Information for carers

August 2025

Do you look after someone?

Do you provide unpaid care for an adult who needs your support?

West Berkshire COUNCIL

Visit the

West Berkshire Directory

Information and guidance, as well as local groups, activities, and services in your area.
directory.westberks.gov.uk

SCAN ME

The West Berkshire Directory is an online community directory which brings together information about groups, organisations, services and activities, and signposts to local help.

This enables people to find solutions to help themselves, and their family members to live safe and independent lives, keep active, socially connected, and to source care and support.

https://directory.westberks.gov.uk/

If you don't have access to a computer to view the directory, please call 01635 503306 and a printout of what you need can be posted to you.

If you require this carers booklet to be posted to you, or in an alternative format or translation,
please contact Adult Social Care on
01635 503050 or email adultcare@westberks.gov.uk

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Section 1: Who are Carers?

Many people don't realise they are carers. Recognising yourself as a carer is the first step towards accessing the support you may need.

A carer is someone who provides unpaid support to a relative or friend who, due to illness, disability, or old age, cannot manage independently. Caring roles vary - some are chosen, others are taken on out of necessity. Carers may live with the person they support or be based far away. Some are children balancing school with caring for a parent or family member. Anyone, at almost any age, can become a carer.

Acknowledging your role means recognising that you are doing important, often demanding work. Caring can easily become a full-time responsibility, yet unlike paid employment, it rarely includes breaks or holidays.

Caring responsibilities can take over your life, affecting relationships, work, and social connections. It's essential to share the load where possible, as constant care can lead to stress and burnout. Taking regular breaks, even just an hour or two a week, is vital for your wellbeing. Carers must remember that their own needs matter too.

Section 2: Carers Rights

Carers have rights – you can find more information about this at https://www.carersuk.org/

- Under the Care Act 2014 you have the right to a free carers assessment from your cared for person's local authority. If you meet national criteria, the local authority must provide support (see section 3).
- You have the right to be involved in discharge planning if the person you care for is leaving hospital.
- As a working carer you have employment rights such as flexible working, Carers Leave, time off in emergencies, and protection from discrimination (see section 9).
- Financial support – you may be entitled to Carers Allowance or other benefits (see section 12)

Section 3: Help for Carers from West Berkshire Council

Caring for someone at home can be challenging, especially if they are housebound or have limited mobility. You don't have to manage alone - support is available.

If you're feeling overwhelmed, it can help to talk to someone you trust, like a friend, relative, GP, or nurse. You might also benefit from joining a carers' group to share experiences and get advice. Often, the best support is ensuring the person you care for receives the help they're entitled to.

Carer Assessment

Support for Unpaid Carers in West Berkshire

If you offer unpaid care or assistance to an adult aged 18 or over living in West Berkshire - whether they're a relative, friend, or someone else - you may be entitled to support.

Understanding Your Needs as a Carer

An **online self-assessment form** is available to help identify your support needs as a carer. This form gathers information from individuals providing informal care to someone living in West Berkshire who may need help with day-to-day activities.

You can complete the assessment yourself, or someone else may complete it on your behalf - such as a family member, advocate, or professional.

To access the carers' self-assessment form, visit our webpage :
https://www.westberks.gov.uk/carerssupport

If you're unable to use the online form, either due to lack of access or confidence using a computer, alternative options are available to support you.

- Our Social Care Practitioner – Carers Assessments*, can speak to you on the phone and guide you through the form and complete it on your behalf. Also, the Reading and West Berkshire Carers Partnership (see page 7) can also provide this support; or

- You can request a paper copy of the form to be posted to you. You can then complete that by hand and post it back us. If you would like a paper copy, please call 01635 503050.

The person you care for is not required to be in receipt of a service from West Berkshire Council for you to be eligible for an assessment.

*Contact details for our Social Care Practitioner – Carers Assessments:
email: carersassessments@westberks.gov.uk Tel: 07483 414216

Preparing for a carer's assessment

A carer's assessment means we will look at your needs and how these have a significant impact on your wellbeing to see if you are entitled to any services that could make caring easier for you. The assessment is an opportunity for you to tell the council what impact caring has on you, it is not a test of your caring abilities. Therefore, it may be a good idea to make a list of everything you do to look after the person you care for.

Some things you may want to think about are:

- do you get enough sleep?
- can you leave the person you are looking after?
- is your health affected by caring?
- are you worried about having to give up work?
- do you get enough time to yourself?

You might also include how caring affects you because of your health, age, work or studies, and any other activities or commitments.

If you submit either the online self-assessment form, or complete the paper copy and send it to us, our Social Care Practitioner – Carers Assessments will then go through the details you have provided and discuss ways in which you may be supported. This discussion may be on the phone or in person. This can be carried out at your home or at the home of the person you are caring for. The conversation is about **you**, and the person you care for does not need to be present. You can ask a friend or relative to be with you, if you want to. If there is more than one carer providing regular necessary care in your household, you are all entitled to an assessment.

Support that may be available

Support may begin with a conversation about you, giving you information and signposting to advice, activities, or local support services available in the community.

We'll also explore your strengths and the support available from your family or wider network. Together, we'll find ways to maintain or improve your wellbeing and ensure you get the help you need.

Support might include:

- **Home adaptations or equipment** to make daily life easier.
- **A one-off carer's payment** for something specific - such as funding an activity to give you a break from caring, or purchasing something for your home to support your role.
- **A carer's personal budget** (usually a direct payment) to help you take a break from caring. This could be used for help with housework, or to pay someone to stay with the person you care for while you rest, meet friends, or enjoy a hobby.

The **Carer's Assessment** focuses on your needs and wellbeing as a carer. To receive a personal budget or one-off payment, we must first determine if you meet the **Eligibility Criteria**, which is explained in the next section.

If your circumstances change and you need more support, you can request a reassessment at any time.

Eligibility criteria

The Care and Support (Eligibility Criteria) Regulations 2014[i] set out a national eligibility threshold. This means that there's a level of need at which we will offer support. This is set by the government so it's the same wherever you live.

There are three criteria, all of which must be met for a carers needs to be eligible for support.

Eligibility is based on identifying:

1. Whether the carer's needs for support arise because they are providing 'necessary' care to an adult

2. Whether the carer's physical or mental health is either deteriorating or at risk of doing so or the carer is unable to achieve at least one of the following outcomes:
   - carrying out responsibilities for a child
   - caring for others
   - maintaining a habitable home
   - managing/maintaining nutrition
   - developing/maintaining family or other personal relationships
   - engaging in work, leisure, training, volunteering, education
   - making use of necessary or recreational facilities
   - engaging in recreational activities

3. Whether the impact of the carer's inability to achieve one or more of the above has a significant impact on their wellbeing

West Berkshire Council can only give you support if you are assessed as having an eligible need.

Carers Support plan

The Social Care Practitioner will develop a 'carers support plan' with you based on your assessment and what you have told us of the person you care for. This plan should include the support and services you have been assessed as needing.

Paying for services

At present carers are not required to make a contribution for support services, and do not need to have a financial assessment. However, respite services from West Berkshire Council are chargeable. The individual who is being cared for, as the recipient of the respite service, may be charged for respite services depending on their financial assessment.

Finding Information for yourself online

You can access our online 'Find help with care and support' webpage https://www.westberks.gov.uk/helpwithcareandsupport to look for help (for you or the person you care for). Alternatively, the West Berkshire Directory may have the information you are looking for West Berkshire Directory - Are you looking after someone?.

Transition from Children's Services

Where Children are receiving support services and they or their families believe that they will continue to need some level of support through adulthood, the Council will assist to plan this 'transition' from childhood to adulthood. For all children, leaving full-time education is a major change and no less so for young people with particular needs. Services provided by Adult Social Care will necessarily be different from those provided within an educational framework and we would advise that parents and children engage with us at an early stage in order to understand whether an individual young person will be eligible for support when they reach the age of 18, and if so what level and type of support is likely to be available.

In order to initiate this discussion the starting point will be to **call the Contact Advice and Assessment Service (CAAS) on 01635 503090**.

Further information is available on the Special Educational Needs and Disabilities (SEND Local Offer) section of the West Berkshire Directory - SEND Local Offer, https://www.westberks.gov.uk/about-send-local-offer and https://www.westberks.gov.uk/adultcaretransition

Additional information on **Moving from children's social care to adult's social care** is available on the NHS website https://www.nhs.uk/conditions/social-care-and-support-guide/caring-for-children-and-young-people/moving-from-childrens-social-care-to-adults-social-care/

Section 4: If you are not eligible for support from West Berkshire Council

We will give you advice and information about other sources of help that you may be able to access in West Berkshire. This could include:

Reading & West Berkshire Carers Partnership

The Reading & West Berkshire Carers Partnership provide a Carers Hub for family carers in Reading and West Berkshire. The partnership members Age UK Berkshire (for ages 50+) and CommuniCare (for ages 18-50) work with the carers of residents in West Berkshire.

The Carers Partnership offers confidential support, information and advice for carers of all ages. This includes:

- Information, advice and guidance
- Carers Support Groups & Peer Support
- Help applying for charitable grants
- Carers newsletter
- Events for carers
- Health and wellbeing support
- Carers Emergency Cards

Contact:
Website: https://carerspartnership.org.uk/
0118 959 4242 www.ageukberkshire.org.uk email info@ageukberkshire.org.uk
Or 0118 926 3941 www.communicare.org.uk email office@communicare.org.uk

Local Carer Support Groups

Carer Support groups and meetings run by the **Reading & West Berkshire Carers Partnership** in the West Berkshire area are below:

Hungerford – held at Hungerford Hub, Church Street RG17 0JG every 4th Monday of the month 10:00-12:00

Newbury – held at Riverside Community Centre, Rosemoor Gardens RG14 2FG every 3rd Tuesday of the month 10:00-12:00

Calcot – held at Calcot Centre, Highview RG31 4XD every 2nd Monday of every month 10:00-12:00

Burghfield Common – held at Burghfield Village Hall, Recreation Ground RG7 3EN every 3rd Monday of the month 10:00-12:00

For more information: contact Reading & West Berkshire Carers Partnership – details above.

