



Recovering from a Stroke

**An Information Directory for Survivors,
their Carers and Family.**

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Who is this directory for?

This directory has been written by the Coventry and Warwickshire Cardiovascular Network for people who have had a stroke, their families and carers.

Its aim is to provide information about your recovery and how you can learn to live with and overcome the after-effects of a stroke. The directory contains contact details to give you and your family the choice to explore the many local and national support services and agencies available, once you have left hospital.

It is not intended to replace any of the information you may have been given by the team of stroke professionals who have been looking after you, but it is hoped that it will help you through the initial challenges you may face when you start rebuilding your life.

Not all the questions you may have can be answered here, but it is intended that this information will prompt you and your family/carers to ask questions and point you in the right direction to get the help you and your family/carers may be entitled to.

Don't worry if the directory seems a bit overpowering; it isn't meant to be read in one sitting!

We hope that it will be useful to browse through when you feel well enough and that your carer and family will find it helpful too.

[Other publications in this series, produced by the Coventry and Warwickshire Cardiovascular Network, and available from the hospital where you were treated are:](#)

- **Information about Strokes**

This booklet was written to help people who have had a TIA (transient ischaemic attack) to understand what causes a stroke; to know how to deal with a suspected stroke and to get advice about the lifestyle changes that can be adopted to help to reduce the risk of having a stroke.

- **After a stroke – Early Treatment and Care**

The aim of this booklet is to explain exactly what a stroke is and how it can affect different parts of the body. It also details what happens after admission to hospital, the diagnostic tests done, what the medical terminology means, early treatments, the long term medication used, and the staff who will be involved in the care and rehabilitation of the stroke survivor.

Recovering From a Stroke

Strokes usually strike without warning and can be life altering; leaving you and your family/carers with many issues to overcome. These issues will need to be resolved to enable you to live as fulfilling and independent a life as possible and help to relieve any worries you and your family may have.

In the first days after a stroke, there may be swelling and inflammation in the brain, but this should settle down in time and some of the symptoms you have may then improve spontaneously. Most people find that they do have some spontaneous recovery, when abilities that have been lost start to come back, as other areas of the brain compensate for the injury caused by the stroke. This process is quickest during the first few weeks after a stroke, but it can continue for a long time. Indeed, people say that their improvement can be life-long.

One thing all stroke survivors have in common is that life will be forever changed in some way. In addition, everyone close to you, the survivor, will have to make a life-altering adjustment. This applies to all family members and good friends. The degree and success of your recovery can be directly related to the amount of support given by your close family/friend network. They, in turn, will need support to enable them to come to terms with what has happened and help you on your journey to recovery.

However, please try to take life one day at a time. Try not to get disheartened if you feel that you should be progressing more quickly. Take pleasure in each moment of progress, and know that there is always room for hope.

Problems that may occur as a result of the stroke include one or more of the following:

- **Weakness or paralysis of one side of the body.** This causes problems with walking if a leg is affected, or problems using an arm or hand properly. It is possible to be taught how to compensate for, or work around these problems, using equipment or aids for support if necessary.
- **Problems with balance,** co-ordination and lack of awareness of one side of the body, may lead to a tendency to have accidents when trying to perform tasks and, importantly, to be unstable and fall.

- **Swallowing problems.** These are quite common, particularly in the time immediately after the stroke, because the stroke may have affected the muscles involved in the process of swallowing. This can be dangerous as food and drinks may go down the windpipe into the lungs, instead of down the gullet into the stomach, when attempting to eat and drink. It would mean that the resulting coughing or choking could lead to the danger of developing a severe chest infection.



A speech and language therapist or registered nurse does a 'swallow test' on all people who have had a stroke, before they are allowed to eat or drink. This is to make sure that swallowing is safe. If swallowing difficulties can be managed by having thickened drinks and softer consistency food, then the team would be able to give advice on this issue.

If there is severe difficulty with swallowing, then liquid nourishment, passed into the stomach via a nasogastric tube, which goes in through the nose and down into the stomach, would be maintained until improvement is achieved. However, if long term help with feeding is needed then a special percutaneous endoscopic gastrostomy (PEG) feeding tube would be placed into the stomach. This is done by examining the stomach with an endoscope passed down the gullet and then inserting the PEG feeding tube into the stomach

through a small incision (cut) in the skin and through the abdominal wall. Attached to the tube there is a small plastic disc which lies close to the skin to prevent movement of the tube and a small clamp or plastic cap which will keep the tube closed when feeding is not taking place. This procedure would be done with sedative and local anaesthetic medication and on average takes less than 20 minutes.

- **Bladder and bowel problems.** After the stroke there may also be problems with bladder and bowel control that may cause incontinence, though most people will improve and regain control over time. In the meantime, there are products available to help to overcome these difficulties, together with practical techniques that can be taught. It may be necessary to have a catheter fitted if there are difficulties passing water. This is usually a temporary measure in most cases. Establishing a routine of regular toileting with the carer/family can help to prevent 'accidents'.
- **Speech and communication difficulties.** This may range from slurred speech, to difficulty in finding the correct words to say, or to being completely unable to speak. The ability to understand what people are saying may be affected and *they* may have difficulty understanding what is being said. The ability to read may also be affected and there may be difficulty with writing. There are therapists who will be able to advise and aids and training to help overcome some of these deficits, which may improve over time.
- **Difficulty with vision.** If a part of the brain that deals with vision is affected then problems may arise. For example, after the stroke there could be double vision, or loss of half of the field of vision, making it difficult to see anything to one side. This may improve on its own over a few months, or an orthoptist will have optical devices to help to overcome these difficulties.
- **Hearing difficulties.** These are really quite uncommon after a stroke, usually with, at the most, only mild hearing loss in one ear, as a result of damage to the temporal lobe of the brain. So deafness is not usually an issue. Rarely, there may be problems (known as

auditory illusions) which make normal sounds seem unusual or loud. An audiologist would be able to advise in these cases.

