar will tell you how to make use of the service and the details you will need to provide. Otherwise you will have to contact various government organisations individually.
3. Find the will and start to **arrange the funeral** (honouring any special requests in the will). The funeral can usually only take place after the death is registered. You can arrange the funeral yourself (contact the Cemeteries and Crematorium department of the local council if appropriate) or use a funeral director recognised by one of three approved organisations.

The government 'after a death' website also explains what happens if a child or baby dies or if someone dies abroad.

For Milland, the local **registration offices** are in Midhurst (The Grange) and Chichester (Record Office in Orchard Street, or Edes House in West Street). There is a useful West Sussex County Council website that goes through all the steps you need to take when someone dies (www.westsussex.gov.uk/births-marriages-and-deaths/what-to-do-when-a-person-dies) and offers a step-by-step **bereavement guide** that can be downloaded online or a printed copy can be requested by calling **01243 642122** (the same number can be used to book an appointment to **register a death**).

Bereavement benefits

If you are married or in a registered civil partnership and your partner dies, you may be able to get extra financial help. These benefits are called bereavement benefits. To make a claim for Bereavement Allowance, Bereavement Payment, Funeral Costs, War Widow's or Widower's Pension or Widowed Parent's Allowance, contact your local **Jobcentre Plus** (**0345 604 3719**).

For help with tax after someone dies, call the **HMRC Bereavement helpline: 0300 200 3300** (**textphone 0300 200 3319**).

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 you are on a low income and you need help to pay for a funeral you are arranging, you may be able to get a funeral payment from the Social Fund. You may have to repay some or all of the cost from the estate of the person who died. To find out if you are eligible and to request form SF200 contact your local **Jobcentre Plus (0345 604 3719)**

Redirecting post after someone had died

You can arrange for the local **Post Office** to redirect the post of someone who has died. The Post Office may insist on having proof that you have got legal authority to do this. It may help if you can provide a death certificate and a written statement saying that you have a right to act on the person's behalf. You will have to pay a fee for redirection of post. See also Bereavement Register (below) for reducing junk mail.

Support after bereavement

There are many organisations that offer support to the bereave and there is a selection of them below. Others include your local Citizens Advice Bureau.

Organ donation

To find out more about leaving someone's body, tissues or organs for medical research, contact the **Human Tissue Authority (0207 269 1900, www.hta.gov.uk)** or to join the **Organ Donor Register** call the Organ Donor Line (**0300 123 23 23**) or visit www.uktransplant.org.uk

BEREAVEMENT ADVICE CENTRE

Free helpline and web-based information service, providing practical information and advice on the issues and procedures facing people who have been bereaved.

Tel: 0800 634 9494

Website: www.bereavementadvice.org.uk

BEREAVEMENT GUIDE

A 20-page brochure published by West Sussex County Council, available online or in print. Sections (2016/17) include: What to do when a person dies; Return of drugs and medicines; Choosing a non-religious funeral; Emotional help contacts; Checklist of what to do; Expressions of grief; The Coroner; Making provision for pets; Choosing a coffin; Scattering or interring of ashes; Alternative ways to cope with bereavement; Leaving money to charity.

Tel: 01243 642122

Website: www.westsussex.gov.uk/registration

BEREAVEMENT REGISTER

You can stop junk mail being sent to someone who has died by registering details of the death with the Bereavement Register. Companies who check the Bereavement Register will remove details of the person who has died from mailing lists and marketing databases. However, this will not stop junk mail being sent from companies who do not check with the register.

Tel: 0800 082 1230

Website: www.the-bereavement-register.org.uk

DWP BEREAVEMENT SERVICE

The **Department for Work and Pensions** collects all the information it needs to know about the deceased, carries out a quick eligibility check to find out which benefits the surviving relative may be entitled to and takes claims for Bereavement Benefit and Social Fund Funeral Payments over the telephone.

Tel: 0345 606 0265

INSTITUTE OF CEMETERY AND CREMATORIUM MANAGEMENT

The Institute of Cemetery and Crematorium Management produces a Charter for the Bereaved. This includes a wide range of information about burial and cremation, including information about burial on private land, woodlands, farmland or gardens. It also provides information on funerals without funeral directors, and environmental issues.

Tel: 020 8989 4661

Website: www.iccm-uk.com

NATIONAL ASSOCIATION OF FUNERAL DIRECTORS

Members must comply with its Code of Practice. The Association has an internal conciliation service, and an independently-run arbitration scheme.

Tel: 0845 230 1343

Website: www.nafd.org.uk

NATIONAL SOCIETY OF ALLIED AND INDEPENDENT FUNERAL DIRECTORS

The society has a code of practice for its members

Tel: 0845 230 6777

Website: www.saif.org.uk

NATURAL DEATH CENTRE

A social entrepreneurial, educational charity that gives advice on all aspects of dying and bereavement. It also provides support regarding family-organised and environmentally friendly funerals and runs the Association of Natural Burial Grounds.

Tel: 01962 712690

Website: www.naturaldeath.org.uk

SERVICE PERSONNEL AND VETERANS AGENCY

If the person who has died was receiving a war disablement pension, this organisation may be able to help with the cost of a simple funeral.

Tel: 0800 169 22 77

Website: www.veterans-uk.info

BEREAVEMENT SUPPORT

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 reach out gently but assertively 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.

AGE UK

Offers advice and information for people in later life (50 plus) through its advice line, publications and online. Website gives access to a useful guide on how to cope with the emotional and physical effects of bereavement.

Tel: 0800 169 6565

Website: www.ageuk.org.uk

CHILD BEREAVEMENT UK (CBUK)

National charity (based in Buckinghamshire) giving confidential support, listening and signposting for grieving families when a child dies, or a child or young person is bereaved, and the professionals who work with them. Useful guides on the website.

Tel: 01494 568900

Website: www.childbereavement.org.uk

CHILD DEATH HELPLINE

Established by the Alder Hey Children's NHS Foundation Trust and Great Ormond Street Hospital for Children, this is a confidential helpline for anyone (relatives, friends and professionals) affected by the death of a child of any age who wishes to talk to someone in a similar situation and express their worries and emotions. The helpline is manned by volunteers, all of whom are bereaved parents. It is not a counselling service but the volunteers are able to listen and to provide helpful information about local services.

Tel: 0800 282 986

Website: www.childdeathhelpline.org.uk

CHURCHES

All ministers who conduct funeral services would be willing to be approached regarding advice and support for the bereaved. Telephone your local church to find out what support is offered through the church. For St Luke's Milland and St Luke's Linch, contact Rev. Trish Bancroft.

Tel: 01428 741285

Website: www.stlukesbenefice.co.uk

COMPASSIONATE FRIENDS

National helpline offering support and friendship for bereaved parents and their families by those similarly bereaved. Produces information leaflets and newsletters and provides one-to-one support as well as giving information about local support groups.

Tel: 0845 123 2304

Website: www.tcf.org.uk

CRUSE BEREAVEMENT CARE

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 of bereavement. If someone close to you has died, or you are helping someone you know to cope with a death, Cruse can offer counselling, support groups and information,

either by phone, email (helpline@cruse.org.uk), website or face to face. For face-to-face support, the Chichester & Arun branch covers Milland and can offer free confidential listening and support to people in their own homes; it is run by trained volunteers and you might get through to an answerphone but they will come back to you within a few days if you leave your name and number. There is also a website specifically for children and young people (www.hopeagain.org.uk).

National Helpline: 0808 808 1677

West Sussex: tel. 0300 311 9959

Website: www.cruse.org.uk

NATIONAL ASSOCIATION OF WIDOWS

Head Office provides self-help advice and information to all widows and widowers, their families and friends as well as details of local branches offering support, social activities and friendship. The service is free and confidential.

Tel: 0845 838 2261

Website: www.nawidows.org.uk

ROAD PEACE

Provides support to those bereaved or injured in a road crash.

Tel: 0845 4500355

Website: www.roadpeace.org

SAMARITANS

Open 24 hours a day, 365 days of the year. Often receives calls from people who are bereaved and provides the opportunity to talk in confidence to someone who is independent. From September 2015 there is a new 'free-to-caller' national helpline for which there is no charge for calls from landlines or mobiles. There is also a Bognor Regis & Chichester District local contact, for which normal telephone charges apply.

Tel: 116 123 (free-to-caller UK helpline)

Chichester local: tel. 01243 826 333

Website: www.samaritans.org

SANDS

Stillbirth and Neonatal Death charity. Supporting anyone affected by the death of a baby, whether during pregnancy or after birth.

Tel: 020 7436 5881

Website: www.uk-sands.org

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. 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

TOMMY'S

Charity funding research into causes of miscarriage, stillbirth and premature birth. For information about registering a stillbirth and for emotional help

Tel: 0800 0147 800

Website: www.tommys.org

WAR WIDOWS ASSOCIATION OF GREAT BRITAIN

Gives advice, help and support to all war widows and dependants.

Tel: 0870 2411305

Website: www.warwidowsassociation.org.uk

WINSTON'S WISH

A national helpline for anyone concerned about a child or young person who has been bereaved.
Range of literature and support services to assist children to cope with a close family death.

Tel: 08452 03 04 05

Website: www.winstonswish.org.uk

CHAPTER 4 HEALTH SERVICES (NHS)

This section explains the various NHS services and sources of information. The first point of contact to find out more about any of the services described below will be your own GP surgery, as the location of that surgery will determine the whereabouts of the NHS services you can use. For this reason, contact details for local services are not given below, as those who live in Milland might use surgeries that are in West Sussex, Hampshire or Surrey. You can find out more on the NHS Helpline, or by using the comprehensive NHS Choices website, where you can find full details of different NHS services within a specified radius of where you live.

The first part of this chapter examines different roles within the NHS and how to contact appropriate local services. The second part gives details of general sources of information, advice and help.

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'.

Some NHS dentists will make **home visits**. For details of dentists who offer this service, phone West Sussex Oral Health Services (**01903 708400**) or NHS Direct: **03000 1000 899 (textphone: 0845 606 46 47)**; www.nhsdirect.nhs.uk An **emergency dental service** is available for emergency purposes only outside of normal working hours (**01243 831790**).

The **West Sussex Community Personal Dental Service (01243 831794)** based at St Richard's Hospital, Chichester, 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.

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. They can refer to other intensive nursing services over the 24-hour period, including chronic disease management, Community matrons, and cancer and palliative care services.

GP surgeries

Your GP (general practitioner) provides treatment and advice on all medical matters and can also refer you to other services, or arrange respite. The GP might 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. Your own GP surgery will have details of services available as different areas offer different services, e.g. surgeries in West Sussex may offer other services than surgeries in Hampshire, so please contact your own GP surgery. The following GP surgeries are within about 6 miles of Milland.

