

Factsheet G9 – Helpful Organisations and Websites

- Carers UK -** **0808 808 7777** www.carersuk.org
- Carers Trust** **0844 800 4361** www.carers.org
Legal rights, factsheets, sources of support and information for carers.
- Carers Direct** **0808 802 0202** www.nhs.uk/carersdirect
Free, confidential information and advice to help you as a carer.
- Herts Help** **0300 123 4044** www.hertsdirect.org/hertshelp
If you need help and don't know where to turn – can put you in touch with someone who can.
- Hertfordshire County Council** www.hertsdirect.org.uk
Health & Community Services **0300 123 4042**
Children's Services **0300 123 4043**
County Council services for carers. Access to care assessments.
- GOV.UK** www.gov.uk
Government website - benefits, legislation & accessing services with a 'caring for someone' section.
- Benefit Enquiry Line** **0800 882 200** www.dwp.gov.uk
Information and claim forms for benefits.
- Dept of Work & Pensions** **0845 60 60 265** www.dwp.gov.uk
Pension, benefits and retirement information.
- Age UK Hertfordshire** **01707 323272** www.ageuk.org.uk/hertfordshire
For people aged 55+ including information, visiting schemes, advocacy, carer support, hospital discharge scheme, day care, help in the home and help with paperwork.
- Crossroads Care**
Care at home so you can have a break.
- Hertfordshire South** **020 8905 1158** (Hertsmere & Watford)
www.hertfordshirecrossroads-south.org.uk
- Hertfordshire North** **01462 455578** (all other areas)
www.hertfordshirecrossroads-north.org.uk
- Herts Travel Link** East & North Herts **01438 737252**
West Herts **01438 737505**
See link for information on the Health Shuttle and Community Transport booklet listing all transport - <http://www.hertsdirect.org/services/transtreets/pubtrans/hertravlnk>

HAD (Hertfordshire Action on Disability) 01707 324581 www.hadnet.org.uk
Information on independent living and mobility. Practical services, equipment and aids to enable disabled people to maintain independence.

POhWER **0300 456 2370** www.pohwer.net
Advocacy to help you access services, address issues or make complaints. They will meetings, write letters, make phone calls and research information.

CAB Hertfordshire (Citizen's Advice Bureau)
<http://www.hertsdirect.org/your-community/comvol/infoad2y/incab3y/>
List of bureaux in Hertfordshire by area.

Credit Unions in Hertfordshire 0161 832 3694
<http://www.hertsdirect.org/your-community/comvol/trade2y/tdfina3y/creditunion/>
Credit Unions are community based organisations that can offer loans and savings schemes, protected by FSA.

Disability Law Service **020 7791 9800** www.dls.org.uk
Confidential and free legal advice for disabled adults, their families and carers. Also provides disabled people with a casework service.

The Counselling Foundation www.thecounsellingfoundation.co.uk
Provide a counselling service to the community in the Hertfordshire and Bedfordshire area.

Care Quality Commission **03000 616161** www.cqc.org.uk
Inspectors of care services. Website has lists of services by location.

Hertfordshire Care Services Directory www.carechoices.co.uk
Comprehensive guide to choosing and paying for care.

PALS (Patient Advice and Liaison Service) 01707 390864
<http://www.hertfordshire.nhs.uk/have-your-say/pals.html>
Confidential service to provide support, information and help for patients, their carers and families to help with enquiries or concerns about any aspect of local health services.

NHS Choices www.nhs.uk/Pages/HomePage.aspx
On-line front door to the NHS.

NHS Direct **0845 4647** www.nhsdirect.nhs.uk
Health Advice and re-assurance 24 hours a day, 365 days a year. **Call 111** NHS telephone number for access to local health services – Now available to callers living in or visiting Hertfordshire. Calls are free including mobiles, 24 hrs day. **For use when not a 999 emergency.**

www.carersinherts.org.uk

Association of Charity Officers

01707 651777

www.aco.uk.net

For information about charities and benevolent funds giving financial assistance for a wide variety of purposes.

SSAFA

01442 833536

www.ssafa.org.uk

Charity for ex-service men & women and their families. Services include companionship, financial help, welfare and short stay housing.

Tourism for All

0845 124 9971

www.tourismforall.org.uk

Information on holidays for people with disabilities. Helpline and factsheets.

Contact a Family

0808 808 3555

www.cafamily.org.uk

Hold an index of medical conditions and rare disorders with contacts for their support charities.

Disability organisations *(please contact us if the one you want is not listed)*

Most of these organisations provide useful information and factsheets on their website, and can also be contacted by email

Alzheimer's Disease	0300 222 1122	www.alzheimers.org.uk
Parkinson's Disease	0808 800 0303	www.parkinsons.org.uk
Multiple Sclerosis	0808 800 8000	www.mssociety.org.uk
Motor Neurone Disease	08457 626262	www.mndassociation.org
Cancer	0808 808 0000	www.macmillan.org.uk
Stroke	0303 3033 100	www.stroke.org.uk
Visual Impairment	0303 123 9999	www.rnib.org.uk
Hearing Impairment	0808 808 0123	www.actiononhearingloss.org.uk
Learning Disability	0808 808 1111	www.mencap.org.uk
Mental Health	0300 5000 927	www.rethink.org
Mental Health	0300 123 3393	www.mind.org.uk
Drug and Alcohol Abuse	01438 718374	www.hapas.org
Autistic Spectrum Disorders	0808 800 4104	www.nas.org.uk
Heart Information Line	0300 330 3311	www.bhf.org.uk
Lung Information Line	03000 030 555	www.blf-uk.org

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*The information contained on this sheet is correct at the time of issue.
Carers in Hertfordshire takes no responsibility for any inaccuracy in facts supplied to them.*