

Throughout this booklet you can hover over headings and various sections, by doing a CTRL and click you can access the relevant website.

Hard copies of this booklet are also available by contacting Adult Social Care on 01635 503050.

If you require this information in an alternative format or translation, please contact Adult Social Care on 01635 503050 or email ccenquiries@westberks.gov.

Section 1:	Who are Carers?.....	3
Section 2:	Help for Carers	3
	Carer Assessment.....	4
	Transition from Children's Services.....	5
	If you are not eligible for support from West Berkshire Council.....	5
	Reading and West Berkshire Carers hub.....	5
	Local Support	6
	Reading and West Berkshire Carers Hub Support Groups	6
	Groups for carers of people with Mental Health Conditions.....	6
	Dementia Friendly Community Forums.....	6
	Crossroads Care Oxfordshire and West Berkshire	6
	Citizens Advice West Berkshire	7
	Help with transport and getting about/Blue badge	7
	Out and about; accompanying a disabled person.....	8
Section 3:	Useful Websites / contacts	8
	Listening / counselling organisations	9
Section 4:	Emergency help / Emergency plans	10
Section 5:	Equipment / Assistive Technology / Telecare & Telehealth	11
Section 6:	Help from the NHS.....	13
	GP	13
	NHS Choices.....	13
	NHS dental treatment for adults who have special needs	13
	SCAS operates the non-emergency Patient Transport Service (PTS) in Berkshire	13
	Information for carers of people going into hospital	13
	Patient Advice & Liaison Service/Patient Relations	13
	Patient Information Point (PIP).....	13
Section 7:	Taking a break	13
	West Berkshire Council - Charging for replacement care (also referred to as respite care) ..	15
	Will there be a charge?	15
	Drop-in centres and lunch clubs.....	15
Section 8:	Work	18
	Caring for someone while working	18
	Flexible working and work life balance.....	18
Section 9:	Training for carers.....	18
Section 10:	Young Carers.....	19
	Help and advice for young carers in West Berkshire	19
Section 11:	Guide to financial support.....	19
	Getting help and advice.....	19
	Applying for financial support / welfare benefits yourself	20
	Welfare benefits for Disabled, Vulnerable & Older People	20
	Housing Benefit & Council Tax Reduction	21
	Legal Matters.....	22
Section 12:	Property adaptations.....	22
Section 13:	End of life planning	23
	Sue Ryder – Duchess of Kent hospice support team	23
	Macmillan Cancer Support.....	23
	Marie Curie – care for terminally ill patients	23
	When you are no longer a carer.....	25
Section 14:	Other sources of help and support.....	25

You can find a list of other useful organisations in [section 14](#) at the back of the booklet

Section 1: Who are Carers?

Many people don't think of themselves as carers. Recognising yourself as a carer is the very first step to getting the support you may need.

- Carers are people who look after relatives or friends who, because of disability, illness or old age, cannot manage at home without help.
- Some people choose to become a carer, while others have no choice.
- Carers do not necessarily live with the person they assist and may be a considerable distance away.
- Some carers are children who are caring for a parent or family member as well as going to school.
- Anyone may become a carer, at almost any age.

Seeing yourself as a carer is a way of acknowledging that you are doing a job, one that can be both difficult and demanding. Caring can easily become a full time responsibility.

Unlike a paid job, being a carer does not include breaks or holidays, but this doesn't mean you need them less or are any less entitled to them. You should never feel guilty about asking for the support you deserve and need because you have accepted the role of a carer.

As a carer your life may be taken over by your caring responsibilities and put a strain on relationships. It is important to share some of the care as dedicated caring (maybe for up to 24 hrs a day) causes a build up of stress and anxiety for the person doing the caring. It may be difficult to cope with your job, or other members of your family, or to see friends because you are a carer. Caring is tough work and we so easily forget about our own wellbeing.

It is important to try to have a break from being a carer, even if it is only for an hour or two a week, to do something you want to do. Carers must recognise that they have needs as well as the person they care for.

Section 2: Help for Carers

To work out the best way forward to support you, a member of our Adult Social Care team will talk to you to understand what you want and need.

Where appropriate this discussion can take place with the person you care for, but we recognise it may be more helpful to have this discussion on your own.

This may involve a discussion about resources in your community that might be helpful for you. It will also look at your strengths and things where your family or wider community can help you. We will work with you to work out ways we can help maintain or improve your wellbeing and enable you to receive the support you need.

Many carers will need help at home, particularly if the person they care for is housebound or can only get out with difficulty. Carers do not need to struggle on alone. If you feel you are not getting the help or support you need there are organisations that can provide advocacy. You may find it helpful to discuss your problems with someone who is not directly involved - maybe a close friend, relative, minister, GP or nurse. Otherwise you may benefit from joining a carers' group where you can share experiences and frustrations with other carers and gain advice and useful information. For many carers the best form of help can be to make sure that the person they care for receives the help and support they are entitled to.

Carer Assessment¹

If you provide necessary unpaid care or support to an adult, family member or friend, or someone aged 18 or over, you may be eligible for support. Adult carers that look after someone can request a carer's assessment by accessing the following forms online:

- completing our [online enquiry](#)
- downloading and completing our [WBC Carers assessment form](#)
- completing the [Carers Information Gathering form](#), a document which provides a range of questions / prompts that may help you consider your caring role.

If you prefer not to use our online services you can ask for an assessment by calling **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.

You can also access our online '[Find help with care and support](#)' to look for help (**for you or the person you care for**).

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 worker what impact caring has on you. So it may be a good idea to make a list, or keep a diary, 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?
- do you get enough time to yourself?
- is your health affected by caring?
- are you worried about having to give up work?

You might also include how caring affects you because of your; health, age, work or studies, and any other activities or commitments. The assessment can be carried out at your home or at the home of the person you are caring for. The assessment 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 during the assessment, 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 that may help you and the person you care for include:

- direct payments
- changes to equipment or adaptations to the home
- help with housework
- emotional support

This assessment is about your needs and wellbeing as a carer. The needs of the person you are caring for should be discussed in their own needs assessment. If your situation changes, for example you need more support, you can ask to be re-assessed.

Carers Support plan

The worker 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

West Berkshire Council currently does not charge for Carers Services therefore a financial assessment is not required.

¹ [Carer's Assessment](#)

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.

Although it is recognised that circumstances can change over time, where possible we would expect to have an initial conversation with families and children at the age of 14 in order to outline the type of support that may be available; from that point we will agree with families how best to formulate a plan for support into adulthood, how that will lead on from services provided before reaching 18, and what key contact points and planning processes will need to be established to make the 'transition' into adulthood as smooth as possible to suit the particular circumstances of the individual young person and their family.

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 [SEND Local Offer](#) section of the West Berkshire Directory. Search [Preparing for adulthood](#) and [Transition planning for disabled young people](#).

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 and West Berkshire Carers hub

Reading and West Berkshire Carers Hub Service is a confidential support service available for carers of all ages, accessible via the Helpdesk.

The Carers Hub can offer:

- Information, advice and guidance
- One to One telephone support
- Carers Groups
- Gym memberships
- Carers Grants – for household equipment, breaks, replacement care, learning new skills
- Respite break for carers - Free sitting service for the 'cared for' allowing the carer to have a couple of hours break. Available from volunteers (unable to provide personal care)

0118 324 7333 www.berkshirecarershub.org email: ask@berkshirecarershub.org

Please note: If you were previously registered with Berkshire Carers Service you will need to register your details with Reading and West Berkshire Carers Hub

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

Local Support

Reading and West Berkshire Carers Hub Support Groups

Groups for carers of people with any disability or illness - 0118 324 7333

Lambourn Memorial Hall, Oxford Street, Lambourn, RG17 8XP.