Liphook & Liss Surgery

Station Road, Liphook, **tel: 01428 724768 - Part of Swan Surgery Tel 01730 264011**

Hillbrow Road, Liss, **tel: 01730 892262**

Liphook Village Surgery

The Square, Liphook, **tel: 01428 728270**

Riverside Kelsey Surgery

75 Station Road, Liss, **tel: 01730 892412**

Riverbank Medical Centre

Dodsley Lane, Midhurst, **tel: 01730 812121**

Haslemere Health Centre, Fernhurst Branch
Fernhurst Surgery, Crossfield, **tel: 01428 651040**
The Grange Surgery
The Causeway, Petersfield, **tel: 01730 267722**
Swan Surgery
Swan Street, Petersfield, **tel: 01730 264011**

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 or clinic, or through your GP.

Hospices

Hospices are funded through a combination of NHS funding and public donations. Hospice care is a style of care, rather than something that takes place in a specific building. The aim of hospice care is to improve the lives of people who have an incurable illness. Hospices provide care for people from the point at which their illness is diagnosed as terminal, to the end of their life, however long that may be. Most hospice care is provided in your own home, but it can also be provided in a care home, as an in-patient at the hospice itself, or as a day patient visiting the hospice. Hospices aim to feel more like a home than hospitals do. They can provide individual care more suited to the person who is approaching the end of life, in a gentler and calmer atmosphere than a hospital. Hospice teams include doctors, nurses, social workers, therapists, counsellors, and trained volunteers. There is plenty of information about hospices on the NHS Choices website (www.nhs.uk) and there are three hospices within 25 miles of Milland: the Rosemary Foundation Hospice at Home in Petersfield; the Phyllis Tuckwell Hospice in Farnham; and St Wilfrid's Hospice in Chichester (palliative care for those with cancer or motor neurone disease). If you are interested in hospice care, as a patient or as a carer, talk first to your GP surgery or district nurse. Use the NHS website for details of nearby hospices or contact **Hospice UK**, a national charity for hospice care that supports more than 200 hospices in the UK. Hospice UK (**020 7520 8200**; www.hospiceuk.org) (formerly known as Help the Hospices) provides information and a database, with a directory of hospices and palliative care services.

Hospitals

Your GP surgery, or the emergency services, will decide which hospital is appropriate for you. Note that 'Community' hospitals have limited facilities; for example, they do not have Accident & Emergency departments, though usually have Minor Injuries departments. The following hospitals are the most likely destinations for Milland residents, but those further afield include Queen Alexandra (Portsmouth) and Frimley Park.

St. Richards Hospital, Chichester (01243 788122)
Royal Surrey County Hospital, Guildford (01483 571122)
Midhurst Community Hospital (01730 819100)
Petersfield Community Hospital (01730 263221)
Haslemere Community Hospital (01428 782000)
The Chase Community Hospital, Bordon (01420 488801)
Alton Community Hospital (01420 82811)

The nearest **Accident & Emergency units** for Milland are at St Richard's, Chichester (13 miles from Milland as the crow flies), then Royal Surrey in Guildford or Queen Alexandra Hospital in Portsmouth (17 miles), then Frimley Park in Camberley or the Basingstoke & North Hampshire (both more than 20 miles). **Minor injuries units** are at Haslemere Hospital and Petersfield Hospital.

Occupational Therapists

Occupational Therapists (OTs) offer assessments, rehabilitation and treatment for people with physical, mental and social needs to promote their independence. They recommend specific activities

to develop physical and mental skills, give advice to carers about skills they can use in caring for dependent people, and advise on other community resources. Referral to the service is through GPs and consultants (see Home Life chapter and Social Services chapter).

Opticians

An NHS sight test is provided free if you are 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, or are 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 Advice and Liaison Service (PALS)

The NHS Patient Advice and Liaison Service (PALS) was created to provide confidential advice, support and information on health-related matters and is a point of contact for patients, their families and their carers. There are PALS officers in local hospitals and they can: help you with health-related questions; help resolve concerns or problems when you are using the NHS; tell you how to get more involved in your own healthcare; and give you information about the NHS, the complaints procedure (including how to get independent help if you want to make a complaint) and support groups outside the NHS. You can find your nearest PALS office on the NHS Choices website (www.nhs.uk), or by asking your GP surgery or a local hospital, or by calling NHS 111.

Prevention Assessment Team (PAT)

Supporting the health and wellbeing of adults of all ages under the umbrella of Sussex Community NHS Trust and West Sussex County Council. Includes trained health professionals, social care workers and support workers whose aim is to help people living locally to stay healthy and remain independent, e.g. identifying ways of retaining independence, providing assistance to access practical and emotional support, keeping the home warm, contact with local social groups, information on local transport services, links with agencies that can maximise your income, practical tasks such as shopping, cleaning and gardening etc. Milland, being in Chichester District, comes under the Western PAT ([01243 642370](tel:01243642370); www.westsussex.gov.uk/pat)

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, with priority for diabetes patients. Clinics specialising in biomedics, gait analysis and orthotic manufacture are also available. Depending on your GP surgery, a home-visiting service might be available for people who are completely housebound. There is a waiting list for non-urgent treatment. You can be referred to the NHS podiatry service through your GP, district nurse, practice nurse or health visitor. Alternatively you can pay for private treatment, making sure that a private chiropodist is fully qualified and registered with the Health & Care Professionals Council (HPC) and is a member of one of the three relevant chiropody and podiatry organisations.

Chiropody, podiatry and physiotherapy services are offered at Midhurst Community Hospital. Through Hampshire County Council, **Age Concern Hampshire** organises a toenail cutting service and footcare clinics at some of their Wellbeing Centres and some GP surgeries and community

centres. The nearest wellbeing centres for Milland are at Bordon ([01420 474294](tel:01420474294)) and Alton ([01420 84257](tel:0142084257)). Lloyds Pharmacy in Liphook offers a chiropody service.

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.

Sensory Service

The West Sussex sensory team ([01243 642555](tel:01243642555)) provides services for children and adults who are: blind; partially sighted; deaf; deafened; hard of hearing and those that have dual sensory loss. See also the Sensory Impairments chapter in this Directory.

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 ([01243 815260](tel:01243815260)). See also the Sensory Impairments chapter of this Directory.

HEALTH LITERATURE LINE

Department of Health and Public Health England health and social care publications order line for printed and online leaflets and guides.

Tel: [0300 123 1002](tel:03001231002)

Website: www.orderline.dh.gov.uk

NHS CHOICES

This comprehensive website gives you information on every aspect of the NHS and of health in general. It includes 'Health A-Z' (for each illness it describes symptoms, conditions, medicines and treatments), 'Live well', 'Care and support', 'Health news' and 'Services near you' (GPs, urgent care, hospitals, dentists etc).

Website: www.nhs.uk

NHS HELPLINE

Nurse-led 24-hour confidential telephone helpline, which is able to give 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, they 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 available on 111, as are a number of other health information services.

Tel: [111](tel:111)

SUSSEX COMMUNITY NHS TRUST

This is the regional NHS Trust that covers Milland. Its multi-agency multidisciplinary local NHS teams provide a range of services to the community in West Sussex, with health advisors, social care workers and support workers from the voluntary sector. Can give advice over the telephone or visit

you at home. Objective is to improve quality of life and to promote health and wellbeing. The service is for adults who might not be eligible for other statutory services and who have unmet physical, psychological, social, functional or environmental needs. The Trust provides information, education, advice and support to enable independence and self-care and undertakes proactive interventions and problem solving. It also provides NHS health checks and health promotion sessions in the community. Includes PALS (Patient Advice and Liaison Service) to give information, advice and support to patients, their families and carers and the public who have questions, queries or complaints about the Trust's services (**01273 242292**). Complaints or concerns about an NHS service can also be submitted to the Central & South Citizens Advice Bureau (**08444 771171**) or the Healthwatch helpline (**03000 120122**), or to the Care Quality Commission (**03000 616161**). The Trust's website gives an A–Z list of clinical services with relevant telephone numbers.

Tel: 01273 696011

Website: www.sussexcommunity.nhs.uk

CHAPTER 5

HOME LIFE: INDEPENDENT LIVING

Many people would prefer to ‘stay put’ in their own home rather than having to move into residential care of some kind, or they might want to return home from hospital as soon as possible but need support at home while they complete their recovery. The aim of this chapter is to give information on how to enable someone to remain in their own home.

The first section of this chapter is about **equipment and adaptations** for the home. The second section is about **services and personal support** that make living at home easier.

EQUIPMENT AND ADAPTATIONS

Organisations providing and supplying equipment and adaptations include Social Services (see separate chapter), the NHS, voluntary organisations, district councils and private companies. It is worth consulting your GP and also getting professional advice about the most appropriate piece of equipment and the suitability of any adaptations before buying something. Please note that inclusion of a private supplier in this Directory should not necessarily be taken as a recommendation; most of the entries are non-commercial but we have included a few very local companies that might prove useful for Milland.

Adaptations to your home may be necessary to make it more suitable for you and/or the person you are caring for. 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, but the grants are means tested.

- **Disabled Facilities Grants** are available to make the home more suitable to live in for those who are 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 need for any adaptations.
- **Home Repairs Assistance Grants** are available to people in certain geographical areas who are over 65 years of age, 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.
- **Renovation Grants** may be available if your home is judged unfit to live in and needs major work.

BETTERLIFE HEALTHCARE

Part of the Lloyds Pharmacy group supplying large range of ‘mobility and independent living’ aids of all kinds to help retain independence in the home (bathing, dressing, cooking, gardening, reading, getting around). Lloyds Pharmacy in Liphook (01428 723303) has Betterlife catalogues. Betterlife will deliver to Milland.

Tel: 0330 311 4895; 0800 316 0557

Website: www.betterlifehealthcare.com

BRITISH RED CROSS

The Red Cross can help in many practical ways. For example, it offers short-term ‘home from hospital’ practical help and emotional support for couples as well as for those living on their own, to help them regain their independence. It has an Ability Shop with a mail-order catalogue offering a wide range of aids and equipment (nearest centres: Alton, Farnham, Godalming). It also has a Medical Loan Service, supplying wheelchairs, commodes, walking and other aids on a short-term basis (nearest centre: Chichester); there is a small charge, and equipment is subject to availability.

Ability Shop: tel. 03448930089

Medical Loan Service: tel. 0800 028 0831

Website: www.redcross.org.uk

COMMUNITY EQUIPMENT SERVICE

The provider of the community equipment service (CES) in West Sussex is **NRS Healthcare** (previously known as Nottingham Rehab Supplies), commissioned jointly by West Sussex County Council and Sussex Community NHS Trust. It specialises in disability equipment, mobility aids and rehab supplies (to help people get back on their feet after an operation, for example) and the aim is to support independent living. NRS Healthcare will arrange for delivery, collection, repair and servicing of community equipment within the county. Access to CES is through your GP, occupational therapist, physiotherapist or community nurse, who will assess your needs before contacting NRS Healthcare on your behalf. The equipment is on loan to you; there are no charges or financial assessments. It will be delivered and safely fitted, and you will be shown how to look after it. The equipment will be collected by NRS Healthcare free of charge when you no longer need it. Wheelchairs for permanent use can be provided by the NHS; referrals are made through your healthcare professional. If you need a wheelchair for short-term use, contact your GP or community nursing service.