Other carer support Groups

Cancer Support Group for patients and carers, Hungerford – held at The Hungerford Hub and Library. Meetings are at 14:00-16:00 on the third Thursday of the month. Yvonne Gillies 07888 399134

Cancer Support Group for patients and carers, Thatcham - held at the Parish Hall on the A4 Bath Road (opposite Forresters). Meetings every Thursday 10.30 am -12.00 pm Jane 07887 525058 or Heather 01635 865747

A full listing of carer support groups are on The West Berkshire Directory - Carer Support Groups which include online groups, groups related to specific health conditions, and local carers' cafes.

Organisations Providing Advice and Information

Carers information from NHS UK - Carers support and online information. Find advice on respite breaks, carers allowance, carer's assessments and information for young carers. https://www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers/

The NHS also provide practical tips if you care for someone https://www.nhs.uk/conditions/social-care-and-support-guide/practical-tips-if-you-care-for-someone/

Carers UK - The voice of carers. A charity with lots of information and videos to support carers to help make their life better. Tel 0207 378 4999 www.carersuk.org email: advice@carersuk.org

There is also a pre-recorded phone service for carers who don't use the internet. You can listen to information on freephone 0800 888 6999 and follow the options provided.

Citizens Advice West Berkshire

2nd Floor, Broadway House, 4-8 The Broadway, Northbrook Street, Newbury, RG14 1BA
Telephone advice 01635 516605
West Berkshire website: https://citizensadvicewestberkshire.org.uk/

Free, confidential, impartial and independent advice. Help to sort out debt worries, benefits claims, housing and employment problems, or deal with queries about consumer or tax issues. Citizens Advice can advise on legal matters, answer questions about immigration, and have experience on family and personal matters too.

Citizens Advice Carers Advice Service
Specialist advice for carers and people with disabilities. 01635 516609 (answerphone) open Mon to Thurs

Citizens Advice Outreach - appointment only
Call 01635 516605 for details and to book. Outreach appointments available in: Hungerford and Thatcham.

Crossroads Care West Berkshire

Crossroads Care West Berks, managed by Crossroads Care Oxford, offer a support service for 24/7 unpaid Carers, throughout West Berkshire. Crossroads can provide, with sufficient notice, cover to stay with the 'Cared for' to enable his/her 24/7 Carer to attend appointments. Transport is not provided.

Also, subject to availability and capacity, there is a Rapid Response Service providing care within 48 hours in emergencies. Contact office hours only, Monday to Friday 07.00 to 16.00. 01635 30008.

Crossroads West Berks cannot provide care for Children. Call Oxford for all queries regarding Children's Services in West Berkshire.

Regional office Oxford 01865 260280 https://www.crossroads-care.org/ email: care@oxfordshirecrossroads.org.uk
Newbury office: 01635 30008 Mon-Fri 0700-1600. Messages can be left on both sites.

Further information on Crossroads under Section 7: Taking a Break and Respite

Dementia Friendly West Berkshire

Website with lots of information and advice supporting all people affected by dementia and their carers across West Berkshire. DFWB is a group of individuals and organisations that are committed to making West Berkshire friendly to support people with dementia and their carers. View the calendar on their website for Dementia Friendly activities and groups that are on each month or ask for it to be emailed to you.
https://dementiafriendlywestberkshire.co.uk/
email: DFWBerkshire@AgeUKBerkshire.org.uk

Help with transport and getting about / Blue Badge

Volunteer car schemes/Minibus

Volunteer Centre West Berkshire - If you find it difficult to use public transport - find your nearest scheme on the Volunteer Centre West Berkshire website:
https://www.volunteerwestberks.org.uk/ or call 01635 49004 email: info@vcwb.org.uk

- Volunteer Car and Driver Schemes provide transport to appointments of all kinds http://www.volunteerwestberks.org.uk/our-services/volunteer-car-scheme/
- Newbury and Thatcham Handybuses take groups of people on shopping trips and excursions http://www.volunteerwestberks.org.uk/our-services/handybus/ 01635 37111 email: handybus@vcwb.org.uk
- Newbury Shopmobility provides wheelchairs (low cost hire) and scooters for people to use in Newbury town or at home http://www.volunteerwestberks.org.uk/our-services/shopmobility/ 01635 523854

Local buses and other transport options

Find out more information about local buses, trains and stations and other transport services near to your home, workplace or another location in West Berkshire.
https://westberks.gov.uk/transport
Download a copy of the District-wide Travel Guide. https://westberks.gov.uk/travel
Transport Services Team 01635 519394 email: transport@westberks.gov.uk

Bus Passes for Older and Disabled People

Information about concessionary fares for eligible residents in West Berkshire.
Concessionary Fares Team: 01635 519800 email: buspass@westberks.gov.uk
https://www.westberks.gov.uk/concessionaryfares

Disabled persons railcard

The Disabled Person's Railcard allows you to buy rail tickets at a discount. You can buy the railcard online or alternatively visit the website to complete an application form for a railcard. Railcard valid for the disabled person and one adult companion.
https://www.disabledpersons-railcard.co.uk/
Eligibility criteria - https://www.disabledpersons-railcard.co.uk/help/faqs/eligibility/
Further information: www.gov.uk/transport-disabled
Tel: 0345 605 0525 Minicom/Textphone: 0345 601 0132
email: railcardhelp@nationalrail.co.uk

Safer Journey Cards

Easy to use travel cards for residents with hidden disabilities and mobility difficulties to show to the bus driver and to help them understand your journey needs. However, anyone who would find them helpful in completing their journey can use them. Contact: Transport Policy Team on 01635 513604 email: ltp@westberks.gov.uk
https://www.westberks.gov.uk/saferjourneycards

Blue Badge application

Visit the website or contact the team for information on: eligibility, details about Blue Badge spaces in West Berkshire Council car parks, and street parking: 01635 503276 email: bluebadges@westberks.gov.uk https://www.westberks.gov.uk/bluebadgeinfo

Out and about; accompanying a disabled person

Visiting places of interest - many places of interest, museums, theatres, sports venues, National Trust sites, offer discounted or free admission to a companion accompanying a disabled person. To save having to ask for **free entry** at a National Trust property, you can apply for an **Essential Companion** card in advance which will allow one or two carers access. National Trust 0344 800 1895 email: enquiries@nationaltrust.org.uk
https://www.nationaltrust.org.uk/who-we-are/about-us/access-for-everyone#rt-essential-companion-card

For an excellent **Accessibility Guide** visit the **AccessAble** website where you will find wheelchair friendly venues or check out disabled access and facilities throughout the UK. Download the free App to use AccessAble on the go. https://www.accessable.co.uk/

Cinema Exhibitors' Association Card A national card for disabled people. It entitles a disabled person one free ticket for a person accompanying them to the cinema. Valid for one year. 01244 526 016 Textphone 18001 01244 526 016 email: info@ceacard.co.uk
www.ceacard.co.uk.
Post Box address: CEA Card, PO Box 199, Deeside, CH5 9BW.

Changing places toilets

Toilets fitted with specialist equipment including an overhead hoist to meet the needs of people with complex disabilities. http://www.changing-places.org

Toilet card

The 'Just Can't Wait' free toilet card uses a universally acknowledged toilet signage. Finding a toilet when out and about continues to be a priority for many people affected by a bladder / bowel problem. Download the 'Just can't wait card' app which provides a map showing the nearest toilet. 0800 031 5412 email: help@bladderandbowel.org
https://www.bladderandbowel.org/help-information/just-cant-wait-card/

Make sure you know where toilets are when planning your trip. T**he Great British Public Toilet Map** website will help. https://www.toiletmap.org.uk/

RADAR keys to access public conveniences

Offering disabled people independent access to locked public toilets around the country. Toilets fitted with National Key Scheme (NKS) locks can be found in shopping centres, pubs, cafés, department stores, bus and train stations and many other locations in most parts of the country. The scheme requires users to have a special Radar key to gain access to accessible toilets.

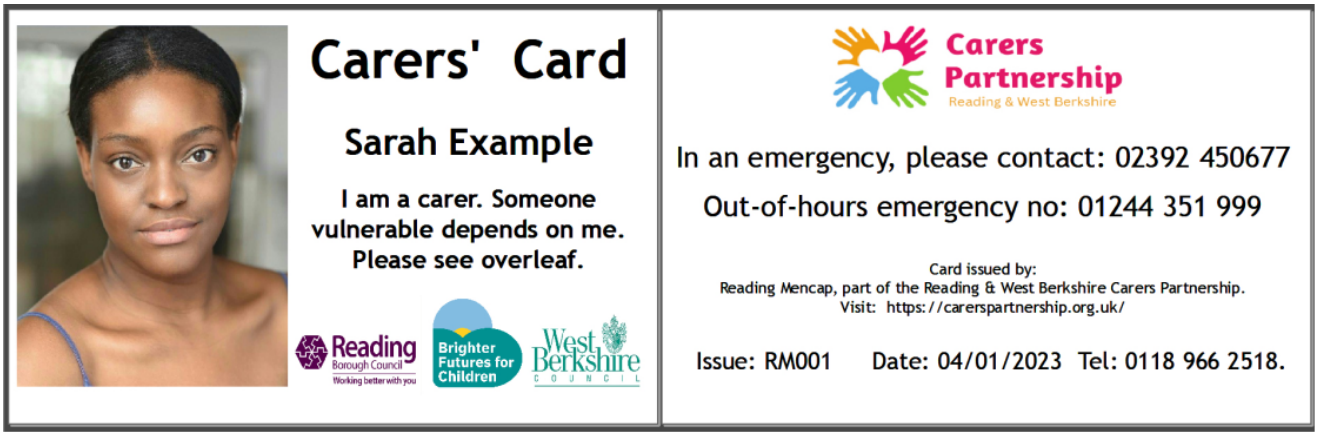
Locally these are available from Shopmobility, Northbrook multi-storey car park, Pembroke Rd, Newbury RG14 1AJ. 01635 523 854. Open Mon to Sat 9.30am – 4.00pm. There may be a small charge.

Alternatively you may obtain keys direct from Disability Rights UK 0203 687 0790
https://www.disabilityrightsuk.org/shop/official-and-only-genuine-radar-key

Section 5: Emergency help / Emergency plans

Carers' Emergency Card

A small photo ID card carried by carers to alert others to the fact that there may be a dependant person at home in need of help.



To request a card and further information please contact the Reading and West Berkshire Carers Partnership on 0118 959 4242 https://carerspartnership.org.uk/ or www.ageukberkshire.org.uk email info@ageukberkshire.org.uk

Emergency Services - 999

For **all life-threatening emergencies** and also if someone falls and you cannot lift them the operator will send an ambulance on a non-emergency basis. **Text phone** or minicom **18000**

Medical help - 111

You can call 111 when you need medical help fast but it's not a 999 emergency.