Every 3rd Thursday of the month 10-12 noon

Hungerford Community Fire Station, Church Street, Hungerford. RG170JG

Every 3rd Tuesday of the month 10:30-12 noon

Pangbourne Small Village Hall, Station Rd, Pangbourne RG8 7DY.

Every 1st Wednesday of the month 12-2.00pm

Newbury and Thatcham Winchcombe Place, Maple Crescent, Newbury RG14 1LN.

Every 4th Thursday of the month 10.00 – 12 noon

Caversham The Griffin, 11-12.30 Church Rd Caversham, RG4 7AD.

Every 1st Monday of the month 11.00–12.30pm

Groups for carers of people with Mental Health Conditions

Morning Support Group in Thatcham at Taste of England Pub, Lower Henwick Farm, Turnpike Rd, Thatcham RG18 3AP. (pub opened exclusively for Carers Support Group use) Come and meet other carers for support and coffee.

Every 3rd Wednesday of the month 10-12 noon

Evening Support Group in Thatcham at the Community Mental health team office, Hillcroft House, Rookes Way, Thatcham RG18 3HR (at the same site as The Community Hospital). Come and meet other carers for support and coffee.

2nd Wednesday of every month 18:30- 20:30pm

For both groups contact either Kate Dress (Social Worker) 01635 292189, Tony Young (Support Worker Newbury CMHT) 01635 292020 or Steve Hammond Reading and West Berkshire Carers Hub 0118 324 7333

Dementia Friendly Community Forums

There are a number of volunteer led [Dementia Friendly Community](#) Forums across West Berkshire who are looking to increase public awareness of dementia. The Forums encourage local businesses and organisations to increase their understanding and take action to support people living with dementia to access their services and aim to inspire social interaction between the various elements of the local community. If you would like to share your experience of living with or caring for someone with dementia or would like to know more about how you can **be involved** with your local Forum please contact Sue Butterworth, Dementia Friendly Community Programme Officer (01635) 503410 or 07387 258245
Email: sue.butterworth@westberks.gov.uk

Crossroads Care Oxfordshire and West Berkshire

Offers a support service for carers. Do you need to go to the doctor, hospital or another appointment? Crossroads offer a Rapid Response Service providing care for up to 48 hours in emergencies. Help provided to all ages regardless of disability. Can provide self-funding care packages.

Newbury office: 01635 30008 or 07789700194, out of hours 07867 673063

Regional office 01865 260280 Email: care@oxfordshirecrossroads.org.uk

Citizens Advice West Berkshire

2nd Floor, Broadway House, 4-8 The Broadway, Northbrook Street, Newbury, RG14 1BA Tel: 0300 222 5941

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.

A CAWB Adviser will also be available in the reception area of the Council's Market Street offices on Wednesdays from 9.30am until 11.30am. If a matter needs more detailed advice, there will be a separate room available for a more confidential environment.

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

Outreach - appointment only

Call 01635 516605 for details and to book. Outreach appointments available in Hungerford and Thatcham.

Help with transport and getting about/Blue badge

Volunteer Centre West Berkshire - If you find it difficult to use public transport – find your nearest Volunteer Centre, West Berkshire scheme below or ring 01635 49004;

- [Volunteer Car and Driver Schemes](#) - provide transport to appointments of all kinds
- [Newbury Handybus Scheme](#) - takes groups of people on shopping trips and excursions
- [Newbury Shopmobility](#) - provides wheelchairs (loan or hire) & scooters for people to use in Newbury. **01635 523854**

Local buses and other transport options - Find more information about local buses, trains, stations and other transport services near to your home, workplace or another location in West Berkshire.

WBC Transport Services Tm 01635 503248

Blue Badge application - Information on eligibility: **01635 503276**

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 519505 lt@westberks.gov.uk

Bus Passes for Older and Disabled People

Information about concessionary fares for eligible residents in West Berkshire.
01635 519800 email: transport@westberks.gov.uk

Disabled persons railcard

The Disabled Person's Railcard allows you to buy rail tickets at a discount of up to a third. Find out about eligibility under the 'Transport if you are Disabled' section on the following website. www.gov.uk/transport-disabled alternatively visit the National Rail website to complete an application form for a railcard: www.disabledpersons-railcard.co.uk
Tel: 0345 605 0525 - 7.00am - 10.00pm Mon to Sun, minicom 0345 601 0132

RADAR keys to access public conveniences

The National Key Scheme (NKS) offers disabled people independent access to locked public toilets around the country. Toilets fitted with National Key Scheme (NKS) locks can now 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 523854. Open Mon to Sat 9.30am – 4.00pm. There may be a small charge. Alternatively you may obtain keys direct from [Disability Rights UK](#) 020 7250 8191 – Mon to Fr 10.00am to 13:30pm and 14:30 to 16.00pm

Out and about; accompanying a disabled person

Visiting places of interest - Many places of interest, museums, theatres, sports venues, National Trust and English Heritage sites, offer discounted / free admission to a companion accompanying a disabled person.

Cinema Exhibitors' Association Card - A national card for disabled people. It entitles the holder to one free ticket for a person accompanying them to the cinema. Valid for one year. 0239224 8545 Textphone 18001 023 9224 8545 www.ceacard.co.uk

Section 3: Useful Websites / contacts

There is a huge amount of information available on the internet. It can sometimes be difficult to find the right website or know if the information you are looking at is reliable. Throughout this document we have tried to provide links to the local organisations and activities that we have listed. There are also a number of other excellent websites that you may find useful.

Help for Carers, information from WBC webpage

[The West Berkshire Directory](#) - search for local adult, families and special educational needs services, organisations and activities. <https://directory.westberks.gov.uk>



Carers information from NHS UK

Carers support and information online. Find advice on respite breaks, carers allowance and carers' assessments. Helpline 0300 123 1053, 9.00am to 8.00pm Mon to Fri (except bank holidays) 11.00am to 4.00pm at weekends

Carers UK

The voice of carers. Advice Line 0808 808 7777

[Chat online on the Carers UK forum](#)

Continence Advisory Service/Clinic

Confidential telephone advice and specialist clinics where expert assessment and a variety of continence treatments are provided. If you suffer from continence issues, you can refer **yourself** by calling 01189 495146 or you can contact your GP.

Falls Prevention Clinic

While falling used to be related to ageing and often went untreated, we now know that many things can be done to prevent falls. Falls are the biggest cause of hospital admission, but there are some simple steps that can be taken to reduce the risk of this happening.

If you want to be referred to this service please make an appointment with your GP. Home visits can be arranged.

West Berkshire Council's [webpage](#) provides advice and information to help you reduce your risk of falls.

GOV.UK - Information for carers

Hospital Discharge Team (Joint Care Provider Services) – 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 292120

Mental Health support - To contact CPE call - 0300 365 0300.

Helping to support people who are experiencing mental health problems. The Common Point of Entry (CPE) takes all new referrals for mental health services and makes an initial screening assessment.

Mind online community - a supportive online community (Elefriends) where you can be yourself. We all know what it's like to struggle sometimes, but now there's a safe place to listen, share and be heard. Whether you're feeling good right now, or really low, it's a safe place to share experiences and listen to others.

Macmillan online forum for carers only - looking after a loved one with cancer? This is a safe and supportive place to share your worries and emotions without worrying about upsetting members living with cancer.