DISABILITY EQUIPMENT SERVICE (DES)

Independent website that lists second-hand disability equipment for sale and/or wanted by individuals in specific areas.

Tel: 07845041678

DISABLED LIVING FOUNDATION (DLF)

National London-based charity offering free information on independent living equipment. Many private companies offer aids and equipment for sale and the DLF's **Living Made Easy** website offers practical, comprehensive and impartial information on daily living equipment and other aspects of independent living. It does not sell any products.

Helpline: 0300 999 0004

Websites: www.dlf.org.uk; www.livingmadeeasy.org.uk

EASYLIFE GROUP

'Lifestyle solutions' from a large private catalogue retailer including useful items for independent living for home, garden and personal use. Based in London and Kent but will deliver to Milland.

Tel: 0800 055 7766 (orders)

Helpline: 030303 10777

Website: www.easylifegroup.com

LIPHOOK MOBILITY

A private local company offering long-term and short-term hire (depending on type of equipment required) or purchase of equipment such as mobility scooters, wheelchairs, walking aids and stairlifts. Can do home visits in Milland if necessary.

Tel: 01428 722900

Website: www.liphookmobility.co.uk

EDICALERT

MedicAlert is a non-profitable charitable membership-based organisation supplying pendants and bracelets that hold medical details you'd like to be known in case of emergency.

Tel: 01908 951045

Website: www.medicalert.org.uk

OCCUPATIONAL THERAPY SERVICE

Occupational therapy helps people with physical impairments, medical conditions, learning disabilities and mental health conditions to live more independently. An occupational therapist (OT) can work with you on everyday tasks you may be struggling with, such as getting dressed, making food or getting around, and suggest ways to make the task safer and more manageable, for example, by doing it in a different way or using a piece of equipment. As a key part of West Sussex County Council's Independent Living Service (ILS), OTs can help you make the most of your abilities and

reduce your reliance on others. OTs will advise on appropriate adaptations to your home and can arrange for the provision of any necessary equipment. You do not have to be referred by a GP but can ask for a referral to WSCC's Adults' Care Point or you can go direct to the West Sussex OT Connect service to ask for a free assessment of your needs. OT Connect can also delivery equipment to help you remain independent at home.

Tel: 01243 642555

Adults' CarePoint: 01243 642121

OT Connect: 01903 839100

Website: www.westsussexconnecttosupport.org

OUT & ABOUT

A private company described as mobility and independence specialists for equipment at home and outside, e.g. scooters, wheelchairs, stairlifts. Based in Alton, delivery within 25-mile radius.

Tel: 01420 549481

Website: www.outandabout-uk.com

RICABILITY

A national charity providing consumer reports and tests products used by disabled and older people.

Tel: 020 7427 2460

Textphone: 020 7427 2469

Website: www.ricability.org.uk

SERVICES

Many people want to stay in their own home when they become less able and, with strong government encouragement to promote independent living, 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 would be a good idea to look first at support services that might keep them in their own home. This section also includes personal services for those who need extra support.

AGE UK

Age UK now incorporates Age Concern in most of the country, though some local groups still use the Age Concern name. Age UK offers a variety of services for older people and has a useful information and advice line. There are Hampshire and Sussex regional branches. In West Sussex, Age UK's **Help At Home** service can provide paid home helpers to assist with domestic chores, shopping or general housework (domestic cleaning and hygiene, laundry and ironing, bedmaking/changing, cleaning cupboards and interior windows, shopping, small sewing tasks, changing lightbulbs etc, dog walking). Registration fee for Help At Home followed by initial home visit to understand requirements.

Information line: 0800 169 2081

West Sussex helpline: 0800 019 1310

Help At Home West Sussex: tel. 01903 726276

Websites: www.ageuk.org.uk; www.ageukwestsussex.org.uk

ANCHOR STAYING PUT

A not-for-profit provider of housing and care for those aged over 55, including retirement properties, retirement villages and care homes. Provides services to elderly and disabled people such as adaptations, maintenance and repairs to the home, including a handyman service. Some light gardening may be undertaken. A fee is charged for services. Local branch in Chichester.

Chichester: tel. 01243 539988

Website: www.anchor.org.uk

BT PRIORITY FAULT REPAIR SCHEME

Free-of-charge Priority Fault Repair Scheme which will deal with any BT landline fault as soon as possible, day or night, every day of the year, including holidays. The scheme is available if a

household includes someone at risk who is registered as chronically sick and disabled by the local authority's Social Services and/or is incapacitated and therefore housebound due to chronic long-term illness or disability that prevents them from leaving the house without assistance. You need to be renting your line from BT and you need to be registered in advance. There is a rigid set of criteria for eligibility, including countersignature by a doctor or hospital consultant. Make your application direct to BT by post.

Tel: 0800 800 150

Website: www.bt.com/includingyou

CHICHESTER CARELINE

Operated and managed by Chichester District Council, this service provides a Careline personal on-call alarm system for residents of Chichester District (including Milland). It is available for those who live alone and feel vulnerable, those who have a disability, those at risk of falling, those who have recently been discharged from hospital and for carers (young or old). For most products a home visit will be required. The products and services include: Careline unit and pendant (24/7 support and reassurance in the home); bed occupancy and chair occupancy sensors; bogus caller button (panic alarm); carbon monoxide, natural gas, passive infra-red, smoke and extreme-temperature detectors; MindMe Locate and property-exit sensor (for those with dementia); fall detector; key safe; lone-worker Mindme GPS alarm; pill dispenser; mobile response team (first-aid trained); and carer's emergency alert card (to identify a carer if they have an accident). Lines are always open.

Tel: 01243 778688

Website: www.chichestercareline.org.uk email:- chichestercareline@chichester.gov.uk

CHICHESTER DISTRICT OLDER PEOPLE'S PARTNERSHIP

ChOPP 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. ChOPP is 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.

Website: www.chopp.org.uk

CARE QUALITY COMMISSION

The regulator of health and social care services in England. Provides a care services directory to find reports and quality ratings on all your local care homes, home care and other registered adult social care services.

Tel: 03000 61 61 61

Website: www.cqc.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

COMMUNITY FIRE SAFETY TEAM

A free Home Fire Safety Check is available from the West Sussex Fire & Rescue Service (WSFRS) for vulnerable individuals, including those aged 65 or over, or lone adult/parent with young children, or those who have permanent disability or permanent mobility difficulties, those with a Careline or Lifeline system and those living alone who cannot hear a standard smoke alarm. The check involves a pre-arranged visit to the home to offer advice on making it safer and, where appropriate, fitting smoke alarms free of charge.

Tel: 0845 872 9719

Website: www.westsussex.gov.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, **Tel: 0800 716 543**

Website: www.contact-the-elderly.org

FAMILY MOSAIC CARE & SUPPORT SERVICES

Housing association providing supported housing, visiting support, extra support and home improvement agencies. West Sussex and Hampshire offices cover Milland. The 'Here to Help' helpline supplies support at home as a free service to those aged over 65 and the co-ordinator can be contact on the West Sussex number.

Tel: 02070891000 central number

Website: www.fmcareandsupport.co.uk

GOOD NEIGHBOURS NETWORK

The Good Neighbours Network is for local group who are there for people in the local community when there is no one else they can call upon to help. Volunteers do simple tasks according to personal requests from local people; a request is matched by the group's coordinator to a person who is able to help. Each group is self-organised and is led and run by its volunteers, who play a key role in providing personal transport in the community, social contact to reduce loneliness and isolation, and practical support at a time of need. Some groups offer specific services, such as befriending or getting people to health appointments. Others provide coffee mornings and lunch clubs. Some offer a wide range of neighbourly help, such as shopping, sitting for carers, minor repairs and so on. There is a very active Good Neighbours Network for Hampshire, based in Portsmouth and supported by Hampshire County Council and by the NHS clinical commissioning groups in Hampshire and by Anglican dioceses in Hampshire. Milland Cares has close links with the **Hampshire Good Neighbours Network** and because of our proximity to the Hampshire border some of the network's groups are willing to help Milland residents, especially the Bramshott & Liphook Parish Voluntary Care Group of voluntary drivers (see Transport chapter). The website gives details of all the groups in the East Hampshire region, which is the closest to Milland. There is currently a Local Resource Cafes scheme to encourage and help good neighbours groups by meeting to share experiences and seek advice. One of their meeting places is the Wyevale Garden Centre in Rake.

Tel: 07827 925327 (adviser); 02392 899671 (office)

Email: info@hampshire.goodneighbours.org.uk

Website: www.goodneighbours.org.uk

HOME FROM HOSPITAL WEST SUSSEX PARTNERSHIP

Provides practical support (up to 6 weeks) for individuals with low-level needs coming out of hospital who may not have a carer on discharge. The aim of the service is to prevent vulnerable people returning to hospital, and to boost confidence and physical and mental wellbeing. It includes an initial home assessment when the person comes home, to give information for minimising risks and to make sure they are safe, have what they need and that the relevant services are in place should they need them. The service also ensures the patient is not isolated after returning home and will visit them for the next 6 weeks to ensure individuals have sufficient food, warmth, social or other support. Can collect prescriptions and shopping, prepare light snack, accompany to hospital or GP appointment, pop in for a chat, assist with paperwork and finances, liaise with other services, help with a pet, return library books, carry out small practical tasks in the home and provide information on other services or equipment, but cannot give assistance with personal care, wound dressing, lifting or counselling. Self-referral or ask ward nurse, social worker, GP, friend or relative to contact local co-ordinator. This new service is free, provided by Age UK West Sussex (for Chichester District, including Milland), Age UK Horsham District and Guild Care (Adur and Worthing) forming the 'Home from Hospital West Sussex Partnership'; it is intended to be county-wide. **Tel: 01903 717130**

Website: www.ageukwestsussex.org.uk

HOME TO HOME CALLS

A daily telephone befriending service, recently established (2013) in Birmingham but covering the whole country, and supported by a small London-based charity, Agetrust (The Age Related Disease and Health Trust). By arrangement, will phone at an agreed time every day to check the user is safe and well and have a conversation. Also offers face-to-face befriending (charges made).

Website: www.hometohomecalls.com

HEMECARE SERVICES

There are various private homecare services offering help with household tasks and personal care, temporary care after hospital treatment, 24-hour live-in care, respite for carers and other services. Companies include, for example, Saga Homecare, Country Cousins, Helping Hands and others. Rather than giving details in this Directory, it is suggested that those seeking private homecare should consult friends and relatives already using some of these services for their personal recommendations. Charities such as Age UK are also able to offer homecare services.

INDEPENDENT AGE

A London-based national charity working to keep older people (over 70s) independent and out of poverty. Offering financial and practical support to isolated older people in need. Free impartial advice on care and support (including staying independent in your own home or moving to a smaller home or care home), money and benefits, health and mobility. Free guides on a range of subjects through the website or by calling the freephone helpline. Independent Age now also incorporates Counsel & Care.