Police - 101

Non-emergency number is 101 - If you are deaf, deafened, hard of hearing or have a speech impairment, a text phone is available on 18001 101.

Out of Hours Social Care Services - Adult Social Care Services:

In an emergency to do with social care only, that cannot wait until the following day call 01344 351999.

Mental Health support

Helping to support people who are experiencing mental health problems. The Common Point of Entry (CPE) takes all new and self-referrals for mental health services and makes an initial screening assessment. To contact CPE Gateway Team call 0300 365 2000) Email: gateway@berkshire.nhs.uk or call NHS 111 for free. If you need **urgent help**, but it's not an emergency, you can call the NHS Mental Health Crisis Team which is a 24-hr crisis support service for West Berkshire: 0800 129 9999.

Utilities

Electricity – power cuts call 105, emergencies 0800 072 7282

Gas emergencies - National Gas Emergencies 0800 111 999.

Thames Water
Emergency Helpline for leaks, public sewer blockage or flooding on 0800 316 9800 Textphone (Use Relay UK https://www.relayuk.bt.com/ for hard of hearing customers for leaks and sewer blockage 18001 then above number, mobile numbers are not accepted via this number.)

The **Priority Services Register** (PSR) is a free UK wide service which provides extra advice and support, including when there's an interruption to your electricity, gas or water supply and ensures energy suppliers provide extra help to vulnerable energy customers. You could be eligible if you:

- have a mental health condition that causes you difficulty in understanding your bill
- have a disability
- live with children under five
- have a hearing or visual impairment or other communication needs
- have a chronic illness or long-term medical condition
- are of pensionable age

- temporarily need extra support
- use medical equipment/aids reliant on electricity.

Some of the benefits once you have registered:

- You can benefit from extra help in electricity or water-related emergencies.
- You'll have access to a dedicated telephone helpline, which you can call at any time of day
- Communication tailored to your needs.
- In the unlikely event your water stops flowing or your lights go out for a long period of time, they'll give you a call to discuss what's happened, what they're doing to fix it, and any additional support you might need, including an alternative supply of water or power.

You will be notified about any planned power cuts or essential maintenance in your area. The help given to vulnerable customers varies depending on your supplier. To join the Priority Services Register, you can contact your electricity, gas and water supplies directly to register or complete the online form at https://www.thepsr.co.uk/.

Emergency Care Information for the cared for

Write up important information about the person being cared for, including essential details to help professionals in the event of needing Emergency Care i.e. illness/disability, medication.

Emergency plan for the carer

If you are not able to care for those you look after at any point in the future, have a plan in place. Excellent tips on the Carers UK website to help you complete a plan.
https://www.carersuk.org/search/planning-for-emergencies

The Herbert Protocol scheme - keeping people with dementia safe

A scheme which encourages carers to compile useful information which could be used in the event of a vulnerable person going missing. Berkshire Lowland Search & Rescue.
https://dementia.berkshirerescue.org.uk/

'Message in a Bottle' Scheme – Launched by Lions Clubs across the UK

Essential information kept in a bottle in the fridge, emergency services will know about it because there are stickers on the front door and fridge. Bottles and forms are available **FREE** at local chemists, Patient Information Point at West Berkshire Community Hospital, health centres and housing associations, or email miab@newburylions.org.uk

Listening / support organisations

Time To Talk - Free and confidential counselling service for young people, 11 to 25.
01635 760331 https://t2twb.org/ email hello@t2twb.org

Counselling Directory - List of counsellors and psychotherapists who are registered with a recognised professional body. 0333 325 2500 www.counselling-directory.org.uk

Eight Bells for Mental Health Support in Newbury, Thatcham and surrounding areas
0300 102 4504 freephone Mon-Thu 0900-1400 email: coordinator@eightbellsnewbury.co.uk
https://eightbellsnewbury.co.uk/

MIND – If you are supporting someone with a mental health problem
https://www.mind.org.uk/information-support/helping-someone-else/

Rethink Mental Illness – caring for someone with a mental illness.
Advice line 0808 801 0525 https://www.rethink.org/advice-and-information/carers-hub/

No Panic – If you are supporting someone with phobias, OCD and any other anxiety-based disorders https://nopanic.org.uk/help-for-carers/ 0300 772 9844

NHS Talking Therapies for adults aged 17 and over - Team of advisers and therapists who can help you to overcome life's difficulties and problems and manage them better. Stress control workshops. Self-referral - you must be registered to a GP in Berkshire
0300 365 2000 https://talkingtherapies.berkshirehealthcare.nhs.uk/
talkingtherapies@berkshire.nhs.uk

Recovery in Mind provide free-of-charge courses and workshops to adults living in West Berkshire to help improve their mental health and wellbeing. Carers are welcome to attend, please book via our website. https://recoveryinmind.org email: helen@recoveryinmind.org

Relate Berkshire based in Reading – Relationship Counselling **-** 0300 100 1234
email: NewEnquiries@relate.org.uk
https://www.relate.org.uk/what-we-do/counselling-services

Rethink Mental Illness – caring for someone with a mental illness.
Advice line freephone 0808 801 0525 https://www.rethink.org/advice-and-information/carers-hub/

Samaritans – 58 West St, Newbury and 59A Cholmeley Rd, Reading
Local helpline 116 123 (this number is free to call) or **0330 094 5717** (local call charges apply) or email: jo@samaritans.org or visit
http://www.samaritans.org/branches/samaritans-newbury. The confidential helpline is always available - 24 hrs a day. There will always be a person there on the other end of the phone to listen to someone in crisis.

Section 6: Technology and equipment to help you at home

There is a wide range of devices and services available that can help to support people at home and in the community to remain independent. They can provide reassurance to carers and reduce accidents and falls in the home, amongst other things. You can arrange your own technology or equipment or ask for help from the council.

Assistive Technology

Assistive Technology consists of 'stand-alone' pieces of equipment (not connected to a monitoring/response service) such as simple mobile phones, bath plugs that reduce the risk

of scalding, remote control for electrical items in the home, automatic pill dispensers etc.

If memory loss is a problem, there are many devices that can help for example:

- alarm medication reminders
- digital clocks that can give voice recorded reminders to complete daily tasks.

The Alzheimer's Society have a range of useful products for someone with dementia: https://www.alzheimers.org.uk/get-support/staying-independent/equipment-adaptations-improvements-home

View further details on Assistive Technology on the **West Berkshire Directory** under 'Need help at home? Assistive technology' section. https://directory.westberks.gov.uk

Which? Guidance and advice on the right assistive technology to suit your needs. https://www.which.co.uk/reviews/assistive-technology/article/guides

Fall / motion sensors, monitors and alarms (telecare)

Telecare is a service often linked to an alarm system that triggers a warning at a control centre or to a pager held by a carer. This means that an alarm is responded to quickly. These options need either a family member/friend or a response service/emergency service to be able to respond when contacted by the control centre. Some examples:

- GPS trackers with in-built falls sensors that send alerts to a monitoring centre if a person falls or wanders outside of a pre-set geographical fence. These can be used at home and in the community
- chair or bed sensors linked to a pager - these make an alarm call to a carers pager when you get out of bed or your chair
- pressure mats with sensors and placed beside a bed, chair or by a door - these send an alert to a pager held by a carer if you get out of bed and don't return
- door sensors that can give a pre-recorded message to prompt a person to not leave the home
- a traditional wearable pendant alarm worn on a belt clip, lanyard or a wrist strap.

Your local NHS may pay for a telecare system as part of a continuing healthcare or intermediate care package. This would be provided if the person you care for is eligible for continuing healthcare funding. NHS continuing healthcare https://www.nhs.uk/conditions/end-of-life-care/nhs-continuing-healthcare/

Telehealth - Telehealth typically involves electronic sensors and equipment that monitors vital health signs from home. This can mean fewer unplanned hospital or GP visits, and can significantly improve an individual's health and quality of life. If you think telehealth would be beneficial to you, please speak to your GP.

Smart home technology uses phone networks and internet connections to enable you to manage a person's wellbeing and independence. The 'Which Later Life Care' website provides guidance on the options available. https://www.which.co.uk/later-life-care/home-care/technology-to-keep-you-safe/telecare-an4ul6z1bvnl

Emergency Alarm Systems (help in the home or garden)

Age UK pendant alarm service. 0800 011 3846 to request a demo with PPP Taking Care https://www.ageuk.org.uk/products/mobility-and-independence-at-home/personal-alarms/

Alternatively see the **West Berkshire Directory 'Need help at home' personal alarms/telecare' category** for a sample of providers. https://directory.westberks.gov.uk

Equipment

Buying your own equipment

Equipment can help to improve someone's independence and safety when completing daily tasks and is widely available online. You may like to visit a local equipment shop where you can often try before you buy. Examples might be bath grab rails, chair raisers or a shower seat.

Help Choosing the Right Equipment

To work out what equipment would make life easier:

Age UK's Independent Living Solutions company, AgeCo has independent living solutions such as mobility aids and wearable alarms. https://www.ageco.co.uk/independent-living-solutions/ Tel: 0800 055 6205

Essential Aids – UK online shop for daily living aids 01273 719889 https://www.essentialaids.com/

British Red Cross Society – Wheelchair hire and Independent Living Products
Need to hire a wheelchair? The British Red Cross provides wheelchair hire services across the UK delivered direct to your door.
Book online https://www.redcross.org.uk/get-help/hire-a-wheelchair or call 0300 456 1914
Or
Shop the range of assisted daily living products for around the home or out and about. https://www.redcross.org.uk/ then go to Shop, and select Independent Living Products from the drop down menu. Tel: 0344 871 1111

Remap Custom made equipment - Providing free custom-made equipment that you cannot buy to help disabled people live more independent lives. https://berkshire.remap.org.uk/ https://remap.org.uk/branches/berkshire/ Berkshire contact Robert Monk 07790 127123 Berks.CaseOfficer@remapgroups.org.uk

Newbury Shopmobility hire/loan wheelchairs/mobility scooters. 01635 523854 email NewburyShopmobility@vcwb.org.uk https://www.volunteerwestberks.org.uk/our-services/shopmobility/

Motability
If the person you care for receives higher rate of PIP or DLA benefit, they may be able to lease an adapted car through Motability to help them get around.
https://www.motability.co.uk/how-it-works/allowances/

NHS
Someone may be eligible for equipment loaned from the NHS if they receive intermediate care, physiotherapy, nursing or Continuing Healthcare (CHC) services. These services can be accessed through referral from the GP or should be considered after a hospital admission.