Toilet card

The 'Just Can't Wait' toilet card uses what is considered to be a universally acknowledged image for a toilet. Finding a toilet when out and about continues to be a priority for many people affected by a bladder or bowel problem. Medical Helpline 0800 031 5412 Email: help@bladderandbowelcommunity.org **Apply for a Toilet Card**

Wheelchair clinic – Royal Berkshire Hospital

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 assessment, to determine your eligibility, will be carried out in the most appropriate location, the ward, wheelchair Clinic, own home, community hospitals or special schools. It is unlikely a NHS Wheelchair Service will be able to provide equipment on a temporary loan. 0118 322 6706 or 0118 322 7017 (8:00am to 12.30pm) **Clinic information**

For list of loan/hire organisations see page numbered 31

Listening / counselling organisations

Time To Talk

Free and confidential counselling service for young people. 01635 760331 email: office@t2twb.org

Counselling Directory

List of counsellors and psychotherapists who are registered with a recognised professional body. Customer Service Team:0333 325 2500

Newbury Family Counselling Service

Free counselling service to parents & carers. 01635 521296. nfcs.manager@googlemail.com for professional enquiries

NHS Talking Therapies

Team of advisers and therapists who can help you to overcome life's difficulties and problems and manage them better. Self referral. Stress control workshops. 0300 365 2000 Email: talkingtherapies@berkshire.nhs.uk

Relate Berkshire - Relationship counselling

Counselling for couples having difficulties in their relationship.
0118 987 6161 email: appointments.berkshire@relate.org.uk

Section 4: Emergency help / Emergency plans

Out of Hours Social Care Services

West Berkshire Adult Social Care Services: in an emergency to do with social care that cannot wait until the following day call **01344 786543**

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**

The **emergencySMS** service lets deaf, hard of hearing and speech-impaired people in the UK send a SMS text message to the UK 999 service where it will be passed to the police, ambulance, fire rescue, or coastguard.

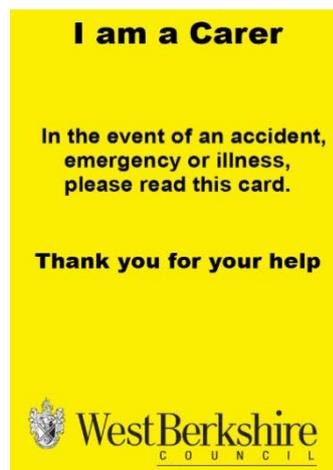
You will need to register your mobile phone before using the emergencySMS service.. You can register by sending an SMS text message from your mobile phone.

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

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

Carers' Emergency Card

A small yellow card carried by carers to alert others to the fact that there may be a dependant person at home in need of help. Available from Adult Social Care 01635 503050



Electricity – power cuts call 105, emergencies Central Southern England 0800 072 7282

SSE - Priority Services Register. You could be eligible if:

- You are deaf or hard of hearing
- You are blind or partially sighted
- You are disabled
- You are chronically ill
- You have children under the age of 5 at home
- You are over 60 years of age

Once you have registered, you will be notified about any planned power cuts or essential maintenance in your area. To join the Priority Services Register call: From a landline **0800 622 838**, Textphone: **0800 622 839**, or access an **online form**.

Emergency Care Information - recording

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.

Gas emergencies - National Gas Emergencies 0800 111 999. Minicom 0800 371 787

GPs

You should call the NHS 111 service if you urgently need medical help or advice but it's not a life threatening situation. If it's life threatening call 999 [NHS emergency service](#)

Mental Health – 24 hr crisis support Service for West Berkshire: 0300 365 0300

'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, health centres and housing associations or email miab@newburylions.org.uk

Newbury Samaritans

Local helpline 01635 42452 or 116 123 (this number is free to call) or National helpline 08457 909090 or email: jo@samaritans.org 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.

Thames Water

Leakline on 0800 714 614

Public sewer blockage or flooding on 0800 3169 800 Textphone for hard of hearing customers only for leaks and sewer blockage 0800 316 9898, mobile numbers are not accepted via this number

Section 5: Equipment / Assistive Technology / Telecare & Telehealth

There is a wide range of devices and services available that can help to support people at home, provide reassurance to carers and reduce accidents and falls in the home, amongst other things. Search the [West Berkshire Directory 'Need help at home' personal alarms/telecare' category](#) for a sample of providers.

Telecare is a service that provides sensors and monitors (e.g. motion or falls detectors) often linked to community alarm systems that trigger a warning at a control centre that can be responded to within defined timescales for example:

- chair or bed sensors linked to a pager - these make an alarm call if you are out of bed for longer than a preset time
- pressure mats with sensors and placed beside a bed, chair or by a door - these send an alert to a monitoring centre if you get out of bed and don't return
- a wearable alarm, on a pendant, belt or a watch.

These options require either a family member/ friend or a response service to be able to respond when contacted by the control centre.

Emergency Alarm Systems (help in the home or garden)

Age UK pendant alarm service. To buy or request a demonstration 0800 030 4385

Forestcare – lifeline hub and sensors also rented out weekly. 01344 786 599.
customer.services@bracknell-forest.gov.uk

Sovereign Housing Association – Careline 01635 279505, careline@sovereign.org.uk

Assistive Technology (AT) 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 and flooding, 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
- sensors to switch off gas

The Alzheimer's Society have a range of [useful products](#).

View further details on the [West Berkshire Directory](#) under 'Need help at home?' section:

Both Telecare and Assistive Technology can be purchased privately or through social care if the cared for is eligible for a funded service.

Alternatively, your local NHS trust may pay for a telecare system as part of a continuing healthcare or intermediate care package, if you are eligible. [NHS continuing healthcare](#)

Other useful pieces of equipment to consider purchasing online

Amazon Echo Dot could be used for

- Companionship
- Medication reminders
- Environmental control (Light operation)
- Shopping

Amazon Echo links into devices in the home i.e. lighting, music, kettles, smart TV and other environmental controls. These can then be controlled via voice commands through the Alexa software embedded in the device.

Telehealth typically involves electronic sensors or equipment that monitors vital health signs remotely from home or while on the move.

If you think telehealth would be beneficial please speak to your GP.

Equipment

[British Red Cross Society](#)

Provide a short-term medical loan service, such as mobility aids, kitchen equipment and household accessories. **Newbury**, Monday, Tuesday, Thursday and Friday, 10am - 2pm, Wed 6.00pm to 7.00pm every 1st and 3rd of the month 01635 40081. **Reading**, Monday 10.00am to 3.00pm, Tuesday 10.00am to 2.00pm, Wed and Fri 1.00pm to 3.30pm, Thursday Closed 01189 358 236 berks@redcross.org.uk

[Disabled Living Foundation \(DLF\) \(part of Shaw Trust\)](#)

DLF is a national charity that provides impartial advice, information and training on daily living aids. **0300 999 0004**

[Newbury Shopmobility](#) - hire/loan wheelchairs and mobility scooters. 01635 523854

[Royal Berkshire Fire and Rescue Service](#)

Newsham Court, Pincents Kiln, Calcot, Reading RG31 7SD. Enquiries: 0118 945 2888 email: reception@rbfrs.co.uk

To request a free home fire safety check **call Freephone 0800 587 6679**

[Safe+Well Berkshire – a service run by NRS Healthcare](#)

Offers free advice on a wide selection of equipment, assistive technology and telecare items. An Occupational Therapist can also come to your home (there is a charge for this service.) NRS Healthcare, Units 1, 2 & 3, Ely Road, Theale Commercial Estate, Theale, Berkshire RG7 4BQ 0118 903 2410

Equipment from NRS - Returning your loaned aids and equipment

If no longer used, please arrange collection 0844 893 6960

Section 6: Help from the NHS

GP

As well as supporting you with your health your GP will be able to advise on a variety of other support options and services that are available to you.