Tel: 020 7605 4200; 0800 319 6789

Website: www.independentage.org.uk

MEALS ON WHEELS ARE NOW ORGANISED BY APETITO

West Sussex office:- **Tel:-** 01903 718893 **email:-** office@apetito.co.uk

Caters also for special dietary needs

ROYAL VOLUNTARY SERVICE

Volunteer organisation to 'enrich the lives of older people and their families across Britain', working alongside hospitals, local authorities and other organisations. Branches for North & Southwest Hampshire (**01264 317080**) and for Coastal West Sussex (**01903 257019**) – the former includes lunch clubs at Whitehill and Liss and the latter includes the Midhurst area as well as Chichester.

Tel: 0845 608 0122

Website: www.royalvoluntaryservice.org.uk

SILVER LINE

The Silver Line, which relies entirely on donations, is a free confidential helpline providing information, friendship and advice to older people (no strict age limits but most callers are over 65). Open 24 hours a day, every day of the year. Specially trained helpline staff can also link callers to local groups and services, offer regular befriending calls and protect and support those who are suffering abuse or neglect. Silver Line Friends enables callers to receive regular weekly friendship calls; Silver Circles enable them to take part in regular group calls on subjects that interest them; and Silver Letters is the exchange of regular letters between an older person and a volunteer. Silver Line Connects is a team working with older people on issues ranging from housing and health to lunch clubs and financial concerns. There are plans to set up regional helplines in different parts of the country.

Tel: 0800 4 70 80 90

Website: www.thesilverline.org.uk

VOICE FOR DISABILITY

Organisation working to support and empower disabled people in West Sussex.

Website: www.wsad.org.uk

WEST SUSSEX CONNECT TO SUPPORT

This West Sussex County Council website is for anyone in West Sussex who is over 18 and thinks they need some social care help to live independently, and also for people who are caring for someone else. It is designed to help people find information about social care and to search for local groups, products and services. Offers advice and information on a wide range of matters, including 'health, prevention and wellbeing', 'conditions, disabilities and getting older', 'keeping safe and getting out and about', 'caring for someone', occupational therapy and Telecare', 'money matters', 'advocacy', 'housing matters', 'person-centred support', 'care and support for prisoners', 'WSSCC adults services department' and 'Care Act'.

Tel: 01243 642121 (Adults' Care)

Tel: 01243 777653 (general enquiries)

Tel: 01243 815897 (falls & fracture prevention service)

Website: www.westsussexconnecttosupport.org

WEST SUSSEX TRADING STANDARDS

Trading Standards publishes an Approved Business Directory (hundreds of local businesses with the Trading Standards stamp of approval) and a 'buy with confidence' scheme for all your needs, e.g. maintenance and work needed around the house.

Tel: 01243 642124

Website: www.westsussex.gov.uk/tradingstandards

MOVING ON

ELDERLY ACCOMMODATION COUNSEL

There may come a time when a person feels they can no longer remain in their own home in their later years. The decision is a difficult one and a good source of help is the free and impartial government-funded Elderly Accommodation Counsel service. The EAC website gives comprehensive information to help in making a choice about whether to stay put or to move and, for the latter, what the options might be – such as down-sizing, sheltered housing, retirement housing (including retirement villages), extra-care housing, home-share and various kinds of care homes (residential, nursing). If the choice is made to move there is also plenty of practical advice, including whether to rent, lease or buy, how to access finance, and what support and advice can be found from your local authority. The website has a national database of specialist housing and care services for older people with extensive accommodation directories that can be searched by area and by type of accommodation to give full details of specific housing schemes. There is also a national home services database of local services such as home help, gardening or transport, and access to a library of useful publications as well as self-help toolkits that include assessing your current housing and identifying possible alternatives, and a 'home from hospital' toolkit giving information on various forms of assistance at home that might be available locally after a stay in hospital. EAC has a **FirstStop Advice Service** where you can get in touch with a trained advisor to discuss any matters relating to housing or to care. To use the FirstStop service, call the 0800 advice line or use the livechat service on the website. The websites for EAC and FirstStop have now been combined as a single 'housing care' site.

Tel: 0800 377 7070

Website: www.housingcare.org

SHELTER

Housing and homelessness charity, advice on housing and community care issues

Tel: 0808 800 4444

Website: www.shelter.org.uk

CHAPTER 6 ILLNESSES AND DISABILITIES

This chapter gives a selection of the many organisations providing support, advice and information on specific conditions (there are separate chapters for Mental Health services and for Sensory and Speech Impairments). For further information and details of West Sussex and national organisations and for advice and support concerning any condition, illness or disability, carers may contact the Carers Support Service in Chichester (see Caring chapter).

ANKYLOSING SPONDYLITIS, NATIONAL SOCIETY

The National Ankylosing Spondylitis Society provides information, local contacts and groups, including physiotherapy sessions.

Tel: 020 8948 9117

Website: www.nass.co.uk

ARTHRITIS CARE

A national user-led charity offering support and information to people with arthritis.

Tel: 0808 808 2000

Website: www.arthritiscare.org.uk

ASTHMA CENTRE

Advice and education on all aspects of asthma management. Based at St Richard's Hospital, Chichester. Referral is through a GP or Practice Nurse.

Tel: 01243 831597

AUTISM SUSSEX

Provides supported living, residential, day and community outreach services for adults with autism and Asperger's syndrome across East and West Sussex.

Tel: 01424 773366

Website: www.autismsussex.org.uk

BACKCARE

The BackCare charity (National Back Pain Association) provides support, information and advice for people with back pain through its website and leaflets. It can also provide details of back care practitioners within a few miles of your home and information about various products.

Tel: 0208 977 5474

Website: www.backcare.org.uk

BLADDER AND BOWEL FOUNDATION

B&BF is now the UK's largest advocacy charity providing information and support for all types of bladder and bowel related problems, including incontinence, prostate problems, constipation and Diverticular Disease, for patients, their families, carers and healthcare professionals.

Tel: 01536 533255

Website: www.continence-foundation.org.uk

BREAKAWAY

A supported employment service for adults (18-65 yrs) in West Sussex with a **learning disability**. Helps people find paid or unpaid full-time and part-time employment in ordinary environments in the community. Can offer job coaching on site if needed. Can also offer benefits advice prior to starting.

Tel: 01243 792127

BREATHE EASY CHICHESTER

Local support group for people with a **lung condition**, their families and friends. Meets at Chichester Swanfield Community Centre. **Tel: 01243 544626**

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. National freephone helpline. Detailed information and fact sheets can be obtained. Also has a Sussex branch that holds fundraising events, activities and promotes the Society in general.

Tel: 0800 028 2459

Sussex branch: tel. 01903 771193

Website: www.brittlebone.org

CANCER RELIEF, MACMILLAN

Based in London but nationwide. The national Macmillan Cancer Support helpline is staffed by specialist cancer nurses who can answer questions on all aspects of living with cancer. In addition, there is a Macmillan Specialist Palliative Care Services unit based at Midhurst Community Hospital (Dodsley Lane) which covers Milland, providing specialist care for seriously ill patients and their families. Wherever possible they help patients to remain at home. Volunteer cars available for patients, their relatives and the bereaved. Referrals usually via GP or consultant.

Tel: 0808 808 2020

Support line: 0808 808 0000

Midhurst unit: tel. 01730 811121

Website: www.macmillan.org.uk

CARDIAC SUPPORT GROUPS

The British Heart Foundation (BHF) has numerous local support groups, set up by patients and carers, with full details on the BHF website. The nearest local support groups for Milland are in Alton, Guildford, Portsmouth and Bognor Regis. The Chichester group provides the opportunity for people with heart problems, and their families, to meet, socialise and obtain information and advice at the Judith Adams Centre (a WSCC day care centre for older people).

BHF Heart Helpline: 0300 330 3311

Chichester group: tel. 01243 781282

Website: www.bhf.org.uk

Local websites: www.ahsc.hampshire.org.uk; www.guildfordcardiac.co.uk

COELIAC UK

Provides information to help people with coeliac disease and dermatitis herpetiformis to manage their health and diet. There are local support groups for West Sussex and for South Surrey.

Helpline: 0333 332 2033

Website: www.coeliac.org.uk

CYSTIC FIBROSIS TRUST

Provides support and advice for people with cystic fibrosis. The Sussex branch holds meetings and awareness-raising events to support sufferers throughout Sussex and their families and carers.

Helpline: 0300 373 1000

Website: www.cftrust.org.uk

DIABETES UK

National charity focused on diabetes research in the UK. Source of comprehensive information, advice, publications. Support forum for exchange of knowledge and experience among sufferers, families and carers. National helpline. Regional groups include Diabetes South East, based in Epsom but covering West Sussex, Hampshire, Surrey etc. Within the region, the closest local support group is Petersfield & District, covering nearby towns and villages, with group meetings. Within the Sussex Community NHS Trust there is a Community Diabetes Team of diabetes specialist nurses who work with the diabetes teams at St Richard's Chichester and Worthing hospitals. They also run clinics at GP surgeries with the practice nurse, run group education sessions and provide formal and informal

education to other healthcare professionals, plus a Diabetes Helpline for patients and carers. The nurses are based at the Diabetes Centre, Chichester.

Helpline: 0345 123 2399

Diabetes South East: tel. 01372 720148

Petersfield group: tel. 02392 643504

Chichester Diabetes Centre: tel. 01243 815833

Website: www.diabetes.org.uk

DYSPRAXIA FOUNDATION

Support, advice and information about dyspraxia. There are local support groups in West Sussex, Hampshire and Surrey.

Tel: 01462 454986

Website: www.dyspraxiafoundation.org.uk

EPILEPSY ACTION

Organisation campaigning to improve epilepsy services and raise awareness of the condition.

Freephone helpline for those affected by epilepsy as well as local branch support groups.

Tel: 0808 800 5050

Website: www.epilepsy.org.uk

FIBROMYALGIA ASSOCIATION UK

FMA UK is a charity that provides information and support for fibromyalgia sufferers and their families. There is a national helpline and there are several local support groups (helpline numbers recently altered from 0845 to 0844: check national website for up-to-date contact details). Regional coordinator for our area can put you in touch with your nearest support group: there are local groups for Chichester & Bognor and for Hants & Surrey borders.

Helpline: 0844 887 2444

Chichester & Bognor: tel. 0844 567 2863

Hants & Surrey: tel. 0844 887 23258

Website: www.fmauk.org

Regional website: www.fibromyalgiasoutheast.org

HEADWAY WEST SUSSEX

Support and information service for those with acquired **brain injuries** and their carers or concerned professionals. Support groups in Worthing, Bognor Regis, Horsham and Crawley. Counselling service. Freephone helpline.

Tel: 0808 800 2244

Website: www.headway-in-west-sussex.org.uk

HODGKIN'S DISEASE & LYMPHOMA ASSOCIATION

Support organisation for people with lymphatic cancer, Hodgkin's disease and non-Hodgkin's lymphomas.

Tel: 0808 808 5555

Website: www.lymphoma.org.uk

HUNTINGDONS DISEASE ASSOCIATION

Provides support and information for people affected by HD. The Sussex branch covers all parts of the county and there is also a Hampshire branch (call Head Office for contact details).