How to arrange technology or equipment, and what you might have to pay

You can contact West Berkshire Council Adult Social Care for an assessment for assistive technology, telecare or the loan of equipment by emailing adultcare@westberks.gov.uk or phoning 01635 503050.

Referrals are prioritised according to the risks identified so there may not be an immediate response to you, or you may be referred on to our community equipment provider for them to undertake a specialist assessment.

If you get **telecare** equipment from the council, we can provide the monitoring devices connected to an alarm/monitoring centre for free, but you may need to pay for the monitoring service. We will complete a financial assessment to work out how much you need to pay. Depending on your circumstances, you may need to pay all, some or none of the monitoring service cost. If you get assistive technology or pieces of equipment loaned by the council, there is no charge.

Alternatively, you can buy your own technology or equipment from local or national services. You can find providers on the West Berkshire Directory under the 'Need help at home' section. https://directory.westberks.gov.uk

Section 7: Doctor, Dentist and Hospital

GP

You should inform your GP that you are a carer. Ensure you register your details with your GP. This helps your GP to be aware of your caring responsibilities and the potential impact on your own health and take account of your needs as a carer when trying to arrange appointment times that fit in with your caring responsibilities.

NHS

To find local health services near you – GPs, A&E hospitals, Dentists, Pharmacies, Opticians
https://www.nhs.uk/nhs-services/services-near-you/

NHS dental treatment for adults who have special needs

This includes anxious adults with learning and physical disabilities, complex medical problems or mental health difficulties, and frail older people.
Thames Valley Community Dental Services 0118 904 1525
Self Referral: https://www.oxfordhealth.nhs.uk/tvcds/referrals/berkshire/
Info: https://www.berkshirehealthcare.nhs.uk/our-services/physical-and-community-healthcare/dental-service/

Non-emergency Patient Transport Service (NEPTS) in Berkshire

The EMED Group run the non-emergency patient transport service for people who are registered with a Buckinghamshire, Oxfordshire, Berkshire West or Frimley GP, provided they meet the eligibility criteria. This is for people who are unable to use public or other transport due to their medical condition, and including those who are:

- attending hospital outpatient clinics
- being admitted to or discharged from hospital wards
- needing life-saving treatments such as radiotherapy, chemotherapy, renal dialysis or DVT treatment

Bookings and enquiries Tel: 0300 777 3333. Relay: dial 18001 0300 777 3333 from a textphone.
https://www.emedgroup.co.uk/bobf/

Information for carers of people going into hospital

Royal Berkshire Hospital have an **Information for Carers Booklet and Carer Passport** leaflet explaining what you can expect, and how you can help and work with RBH staff to get the best for the person you are an unpaid carer for, if they are an inpatient. For example: you are entitled to a free car parking space
RBH Information for Carers Booklet
https://www.royalberkshire.nhs.uk/media/whbfmhmv/information-for-carers-and-carer-passport_oct23.pdf
https://www.royalberkshire.nhs.uk/patients-and-visitors/accessible-information-and-reasonable-adjustments/carers-support

For people with a Learning Disability, Autism and Neurodivergence, Physical Disabilities or Sensory Disabilities
You can find information for people with any disability on this webpage https://www.royalberkshire.nhs.uk/patients-and-visitors/accessible-information-and-reasonable-adjustments. Contact the Learning Disability Coordinator 0118 322 8159 to request information in Easy Read format.

Hampshire Hospitals information: https://www.hampshirehospitals.nhs.uk/patients-visitors/health-information-point-hip/information-patients-learning-disabilities

For people with a mental illness
Rethink Mental Illness – useful downloadable leaflet https://www.rethink.org/advice-and-information/carers-hub/going-into-hospital-for-carers-friends-and-relatives/

Patient Information Point (PIP)

Provides a wide range of information to anyone who wants to find out more about illnesses or where they can get support. PIP is based at West Berkshire Community Hospital, Benham Hill, London Road, Thatcham RG18 3AS Tel: 01635 273324
email: pipenquiries@berkshire.nhs.uk
https://www.berkshirehealthcare.nhs.uk/our-services/other-services/patient-information-point-pip/

Patient Relations

Free, informal, confidential help and advice for patients, carers and their families.
RBH 0118 322 8338 email PALS@royalberkshire.nhs.uk
https://www.royalberkshire.nhs.uk/services-and-departments/patient-advice-and-liaison-service-pals Berkshire in general 01344 415600 email PALS@berkshire.nhs.uk

Section 8: Taking a break and Respite

All carers need to have time off to have a break from caring and sometimes you both need a break from each other - time to be your own person again. The break may be for a few hours, a few days, or longer periods on a regular basis. This is sometimes called 'respite' and sometimes 'replacement care'. Even if you do not want a break at this time, it's good to know what is available and how to arrange a planned or 'emergency' break.

Home Care Agencies and Personal Assistants
There is a list of home care providers and personal assistants you can contact to help on the West Berkshire Directory. https://directory.westberks.gov.uk/ Go to the Adults section, choose filter 'Need Help at Home', then 'Home Care Providers' and/or Personal Assistants filters.

Crossroads Care Oxfordshire and West Berkshire
Crossroads is a charity providing Carer breaks to enable unpaid 24/7 carers to take a break of a couple of hours to eg, shop, meet friends, pursue an interest, entirely their choice, while a full trained Care Support Worker stays with the Cared-for in their home. These breaks are funded by West Berkshire Council though subject to availability. Extra hours can be purchased. Self-funders and holders of personal budgets are also invited to enquire about Crossroads Services. For all services a comprehensive assessment is carried out in the home to ensure the needs of the person being cared for are accommodated.

'Forget Me Nots' service provided by Crossroads Care*
Respite break offered to people living with dementia or a disability fortnightly on Saturdays 10.00 to 15.00 at The Phoenix Resource Centre, Newtown Road, Newbury RG14 7EB.
This service is not running at present due to lack of numbers, but any enquiries about this activity or any others offered by Crossroads are welcome

Contact for **Crossroads:**
Newbury office: 01635 30008. Messages can be left.
Oxford office: 01865 260280
email: care@oxfordshirecrossroads.org.uk https://www.crossroads-care.org/

Bond Hotel in Blackpool
Fully accessible holidays for guests who may have a physical disability, learning disability or need mental health support. 01253 341218 sales@bondhotel.co.uk
https://bondhotel.co.uk/

Carefree
Free accommodation breaks for Carers (admin fee applies) https://carefreespace.org/take-a-break/ Contact is online only

Carers Trust
Lists options nationally for carers to take a holiday. 0300 772 9600 info@carers.org
https://carers.org/getting-a-break/holidays

Duchess of Kent House
Hospice in Reading caring for cancer patients and offering respite care to give relatives and carers a break during the illness. 0118 955 0400 https://www.sueryder.org/
email: enquiries.berkshirewest@sueryder.org

Jollydays holidays for adults with mild to moderate learning disabilities. 01277 355565.
Email: enquiries@jollydaysholidays.co.uk http://www.jollydaysholidays.co.uk/

The Jumbulance Trust
Makes accessible travel possible for adults and children who are disabled or have serious or complex health conditions. 07483 414330 email: info@jumbulance.org.uk
https://www.jumbulance.org.uk/

My Holiday Place - Supported holidays in the South West for adults, teens and children with a learning disability. 01934 713840 or 07776 287766
email: info@myholidayplace.co https://www.myholidayplace.co/

Seable holidays for deaf, blind & visually impaired, disabled and wheelchair users
0203 375 6947 email: info@seable.co.uk https://seable.co.uk/

Traveleyes
A commercial tour operator providing holidays for both blind and sighted travellers.
0113 834 6094 http://traveleyes-international.com/

For additional holiday/break information view the West Berkshire Directory: https://directory.westberks.gov.uk Are you looking after someone?' category.

West Berkshire Council - Charging for replacement care (also referred to as respite care)

West Berkshire Council Adult Social Care will be able to advise on the options available to enable you to have a break and may also be able to provide some services such as a short break in a care home or regular day services.

West Berkshire Council will charge for these services based on the personal financial circumstances of the person to be cared for only, as they are the direct recipient of the services. Some service users pay the actual cost, others pay a proportion of the cost, and some make no financial contribution at all. You will be offered a financial assessment and advice about Welfare Benefits that may be available to you.

Section 9: Work

Caring for someone while working

Carers may be working when the need to care for someone comes about, and combining working and caring can be stressful. It's important to let your employer know. If you are thinking of leaving work, consider what alternatives there might be. Think about what you will be giving up, and whether you really want to lose it.

Many employers already offer schemes to help carers including information on caring, facilities and support groups in the local area, confidential counselling or welfare services. Others support informal networks of carers within their workplace.

Carer's Leave Act – On 6 April 2024 the Carer's Leave Act came into effect. The key points of the Act are:

- Employees are entitled to one week's unpaid leave per year if providing or arranging care for someone with a long-term care need.
- This leave can be taken flexibly (in half or full days) for planned and foreseen caring commitments.
- It is available from the first day of employment.
- It provides the same employment protections to employees as other forms of family-related leave, including protection from dismissal.

Details can be found on https://www.carersuk.org/help-and-advice/work-and-career/the-carers-leave-act-2023/ and https://www.gov.uk/carers-leave

Flexible working and work life balance

If an employee is caring for someone (e.g. a child or adult) they have the legal right to ask for flexible working if they are an employee with 26 weeks (6 months) continuous employment at the time they make an application
https://www.gov.uk/flexible-working

Informative guides are available from CarersUK.org resources page 'Let's talk about flexible working' leaflet. https://www.carersuk.org/media/221jdtju/lets-talk-about-flexible-working-guide-2020.pdf

Or visit Age UK to find: Balancing work and caring under the 'Help for carers looking after a loved one' section. https://www.ageuk.org.uk/information-advice/care/helping-a-loved-one/im-juggling-work-and-caring/

Returning to work when your caring role has ended

Often when a caring role has ended you want to return to work but you have lost confidence and might want to consider training or volunteering.