If you have feelings of not being able to cope, anxiety and stress, your GP can refer you to a free NHS counsellor. **You must inform your GP that you are a carer.**

NHS Choices

To find local health services near you – GPs, A&E hospitals, Dentists, Pharmacies, Opticians

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. 01635 273 428

0118 920 7529 for Health and Social Services Centre

SCAS operates the non-emergency Patient Transport Service (PTS) in Berkshire

SCAS operates the non-emergency Patient Transport Service (PTS) in Berkshire

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 or renal dialysis or DVT treatment.

Thames Valley patient eligibility line Monday to Friday 7am to 7pm 0300 100 0015

PTS cancellation line 0300 790 0143

Information for carers of people going into hospital

What you can expect and how you can help and work with Royal Berkshire Hospital staff to get the best for the person you are an unpaid carer for, for example: you are entitled to a free car parking space. Pick up a leaflet from the hospital.

Patient Advice & Liaison Service/Patient Relations

Free, informal, confidential help and advice for patients, carers and their families.

0118 322 8338 email: talktous@royalberkshire.nhs.uk

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, Rookes Way, Benham Hill, London Rd Thatcham RG18 3AS 01635 273324

email: bks-tr.Enquiriespip@nhs.net

Section 7: Taking a break

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.

Crossroads Care Oxfordshire and West Berkshire

Crossroads Care provides a trained carer to stay with someone at home while the carer has a break to go shopping or pursue a hobby. They also provide a service for children with a disability. Grant funding is available. Self funders and holders of personal budgets can also purchase care direct, donations welcomed. Care is assessed on an individual basis to suit the care needs.

Crossroads Care has two three berth caravans in Somerset which take up to 8 people each. Unfortunately, they have no disabled access. Newbury: 01635 30008
Oxford: 01865 260280 care@oxfordshirecrossroads.org.uk

Reading and West Berkshire Carers Hub – Free gym memberships

Take advantage of free membership at a local gym and have access to the gym, pool, jacuzzi or any of the exercise classes. Carers **who are registered** with Reading & West Berkshire Carers Hub can ring the Hub on **0118 324 7333** to arrange their membership

Carers can book a maximum of 1 day per week at their chosen gym. Your first visit will include an induction with an experienced trainer. Memberships available at:

Double Tree by Hilton Newbury North, Health Club, Oxford Road, Chieveley RG20 8XY, Hilton Reading, LivingWell Health Club, Drake Way, Reading RG2 0GQ and Nuffield Health Fitness and Wellbeing Gym, 240 South Oak Way, Lime Square, Green Park Reading RG2 6UL

For more information contact the Carers Hub on 0118 324 7333 www.berkshirecarershub.org
email: ask@berkshirecarershub.org

Disability Holiday Guide

An on-line user-friendly, holiday inspiring website focusing on what's most important – your ability! email: admin@disabilityholidaysguide.com

Disabled holiday's 4u – online site only

Worldwide accessible tourism directory aimed at travellers with mobility limitations, elderly and all kinds of special needs, temporary or permanent, while on holidays.

Duchess of Kent House

Full service hospice in Reading that cares for cancer patients and offers respite care to give relatives and carers a break during the illness. 0118 955 0400
email: enquiries.berkshirewest@sueryder.org

'Forget Me Nots' service provided by Crossroads Care

Respite breaks offered to people living with dementia or a disability fortnightly on Saturdays at The Phoenix Resource Centre, Newtown Road, Newbury RG14 7EB 01635 30008 email: care@oxfordshirecrossroads.org.uk

Revitalise

National charity providing essential breaks for disabled people and carers. 0303 303 0145

Seable holidays for deaf, blind & visually impaired, disabled and wheelchair users

The luxury of a holiday to suit your needs. info@seable.co.uk 0207 749 4866

Traveleyes

A commercial tour operator providing holidays for both blind and sighted travellers.
Tel 0113 887 6094

Yellow Submarine

Is a registered charity that provides holidays for adults and children with learning disabilities across the South East. 01865 236119

For additional holiday/break information visit the West Berkshire Directory:
<https://directory.westberks.gov.uk>

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.

Will there be a charge?

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.

Drop-in centres and lunch clubs

Audrey Needham House

Breakfast clubs, Lunch & afternoon tea

01635 47559. 29 Victoria Grove, Newbury RG14 7RB. **Breakfast clubs** Mon & Wed for tenants. Fri open to all..

Lunch Mon-Fri 12.30pm 48hr notice required. **Afternoon tea** Mondays. 3.00pm

Beansheaf Community Centre – Over 60s Lunch Club (Holybrook residents only)

Calcot RG31 7AW. 1st Friday of every month. Mary Bedwell 01189 420196. 48 hr notice req'd

Burghfield Cafe B

Burghfield Methodist Church, Reading Road, Burghfield Common (opposite the NISA post office & village hall). Mon 9.00 to 2.00pm Wed 9.00 to 12.00pm 0785 725 2187 hello@cafeb.org.uk

Burghfield Coffee morning

01189 835524 Ann Burtenshaw Methodist Church Hall RG7 3QA, 3rd Thurs in each month 10-11.30am Open to all ages

The Anderson Hill DC Lunch Club Blands Crt, Burghfield Common

Term time only Wed & Fri between 10.00am 2.00pm for residents of Burghfield Common & Mortimer. Morning tea/coffee & biscuits. 2 course lunch. People **MUST** register first. Transport can be arranged - must be booked. Ann Howlett. Tel 01189 833 664

Cold Ash Lunch Club

Mrs Pinnock 01635 876370 St Mark's Church, Cold Ash Hill. 2nd Wednesday of the month 12.30pm

Frilsham Clubroom – Coffee morning

1st Tuesday of every month. 10.30-12noon Further details 01635 201066 or 201220

Frilsham & Yattendon Lunch Club

01635 201066 or 201220 Frilsham Clubroom 1st Friday of each month 12.30pm

Hampstead Norreys – Lunch group

The Dementia Awareness group welcomes anyone of any age to join in Mondays 12 – 2.00pm at the Community Shop & Courtyard Café. Book in by 10am on the Monday, or in the week before by calling [Community Cafe](tel:01635202642) 01635 202642 shoporders@btconnect.com

Holybrook Community Arts and Crafts Cafe – Drop in

Lorna Webber 0118 984 5772 lorna@lornawebber.com Holybrook Centre, Fords Farm, Calcot, RG31 7YT. Fri 2-4.30pm <http://holybrookartsandcraftscafe.blogspot.co.uk/>

Hungerford - CHAIN Pub Lunch Club

Sue Watts 01488 682919. 1ST Mon of the month. 12.30pm Transport within Hungerford can be arranged.

Hungerford – St Lawrence's Church Parish Lunch

3rd Monday of every month at 12 noon. Local transport can be arranged. For information or to book a place call: Chris Buck 01488 683396 parishlunches@stlawrenceshungerford.org.uk

Hungerford - Tuesday Club

01488 686982 Sheila Bamford
tuesdayclubhungerford@googlemail.com
held at The Royal British Legion. 20 Church Way, Hungerford RG17 0JU. For elderly & disabled, 2nd Tuesday of the month. 2.15 – 4.15pm

Kintbury - Village Lunch

01488 657119 Coronation Hall, Inkpen Rd, Kintbury 3rd Thursday of the month 12.45 pm Booking req'd Office open 9.30-11.30am

Lambourn Friendship Club

01488 72825 British Legion Hall, Upper Lambourn Rd, Lambourn, Hungerford RG17 8QD Thursday afternoons 2.15-4.15pm.