Tel: 0151 331 5444

Website: www.hda.org.uk

Sussex website: www.hdasussexbranch.org.uk

KIDNEY PATIENT ASSOCIATION, BRITISH

Offers practical help, financial aid and counselling and provides some grants. Produces leaflets on types of dialysis and kidney disease. **Tel: 01420 541424 Website: www.britishkidney-pa.co.uk**

LUNG FOUNDATION, BRITISH

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

LUPUS GROUP, SUSSEX

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'.

Tel: 01273 395704

Website: www.lupusuk.org.uk

M.E. ASSOCIATION

There are several organisations supporting those who suffer from **myalgic encephalopathy** (ME), also known as **chronic fatigue syndrome** (CFS). The ME Association lists several organisations in Sussex, especially the Sussex & Kent ME/CFS Society, a registered charity that informs, supports and represents those affected by ME/CFS across the two counties; it holds meetings, has helplines and produces a quarterly newsletter. There is also Remember ('reMEMember'), based in Hassocks. The Sussex NHS Trust offers a Sussex-wide CFS/ME Service for people with mild to moderate CFS/ME, providing outpatient treatment at several locations across the county through GP referral.

National Helpline: 0844 576 5326

Sussex & Kent branch: tel. 01273 674828

reMEMember: tel. 01273 831733

Sussex CFS/ME Service: tel. 01444 475799

Websites: www.meassociation.org; www.measussex.org.uk; www.remembercfs.org.uk

MOTOR NEURONE DISEASE ASSOCIATION

Provides advice, information, help with respite and specialised equipment for Midhurst and Petworth area, regular monthly meetings in Rustington.

Tel: 01243 825678

National Helpline: 08457 626262

Website: www.mndassociation.org

MULTIPLE SCLEROSIS SOCIETY

A self-help group covering the Chichester District area meets monthly in Chichester.

National Helpline: 0808 800 8000

Chichester Support Officer: tel. 01243 542949

Website: www.mssociety.org.uk

MUSCULAR DYSTROPHY CAMPAIGN

Provides support to people with neuromuscular conditions and their families through its care advisers, information service, factsheets and grants.

Tel: 0800 652 6352

Website: www.muscular-dystrophy.org

PAGET'S DISEASE

National Association for the Relief of Paget's Disease.

Tel: 0161 799 4646

Website: www.paget.org.uk

PALLIATIVE CARE TEAMS

The Western Sussex Hospitals Foundation Trust (which runs three hospitals: St Richard's in Chichester, Southlands in Shoreham-by-Sea and Worthing Hospital) has hospital-based palliative care

teams at Chichester and Worthing. The Trust's teams of nurse specialists are supported by medical teams from St Barnabas House Hospice (Worthing) and St Wilfrid's Hospice (Chichester). The Trust also has very close working relationships with all the community palliative care providers in the area and is supported by Macmillan Service (Midhurst) as well as the two hospices. Any patient with palliative care needs within the hospital setting can be referred by their medical and nursing team, and occasionally a patient or carer will make a direct referral themselves. Support from the palliative care team often includes pain and symptom management, support with discharge planning, psychological and emotional support and staff education. The Trust also works very closely with community colleagues for end-of-life care, where appropriate, ensuring that patients and their carers are supported with respect and dignity at all times, including clear communication, excellent symptom control and provision of the best possible environment. The Trust offers a booklet, 'The End of Life ... and understanding the changes that occur', explaining what happens to someone when they are dying and how they might best be supported. The Trust also offers other guidance leaflets and individualised care plans. Palliative care contacts are at St Richard's Hospital, Chichester Worthing Hospital. The **Midhurst Macmillan Specialist Palliative Care Service**, based in the Pearson Unit at Midhurst Community Hospital in Dodsley Lane, supports patients requiring palliative or end-of-life care in their preferred place of care, especially those who prefer to die at home. Support is offered to patients with all diagnoses, not just those with cancer, and the service seeks close partnership between the NHS, local people and the voluntary sector. Referrals to Midhurst are accepted for any patient over the age of 18 with cancer or any life-limiting chronic progressive disease who is experiencing complex problems that are not responding to routine treatment and therapeutic intervention. Patients registered with GPs from the following practices local to Milland may be referred to the Midhurst service: Liphook Newtown, Liphook Village Surgery, Liss Hillbrow Surgery, Fernhurst Surgery (see the Western Sussex Hospitals website for a full list of surgeries and for more detailed information about the Midhurst service).

St Richard's: tel. 01243 788122

Worthing: tel. 01903 205111

Midhurst: tel. 01730 811121

Website: www.westernsussexhospitals.nhs.uk

Macmillan Midhurst website: www.sussexcommunity.nhs.uk

St Wilfrid's website: <http://stwh.co.uk>

PALLIATIVE CARE TEAM FOR CHILDREN

The Chichester palliative care team for children is part of the Snowdrop Care at Home Team and was 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 a paediatrician, child psychologist, health visitor, school nurse, hospital nurse and other staff, and liaises with social workers. The Snowdrop Trust does not reach as far north as Milland but does include Midhurst.

Tel: 01243 815227

Website: www.thesussexsnowdroptrust.com

PARKINSON'S UK

Support and research charity for everyone affected by Parkinson's. The Parkinson's South area's community support team provides information, advice, advocacy and emotional support, telephone support, home and hospital visits and information about welfare benefits. The team covers the South East Region, and its Chichester & Bognor branch has a Midhurst group.

Helpline: 0800 800 0303

South team: tel. 0300 123 3674

West Sussex & Surrey: tel. 0344 225 9848

Website: www.parkinsons.org.uk

POLIO FELLOWSHIP, BRITISH

Voluntary organisation providing welfare and social activities for people disabled by polio. Has a branch in West Sussex.

Tel: 0800 018 0586

West Sussex branch: tel. 01243 789479

Website: www.britishpolio.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 meets quarterly in Chichester.

Helpline: 0845 650 2555

Website: www.pcaso.com

REACH

Association for children with upper limb deficiency (hand or arm). Newsletter, information, meetings, local branches.

Tel: 0845 130 6225

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. Local areas covered include Chichester and Midhurst. The nearest local groups are in Headley and Woolbeding (contact details on the RDA website).

Tel: 01926 492915

Website: www.riding-for-disabled.org.uk

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**. Local advice line. Also runs a buddy scheme, linking physically disabled people of all ages with local volunteers.

Helpline: 0845 450 7755

Tel: 01903 723278

Website: www.asbah.org

SCOPE

National charity providing free, independent and impartial information and support on issues that matter to disabled people of any age and their families and work colleagues. Includes physical impairments, learning disabilities and other conditions, especially cerebral palsy, autism spectrum disorders (ASD), communication difficulties, hearing impairment, learning difficulties and visual impairment.

Tel: 0808 800 3333

Website: www.scope.org.uk

SCOPE WEST SUSSEX

Charity supporting adults aged 18-45 years with a physical or sensory disability across the western region of West Sussex, based in Chichester. Emphasis on leisure activities and social interaction. Provides services that include help with independent living skills, vocational rehabilitation and opportunities to develop social inclusion skills from its fully accessible day centre, The Point.

Tel: 01243 775330

Website: www.scope-west-sussex.org.uk

SPORTS ASSOCIATION FOR THE DISABLED, ARUN

Aims to help people with disabilities (aged 16+ years) in the Chichester area to participate in sporting activities within their capabilities. The Group meets weekly and offers a wide variety of sports activities. **Tel: 01243 583868**

STROKE ASSOCIATION

The Stroke Association has a national helpline for information about stroke or sources of support available after a stroke. It also offers **Life After Stroke** services, funded by the NHS or Social Services. There is a **South East Hampshire Communication Support** service working with stroke survivors and their carers to deal with communication difficulties and this is based at Penns Place, Petersfield: it offers support in a group setting or on a one-to-one basis at home. There are similar Communication Support services for all people living in Hampshire. The **Haslemere Stroke Club** meets weekly and a **Talk Surrey** group runs support groups for people with aphasia throughout Surrey. The **Petersfield Stroke Support Group** meets weekly at the Petersfield Community Centre and welcomes all people affected by stroke from around the Petersfield area. There is a **Chichester Stroke Club**, again with weekly meetings (Newell Centre, Chichester): the club is for stroke sufferers and enables their carers to take a break for a couple of hours (carers are welcome to stay if they wish, and transport can be arranged through the local Chichester charity Contact 88).

The **Family Support Service** is 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. There is a Family and Carer Support co-ordinator for the Midhurst area.

National Helpline: 0303 303 3100

West Sussex information centre: tel. 02380 720 420

SE Hants Support, Petersfield: tel. 01730 233 998

Family Support, Midhurst: tel. 01730 812226

Chichester Stroke Club: www.chichesterstrokeclub.org.uk

Website: www.stroke.org.uk

SUSSEX OTTERS

A swimming group for people with disabilities. The weekly 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 at the Westgate Leisure Centre swimming pool in Chichester.

Tel: 01243 781259

Website: www.sussexotters.org.uk

SWAN

Syndromes Without A Name is a national support group for parents of children who have undiagnosed unnamed conditions.

Tel: 01922 701234

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

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

Disability information and advice service. Areas covered include Chichester and Midhurst.

Tel: 01903 244457

Website: www.wsad.org.uk

CHAPTER 7

MENTAL HEALTH

Mental health services provide support and treatment for people with mental health problems. They can also provide some support to their carers. Day care, therapy, care at home and residential care services are provided through Social Services, the NHS and some voluntary organisations.

Anyone who is experiencing mental health difficulties should first see their GP, who will be able to make an assessment and either signpost patients to treatment available at the surgery, or refer them 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.

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. For a carer, accessing the right kind of information about appropriate care for a person experiencing the mental health problem is essential (see Caring chapter).

If the GP decides that specialist help is needed, they will refer the person to one of the **Community Mental Health teams** (CMHTs, sometimes called Community Recovery teams), which are described below. 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.

There are a range of support services which operate in the community, from the CMHTs to supported accommodation, community day services, employment projects, advocacy projects, outreach projects and a county-wide mental health helpline. The services available in this area are outlined in this chapter.

Every person receiving care from specialist mental health services has a **care plan**, which outlines the package of support that they will receive and also names a care co-ordinator, who helps to organise the patient's care.

For **urgent help in a mental health crisis**: call Samaritans (**116 123**), or the emergency services (**999**) if you are concerned about an immediate risk of harm to yourself or someone else. Or go to your nearest hospital with an A&E department (staff will be on duty 24 hours a day, 7 days a week). If you are already receiving support from mental health services your care plan crisis card includes details of who to contact in a crisis. Or, out of office hours, contact **Sussex Mental Healthline (0300 5000 101)**.