Newbury College Monks Lane, Newbury, Berkshire RG14 7TD, run a number of free **online** learning courses, but everyone has access to a personal tutor, which they can contact face-to-face or via Skype. Tel 01635 845212
email distancelearning@newbury-college.ac.uk
https://newbury-college.ac.uk/adult-learners/digital-and-distance-learning

They also offer courses in work skills to suit different learners' needs. Tel 01635 845000 email info@newbury-college.ac.uk

The National Careers Service https://nationalcareers.service.gov.uk/ offers advice about careers and skills. Tel 0800 100 900

Carers Trust have information about free study and training courses for carers Tel 0300 772 9600 email info@carers.org https://carers.org/studying-and-training/studying-and-training

Reading College - activate learning courses. https://reading.activatelearning.ac.uk/courses/ Tel 0800 612 6008

Careers Springboard West Berkshire is an excellent place to start for information and advice. Help with writing or improving your CV, improve your interview and phone skills, assistance working your way round the job market and much more. Check out the latest programme (join at any stage) and how to register. All meetings take place at Broadway House, 4-8 The Broadway, Newbury RG14 1BA Tel 07973 802916 email enquiries@careerswestberks.org.uk https://www.careerswestberks.org.uk/

Community Learning Course information from West Berkshire Council
email: aclteam@westberks.gov.uk Tel 01635 519060
https://www.westberks.gov.uk/community-learning-courses

Volunteer Centre West Berkshire has vacancies for an enormous range of volunteering activities on their West Berkshire Volunteer Opportunities List. Tel 01635 49004
email: info@vcwb.org.uk https://www.volunteerwestberks.org.uk/volunteering/

Job Centre Plus - your local Job Centre Plus should be able to help and advise you, make sure they know about your caring responsibilities.
https://www.gov.uk/moving-from-benefits-to-work/help-for-parents-and-carers

Section 10: Training for carers

Free Online Carer Courses from the Carers Trust. Tel 0300 772 9600 email info@carers.org
https://carers.org/studying-and-training/free-online-courses-for-carers

On-line training resource for Stroke carers - This e-learning resource contains a set of topics which will provide on-line advice, support and information for informal carers.
www.stroke4carers.org/

Alzheimer's Society Learning Hub Online dementia courses
https://www.alzheimers.org.uk/dementia-professionals/external-training/alzheimers-society-learning-hub

Online training for Dementia carers – The Social Care Institute for Excellence have developed e-learning modules which are aimed at anyone who comes into contact with people with dementia. https://www.scie.org.uk/e-learning/dementia

Caring for Others online training for unpaid carers – Promas Caring for People offer the first three online courses for free https://promasonline.co.uk/our-courses/ 01736 339336

Understanding Dementia Better free course by Dementia Adventure https://dementiaadventure.org/training-and-support/friends-and-family/understanding-dementia-better/ 01245 237548

Understanding Dementia free course offered by Beechcroft OPMHS, Hillcroft House, Rookes Way, Thatcham RG18 3HR to family and friends who are caring for people with dementia. The course is accessed through the NHS Memory clinic and families are invited to attend either face to face or online, following the diagnosis appointment. Tel: 01635 273300. https://www.berkshirehealthcare.nhs.uk/our-services/mental-health-and-wellbeing/memory-service/understanding-dementia-course/

Nutrition videos and downloadable guides for carers – understanding for both yourself and your cared for. https://www.carersuk.org/help-and-advice/your-health-and-wellbeing/the-importance-of-good-nutrition/

NHS - How to move, lift and handle someone else. https://www.nhs.uk/conditions/social-care-and-support-guide/practical-tips-if-you-care-for-someone/how-to-move-lift-and-handle-someone-else/

Section 11: Young Carers

Help and advice for young carers in West Berkshire

Are you aged 5-18? Do you help look after someone in your family?

Young Carers

Young carers are children and young people under 18 who take on caring tasks and responsibilities within their family that most of us only do as adults. The term does not apply to the everyday and occasional help around the home that may often be expected of or given by children in families. The person you care for could be a parent, grandparent, a brother, sister or a family friend with a physical disability, a progressive disease, a mental health difficulty or a substance misuse problem.

West Berkshire Young Carers Project can help by linking you up with other young carers, providing support and giving you time out from caring.

Contacting the Young Carers team

A young carer can contact our friendly team directly to talk about how they can help.

A family friend concerned about a young carer can make initial contact on behalf of the young person. A GP, Care Manager or other professional can also make contact on your behalf.

01635 503090 Email: EarlyRHub@westberks.gov.uk

For further information visit West Berkshire Council's Young Carers web page: https://www.westberks.gov.uk/youngcarers

Section 12: Guide to financial support

Allowances for carers and people with disabilities are a right and should not be thought of as charity. However, you will have to claim to receive all the money that you and the person you care for are entitled to. Not all benefits are means-tested and carers should not be concerned about making a benefit claim.

Getting help and advice

West Berkshire Council's Financial Assessment and Charging Team

Anyone who receives a chargeable non-residential care service from West Berkshire Council will be referred to the Financial Assessment and Charging Team who can help to ensure that they receive all the benefits which they are entitled to.

Further information can be found on the following topics on **WBC's 'Charges for your Social Care Support' webpage**: https://www.westberks.gov.uk/chargesforyourcare

- Charges for your care
- Financial assessment
- How we calculate your contribution
- Paying for care at home (non-residential)
- Paying for your care or nursing home (residential)
- Care home top-up payments
- Deferred payments

West Berkshire Council recommends that you take independent legal and/or financial advice. You may like to look at our '**Planning how to pay for your future care**' web page: https://www.westberks.gov.uk/careplanningadvice

Applying for financial support / welfare benefits yourself

Jobcentre Plus, Cromwell House, 22 Oxford Street, Newbury, Berkshire RG14 1JB or Adelphi House, Friar Street, Reading RG1 1HD Tel: 0800 169 0190, Textphone 0800 169 0314.
NGT text relay (if you cannot hear or speak on the phone): 18001 then 0800 169 0190
British Sign Language (BSL) video relay service if you're on a computer - find out how to use the service on mobile or tablet
www.gov.uk/contact-jobcentre-plus

Leaving work to care for someone

If you're considering leaving work because it's difficult to combine employment and caring, it might be possible to change your working pattern and reduce your hours. Find useful information on the Carers UK website
http://www.carersuk.org/help-and-advice/work-and-career/thinking-of-leaving-work

Benefits for carers

https://www.gov.uk/carers-allowance

Carer's Allowance

You may be able to claim Carer's Allowance if you are aged 16 or over and you spend at least 35 hours a week caring for someone. Carer's allowance can affect the other benefits that you and the person you care for get. You have to pay tax on it if your income is over the personal allowance. Tel: 0800 731 0297. Textphone 0800 731 0317. Relay UK if you cannot hear or speak on the phone 18001 then 0800 731 0297
For each week you get Carer's Allowance you may get National Insurance credits
www.gov.uk/carers-allowance/overview

Pension Credit

This is an income based entitlement for people of pensionable age. If you are disabled or a carer you may be able to get an extra amount included in your Pension Credit.
www.gov.uk/pension-credit
Pension Service help line: 0800 99 1234 Textphone: 0800 169 0133
Relay UK (if you cannot hear or speak on the phone): 18001 then 0800 99 1234

National Insurance Credits (Carer's Credits)

Carer's credit is a National Insurance credit that helps with gaps in your national Insurance record. Tel: 0800 731 0297 or Textphone 0800 731 0317
Relay UK service Dial: 18001 then 0800 731 0297
https://www.gov.uk/carers-credit

Benefits for Disabled, Vulnerable & Older People

Universal Credit

Universal Credit is a payment to help with your living costs**.** You may be able to get it if you're on a low income or out of work. Whether you can claim depends on where you live and your circumstances. www.gov.uk/universal-credit
Telephone: 0800 328 5644 Textphone: 0800 328 1344, Relay UK (if you cannot hear or speak on the phone): 18001 then 0800 328 5644
Citizens Advice can support you in the early stages of your claim Search for your nearest office. https://www.citizensadvice.org.uk/benefits/universal-credit/claiming/helptoclaim/

Personal Independence Payment (PIP)

Call the Department for Work and Pensions (DWP) to make a **new** Personal Independence Payment claim. You may be able to get help with some of the extra costs caused by long term ill-health or disability. Tel: 0800 917 2222 Textphone: 0800 917 7777 Relay UK (if you cannot hear or speak on the phone): 18001 then 0800 917 2222
https://www.gov.uk/pip/how-to-claim
Reporting a change of circumstances call the PIP enquiry line Tel: 0800 121 4433
Textphone: 0800 121 4493 Relay UK (if you cannot hear or speak on the phone): 18001 then 0800 121 4433

Disability Living Allowance (DLA)

DLA is being replaced by Personal Independence Payment (PIP) for disabled people.
https://www.gov.uk/dla-disability-living-allowance-benefit

You can only **apply** for DLA if you're under 16. https://www.gov.uk/disability-living-allowance-children

You can apply for:

- PIP if you're aged 16 or over and have not reached State Pension age https://www.gov.uk/pip
- Attendance Allowance if you're State Pension age or older and do not get DLA. https://www.gov.uk/state-pension-age , https://www.gov.uk/attendance-allowance

Attendance Allowance

You can get this if you've reached State Pension Age and meet certain criteria. Attendance Allowance helps with extra costs if you have a disability severe enough that you need someone to help look after you. **AA Help Line** 0800 731 0122 **Textphone** 0800 731 0317 Relay UK (if you cannot hear or speak on the phone): 18001 then 0800 731 0122 https://www.gov.uk/attendance-allowance

Value Added Tax (VAT) relief for disabled people

If you're disabled or have a long-term illness, you will not be charged VAT on products designed or adapted for your own personal or domestic use. https://www.gov.uk/financial-help-disabled/vat-relief#1

Benefits / discounts to help with heating costs

Winter Fuel Payment - If you were born on or before 22 September 1959 you may be eligible (if you or your partner get certain benefits) for a Winter Fuel Payment to help towards heating costs. Most payments are made automatically in November or December. https://www.gov.uk/winter-fuel-payment

Cold weather payment – These are one-off payments to help you pay for extra heating costs when it's very cold for a set period of time. You may get a Cold Weather Payment if you're getting certain benefits or Support for Mortgage Interest. The scheme runs from November to March. https://www.gov.uk/cold-weather-payment
If you do not receive your Cold Weather Payment - Tell your pension centre or Jobcentre Plus office if you think you should have received a Cold Weather Payment but you have not.