Lambourn - Welcome Wednesdays

Lambourn Memorial Hall, Oxford St, Lambourn RG17 8XP. 2nd Wednesday of each month 1.30 – 3.30pm. All ages
Sharon Mooney: 01488 72176

Midgham -West Berkshire Memory Café

Best Western Hotel, Cox's Lane, A4 Bath Road, Midgham, RG7 5UP. Every 2nd Thursday of the month (except April) 2.00–4.00 pm. [0118 959 6482](tel:01189596482)
Email: berkshire@alzheimers.org.uk

Mortimer – Age Concern Coffee morning

Tina Tomlinson 01189 331057. Every Thursday at The Methodist Hall in Mortimer. 10.00-11.00am .50p includes a drink and biscuits.

Mortimer Village Partnership lunch club

0118 988 2676 Mortimer Community Centre, The Fairground, Mortimer Common RG7 3RD. 2nd and last Thursday of the month (No Lunch in Aug). Soup, tea/coffee for the elderly and less mobile – help with transport if required

Newbury Baptist Church - Men's Breakfast

1st Saturday of every month. All men are welcome 8.00-9.30am. If you would like to join call 01635 550124 or email mensbreakfast@newburybaptistchurch.org

Newbury - Memories Cafe

Last Friday of every month
10.30am – 12.30pm in the coffee shop at Winchcombe Place Care Home, Newbury, RG14 1LN 01635 275400 email: jim.macleod@careuk.com

Newbury - Memory Café Corn Exchange

For people living with dementia and their carers. Monthly drop in – no need to book. 10.30am – 12.30pm. 0845 5218 218
getinvolved@cornexchangenew.co.uk

Pangbourne Village Hall – Tea Club

Station Road, RG8 7AP Open to any age. Songs, quiz, talks. 4th Tues of the month 2.00-3.30pm 01189 843625
Rev. Jean Rothery

Pangbourne Second Monday Club for over 60s

0118 984 4246 or 0118 984 2427 Dorman Rooms, St Bernadette's Church, Horseshoe Rd, Pangbourne. RG8 7JL. 2nd Monday of the month 2.00-3.30pm. Help with transport if required. Please ring first to check venue

Purley Park Social Club Afternoon Pop in 82 Wintringham Way, RG8 8BG

Club 01189 427 047 or 01189 423436
12.30 to 2.30pm. Quizzes & various puzzles or you can just pop in for coffee/tea, biscuits and a chat. Anyone who would like a bit of daytime company is very welcome on their own or with a friend. There is a nominal charge of £1 for refreshments

Shaw Pensioner's Lunch Club

01635 40450 or 07747575248
St Mary's Church Centre, Church Rd, Shaw, RG14 2DR. 4th Tues of the month, 12-2pm. No lunch July or August, December lunch is usually the third Tuesday

Thatcham – Lunch Club

01635 864584 Laburnum Centre (Age UK), Stirling Way (off Sagecroft Rd) RG18 3FW
Monthly Wed or Sunday

Thatcham Memory Café

St Mary's Church, Thatcham RG19 3PN
Fridays 2.00pm - 4.00pm.
Hayleys Companions on: 07811 065540

Thatcham Baptist Church

Wheeler's Green Way, **Coffee morning** Tues 10-12 noon. 01635 867054.

Thatcham - Dementia Support Memory Café

Thatcham Court, Chapel Street, Thatcham, RG18 4QL. Last Wednesday of each month 2.00-4.00pm Peter Tilling on: 01635 899796
email: events@bupa.com

Thatcham - Nature Memories Café

Nature Discovery Centre, Lower Way, RG19 3FU. Mon 10.30 - 12.30pm. 01635 874381
email: ndc@bbowt.org.uk

Thatcham Old Folks Club

01635 864584 Parish Hall, Chapel Street, Thatcham RG18 4JP. Book your place for supper or afternoon tea.
2nd Wednesday of every month. 2-4.30pm

Theale Age Concern Tea Club

St Luke's Church, Englefield Rd, Theale, RG7 5AS. Thursday 2-4pm.
Lynn Fuller Tel 01189 303 125

Tilehurst Church Cafe – Thurs & Fri lunch

St Catherine's Church & Centre, Wittenham Avenue, RG31 5LN. Open to everyone, young or old. Tea & coffee from 8.45am
Lunches 12.00 to 2.00pm 12:45pm.

Tilehurst – Friday Friends

St Catherine's Church & Centre, Wittenham Avenue, RG31 5LN
Weekly 2.00pm-4.00pm. . Light exercise, singing, craft activities. Tea & cakes. Tel 01189 425407 Anne Soley. Email: info@StCatherines-Tilehurst.Org.uk

Tilehurst, St Michael's Church -

Wednesday Lunches
Most Wednesdays (check first) in the Morlais Room, Routh Lane RG30 4JX from 12.30 pm. 2 courses plus tea & coffee. Book in advance. Contact the Parish Office 10:00 to 12:00 on Monday, Tuesday, Thursday and Friday
0118 942 7331

Upper Basildon - Tea and chat group (The Chatterbox)

St Stephens Church Centre, Upper Basildon RG8 8LS. 2nd Thursday of each month between 2.30 and 4.00pm. Small group of ladies meeting for a cup of tea, piece of cake and a chat. Ladies or gentlemen very welcome. Please come along, or contact Rosemary Sandbach 01491 672494 if you want to find out more

Yattendon – Over 60s Tea Club

3rd Tuesday of the month. In the Social Club (behind Village Hall) 2.30-4.00pm.
01635 201066 or 201220

Woolhampton & District Lunch Club for retired singles

Georgina Cardy 0118 971 3334 (Call Mon, Wed or Frid 9.30-11.30am) Woolhampton Village Hall, Bath Road, RG7 5RE.
1st & 4th Wednesday of the month 12.30 to 2.00pm. Welcomed from the following villages: Bucklebury, Woolhampton, Midgham, Lower Padworth, Brimpton and Beenham

Woolhampton Seniors' Social Club (over 60s)

Woolhampton Village Hall, Bath Road, RG7 5RE. 4th Wed of each month 2.30-4.30pm. (No club in Aug) Joyce Walter 01189 713432 or Stella Nesbitt 01189 713140

Section 8: 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.

Flexible working and work life balance

If an employee is caring for someone (eg a child or adult) they have the legal right to ask for flexible working. [gov.uk/flexible working](http://gov.uk/flexible-working)

Informative guides are available from [Carers UK](#) resources page. You have the right to request flexible working if you are an employee with 26 weeks continuous employment at the time you make an application.

Or visit [Age UK](#) to find: 'Flexible Working' under the 'Your rights at work' section.

[Jobcentre Plus](#) may be able to help pay for things like replacement care while you attend appointments with a personal adviser, take part in a training course or attend job interviews.

To find out more and to arrange an appointment with an adviser at your [nearest Jobcentre](#).
0345 6043719

Section 9: Training for carers

[West Berkshire Council](#) can sometimes offer training to help you in your caring role, such as moving and positioning and back care. These courses are often free of charge.
01635 519373 training@westberks.gov.uk

[British Red Cross](#) – First Aid Courses bookable online 0845 527 7743

[St Johns Ambulance](#) - Various training courses held in different locations. 0844 770 4800

[NHS](#) - Moving and handling advice and video.

[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.

[Online training for Dementia carers](#) – The Social Care Institute for Excellence have developed 7 e-learning modules which are aimed at anyone who comes into contact with people with dementia.

[Nutrition e-learning for carers](#) – understanding for both yourself and your cared for.

