

Introduction

You have been given this pack as you have been identified as an unpaid carer, what does that mean you may ask?

An unpaid carer is a person who provides unpaid support to a partner, child, relative or friend who couldn't manage to live independently or whose health and wellbeing would deteriorate without this support.

If you support someone who normally lives in Herefordshire then you are a carer and are entitled to information support and advice regarding your caring role. You may also be entitled to financial support.



A-Z of local & National Carers Services:

Alzheimer's Society.

Description:

Alzheimer's Society offers specialist information, advice and social opportunities for carers of people with dementia.

Contact details:

49 Breinton Road,

HEREFORD.

HR4 0JY

Telephone: 01432 371137

Website: www.alzheimers.org.uk

Adult Social Care:

Advice and referral team - your first point of contact

For initial contacts, help and support in accessing adult social care and to arrange care and carer assessments and financial assessments:

Telephone: 01432 260101

Email: ASCAdviceandReferralTeam@herefordshire.gov.uk

We manage all new referrals and will forward them, where appropriate, to the localities teams based in Hereford city, Ross-on-Wye, Leominster or Ledbury who will then contact you.

Emergency out of hours telephone number

Adult social care: 0330 123 9309 (5pm - 9am weekdays, weekends and bank holidays)

British Red Cross:

Description:

Can provide loans of medical equipment including wheelchairs.

Telephone: 0344 871 11 11

Website: <https://www.redcross.org.uk/>

Carer Links Herefordshire:

Description:

Carer Links can help by supporting carers to think about their own needs and plan action for change.

By listening and offering a range of services and support to help carers improve their health and well-being, including; 1:1 support, information, advice, advocacy and signposting.

By offering support with applications for attendance allowance, carers allowance and blue badges.

By working in partnership to link carers with all other sources of help and support.

Telephone: 01432 663057

Email: herefordshire@crossroadstogether.org.uk

Website: www.crossroadstogether.org.uk

Citizens Advice Bureau:

Description:

The Citizens Advice Bureau provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities. They can also help you with completing forms.

Contact Details:

8 St Owen's St,

Hereford.

HR1 2PJ

Telephone: 0344 826 9685

Website: www.herefordshirecab.org.uk

Dementia Matters Here:

Description:

Dementia Matters Here support people affected by dementia and their families in Herefordshire. They offer different services for anyone caring for a loved one with dementia, including a fortnightly carers' support group and buddying service, where you can access peer support, information and advice.

Dementia Matters Here is an independent Herefordshire charity, which supports people affected by dementia, to remain a part of their community for as long as possible.

We develop community support initiatives, work with Herefordshire Dementia Action Alliance, organisations and third sector groups to develop dementia friendly communities. We also offer education and training and raise awareness to reduce stigma.

We provide a number of different community support services in Herefordshire, including:

Telephone Support Line: Available Monday to Friday from 9am to 5pm on 01432 804480.

One to One Support: This dedicated support helps you to adjust to change, access opportunities, advice and information.

Buddying Service: Offering phone calls or visits from trained volunteers for a chat, or to access community opportunities for people with dementia or their carer.

Online Carers' Support Group: A fortnightly support group for those caring for someone with dementia, to enable them to access peer support, information and advice.

Health & Wellbeing Team:

The Health & Wellbeing Team are part of your GP Surgery. They consist of a team of Social Prescribers, Health & Wellbeing Coaches and a Mental Health Practitioner. They can help you with Signposting to Services within your local area, weightloss and motivational coaching and low level Mental Health approaches.

If you feel you would benefit from this service please contact the Reception Team at your GP Surgery who will be able to help you with making a referral into the team.

Healthy Lifestyle Service:

Description:

We offer free and confidential support to anyone aged over 16, living in Herefordshire or registered with a Herefordshire GP.

We can support people to make healthier changes to their lifestyle, particularly focusing on:

Healthy eating

Weight management

Increasing Physical activity

Reducing alcohol

Stopping smoking

We can help people identify how their behaviours in these areas may be affecting their health

We do this through a behavioural change approach, supporting individuals to create a personal health plan to make changes to improve their health and wellbeing.

We also have information on our Talk Community Directory that can be used for signposting or for further advice and support.

<https://www.talkcommunitydirectory.org/>

This can be done via 1-1 support or group sessions, the health and wellbeing trainers can deliver these sessions within the local community.

Telephone: 01432 383567

Hereford Mobility Centre:

Description:

Specialising in the supply & service of mobility & daily living equipment including mobility scooters, stairlifts, powered and manual wheelchairs, bathroom adaptations, rise/recline chairs, beds & walking aids.

Contact Details:

Holme Lacy Trading Estate,

Holme Lacy Road,

Hereford.

HR2 6DR.

Telephone: 01432 233353

Email: info@herefordmobility.co.uk

Website: www.herefordmobility.co.uk

National Autistic Society:

Description:

National Autistic Society's Herefordshire branch is a local group that formed in September 2015. This branch has various groups and activities for autistic people and their families. If you have any questions or you would like to be kept informed of news and updates about the branch please email them. Their Facebook page is called 'National Autistic Society Herefordshire Branch'.

Contact details:

Fred Bulmer Centre,

Wall Street,

Hereford.

HR4 9HP

Telephone: 01432 340072

Email: herefordshire.branch@nas.org.uk

NHS Direct:

Description:

For health advice and reassurance, 24 hours a day, 365 days a year. Our health professionals are here for you - online and on the phone.

Contact details:

Telephone: 0845 4647

Website: www.nhsdirect.nhs.uk

Parent Carer Voice:

Description:

The Parent Carer Voice Herefordshire (PCVH) is a group composed of parents and carers of children and young people with special educational needs and disabilities (SEND) in Herefordshire. Their aim is to ensure that the voices of parents and carers are heard and their views are taken into account when planning and delivering services for children with SEND.

PCVH works closely with Herefordshire Council, The ICB, and other organizations involved in delivering services for children and young people with SEND. They provide feedback on services, advocate for change, and offer support and information to parents and carers.

PCVH also organizes events and training sessions to enable parents and carers to meet with each other, share experiences and learn new skills. They aim to strengthen the voice of parents and carers in decision-making processes and ensure that the services provided are of excellent quality and meet the needs of children with SEND and their families.

Contact details:

Email: admin@pcvherefordshire.com

Facebook: <https://www.facebook.com/pcv.herefordshire.5>

Stroke Association:

Description:

Information, advice and training for carers of people affected by a stroke.

Contact details:

Telephone Helpline: 0303 3033 100

Website: www.stroke.org.uk

Turning Point:

Description:

Whether you're looking to address alcohol or drug use, get support for your mental health or a learning disability, or find out how you can support someone you care about, this is a great place to start.

Contact details:

Telephone: 0300 555 0747

Email: Herefordshire@turning-point.co.uk

Website: www.turning-point.co.uk