Warm Home Discount – If you get the Guarantee Credit element of Pension Credit or you are on a low income and meet your energy supplier's criteria for the scheme, you may qualify. You may be able to apply directly to your electricity supplier for help if you do not get the Guarantee Credit element of Pension Credit. Helpline 0800 731 0214 https://www.gov.uk/the-warm-home-discount-scheme/low-income

In West Berkshire you may be eligible for a grant towards the cost of a first time mains gas or LPG central heating system, boiler upgrades, or insultation. Call Heat the Home Counties on 01344 888 930, or visit the Heat the Home Counties website. https://www.heatthehomecounties.org.uk/apply-now

Help with the Cost of Living

Government Help for Households information and advice
https://helpforhouseholds.campaign.gov.uk/

West Berkshire Council – Find financial help with the Cost of Living
https://westberks.gov.uk/cost-of-living

Housing Benefit & Council Tax Reduction

If you are on a low income and need financial help to pay your rent or council tax, you may be able to claim Housing Benefit and Council Tax Reduction. Most new claims for HB will now be made via universal Credit with DWP.

You may also get an extra discount if you are a carer. If you provide at least 35 hours of care a week for someone in your household, you may be able to get a separate discount on your Council Tax bill. The person you are caring for cannot be your spouse, partner or child. This discount can be made in addition to Council Tax Reduction. There is also a separate Council Tax reduction where certain facilities exist in the property for meeting the needs of a resident disabled person.

Carers UK - Find out if you can get a discount for your Council tax

For further information please contact West Berkshire Council Benefits Team: Tel 01635 519520 email benefits@westberks.gov.uk https://www.westberks.gov.uk/benefits

Or the Council Tax team:
Tel 01635 519520 email: counciltax@westberks.gov.uk
http://www.westberks.gov.uk/counciltax
Council Tax Reduction webpage: https://www.westberks.gov.uk/counciltaxreduction

Read the Council's 'About Housing Benefit' webpage: Tel 01635 519258
https://www.westberks.gov.uk/housing-benefit-about

Use free benefit calculators to see what benefits you may be entitled to:
https://www.entitledto.co.uk
https://www.ageuk.org.uk/information-advice/money-legal/benefits-entitlements

Legal Matters

If the person you are caring for is unable to manage their own affairs or finances, you may need to look at ways to help them, or manage them on their behalf:
For advice contact: Citizens Advice West Berkshire, 2nd floor, Broadway House, 4-8 The Broadway, Northbrook St, Newbury RG14 1BA: Tel 01635 516605 or 0808 2787994
http://citizensadvicewestberkshire.org.uk/ **or** Age UK Berkshire: 0118 959 4242
email: info@ageukberkshire.org.uk www.ageuk.org.uk/berkshire/

Lasting Power of Attorney (LPA)

An LPA is a legal document that allows someone, who **must have mental capacity,** to give another person the power to act on their behalf with regard to their property and financial affairs.

You can use the lasting power of attorney service to create an LPA online. It's easier and prevents many common mistakes.
https://www.lastingpowerofattorney.service.gov.uk/home
www.gov.uk/government/collections/lasting-power-of-attorney-forms

An LPA will only **become legal** once the person has lost their mental capacity and it has been **registered** with the Office of the Public Guardian. P.O. Box 16185, Birmingham B2 2WH customerservices@publicguardian.gov.uk

Appointeeship

This is about taking charge of paying bills and collecting benefits/pensions where the claimant is incapable of doing so themselves, for whatever reason, **but able to give their consent.**
Contact the office of the Department of Work and Pensions who pays the current benefit. Tel: 0800 169 0190, Textphone 0800 169 0314. Or Citizens Advice: 08300 222 5941
http://citizensadvicewestberkshire.org.uk/

Court of Protection

The Court of Protection make decisions on financial or welfare matters for people who cannot make decisions at the time they need to be made (they 'lack mental capacity').
South East Regional Hub, Reading County & Family Court, 160-163 Friar Street, Reading RG1 1HE. Tel 0118 987 0500 email: courtofprotection.reading.countycourt@justice.gov.uk
https://www.gov.uk/courts-tribunals/court-of-protection

West Berkshire Council's Deputyship Team can also give help and advice to West Berkshire residents that lack the capacity to deal with their own property and financial affairs. If you would like to request support from the Deputyship Team you will need to complete and sign a form.

Please note: the Deputyship Team will only become the legal deputy or appointee itself as a last resort, where there is no other appropriate person who can do so on behalf of the individual.

If you need help and advice, or you need to make a referral to the Deputyship Team, please Call 01635 503050. Information available on our 'Managing the finances of someone unable to do so themselves' webpage: https://www.westberks.gov.uk/ascmanagingfinances

Section 13: Property adaptations

You may find that your home or that of the person you are caring for is not appropriate or doesn't meet their needs.

West Berkshire Council's Adult Social Care teams will carry out a base line assessment of your needs and may recommend equipment for your home. If they assess that you need an adaptation, they will refer you to a Housing Occupational Therapist who will advise on what is 'necessary and appropriate' to meet your care needs and may recommend adaptations to your property. In extreme cases they may recommend a move to a more suitable property. They can advise about grants for adaptations and if you have bid on a property available through HomeChoice they can advise on its accessibility and suitability.
Contact Adult Social Care: Tel 01635 503050 email: adultcare@westberks.gov.uk

Disabled Facilities Grant (DFG)

Grants of up to £30,000 are available for work that's needed to help a disabled person live more independently in their own home. The grants are available whether you own your home or are renting. You may have to contribute towards the cost of the work needed unless you receive certain means-tested benefits, or the application is for a disabled child. If you can't afford your contribution, we can advise you on other options. An Occupational Therapist must recommend any adaptations that you may need.

To request an OT assessment contact Adult Social Care on 01635 503050. For further information regarding a DFG application contact the Home Improvement Officer on 01635 519680 https://www.westberks.gov.uk/disabledfacilitiesgrants

Discretionary Home Repair Assistance Grant (DHRA)

Discretionary Home Repair Assistance Grants (DHRAs) may be available for private tenants or home owners. They are intended to help eligible people carry out essential repairs to their home.
They are available up to a maximum of £5,000 per application. To be eligible, you must be in receipt of one means-tested or disability-related benefit, and have less than £5,000 to pay for adaptations or repairs. For further details contact the Home Improvement Officer on 01635 519680 https://www.westberks.gov.uk/housinggrantspolicy

Flexible Home Improvement Loan (FHIL)

A secured loan available for home owners aged 60 years or older to make your home warmer, safer or more secure. Contact the Home Improvement Agency Officer on 01635 519680 https://www.westberks.gov.uk/housinggrantspolicy

Sovereign Housing tenants

Sovereign may be able to install minor aids such as grab rails, lever taps or small ramps.

If you need a more complex adaptation an Occupational Therapist will need to assess what works are needed. Contact Disabled Adaptations Team on **0300 5000 926**
https://my.sovereign.org.uk/articles/general-needs/help-and-advice/aids-and-adaptations

Section 14: End of life Care and Planning

End of life does not normally begin earlier than one year before death. However, in some cases there is sudden illness. In all cases, subject to the person's consent, the beginning is marked by a comprehensive assessment of supportive and palliative care needs.

Visit the NHS UK website for 'End of Life Care Guide': https://www.nhs.uk/conditions/end-of-life-care/

Sue Ryder – Duchess of Kent hospice

Supporting carers and family members of someone who is approaching the end of their life through difficult times. Tel: 0118 955 0400 enquiries.berkshirewest@sueryder.org
Duchess of Kent Hospice, 22 Liebenrood Road, Reading RG30 2DX
https://www.sueryder.org/how-we-can-help/sue-ryder-duchess-of-kent-hospice

Sue Ryder offer a range of services in Berkshire, full details on the website.

Macmillan Cancer Support

The Macmillan support team can help you understand what will happen in the last few weeks, days, and at the end of life. Need to talk? Call free 0808 808 00 00, 7 days a week 8am-8pm. https://www.macmillan.org.uk/cancer-information-and-support/treatment/if-you-have-an-advanced-cancer/end-of-life

Marie Curie – care for terminally ill patients

End of life care is about caring for people who have an advanced, progressive and incurable illness so they can live as well as possible until they die. If you would like care and support in your home from a Marie Curie nurse you should contact your district nurse or GP. Support line 0800 090 2309. email: supporter.relations@mariecurie.org.uk General enquiries: 0800 716146 https://www.mariecurie.org.uk/help/nursing-services/get-marie-curie-nurse

Dementia and end of life planning guide - NHS

https://www.nhs.uk/conditions/dementia/palliative-care/

Hospice UK Information and advice from Hospice UK
https://www.hospiceuk.org/information-and-support/your-guide-hospice-and-end-life-care/im-looking-hospice-care

Age UK provide helpful advice and guidance around Planning for the end of your life.
https://www.ageuk.org.uk/information-advice/health-wellbeing/relationships-family/end-of-life-issues/

Coping with your feelings and dealing with other people's

Caring for someone with an illness can be very rewarding, but it can also be challenging and sometimes upsetting. You may feel resentment and guilt, and experience stress and depression. It is better to face your feelings than ignore them, as they may be causing you discomfort, and may get worse. Talking Therapies offer workshops, guided self help and Cognitive Behavioural Therapy (CBT). Tel 0300 356 2000
email: talkingtherapies@berkshire.nhs.uk
https://talkingtherapies.berkshirehealthcare.nhs.uk/

Making decisions about future care

It is very important that people are given the choice to decide where they would like to be cared for at the end of their lives. They may want to consider how they would like to be cared for and where, the treatments available to them and what their preferences are. Visit NHS UK's 'Planning ahead for the end of life' webpage for helpful information.
https://www.nhs.uk/conditions/end-of-life-care/#planning-ahead-for-the-end-of-life

ReSPECT (Recommended Summary Plan for Emergency Care and Treatment)

Royal Berkshire Hospitals NHS Foundation Trust has implemented ReSPECT, this is a process which allows people to have a say in the decision making process about the level of

care that they would like to receive in an emergency, even if they are unable to make or express choices at that time.

The process involves a person and their health professional/s having a conversation about clinical aspects of the care and treatment a person would wish for if they became suddenly or seriously ill.