Future Learn - Understand and care for people with dementia with these free online courses
<https://www.futurelearn.com/courses/collections/dementia>

[Understanding Dementia](#) 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 following the diagnosis appointment.

“**Dementia handbook for carers**” has been produced and aims to answer all the questions you may have if your family member has Dementia or the symptoms of it. Hard copies of the Dementia handbook are available from all Berkshire Memory clinics.

Section 10: 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 provide regular and ongoing care and emotional support to a family member who is physically or mentally ill, disabled or misuses substances.

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

youngcarers@westberks.gov.uk , or phone 01635 43639

Find out more about our [Young Carers Project](#).

Contacting the Young Carers Project

A young carer can contact this friendly team directly to talk about how we 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 contact.

youngcarers@westberks.gov.uk 01635 43639

Section 11: 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 Client Financial Services

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 [West Berkshire Council's 'Charges for your Care' webpage](#)

- Benefits advice and information
- Self funders
- Non residential & respite financial assessment
- Residential & nursing care financial assessment
- Health funding
- Deferred payments

West Berkshire Council recommends that you take independent legal and/or financial advice. Find information on our 'Planning how to pay for your future care' web page

Applying for financial support / welfare benefits yourself

Jobcentre Plus, Newbury, RG14 1JB and Reading RG1 1HD
Helpline 0800 169 0190, Textphone: 0800 169 0314, or email:
CONTACT-.DWP1@DWP.GSI.GOV.UK

Leaving work to care for someone - If you are 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

Welfare benefits for carers Gov.UK

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 or **Textphone** 0800 731 0317

For each week you get Carer's Allowance you'll automatically get [National Insurance credits](#).

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.

Pension Service helpline: 0800 731 0469 **Textphone:** 0800 169 0133

Carer's Credits

You could get Carer's Credit if you're caring for someone for at least 20 hours a week. A National Insurance credit to enable carers to build up qualifying years for the basic State Pension and additional State Pension. **Tel** 0800 731 0297 or **Textphone** 0800 731 0317

Income Support – carer premium

If you are claiming Income Support and you are also entitled to Carer's Allowance, you may be able to get a 'carer premium' which is an extra amount included in your Income Support.

New claims Telephone: 0800 055 6688 **Textphone:** 0800 023 4888 *You cannot get Income Support and [Universal Credit](#) at the same time.*

Income-based Employment and Support Allowance (ESA) You may also be able to apply if you cannot work because of a medical condition or disability.

Budget loan – applications via your local Jobcentre Plus office

If you are getting certain benefits or payments and you need financial help to ease exceptional pressure on your family, you may be able to get a Budgeting Loan. You could be eligible if you are caring for someone who is ill or disabled. **Social Fund** 0345 603 6967

Welfare benefits for Disabled, Vulnerable & Older People

Universal Credit

From the 6th December 2017 Universal Credit started in West Berkshire for working age claimants. It replaced 6 welfare benefits including Housing Benefit. It is therefore 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.

Any new claim for Housing Benefit made after the 6th December 2017 will normally be made via a claim for Universal Credit with the DWP.

Tel: 0800 328 5644 **Textphone:** 0800 328 1344

Personal Independence Payment (PIP)

PIP replaced Disability Living Allowance (DLA) from June 2013. Individuals currently on DLA will be invited to make an application to Personal Independence Allowance over the next few years as DLA is being abolished. You must claim before you reach age 65.

DWP PIP **enquiry** line (**not for starting a new claim**) 0800 121 4433 **Textphone:** 0800 121 4493. Call the Department for Work and Pensions (DWP) to make a new Personal Independence Payment claim

DWP - Personal Independence Payment claims

You may be able to get help with some of the extra costs caused by long term ill-health or disability. **Telephone:** 0800 917 2222 **Textphone:** 0800 917 7777

Disability Living Allowance

If you are already getting DLA when you reach 65, you can continue to get it as long as you still have care or mobility needs or until the DWP asks you to claim PIP instead. The DWP will only ask you to claim PIP instead if you were born on or before 8 April 1948. If you're 65 or over, you can apply for [Attendance Allowance](#).

DLA Helplines:

If you were born on or after 8 April 1948

Telephone: 0800 121 4600 Textphone: 0800 121 4523

If you were born before 8 April 1948

Telephone: 0800 731 0122 Textphone: 0800 731 0317

Attendance Allowance

This is a tax-free benefit for people aged 65 or over who have an illness or disability and need help with personal care or supervision. **AA Help Line** 0800 731 0122

Textphone 0800 731 0317

Value Added Tax (VAT) relief on equipment and services

Some goods may qualify for VAT relief if the item has been designed, or adapted, solely for a disable person's use. This includes some medical appliances, certain adjustable beds and hoists and some adapted vehicles. Services that may qualify for relief include: installation of equipment, adaptation of equipment and certain building alterations. **Tel** 0300 123 1073 or write: Charities, Savings and International 2, HM Revenue and Customs, BX9 1BU

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. Any new claim for Housing Benefit made after the 6th December 2017 will be made via a claim for Universal Credit with the 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. For further information please contact West Berkshire Council:

<http://www.westberks.gov.uk/counciltax> Telephone 01635 519520 (council tax)

<http://www.westberks.gov.uk/housingbenefit>

<http://www.westberks.gov.uk/counciltaxreduction>

Telephone 01635 519258 (benefits)

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](#) : 0300 222 5941

[Age UK Berkshire](#): 0118 959 4242 or info@ageukberkshire.org.uk

Powers of Attorney

This is when one person, who must have mental capacity, can give another the legal right, or power, to act on their behalf with regard to their property and financial affairs. If a person loses their mental capacity then ordinary power of attorney automatically comes to an end.

Lasting Power of Attorney (LPA)

LPA is a legal document that allows someone, who must have mental capacity, to appoint a legally authorised person to look after their property and financial affairs. 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 **Tel: 0300 456 0300 Textphone 0115 934 2778** customerservices@publicguardian.gsi.gov.uk

Appointeeship

This is about taking charge of paying bills and collecting 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 for Work and Pensions who pays the current benefit. **Tel: 0800 169 0190, Textphone 0800 169 0314.**

email: CONTACT-.DWP1@DWP.GSI.GOV.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'). Enquiries to South East Regional Hub – Reading County and Family Court, Tel 0118 987 0500 Email: courtofprotection@reading.countycourt.gsi.gov.uk
<https://courtribunalfinder.service.gov.uk/courts/reading-county-court-and-family-court>

Section 12: 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. The design of many homes can be very restrictive and unable to accommodate varying levels of disability. This may be due to stairs or steps that are difficult to manage, or the accommodation may be too far away from people who can offer support. It is likely that disabled people may require alterations to their home or may need to move.

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 Choice Based Lettings they can advise on its accessibility and suitability. Contact Adult Social Care: 01635 503050 email: ccenquiries@westberks.gov.uk

Disabled Facilities Grant (DFG)

Available to households for work that is needed to help a disabled person live more independently in their own home. Mandatory grants of up to £30,000 are means tested and are available to home owners and tenants. You may have to contribute towards the cost of the work needed unless you receive passporting benefits or the application is for a disabled child. An Occupational Therapist must recommend any adaptations that you may need. 01635 503050

Home Repair Assistance Grant (HRA)

West Berkshire Council's Housing Grants & Loans Team, dependent upon available funding, can offer grants on a discretionary basis to owner occupiers and private tenants. This is for essential works costing up to £5,000 - covering things like security works, repairs and minor disability adaptations. This grant is not means tested but you do have to meet certain criteria to qualify. Owner occupiers who meet eligibility criteria for a Flexible Home Improvement Loan are only eligible for a reduced Home Repair Assistance Grant of up to £1,000. Contact Private Sector Housing Officer on 01635 519680

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. If you meet criteria for this loan and the works cost more than £1,000 this prevents you from applying for the Home Repair Assistance Grant. Contact Private Sector Housing Officer on 01635 519680 <http://www.fhil.org/addresses/west-berkshire-council/>

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](#), 0800 587 2325

24-hour textphone: 01635 582 650

Section 13: End of life 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. ([End of Life Care Guide available on the NHS UK website](#))

Sue Ryder – Duchess of Kent hospice support team

Carers and family members of someone who is approaching the end of their life can have a vital role in enabling that person to die in the place of their choice. The support team ensures your physical, psychological, social, financial and spiritual wellbeing are all taken into account.