Community Mental Health Teams

CMHTs are sometimes called Recovery Teams. Your GP will refer you to the right CMHT for your area (depending on where the GP surgery is). In West Sussex there are, for example, CMHTs based in Chichester and at Midhurst Community Hospital (full details on the NHS Choices website, www.nhs.uk, under Sussex Partnership NHS Foundation Trust for all of this Trust's departments, services, hospitals and clinics, including CMHTs). There are two teams covering each location: one for working-age mental health patients and one for older people with organic illnesses. Each team consists of various staff members including community psychiatric nurses, psychiatrists, psychologists, social workers, occupational therapists, support workers and admin staff. For people being seen by any of the community teams, there are day services that can provide regular care and treatment.

CMHTs are committed to offering an accessible and high-quality service to those individuals who suffer significant mental health problems. In each case a full assessment will be offered and a care package tailored to individual needs. This may involve referrals to other appropriate services such as psychology, drug and/or alcohol support and counselling services.

To contact the CMHTs:

Midhurst (working age): tel. 01730 811300 Midhurst (older people): tel. 01730 819130
Chichester (working age): tel. 01243 623400 Chichester (older people): tel. 01243 791833

ALZHEIMER'S SOCIETY

Organisation working to improve the quality of life of people affected by dementia. Offers support, advice and information on all matters concerning Alzheimer's disease and other dementias. Use the 'Dementia Connect' section of the Alzheimer's Society website for details of local information, support and services. The Society has a **Sussex Dementia Care and Support Service** based in Brighton (01273 726266). There is a Dementia Adviser service at the **Harold Kidd Unit** in Chichester (01403 213017) offering information about all aspects of living with dementia and supporting people with dementia and their carers to access services; this can be face-to-face, by phone or in writing (email sussex.helpline@alzheimers.org.uk). The same contact details are used for the **Midhurst De Cafe** (Dementia Cafe) at the Angel Hotel, where those with dementia and their carers can relax, socialise and find information about living with dementia and services available locally. There is also the **Haslemere Day Centre** (01428 642055) at Marjorie Gray Hall: the day care and support service provides care and support in a safe and comfortable group setting, with stimulating activities based on individual needs and interests. The **Petersfield Friendship Group** (01256 363393) meets at the United Reform Church for people with dementia and their families, carers and friends: there are structured activities supported by a facilitator and also a chance to relax and socialise.

Helpline: 0300 222 122

Website: www.alzheimers.org.uk

CREATIVE RESPONSE

An independent arts-related organisation, working with people who experience severe and enduring mental distress and alcohol/drug related problems. Runs visual arts related sessions with practising artists in Bognor Regis. Referral via Community Mental Health teams.

Tel: 01252 716876

Website: www.creativeresponsearts.org

DEPRESSION ALLIANCE

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 a year, 10am–10pm.

Tel: 0845 120 2916

Website: www.first-steps.org

HALOW PROJECT

Guildford-based charity aimed at helping young people (age 16–35) with learning disabilities towards an independent life through social activities, work-like activities, parent groups, community-based learning programmes, at-home support and a buddy service.

Tel: 01483 447960

Website: www.halowproject.org.uk

MENCAP

Major organisation concerned with valuing and supporting people with a learning disability (and their families and carers). Defines a learning disability as a reduced intellectual ability and difficulty with everyday activities (including household tasks, socialising, money management etc) and aims to help those with learning disabilities to lead independent lives. Offers wide range of support and advice for those with mild, moderate or severe learning disability (including profound or multiple problems).

Tel: 0808 808 1111 Website: www.mencap.org.uk

MIND

The National Association for Mental Health provides information on all aspects of mental health, including legal matters, to service users, carers, family and friends. Local groups serve the communities of Chichester and Midhurst, providing socialisation and activities for people with mental health problems.

Infoline: 0300 123 3393

Chichester groups: tel. 01903 277 000 -Midhurst Group covers Milland:- 07474871899 Tony Holloway

Website: www.mind.org.uk

NO PANIC

The National Organisation for Phobias, Anxiety Neuroses, Information & Care aims to help with relief and rehabilitation of people with phobias, anxiety disorders, tranquilliser withdrawal symptoms and similar conditions. Also provides support to families and carers.

Freephone: 0808 808 0545

Website: www.nopanic.org.uk

RETHINK

A national advice service (formerly National Schizophrenia Fellowship) that provides expert advice and information to people with mental health problems and those who care for them.

Tel: 0845 456 0455

Website: www.rethink.org

RICHMOND FELLOWSHIP

A national registered charity and registered provider of social housing, with an independent community-based service for people of working age who have a primary diagnosis that recognises enduring mental health problems, and who are on the care programme approach or under the care of a GP. Referral is often by Social Services. The Fellowship works with individuals to enable them to identify and achieve their goals towards recovery and independence as well as become included in local activities and organisations in the wider community. Chichester Outreach (outreach support for people with mental health problems living in the community) and Chichester Peer Support are among its services in Sussex. It also includes a West Sussex Housing Support Service, which provides housing-related support to people of working age with mental health issues, in their own homes, in order to increase their independence and maintain tenancies.

Chichester: tel. 01243 780420

Website: www.richmondfellowship.org.uk

SAD ASSOCIATION

Seasonal Affective Disorder Association (SADA) information packs are available on the website.

Recorded info line: 01903 814942

Website: www.sada.org.uk

SAMARITANS

Samaritans can provide help and support to anyone in crisis 24 hours a day, 7 days a week.

Tel: 116 123

Website: www.samaritans.org

SANELINE

National Helpline providing information and advice on mental health. Offers emotional and crisis support to people experiencing mental illness, their families, carers and friends.

Tel: 0845 767 8000

Website: www.sane.org.uk

SATURDAY RESPITE CLUB

A group organised by Chichester Area Mind 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.

Tel: 01243 787878

SOUTHDOWN WEST SUSSEX EMPLOYMENT SERVICE

Supporting people with mental health issues to find and maintain employment. Southdown works in partnership with the Sussex Partnership Foundation NHS Trust to deliver a free service providing an individually tailored programme to support each person's recovery journey, working in partnership with the Community Mental Health Teams (CMHTs) across West Sussex. It is a free service open to adults aged 16 and over who are living in West Sussex and using the CMHTs and offers support into employment, education and volunteering.

Tel: 01273 40582

Website: www.southdownhousing.org

SPEAKING OUT

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

Tel: 01243 791906

Website: www.mindcharity.co.uk

SUSSEX MENTAL HEALTHLINE

This service provides out-of-hours mental health advice and support to anyone living or working in Sussex and experiencing distress. A dedicated and trained team of operators are available to take calls from patients, carers, family members, GPs and other health and social care professionals. It operates Monday to Friday, 5pm–9am, and 24 hours at weekends and bank holidays. It is there to support and inform anyone experiencing mental health problems, including stress, anxiety and depression, and also to support carers. The service is available to anyone concerned about their own mental health or that of a relative or friend.

The Sussex Mental Healthline offers comprehensive information on how to access mental health services. In addition it provides details about a wide range of support and voluntary organisations, both local and national. Operators will also send out information requested on various mental health issues (such as anxiety, depression, psychosis, stress, bipolar affective disorder, obsessive compulsive disorders), support groups, advocacy services and complaints procedures.

Calls to the Sussex Mental Healthline will remain confidential within the services provided by Sussex Partnership NHS Foundation Trust. However, in circumstances where a caller has or is expressing an immediate intent to commit a serious criminal act, endanger themselves or others, or when a child is at risk, the Sussex Mental Healthline will inform the emergency services.

Tel: 0300 5000 101

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.unitedreponse.org.uk

CHAPTER 8 SENSORY AND SPEECH IMPAIRMENTS

This chapter is for those who have auditory or visual impairments or speech and language difficulties. West Sussex County Council's Social Services can provide support and advice for those with sensory (hearing and sight) and speech problems: see Social Services chapter for details. In particular, the West Sussex sensory team provides services for children and adults who are blind, partially sighted, deaf, deafened or hard of hearing and those that have dual sensory loss. The **Social Services Help Desks** provide advice and information and details of equipment for loan to people with hearing impairments and can give advice on contacting specialist deaf services workers. For the visually impaired, a Social Services Rehabilitation Officer can help with independent living skills, mobility and information about medical conditions and equipment.

Main switchboard: 01243 642555 or 01243 752999

Out-of-hours helpline: 01903 694422

WSCC switchboard: tel. 01243 777100

Social Services tel: 01243 642555

Website: www.westsussex.gov.uk

HEARING IMPAIRMENTS

Prefix any telephone number with 18001 for typetalk.

ASSOCIATION OF TEACHERS OF LIPREADING TO ADULTS

Professional association for teachers of lipreading to adults. Find local lipreading classes via their website.

Website: www.lipreading.org.uk

BRITISH TINNITUS ASSOCIATION

Advice and support for all sufferers from tinnitus.

National freephone: 0800 018 0527

Minicom: 0114 258 5694

Website: www.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 (**Tel: 195**) is available for blind and disabled customers who have already notified BT of their disability. 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/includingyou/

HEARING LINK

A charity providing support and information to people with a hearing loss and their families.

Tel: 0300 111 1113

Minicom: 07526 123 255

Website: www.hearinglink.org

HEARING DOGS FOR DEAF PEOPLE

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

Voice/Minicom: 01844 348100

Website: www.hearinglink.org

NATIONAL DEAF CHILDRENS SOCIETY

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

Helpline: 0808 800 8880

Website: www.ndcs.org.uk

RNID COMMUNICATION SUPPORT UNIT

Royal National Institute for the Deaf (RNID) provides information on all aspects of hearing difficulties including information on employment, legislation, equipment and benefits. The RNID's Communication Support Unit (CSU) 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. **Helpline: 0808 808 0123 (voice) Text: 0808 808 9000 CSU tel: 0845 685 8000 (voice) CSU text: 0845 685 8001 Tinnitus Helpline: 0808 808 6666 Website: www.rnid.org.uk**

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.

Tel: 01273 671899

SMS: 07958 655 117

Website: www.sussexdeaf.co.uk

TEXT RELAY SERVICE

Typetalk is a national telephone relay service, funded by British Telecom and run by the RNID. Text Users Rebate Scheme can help deaf/speech impaired people over 8 years old who have text phones, with paying the phone bill. National telephone relay service.

Tel: 0800 7311 888

Textphone: 0800 500 888

Website: www.textrelay.org

WEST SUSSEX DEAF AND HARD OF HEARING ASSOCIATION

Provides information, advice and services to people living in the West Sussex area. The Association has its own magazine which is available on request.

Tel: 01903 217341 (voice)

Textphone: 01903 201243 (minicom)

Website: www.actionfordeafness.org.uk

DEAFBLIND

DEAFBLIND UK

A registered charity providing support and information to people with severe combined difficulties with sight and hearing, as well as their friends and family. 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 132 320 (Voice/Text)

Minicom: 01733 358100

Website: www.deafblind.org.uk

SENSE

National voluntary organisation supporting and campaigning for people who are deafblind and their families, their carers and professionals who work with them.

Tel: 0845 127 0066

Textphone: 0845 127 0062

Website www.sense.org.uk

VISUAL IMPAIRMENTS

Prefix any telephone number with 18001 for typetalk.