The ReSPECT process can be for anyone, but it is likely to be especially relevant to people with complex health needs, people who are likely to be nearing the end of their lives, and people who are at risk of sudden deterioration or cardiac arrest.
For more information, visit http://www.respectprocess.org.uk or email ReSPECT@royalberkshire.nhs.uk

The above information is available on the Royal Berkshire NHS Foundation Trust website: https://www.royalberkshire.nhs.uk/patients-and-visitors/respect/

What to do when someone dies

Step by step guide on what to do when someone dies. https://www.gov.uk/when-someone-dies

Death certificate

When a death occurs you need to obtain a death certificate from the GP concerned or the hospital doctor, should the death occur in hospital.

Registering a death

Although it may be a difficult time, registering the death is an important legal requirement. A death must be registered within 5 days of the death taking place. The death certificate needs to be taken to the Registrar of Births and Deaths:

West Berkshire: Shaw House, Church Rd, Newbury, RG14 2DR 01635 279233
https://www.westberks.gov.uk/births-deaths-marriages
Appointments can also be made to register a death in Hungerford.
Reading: Civic Offices, Bridge Street, Reading RG1 2LU
Call to book an appointment 0118 937 3533 https://www.reading.gov.uk/life-events/deaths/

Tell Us Once service - The Registrar will ask if you would like to use the 'Tell Us Once' service. You can use this service to help you tell most government and the local councils about the death and you won't have to send a copy of the death certificate in the post. Alternatively call the Department for Work and Pensions on 0800 085 7308 and speak to a Tell Us Once advisor. https://www.gov.uk/register-a-death

Funeral arrangements

The deceased may have left instructions in their will about funeral arrangements. It is therefore important to discover whether a will has been made. This may be lodged, for safe keeping, with the deceased's solicitor or bank.

If you receive low income benefit or tax credit, you may be able to get help with paying for a funeral. https://www.gov.uk/funeral-payments/overview

When you are no longer a carer

Everyone needs time to grieve, and it is very important to find emotional support at this time. Bereaved people need to talk, to express their feelings, and to grieve. Some GPs have counselling services that can help you with your feelings of loss following the long term care of a loved one. Other organisations include:

Support Groups

Cruse Bereavement Support
Free help to anyone who has been affected by a death. Because bereavement can often bring loneliness, Cruse friendship groups provide the opportunity to make friends.
01635 523573 email: westberks.cruse@outlook.com https://www.cruse.org.uk/

Compassionate Friends
This organisation offers support to bereaved parents and their families.
Helpline 0345 123 2304 email: helpline@tcf.org.uk https://www.tcf.org.uk/

Barnabas Bereavement Group – Shaw Church Centre, Newbury
The group meets every Wednesday morning from 10am to 12noon in the church centre.
Contact via church office 01635 40450 email: office@shawchurch.org
https://shawchurch.org/supporting-you/#BarnabasGroup

Grief Kind Space – Thatcham Garden Centre Restaurant, Thatcham RG18 3AN
Every Tuesday 10.00 am-midday in-person drop-in sessions held locally and run by trained volunteers for people to come together and share their experiences of grief, helping attendees to feel heard and less alone. email griefkindspaces@sueryder.org
https://www.sueryder.org/grief-support/about-bereavement-and-grief/grief-kind/grief-kind-spaces/

Bereavement Advice Centre
Supports and advises people on what they need to do after a death. If you are seeking information and advice concerning a death call freephone 0800 634 9494 *(a charge may be made by some mobile networks).* Bereavement Advice Centre
http://www.bereavementadvice.org/

There are other bereavement services listed on the West Berkshire Directory. Go to https://directory.westberks.gov.uk/ and search for 'bereavement'.

Bereavement Support Payment

You may be able to claim a payment if your husband, wife or civil partner was under state pension age, and died in the last 21 months. Call for additional information regarding this type of payment. Bereavement Service helpline Telephone: 0800 151 2012. Textphone: 0800 731 0464. Relay UK (if you cannot hear or speak on the phone): 18001 then 0800 151 2012 https://www.gov.uk/bereavement-support-payment/how-to-claim

Benefits and financial support when someone dies

Advice and information from GOV.UK https://www.gov.uk/browse/benefits/bereavement

Mail

Helping to stop unwanted direct mail to the deceased - If someone you know has died, you can reduce the amount of unwanted marketing post being sent to them, stopping painful

daily reminders. By registering with this free service, the names and addresses of the deceased are removed from mailing lists, stopping most advertising mail within as little as six weeks.
The Bereavement Register, FREEPOST RTEU-JSHJ-LCTZ, 1 Newhams Row, London SE1 3UZ. Tel: 020 7089 6403 email: help@thebereavementregister.org.uk
https://www.thebereavementregister.org.uk/
Automated phone line registration service: 0800 082 1230

Section 15: Other sources of help and support

Additional Resources:

This is just a short list of additional resources available to help you.

AbilityNet – Free IT & smartphone support for the elderly and people with disabilities.
0300 180 0028 email: enquiries@abilitynet.org.uk https://abilitynet.org.uk/at-home/request-free-it-support-home

Abuse – safeguarding advice from West Berkshire Council

As a carer you may find yourself being harmed, unintentionally, by the person you look after. It is possible, due to the pressure of your caring role, that you may have caused accidental harm. If you think that you, or someone you know is being abused, there are ways in which you can get help. For advice from West Berkshire Council's Safeguarding team:
01635 519056 or email safeguardingadults@westberks.gov.uk
https://www.westberks.gov.uk/safeguardingadults

Age UK Berkshire

Information, support and essential services for over 50's
Tel 0118 959 4242 email info@ageukberkshire.org.uk https://www.ageuk.org.uk/berkshire/

Alzheimer's Society Berkshire – Dementia and Carer support

Providing emotional and practical support on all aspects of living with memory problems.
Berkshire office Tel 01189 596482 email: berkshire@alzheimers.org.uk
https://www.alzheimers.org.uk/
National Dementia Connect telephone support line: 0333 150 3456
Free 'helpcards' making it easier for people with dementia in the community.
https://www.alzheimers.org.uk/get-support/publications-and-factsheets/helpcards

Arthritis Matters (Reading)

Support to those who suffer from arthritis. Tel 0118 977 6172 email
info@arthritismattersreading.co.uk www.arthritismattersreading.co.uk

Berkshire Vision

Advice and information, as well as various activities and resources. Tel 0118 987 2803
email: info@berkshirevision.org.uk https://berkshirevision.org.uk/

Community Furniture Project

Everyone can buy recycled furniture. Unit F, Hambridge Rd Ind Estate, Bone Lane, Newbury RG14 5SS Mon-Sat 9-5.00pm 01635 43933 email: enquiries@cfpnewbury.org https://www.n-c-r-c.org/community-furniture-project/

Continence Advice Service

Confidential telephone advice and specialist clinics where expert assessment and a variety of continence treatments are provided. You can refer yourself by calling the clinic line 01189 046540 or you can contact your GP. email continence@berkshire.nhs.uk https://www.berkshirehealthcare.nhs.uk/our-services/physical-and-community-healthcare/continence-advisory-service/

DeafPLUS

Charity providing an advocacy service, employment and money advice helplines, a variety of training programmes and help with equipment. https://www.deafplus.org/
Tel: 0207 790 8478 email: info@deafplus.org

Discount card

CarerSmart Discount Card – Benefits scheme available to all carers. Register free at: **www.carersmart.org**

Domestic Abuse

Investigation Unit – Thames Valley Police report incidents 999/101

Berkshire Women's Aid – specialist Domestic Abuse service in West Berkshire for all genders experiencing domestic abuse.
Tel 0808 801 0882 (available 24/7). Calls to this helpline are free from landlines and mobile phones within the UK and do not appear on itemised bills. Email helpdesk@bwaid.org.uk https://www.berkshirewomensaid.org.uk/

Drug and Alcohol Services

'v-i-a' supports people with their drug and alcohol use and also offer support to carers Tel 0300 303 4554 email: west.berkshire@viaorg.uk https://www.viaorg.uk/services/west-berkshire/

Falls Prevention

While falling used to be related to ageing and often went untreated, we now know that many things can be done to prevent falls. There are some simple steps that can be taken to reduce the risk of this happening. **West Berkshire Council's** webpage provides advice and guidance to help you reduce your risk of falls. https://www.westberks.gov.uk/falls-prevention

Foodbanks

West Berks Foodbanks Tel 07836 500610. Crisis foodline 0808 208 2138
email: info@westberks.foodbank.org.uk https://westberks.foodbank.org.uk/

Healthwatch West Berkshire

Healthwatch's role is to gather views, listen, report and take your voice to those who commission and deliver services. Tel 01635 886210 email
contact@healthwatchwestberks.org.uk
https://www.healthwatchwestberks.org.uk/

Headway Thames Valley

Supports people with a brain injury and their families and carers Tel 01491 411469
www.headwaythamesvalley.org.uk email info@headwaythamesvalley.org.uk

Hearing Dogs for Deaf People Dogs

Trained to meet the needs of people with a hearing loss, including dual-purpose dogs for deaf/blind people and hearing dogs for deaf children. Tel: 01844 348100 (voice and minicom) **Text relay:**18001 01844 348100 (for deaf & hard of hearing)
http://www.hearingdogs.org.uk email: info@hearingdogs.org.uk

Hidden disabilities Sunflower Lanyard Scheme for adults or children

The Hidden Disabilities Sunflower lanyard allows everyone with hidden disabilities to choose to be subtly visible when they need to be. e.g. Dementia or autism. Recognised in airports, supermarkets and many more outlets. email customersupport@hiddendisabilitiesstore.com
https://hiddendisabilitiesstore.com/

Hoarders Support Group

Practical support as well as expert advice. https://hoardingdisordersuk.org/support/
Jo Cooke 0330 133 2310 email info@hoardingdisordersuk.org

Hospital Discharge (Joint Care Pathway) – Social care assessment

Assessing prior to hospital discharge - If the person you care for requires support following admission onto a ward, you must ensure that the hospital staff discuss with you any difficulties you face at home in your caring role. West Berkshire Council's hospital discharge team will also need to carry out an assessment **before** the cared for person leaves hospital.
Hospital Discharge Team 01635 503173 https://www.westberks.gov.uk/leavinghospital

Hospitals

West Berkshire Community Hospital,	Thatcham RG18 3AS	01635 273300
Royal Berkshire Hospital,	Reading RG1 5AN	0118 322 5111
Basingstoke and North Hampshire Hospital	Basingstoke RG24 9NA	01256 473202
Great Western Hospital,	Swindon SN3 6BB	01793 60 40 20