Tel: 0118 955 0400 Duchess of Kent Hospice, 22 Liebenrood Road, Reading RG30 2DX

Macmillan Cancer Support

Understanding what will happen, 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 Monday to Friday, 9am-8pm

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

0800 0902309 (Mon to Fri, 9.00am to 5.00pm). email: supporter.relations@mariecurie.org.uk
Online chat with an adviser also available.

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.

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.

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](#):

What to do when someone dies

[Step by step guide](#) on what to do 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 279230
Appointments can also be made to register a death in Hungerford.

Reading: Yeomanry House, 131 Castle Hill, Reading, RG1 7TA Call to book an appointment 0118 937 3533

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 government and the local councils about the death and you won't have to send a copy of the death certificate in the post. Register online or call the Department for Work and Pensions on 0800 085 7308 and speak to a Tell Us Once advisor

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 from the [Department for Work and Pensions](#).

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:

Cruse

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: enquiry@crusewestberks.org

Compassionate Friends

This organisation offers support to bereaved parents and their families after the death of a child of any age. 0345 123 2304

Bereavement Advice Centre

Supports and advises people on what they need to do after a death. Bereavement Advice Centre, Simplify, 8 Clifford Street, London W1S 2LQ 0800 634 9494 Mon to Fri

Barnabas Bereavement Group – Shaw Church Centre, Newbury

The group meets every Wednesday morning from 10am to 12noon in the church centre. Contact Judith via the church office on 01635 40450

Bereavement Allowance (previously Widow's Pension)

You might be able to claim Bereavement Allowance (previously known as Widow's Pension) if you're widowed between 45 and State Pension age.

Download a [Bereavement Benefits claim form](#) or order it over the phone from your local [Jobcentre Plus](#). You can claim Bereavement Payment up to 12 months after your husband, wife or civil partner dies.

You should claim within 3 months if you're also claiming [Widowed Parent's Allowance](#) or [Bereavement Allowance](#). Bereavement Service helpline: Telephone: 0800 731 0469 . Textphone: 0800 731 0464. Monday to Friday, 8am to 6pm.

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
Automated phone line registration service: 0800 082 1230

Section 14: Other sources of help and support

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

Abuse – advice from West Berkshire Council

Concerned about an adult being abused or neglected?

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

Action on Elder Abuse

Works to protect and prevent the abuse of vulnerable older adults.

0808 808 8141 email: enquiries@elderabuse.org.uk

Action on Hearing Loss (previous name RNID)

For practical information and advice on hearing loss, or if you are profoundly deaf.

Freephone Information Line: 0808 808 0123 Freephone Textphone 0808 808 9000

SMS 0780 0000 360 email: informationline@hearingloss.org.uk

Age UK Berkshire

Information, support and essential services for over 50's

0118 959 4242 email: info@ageukberkshire.org.uk

Alzheimers Society Berkshire – Dementia and Carer support

Providing emotional and practical support on all aspects of living with memory problems.

Berkshire office 01189 596482 email: berkshire@alzheimers.org.uk

Arthritis Matters (Reading)

Support to those who suffer from arthritis, irrespective of age, gender or race.

0118 9776172 email: enquiries@arthritismatters

Autism Alert Card – Berkshire Autistic Society

Available to anyone with an Autism Spectrum Condition subject to supporting documentation being sent. It will help those presented with a card, know how to help the card holder.

0118 959 4594, Richfield Avenue Reading RG1 8EQ contact@autismberkshire.org.uk

Berkshire Vision

Advice and information, as well as various activities and resource services. Home visiting

scheme available. 0118 987 2803 email: info@berkshirevision.org.uk

British Institute of Learning Disabilities

Information and advice for people with learning disabilities, their families and carers.

0121 415 6960 email: enquiries@bild.org.uk

British Sign Language Support Service

West Berkshire Council is offering a new service for profoundly deaf people living in the district whose primary form of communication is British Sign Language.

It will be a basic communication support service, based at the council's Turnham Green and Market Street offices and will offer help to deaf people facing any communication difficulties such as making phone calls and writing letters. The service will be available in Market Street, Newbury RG14 5LD on the first Thursday of every month between 1 and 5pm and at Turnhams Green, Tilehurst RG31 4UH on the first Friday of every month between 10am and 2pm.

Please contact Rachel Sargeant to book an appointment by text 07917013803, by phone 01635 503704 or email sensoryneeds@westberks.gov.uk.

British Heart Foundation

Information & advice helpline: 0300 330 3311 (Mon to Fri 9am-5pm) heretohelp@bhf.org.uk

West Berkshire support Groups – Heartbeats

Calcot Community Centre, High View, Calcot Reading RG31 4XD held 1st Tues of every month – 0118 958 6915

Newbury: St John's Church Hall, St John's Rd, Newbury RG14 7PR held 2nd Wednesday of every month – 0118 958 6915

Charles Clore Day Hospice

The Charles Clore Day Hospice is a day therapy unit based at the West Berkshire Community Hospital which specialises in caring for and supporting patients with life-threatening illnesses, and their families. These include cancer and complex neurological disorders. 01635 273725

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

Contenance Laundry Service Awash Laundry, Thatcham. 0845 5194 816

Day/resource centres/daily activities

For a list of resources in your area visit our [West Berkshire Directory](#) or contact West Berkshire Council's Adult Social Care team on 01635 503050

DeafPLUS

Charity working for equality between deaf people and hearing people in all areas of life. Tel: 01252 316005 Mobile: 07949 994358 Email: hants@deafplus.org

Dementia Care Advisory Service

Confidential support for you and your cared for on your journey along the dementia pathway.

For young people (**under 65**) with dementia in West Berkshire, contact the Young People with Dementia service (YPWD) – Tel: 0118 207 2880 contact@ypwd.info

For people **over 65: If you live in West Berkshire** contact [Alzheimer's Society West Berkshire](#) Tel 0118 959 6482

Dementia Friends Programme

Alzheimer's Society's Dementia Friends programme is the biggest ever initiative to change people's perceptions of dementia. It aims to transform the way the nation thinks, acts and talks about the condition. See page 6 for more information.

Dementia handbook for carers

Hard copies currently only available for patients newly diagnosed, or living with Dementia. These can be found in Memory Clinics in [Newbury](#) - 01635 292070, [Reading](#) - 0118 9605959 or online.