4SIGHT

This is the West Sussex Association for the Blind, with its headquarters in Bognor Regis. Provides support and information to people in West Sussex with a visual impairment. 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 people's homes. There is also a 4SIGHT centre in North Street, Midhurst (**tel: 01730 812338**). 4SIGHT is an agent for British Wireless for the Blind Fund.

Tel: 01243 828555

Website: www.4sight.org.uk

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/inclusion/

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.

Tel: 01243 775050

Website: www.catn.org.uk

CLEAR VISION PROJECT

UK postal lending library of mainstream children's books with added Braille.

Tel: 020 8789 9575

Website: www.clearvisionproject.org

GUIDE DOGS FOR THE BLIND

Providing mobility support to people with visual impairments.

Tel: 0845 372 7410

Website: www.guidedogs.org.uk

INTERNATIONAL GLAUCOMA ASSOCIATION

Offers support and advice to glaucoma sufferers and their families.

Tel: 01233 648170

Website: www.glaucoma-association.com

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

LOOK UP

Information on eye care and vision for people with learning difficulties.

Tel: 01372 755066

Website: www.lookupinfo.org

MACULAR DISEASE SOCIETY

National information and support regarding any of the eye conditions encompassed by the overall name of Macular Disease. Local support group at Chichester meets monthly.

Helpline: 0845 241 2041

Website: www.maculardisease.org

MOON LITERACY SOCIETY

Alternative tactile reading system to Braille.

Website: www.moonliteracy.org.uk

OPTICIANS EYES AT HOME

Home visiting optician for the whole of West Sussex. Provides NHS and private consultation services. Free eye tests for all entitled under NHS domiciliary service.

Freephone: 0800 345 7509

Website: www.eyesathome.co.uk

PARTIALLY SIGHTED SOCIETY

Provides information, advice, equipment and clear print material for people with a visual impairment to help them to make the best use of their remaining sight.

Tel: 0844 477 4966

Website: www.partsight.org.uk

RNIB

Royal National Institute for the Blind, national charity offering a wide range of services for anyone with a sight problem.

Helpline: 0303 123 999

Website: www.rnib.org.uk

ROVI

Rehabilitation Officers for the Visually Impaired are part of West Sussex County Council's Social Services team and they assess a person's needs if they have significant sight loss. ROVIs provide advice and techniques to help manage the limitations of visual impairment, including arranging appropriate equipment to give independence at home. ROVIs can be contacted through the WSCC Adults' CarePoint.

Tel: 01243 642121

Website: www.westsussex.gov.uk

SEE ABILITY

Charity working with people who are visually impaired and have multiple disabilities, including learning and physical disabilities, mental health difficulties and degenerative conditions.

Tel: 01372 755000

Website: www.seeability.org

TORCH TRUST FOR THE BLIND

A Christian group who can arrange for Christian books in giant print, braille or on tape to be sent, if desired.

Tel: 01858 438260

Website: www.torchtrust.org

SPEECH AND LANGUAGE DIFFICULTIES

AFASIC

A parent-run association for all speech-impaired children, i.e. those who have difficulties talking and understanding language (SLCN = speech, language and communication needs). Provides information and training for parents. Members meet in local support groups.

Helpline: 0300 666 9410

Website: www.afasic.org.uk

CONNECT

A charity for people living with aphasia, a communication disability which usually occurs after stroke. Aphasia is sometimes known as dysphasia and it can sometimes be caused by brain injury or tumour.

Tel: 020 7367 0840

Website: www.ukconnect.org

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

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. Local self-help group meets in Worthing.

Tel: 0808 808 9572

Website: www.speakability.org.uk

SPEECH AND LANGUAGE THERAPY SERVICE

SLTS is a comprehensive NHS service for children and young people (0–19 years) in West Sussex 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. The West Sussex West area for this service includes Chichester and Midhurst and is based in Chichester.

Tel: 01243 815260 or 01243 696011

STROKE ASSOCIATION

National helpline provides advice and information on stroke illness and details of dysphasia and family support organisers in your area.

Tel: 0845 3033 100

Website: www.stroke.org.uk

TALKING POINT

Online information on communication development and disability in children and young people for parents and professionals. Includes news, resources such as a database of regional health and educational organisations that can help and frequently asked questions.

Website: www.talkingpoint.org.uk

CHAPTER 9 SOCIABILITY

There are several social and leisure groups and centres in Liphook (and also Midhurst and Haslemere) that will welcome Milland residents who would like to join them.

MILLAND

Local clubs are listed in *Milland Valley News*, the quarterly community newspaper for the whole of Milland parish. Editor Mark Keohane (01428 741637) or mobile 07803951921 email: mark@markkeohane.com Milland Valley Nursery School and for classes in ballet, etc Full up-to-date contact details and times are in every issue of *Milland Valley News* and on the Milland Memorial website (www.millandvillagehall.co.uk, tel: 07500 510709) Milland Sports Club has regular cricket and football clubs (07752 658847).

LIPHOOK

The main venues in Liphook include the Peak Centre (Liphook Day Centre), the Liphook Millennium Centre and Liphook Village Hall.

Liphook Day Centre (Peak Centre)

Milland residents welcome. This centre (a registered charity) offers a warm and friendly place to visit, 3 days a week, where older clients can enjoy the companionship of others. Clients can be collected from their homes and returned at the end of the day (Bramshott & Liphook Voluntary Drivers care group, see Transport chapter, will be able to drive you there from Milland). They receive a tea or coffee and biscuits on arrival and later enjoy a freshly cooked meal. Activities include quizzes, craft, cards, musical movement, light entertainment and outings. Tea and cakes served in the afternoon. The Day Centre can also give information about the friendly **Walking to Health** walking group (meets at Newtown Surgery car park to walk a variety of routes in and around the Liphook area), the **Out & About Social Club** and about appropriate regular events at Liphook's other main venues.

Tel: 01428 724941

Website: www.liphookdaycentre.co.uk

Liphook Millennium Centre

There are many activities for all ages at the Millennium Centre, including U3A classes, WEA groups, various dance, music and arts groups, local history, bridge clubs and so on, and there is also Liphook Cinema, showing some of the very latest films. Dance classes include **Mature Movers**, a friendly class for the over-60s aiming to increase stamina, improve balance and posture and boost confidence. There is a weekly **Senior Citizens Lunch Club** (co-ordinator Robin Young, 01428 723255) and a monthly **Village Surgery Carers' Group** meeting. Times and contact details for the different groups and classes are on the website.

Tel: 01428 723889

Facebook: [liphookmillenniumcentre](https://www.facebook.com/liphookmillenniumcentre)

Website: www.bramshottandliphook-pc.gov.uk

Liphook Village Hall

Regular events at Liphook Village Hall include U3A groups, monthly WI meetings and various dance, fitness, music and arts classes. There is an **Over-60s** social group once a fortnight with interesting speakers and outings (contact Mrs Sue Knight, 01428 723502). The website gives up-to-date details of dates and times of all the hall's events.

Tel: 01428 729080 (bookings)
Website: www.liphookvillagehall.org.uk

Liphook Church Centre

Milland residents welcome. Monthly **Lunch Break** with lunch and speakers and monthly **Tea & Company**.

Tel: 01428 723375

University of the Third Age

U3A enables retired and semi-retired people (aged 50 +) to share educational, social and leisure activities (there is no distinction between learners and teachers). Milland residents welcome at Liphook U3A. Meetings at Liphook Millennium Centre (computer club, wine appreciation group, exploring art, bridge club, history, flower arranging) and at Liphook Village Hall (men's cooking, antiques group, exploring art, archaeology, local history, family history, film group). Regular invited speakers. There are also U3A groups in Haslemere, Bordon & Whitehill, Petersfield and Midhurst.

Tel: 01428 604753

Website: www.liphooku3a.org.uk

National website: www.u3a.org.uk

Workers Educational Association (WEA)

The WEA is a nationwide democratic voluntary adult education movement committed to widening participation and helping people to realise their full potential through part-time learning. Tutors are paid professionals who provide community courses. At Liphook Millennium Centre (literature group, local history, art history); there are also courses in Petersfield.

Website: www.wea.org.uk

HASLEMERE

Orchard Club

Welcomes Milland residents for weekly activities at Haslewey Community Centre, Haslemere.

Tel: 01428 658190

MIDHURST

The Grange Centre

Sports and gym facilities, dance studio, health suite, community rooms, library, registrar office. Includes Over 60s lunch club & activities. Also meetings for Dementia Awareness with Chichester Dementia Alliance.

Tel: 01730 816841

Website: www.westgateleisure.co.uk

Mothers Union – Away from it all – affordable holidays – Tel: Mrs. B Snashall 07578272732

CHAPTER 10 SOCIAL SERVICES

‘Social services’ can be defined as government or local government services provided for the benefit of the community, especially in areas such as education, housing and medical care. For the Milland area, West Sussex County Council (WSCC) Social Services provide a wide range of services, with the emphasis on supporting people in their own homes – and also supporting their carers where appropriate. They have responsibility for organising and providing a wide range of community care services, including:

- Advice and support from social workers, occupational therapists, and specialists on help for people with a visual 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.

Note that WSCC tries to encourage the public to use its online services in preference to phone calls (full details on the website, www.westsussex.gov.uk)

SOCIAL SERVICES HELP DESK

All Social Services locality offices have a 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. The WSCC Social Services office, based in East Row, Chichester, is the first point of information and is open 9am–5pm, Mon–Fri. There is a separate helpline for out-of-hours emergencies.

Help Desk Tel: 01243 752999

Out of Hours Helpline Tel: 01903 694422

Adults’ social care (CarePoint): 01243 642121

Children’s social care: 01403 229900

Website: www.westsussex.gov.uk

Assessments, Social Services

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. 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 or 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.

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.

Assessments, Carers

For carers, 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 in your caring role. 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. In addition you are 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, it could highlight your need for a regular break from caring, and therefore result in respite provision for the cared-for person. Or it could show your difficulties with helping with bathing the cared-for person 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 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 that of the person you care for becomes more difficult, then you should ask for a **Reassessment** of your needs and theirs, so that Social Services can look again at the services they are able to provide. Social Services publish leaflets on Assessments; contact the Social Services Help Desk for copies.

Children with Special Needs

For those caring for children and young people up to the age of 25 who have special educational needs or disabilities (SEND), both West Sussex and Hampshire have 'Local Offer' websites that provide information on the local services, support and events available. The Hampshire website provides links for neighbouring areas on the basis that you might live in the county but use services or schools in another authority, or conversely you use Hampshire services but live in another authority's area. The Local Offer websites have been developed with parents and carers to help them find the right services and support for themselves and their families. There is information on, for example: early years; education and childcare; equipment and resources; therapies; leisure and play; respite and support; health and wellbeing; keeping safe; post-16 education and training; and preparation for adulthood.

Advice line Hampshire: 0300 303 8603

Advice line West Sussex: 0330 222 8555

Website Hampshire: www.hantslocaloffer.info

Website West Sussex: www.westsussex.local-offer.org

Day Care and Home Care

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.