GWH support for carers https://www.gwh.nhs.uk/patients-and-visitors/extra-help/carers/

Link Up

Employment opportunities and training for adults with learning disabilities. Slater Centre Unit E, Hambridge Road Industrial Estate, Bone Lane, Newbury, Berkshire, RG14 5SS.
Tel 01635 778120 email: jane.hall@wbmencap.org
https://www.wbmencap.org/our-services/adult-day-services/link-up/

Macmillan Cancer Relief

Online forum for carers http://community.macmillan.org.uk/cancer_experiences/carers_only/

Meals delivery

Fair Close Centre – freshly cooked hot meals on wheels delivered in Newbury and Thatcham. Mon to Fri only. Cold meal on Sat. Tel 01635 40488/41294 email: hello@fairclosecentre.org https://www.fairclosecentre.org/meals-on-wheels/

Meals delivered by qualified carer to Purley on Thames, Tilehurst and Caversham. 5 days a week, Saturday meals delivered on Friday. Meals are freshly cooked each morning, delivered chilled ready to be reheated in an oven or can be replated and microwaved. Happy to reheat and serve the meal for those unable to do so for themselves, or do not have carers to do so, if delivery time is appropriate. Julie Kalus 07719 472100

Oakhouse Foods - Thames Valley Branch Tel 01189 756565
https://www.oakhousefoods.co.uk/ email ThamesValley@oakhousefoods.co.uk

Wiltshire Farm Foods - Frozen meals delivered to your home once a week.
Tel 01635 298044 for a brochure. https://wiltshirefarmfoods.com/

Meals on Wheels UK have a online directory searchable by postcode to find Meals on Wheels options near you https://mealsonwheelsuk.org/

MIND for Mental Health support

Charity providing advice and support to anyone with a mental health problem.
Tel 0300 123 3393 Text: 86463 www.mind.org.uk email: info@mind.org.uk

Mind online community - a supportive online community (Side by Side) where you can be yourself. Whether you're feeling good right now, or really low, it's a safe place to share experiences and listen to others. https://www.mind.org.uk/information-support/side-by-side-our-online-community/

Motor Neurone Disease Association (Reading & West Berkshire)

Tel 07760 854 975 http://www.mndrwb.org/ email: contact@mndrwb.org or ring National Helpline 0808 802 6262

Multiple Sclerosis Society

In the West Berkshire area the local group holds regular social occasions for those with MS and their carers. MS National Centre Helpline: 0808 800 8000
http://www.mssociety.org.uk
Newbury Branch : 07555 600 252 email: newbury@mssociety.org.uk
Reading, Wokingham & District office: 07932 508899
email: readingsupport@mssociety.org.uk

Newbury Cancer Care

Support and advice to cancer patients and their families residing in West Berkshire Tel 01635 31542 https://www.newburycancercare.org.uk/ email: office@newburycancercare.org.uk
The Rosemary Centre, West Berkshire Community Hospital, Benham Hill, Berks RG18 3AS

Parkinson's Disease Newbury Branch

Support, advice and information to people with Parkinson's, carers, families and friends.
Tel 07413 605 937 email: secretary@newburyparkinsons.org.uk
https://www.newburyparkinsons.org.uk

Pets – Support from The Cinnamon Trust

A fostering service for pets whose owners face a spell in hospital. Also provides long term care for pets whose owners have died or moved to residential accommodation.
Tel01736 757 900. https://cinnamon.org.uk/cinnamon-trust/

Post – free for blind and visually impaired people

Packages must be unsealed, marked 'Articles for the Blind', and show a return address. Tel 0345 607 6140 www.royalmail.com/personal/uk-delivery/articles-for-the-blind

Remap Providing free custom-made disability equipment that is not available to go out and buy. Email: Berks.CaseOfficer@remapgroups.org.uk 07790 127123 https://remap.org.uk/

RNIB (Action for Blind People)

National Society for visually impaired people offers support and information. Also a Talking Books library service. 0303 123 99 99 https://www.rnib.org.uk/

RNID (for deaf people and those with hearing loss or tinnitus)

Practical information and advice on hearing loss, or if you are profoundly deaf. Freephone Information Line: 0808 808 0123 Freephone Textphone 0808 808 9000. **Relay UK** 18001 then 0808 808 0123 email: information@rnid.org.uk https://rnid.org.uk/

Royal Association for Deaf People (RAD)

Providing information and advice, advocacy and communication services. 0300 688 2525, Text Phone: 0300 688 2525 Text phone 0300 688 2527 email: info@royaldeaf.org.uk
https://royaldeaf.org.uk/

Royal Berkshire Fire and Rescue Service – Safe and well service

Safe and Well visits, provided free to eligible residents, are tailored to individual needs, relating to health and wellbeing, as well as fire risk reduction. To check if you are eligible for a **'Safe and Well visit' call Freephone 0800 587 6679 or complete the online referral form** email: SafeandWell@rbfrs.co.uk https://www.rbfrs.co.uk/your-safety/safety-at-home/

Sensory Needs

2 booklets produced by West Berkshire Council's Sensory Needs Team
https://www.westberks.gov.uk/sensoryneeds
- Managing with Sight Loss **and** Managing with deafness or hearing loss

SHaRON (Support, Hope and Recovery Online Network)

Provides a safe and secure online social networking site similar to Facebook, dedicated to providing a space for people in West Berkshire who are supporting someone with a Mental Health Problem. Only Relatives and Carers of those who have been treated for a Mental

Health problem in Berkshire can join. To join SHaRON, please talk to your Care Manager.
https://www.berkshirehealthcare.nhs.uk/our-services/other-services/sharon/

Sport in Mind

Berkshire based charity that uses sport and exercise to promote mental wellbeing and improve the lives of people experiencing mental health problems. Tel 0118 947 9762
email: info@sportinmind.org https://www.sportinmind.org/

Stroke Care for Newbury & West Berks

Family Support Service - Hospital & home visiting, information and assessment of individual needs.
Carer Support - Information, advice & support to partners & carers of stroke survivors.
Contact: Fiona Forrest 01635 529360 email: fee.strokecare@gmail.com
http://strokecarenewbury.org.uk/

SWAN – South West Advocacy Network - West Berkshire

Independent Advocacy Service providing Independent Mental Capacity Advocacy, including Safeguarding Advocacy and Relevant Persons Representative, Independent Mental Health Advocacy and Care Act Advocacy Tel 0333 447928 email:
westberks@swanadvocacy.org.uk www.swanadvocacy.org.uk/westberks

Thames Valley Autism Alert Card – Berkshire Autistic Society

Cards are available free of charge to anyone with an Autism Spectrum Condition subject to supporting documentation being sent. 40 Caversham Road, Reading RG1 7EB 0118 959 4594 email: contact@autismberkshire.org.uk
To obtain a card visit https://www.autismberkshire.org.uk/thames-valley-autism-alert-card/

The Silver Line Helpline for Older People

A free, confidential telephone befriending service run by Age UK, providing friendship, conversation and support for people over 55 to combat loneliness.
0800 470 80 90 lines open 24/7 www.thesilverline.org.uk/ email:
info@thesilverline.org.uk

West Berkshire Learning Disability Partnership Board

Meetings are held bi-monthly in Broadway House for adults with learning disabilities, carers, parents, adult social care, service providers and community support groups. Contact Alex for more information. Tel: 01635 760535 or 07912 309 122
email: alex.kaardal@theadvocacypeople.org.uk
https://www.theadvocacypeople.org.uk/services/self-advocacy-groups

West Berkshire Mencap

Mencap Centre, Enborne Gate, Enborne Road, Newbury, Berkshire, RG14 6AT. Learning and leisure activities for adults with a Learning Disability.
Ring 01635 41464 or email info@wbmencap.org https://www.wbmencap.org/

West Berkshire Therapy Centre

A specialised therapy gym for people with disabilities in West Berkshire and surrounding areas. Tel: 01635 864561 email: info@westberkshiretherapycentre.org.uk
The Frank Hutchings Hall, Harts Hill, Thatcham RG18 4QH
http://www.westberkshiretherapycentre.org.uk/

NHS Wheelchair service for Berkshire West

Referrals via a Consultant, GP or registered Health Care Professional. In general, wheelchair services are available to people of all ages who have a long-term need for mobility help.
The service will provide you with all NHS wheelchair services, including:

- clinical assessments
- specialist seating
- delivery
- repairs and maintenance
- collection when the wheelchair is no longer required

AJM Healthcare provide the service for the NHS in West Berkshire, Reading and Wokingham. Tel: 0808 168 0855
email: WestBerkshire@ajmhealthcare.org
https://www.ajmhealthcare.com/local-service-centres/berkshire-west/

Wheelchair loan/hire

British Red Cross https://www.redcross.org.uk/get-help/hire-a-wheelchair or call 0300 456 1914
Newbury Shopmobility 01635 523854 https://www.volunteerwestberks.org.uk/our-services/shopmobility/
Mobility Your Way 0118 977 3116 https://mobilityyourway.co.uk/
RB Mobility Services Berkshire 01923 710055 https://www.mobility-services.co.uk/locations-we-cover/rb-mobility-services-berkshire/
Ableworld Mobility Retailer 01635 788100 https://thatcham.ableworld.co.uk/
Other loan/hire companies are listed on this link on the West Berkshire Directory

Apps for Carers

Smartphone apps can help carers in all sorts of ways, there are medical apps, supportive apps, lifestyle apps and more to make your life a little bit easier. There many apps that you might find useful, but here is a small selection that may be helpful.

The **Jointly App** for Carers from Carers UK - makes caring easier, less stressful and more organised by making communication and coordination between those who share the care easy. Small one off joining fee. https://www.carersuk.org/help-and-advice/technology-and-equipment/jointly-app-for-carers/

My GP – free App developed by the NHS to help patients and their carers manage medication and GP and hospital visits. Also makes it easier to organise caring as you can add children and elderly relatives to the app and arrange their appointments and prescriptions. https://www.mygp.com/

My House of Memories - free app is made for carers of people with dementia. Using pictures of objects from the past, it's a way of exploring memories and can be a great comfort to carer and cared-for alike. https://www.liverpoolmuseums.org.uk/house-of-memories/my-house-of-memories-app

Medisafe helps keep track of medications and sends reminders when it's time to take them. It offers peace of mind to you and whoever you're caring for. https://medisafeapp.com/m/

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[i] https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#first-contact-and-identif'ying-needs

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