Domestic Abuse

Investigation Unit – Thames Valley Police – report incidents 999/101

Berkshire Women's Aid Helpline – for women experiencing domestic abuse. 0118 950 4003. email WomenschoicesWB@bwaid.org.uk

Men's Advice Line – for male victims of domestic abuse. 0808 801 0327. email: info@mensadvice.org.uk

Dystonia Berkshire

Advice and information for carers Helpline 020 7793 3650 Tues to Fri 10.00am to 4.00pm email: support@dystonia.org.uk

Epilepsy Society

Support for people with epilepsy, as well as their friends, families & carers. UK helpline 01494 601 400 email: enquiries@epilepsysociety.org.uk

Foodbanks

Trussell Trust Distribution centres currently in Newbury, Hungerford, Lambourn, Thatcham, Burghfield & Mortimer. Set opening days and times. **07955 626621**. Crisis foodline 01635 760560 open weekdays 8.30 to 18.30 info@westberks.foodbank.org.uk

Headway Thames Valley

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

Hearing Dogs for Deaf People

Tel: 01844 348100 (voice and minicom) info@hearingdogs.org.uk

Hoarders Support Group – West Berkshire

Practical hands-on support as well as expert advice. Broadway House, 4-8 The Broadway, Newbury, Berkshire RG14 1BA. Jo Cooke 07950 364 798 Jo@hoardingdisordersuk.org

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

Link Up

Employment opportunities and training for adults with learning disabilities.

Slater Centre Unit E, Hambridge Road Industrial Estate, Bone Lane, Newbury, RG14 5SS
01635 778120 email: jane.hall@wbmencap.org

Macmillan Cancer Relief

Helpline, publications and cancer care centres. 0808 808 00 00
Freephone Mon-Fri 9-8.00pm [Macmillan online forum for carers](#)

Befriending service from Macmillan

A dedicated team of befriender/support volunteers will provide practical and emotional support to those aged over 25 who feel isolated and are or have been affected by cancer. Volunteers can make a huge difference by providing help tailored to individual needs for up to 12 weeks. 01904 756 402. email: berksreferrals@macmillan.org.uk

Meal deliveries

Fair Close Centre – hot meals delivered in Newbury and Thatcham boundaries
01635 40488/41294 email: fc-ageconcern@btconnect.com

Meals delivered by qualified carer to Pangbourne, 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 07719472100

Parsley Box

Wholesome tasty meals, ordered online and delivered to your door.
Parsley Box meals take just minutes to heat through. Simply store in a handy cupboard or the pantry. 0800 612 7225. email: care@parsleybox.com

Wiltshire Farm Foods - Frozen meals delivered to your home once a week.
01635 298044 for a brochure and a menu.

MIND for Mental Health support

Charity providing advice and support to anyone with a mental health problem. General info
0300 123 3393 Text: 86463 info@mind.org.uk [Mind online community](#)

Motor Neurone Disease Association (Reading and West Berkshire)

07760 854975 email: enquiries@mndrwb.org National Helpline 03457 62 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
Reading, Wokingham & District office: 0118 986 2591 email: reading@mssociety.org.uk
Newbury Branch : 07555 600 252 email: newbury@mssociety.org.uk

Newbury College

Monks Lane, Newbury, Berkshire RG14 7TD. Courses in Workskills are available to suit different learners' needs. 01635 845000 info@newbury-college.ac.uk

Newbury Cancer Care

Support and advice to cancer patients and their families residing in West Berkshire. Offer hospital transport, financial aid, overnight nursing care.
01635 31542 email: office@newburycancercare.org.uk

Parkinson's Disease Society Newbury

Support, advice and information to people with Parkinson's, carers, families and friends.
0344 225 3674 email: vc.west4@parkinsons.org.uk

Pets – Support from The Cinnamon Trust

A national fostering service is provided for pets whose owners face a spell in hospital. The Cinnamon Trust also provides long term care for pets whose owners have died or moved to residential accommodation which will not accept pets. 01736 757 900
admin@cinnamon.org.uk.

PHAB clubs for people with physical disabilities

Centre in Reading organises club activities and Wednesday evening meetings. Also arranges 'Skills for Independence' projects Reading, RG1 2TD
0118 916 8412/0118 916 8413 info@berkshirephab.org

Post – free for blind and visually impaired people

You can send books and letters in braille, large print or audio, and mobility aids such as white canes, first class and free of charge. Packages must be unsealed, marked 'Articles for the Blind', and show a return address.

RNIB (Action for Blind People)

National Society for visually impaired people offers support and information. Also a Talking Books library service. 030 31 23 99 99 helpline@rnib.org.uk

seAp West Berkshire – Advocacy

Advocacy in West Berkshire is available to you if you are an older person, a carer, a person with a disability or a mental health illness. Tel: 0300 3435731 WestBerkshire@seap.org.uk

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 – no one else can. To join SHaRON, please ask your Care Manager.

Stroke Care for Newbury & West Berks

Family Support Service - Hospital & home visiting, information and assessment of individual needs. Contact Fiona Forrest 01635 529360 Fee.strokecare@gmail.com

Stroke Support - Rehabilitation programmes, comprising NHS assessments, seated exercise, information, fellowship, support & recreational activities.

Tuesdays at Woolhampton Village Hall, Bath Rd, Woolhampton, RG7 5RE. Contact Wendy Gosden 01256 881007

Tuesdays at Nuffield Health & Fitness, The Racecourse, Newbury, RG14 7PN. Contact Sarah Lander on 01635 38082

Carer Support - Information, advice, fellowship & support to partners & carers of stroke survivors, Contact Fiona Forrest 01635 529360 Fee.strokecare@gmail.com

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. Activities at various locations in Berkshire. 07341 267740 info@sportinmind.org

Talking Newspaper for the blind – Kennet Cassette

The Newbury talking newspaper is now recorded on USB memory sticks. The Kennet Cassette talking newspaper serves anyone with an interest in Newbury and especially people living in West Berkshire eg: Newbury; Thatcham; Hungerford; Reading etc. Send an email via the website or write to Kennet Cassette, (Newbury talking newspaper), Gilbert Court, Bath Road, Thatcham RG18 3AG

The Silverline Helpline for Older People

- a sign-posting service linking in to varied services that exist around the country;
- a befriending service to combat loneliness;
- and a means of empowering those who may be suffering abuse and neglect, if appropriate to transfer them to specialist services to protect them from harm.

0800 470 80 90 email: info@thesilverline.org.uk

Village Agents

Aim to put older and / or socially isolated residents in direct contact with community, voluntary and statutory agencies that offer help and advice, and to assist them in engaging in local activities. Volunteer Centre West Berkshire

Tel: 01635 581001 or **07775 366812** email: gillian@vcwb.org.uk

West Berkshire Citizen Advocacy Service (WEBCAS)

Provide a range of advocacy services for people with learning disabilities in West Berkshire.

The **West Berkshire Learning Disability Partnership Board** big meetings are held for adults with learning disabilities, carers, parents, adult social care, service providers and community support groups.

The meetings are held bi-monthly at Broadway House. Everyone is invited to attend the big meetings. It's a great way to find out information.

Broadway House, 4-8 The Broadway, Newbury RG14 1BA 01635 760535
info@webcas.org.uk

West Berkshire Mencap

Mencap Centre, Enborne Gate, Enborne Road, Newbury, RG14 6AT 01635 41464
Learning and leisure activities for adults with a Learning Disability, support for families and carers.

Gateway Club, Newbury, weekly social club Wednesday 7pm.

Leisure Plus, various ongoing activities info@wbmencap.org

West Berkshire Therapy Centre

A specialised therapy gym for people with disabilities in West Berkshire and surrounding areas. Exercise is proven to help many conditions such as stroke, multiple sclerosis, parkinsons and arthritis. Tel: 01635 864561 email: info@westberkshiretherapycentre.org.uk

Wheelchair loan/hire

British Red Cross Newbury 01635 40081, Reading 01189 358236, Goring 01491 873565

Newbury Shopmobility - Volunteer Centre West Berkshire 01635 523854