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 (see also Social & Leisure Services chapter), but the Social Worker will discuss with you what service is appropriate as part of your assessment.

The Grange in Midhurst is a multi-purpose day centre (**01730 816267**).

The Judith Adams Centre in Chichester is a day centre for the elderly (**01243 536433**).

Rotherlea in Petworth provides day care for the elderly and mentally confused (**01798 345940**).

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 **Hospital Discharge Scheme** offers intensive Home Care support after someone is discharged from hospital for a period of up to two weeks, followed by a review, thus allowing the patient (and carer where appropriate) to assess how they are coping.

Direct Payments

A scheme whereby payments of **Independent Living Allowance** (ILA, see Benefits chapter) 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. This is a Local Authority payment, as opposed to a Government benefit, and is paid through Social Services. 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 in Worthing.

Tel: 01903 219482

Website: www.ilawestsussex.org

Occupational therapists

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 and will point you in the right direction for services that enable you to get out into the wider community. Referral to an OT is via the Social Care Switchboard. See 'Home Life' chapter for details.

Social workers, GP-attached

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.

Social workers, hospital

There are agreed procedures between hospitals and Social Services to ensure that anyone who may require support services or equipment on leaving hospital has 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. See hospital contact details in the Health (NHS) chapter: ask the hospital switchboard for the social workers.

CHAPTER 11 **SOMEONE TO TALK TO**

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.

‘Befriending’ services are those that tackle social isolation, providing support tailored to individual needs. This might include accompanying you to the shops or to visit friends, supporting you in attending local clubs, groups and activities, or simply a volunteer to provide some company and a chat on regular home visits. The main focus is to support older people but befriending services are open to all age groups. They are often free of charge but those using the service might need to meet associated expenses, such as phone calls, travel and activity charges.

In the meantime, here are some listening ears for everybody (see also the Caring chapter for those of you who are carers).

ALZHEIMER’S SOCIETY HELPLINE

Tel: 0845 300 0336

Website: www.alzheimers.org.uk

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. Sussex Counselling is affiliated to BACP and acts as a contact point, providing information about counselling and counsellors in Sussex. The organisation produces a directory which lists counsellors working in Sussex and includes information about their approach, experience and charges.

Tel: 01455 883300

Sussex: tel. 01273 732900

Website (national): www.bacp.co.uk

Website (Sussex): www.sussex-counselling.co.uk

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. The Chichester Counselling Service is at 32 Little London, Chichester.

Tel: 01243 789200

Website: www.ccs-counselling.com

CONFIDE COUNSELLING SERVICE

Offers a counselling service for people aged 18 or over who are experiencing emotional, spiritual and mental health problems. Has several fully qualified Counsellors who work under regular supervision. Confide is supported by a number of local churches and is based at Christ Church, Old Market Avenue, Chichester. The service is open to anyone, regardless of belief, and sessions are usually on a weekly basis lasting about an hour. Contributions are required but no one is refused help due to lack of means.

Tel: 01243 531914

CONTACT A FAMILY

Offers a listening ear for parents and carers of children with disabilities and special needs.

Helpline: 0808 808 3555

Textphone: 0808 808 3556

Website: www.cafamily.org.uk

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: 0300 500 0101

RELATE

Confidential counselling for anyone with marital or couple relationship problems. Relate also offer family counselling. The cost of these two services is income linked. For younger people Relate provide a service called Relateen which helps young people aged between 10 yrs and 21 yrs to talk about any relationship problems they may be having at home or in their personal relationships – this service is free of charge.

Tel: 01243 788935

Website: www.relate.org.uk

ROYAL VOLUNTARY SERVICE

The RVS offers a free Befriending Service for those who live on their own, but not if they have complex needs or a diagnosis of dementia. Covers the Milland area.

Tel: 01903 257019

Website: www.coastalwestsussexhub@royalvoluntaryservice.org.uk

SAGE

The **Senior Age Counselling Service** is mainly a domiciliary counselling service for people over 55 years of age and those with mobility problems. 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: 07585 141599

SAMARITANS

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

Tel local: 01243 826333

Tel national: 08457 909090

Website: www.samaritans.org.uk

SSAFA FORCES HELP

Provides personal, practical and financial support for service and ex-service men, women and families. The local branch for Milland is Sussex.

National helpline: 0800 731 4880

Sussex helpline: 0800 169 9060

Website: www.ssafa.org.uk

UCB – Prayerline- Christian Prayer line Tel: 08454567729 (3p a minute standard charge) or 1890940300 –standard call charges apply – mobiles may cost more

CHAPTER 12 **TRANSPORT**

This section does not include local businesses offering taxi services etc but there are a number of different transport services and schemes available through charities and other groups.

Day centres can provide transport for people attending the centre and may also hire out their transport when it is not in use (contact individual day centres for further information).

Some hospitals provide hospital transport for hospital appointments for the disabled and have specially adapted transport and minibuses, as well as non-emergency ambulance transport. Please check with your hospital's transport services to see if this can be arranged and booked for you in advance of your appointment.

AA DISABILITY HELPLINE

Helpline for people with disabilities (free to AA members). Provides information on a wide range of disability-related subjects such as route requests and car adaptations. Also produces 'The Disabled Travellers Guide'.

Tel: 0800 262 050

Textphone: 0800 328 2810

Website: www.theaa.com

ADAPTED VEHICLE HIRE

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

Tel: 0845 257 1670

Website: www.avhltd.com

BLUE BADGE SCHEME

Blue Badges enable disabled people with severe mobility problems to park close to the services or facilities that they need. Blue Badge holders may travel as either the driver or passenger and are allowed free parking in most of the UK. An accompanying booklet gives details of use and restrictions on use. A small fee is payable and a passport photo and other documents are required. The Blue Badge is given on medical assessment provided by your GP. To obtain an application form, contact the Blue Badge Section at West Sussex County Council in Chichester. WSCC would prefer applications online through their website (follow links for disabled parking) but they can also be submitted by post or at any West Sussex library.

Tel: 01243 777653

Website: www.westsussex.gov.uk

BRAMSHOTT & LIPHOOK VOLUNTARY DRIVERS CARE

This group is a member of the Hampshire Good Neighbours Network. Voluntary drivers will come to Milland to provide transport to the Liphook day centre, GP surgery (if registered in Liphook), hospital appointments, shopping, collecting prescriptions, dentists and opticians in the Liphook area. They also supply a minibus for shopping, or will do shopping for infirm clients. Please allow three days notice for bookings.

Tel: 01428 723972

BUS PASSES

Apply to your local council for more information about free off-peak bus travel for people over 60 or disabled. Milland is in the area for Chichester District Council (CDC) and for West Sussex County Council (WSCC). For CDC travel passes, contact the Communities Team at East Pallant House, Chichester. For WSCC, the website gives full details about free bus passes for older people and for the disabled, also railcards for senior (of state pension age) or disabled people that reduce the cost of

rail travel by a third (see separate entry for Railcards), and cheaper bus fares for young people (3-in-1 cards).

CDC tel: 01243 534734

WSCC tel: 0845 075 1018

CDC website: www.chichester.gov.uk

WSCC website: www.westsussex.gov.uk

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.

Vehicle Registration Office: 0870 8500 007

Department of Works and Pensions: 0845 712 3456

Minicom: 01792 766426

Website: www.dvla.gov.uk

COMMUNITY TRANSPORT

West Sussex County Council produces a directory containing information about community transport across the county. The directory features details of community transport, dial-a-ride and shopmobility services. Also includes information on a range of other transport services, including bus, rail and wheelchair-accessible taxis. Advice is available to groups wanting to operate or hire their own minibus.

Tel: 01243 777557

Website: www.westsussex.gov.uk

DOOR TO DOOR DIRECTORY

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

Website: www.dptac.gov.uk/doortodoor

MAVIS

The Department for Transport's 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: 01344 661000

Website: www.dft.gov.uk/access/mavis

MOTABILITY

Motability is a registered charity that 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.

Tel: 0845 456 4566 (cars)

Tel: 0845 607 6260 (wheelchairs/scooters)

Minicom: 0845 675 0009

Website: www.motability.co.uk

QUEEN ELIZABETH'S FOUNDATION

QEF is a national disability charity based in Leatherhead that seeks to enable and support disabled people to increase their independence and improve their opportunities for life. This includes QEF Mobility Services, enabling disabled and elderly people to achieve independence and freedom outside

their home. The service carries out mobility assessments (no referral required but not free of charge) and gives advice and training on vehicle adaptations for maximum mobility.

Tel: 01372 841100

Website: www.qef.org.uk

RADAR KEYS

The Royal Association for Disability Rights has a national key scheme offering independent access for disabled people to over 4,000 locked public toilets around Britain.

Tel: 020 7250 3222

Website: www.radar.org.uk

RAILCARDS

National Railcard offers various concessionary schemes that currently cover those aged 16–25, mature students in full-time education, ‘two together’ cards for two named people travelling together, family & friends railcards, Senior railcards (for those aged 60 or over) and Disabled Persons railcards (for those whose disability makes travelling by train difficult). The Senior and Disabled railcards take one-third off rail fares across the country.

Tel: 0345 3000 350

Helpline (disabled): 0345 6050 525

Minicom/Textphone: 0345 6010 132

Email: disability@atoc.org

Website: www.railcard.co.uk

Website: www.disabledpersons-railcard.co.uk

Website: www.nationalrail.co.uk

SHOPMOBILITY

This 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 some towns, including Chichester, Petersfield and Guildford. There is a charge for this service. Longer periods of hire can be arranged on request.

Chichester: tel. 07932 802778

Guildford: tel. 01483 453993

Petersfield: tel. 01730 710474

SOUTH EAST COAST AMBULANCE SERVICE

Provides transport for people with a medical need assessed by the GP or hospital consultant.

Tel: 01273 489444

Website: www.secamb.nhs.uk

ST JOHN AMBULANCE

SJA’s Patient Transport Service is 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 by rail, sea or air. The vehicles are equipped to care for a range of dependency levels (capability to accommodate bedridden patients and those with limited mobility) and the service offers a guaranteed pick-up time. The Sussex branch operates a local transport service throughout the county

Tel: 08700 104950

Sussex tel: 01273 371511

Website: www.sja.org.uk/sussex

TANDEM

Charity based at The Grange in Midhurst providing support for disabled and elderly in Midhurst and Petworth areas. Has four accessible vehicles (suitable for wheelchair users) and uses volunteer car drivers or the Tandem minibuses to offer transport services for anyone who has difficulty in getting around and needs transport for medical/dental appointments, or visiting friends/relatives in hospital.

Travelling from Midhurst (including Milland) and Petworth to any destination. Door-to-door hospital car service at a moderate mileage-based charge. There is also a club for members with regular door-to-door outings, club meetings in Midhurst, social events and a home library service for people unable to get to the library.

Tel: 01730 813962

Website: www.tandemwestsussex.org.uk

TRANSPORT CO-ORDINATION GROUP

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

Website: www.traveline.org.uk