- **Sense of smell.** Caused by the stroke damaging the area of the brain that controls smell; it may also be linked with loss of the ability to taste.
- **Difficulties with mental processes.** For example, there may be difficulty in learning, concentrating, reasoning and remembering. There may also be problems with recognising what are normally familiar day to day objects, e.g. what a teapot is and what it is used for. Day to day judgement may be affected and there may be difficulties with putting thoughts into their logical order. These 'thinking' abilities are known as cognitive skills and the difficulties arise as the result of the stroke. The difficulties affect up to 75% of stroke survivors. An assessment by a clinical neuropsychologist will help to give greater understanding of how to work round some of these issues.
- **Tiredness.** Fatigue can be a very real concern after a stroke, affecting both young and old alike. It may go on for some considerable time after the stroke, so it is important to have plenty of rest and accept that this is part of the recovery process. The family/carers must learn to take this into account, particularly when trying to support people to help themselves.
- **Pain.** Shoulder pain, arm pain and stiffness on the affected side are a very real added burden at this time and can continue after the acute phase of the stroke has passed. Strong painkillers may be needed to help in coping with these effects.



There is also a condition known as central post stroke pain which may develop some time after the stroke. The condition can be treated, but everyday pain killers are usually ineffective. The GP will prescribe alternative drugs to help in these cases or make a referral to see a Pain Specialist.

- **Epilepsy.** This may result from irritation to the brain caused by the scar left behind in the brain after the stroke. After investigation, the GP will be able to prescribe medication to help to control the seizures.
- **The emotions.** After the stroke people may laugh or cry for no apparent reason, or the emotions may be affected so that they react to circumstances in a way that they would not normally have reacted before the illness; perhaps causing embarrassment to the people around them.

They may also find that they feel anxious or low in mood, brought on by the sense of loss and grief, because of the life-altering events associated with the stroke. This can include loss of their sense of who they are and have an effect on their self-image, their self-esteem and self-confidence.

There may also be loss of some physical function that may affect the ability to work or participate in favourite activities. As a result, it is common to feel anxious and low from time to time. However, feeling anxious and low for *most* of the time may mean that clinical depression has become a real issue. It is important that the family/ carers recognise the signs, particularly when the depression or the stroke itself make it difficult for the survivor to explain how they feel.

Depression is a real illness, with real symptoms, that can be as much a part of the stroke as the physical signs. In the first year after the stroke, 30% of people will suffer from depression at some time. Rest assured that it is not a sign of weakness or something they can 'snap out of' by 'pulling themselves together'.

People may recover all physical function with little or no obvious signs that they have actually had a stroke. Psychologically, however, it is possible that they may remain troubled in such a way that it affects their ability to resume a normal life. It is important that these feelings are shared, so that expert help and support can be made available. The family doctor will be the first point of contact to get any help and support needed, for example, from medication and/or clinical psychologists and counsellors.

With the right treatment and support, most people can make a full recovery from depression.

Symptoms of depression can include:

- Feeling irritable and anxious
- Feeling sad or empty; worthless or helpless
- Crying a lot
- Problems with sleep – either not getting enough sleep or wanting to sleep too much
- Loss of interest in day to day living – there suddenly seems to be no pleasure in life
- Not wanting to eat or eating too much
- Losing the ability to concentrate or remember
- Lack of interest in sex and loving relationships
- Suicidal thoughts



If you, personally, feel any of the above, whatever you do, don't struggle on! There is no stigma attached to this condition! Get advice and don't keep this to yourself!

The above are just some examples of what **may** occur following a stroke. You may or may not have these problems and difficulties, because no two strokes are the same, owing to the complexity of the brain and the possible area affected. This is why you need the support of a range of professionals who will assess you to identify any difficulties you may have and draw up a plan with you and your carer for what is the best way to help you and, importantly, how best you will be able to help yourself.

Having had a stroke can increase the risk of a further stroke; it is wise to look at your lifestyle to see what you can do to reduce this risk.

The following are classified as the **key risk factors**:

High blood pressure (Hypertension)

With high blood pressure the extra pressure of your blood, as it flows around your body to maintain your circulation, causes damage to your arteries. Because high blood pressure is the single, most important risk factor for stroke, your doctor will want to be sure that your blood pressure is not too high after your stroke.

Blood pressure measurements are always documented as two readings: These are known as the systolic (beating heart) and diastolic (resting heart) readings respectively.



Normal blood pressure is classed as around **120/80**. Though blood pressure can fluctuate during day to day activities, if it is consistently over **130/80**, after the stroke, then, without treatment, your health could again be at risk.

It is very important that you, with the help of your GP, hospital consultant and specialist nursing staff keep a check on your health, following any advice given and taking any prescribed medication.

If you have high blood pressure, you can help to lower it by making positive changes to your lifestyle, such as watching your diet and weight, reducing your salt intake, being careful how much alcohol you drink and keeping as active as you can.

There is also a range of medications that your doctor will choose from to treat and lower your high blood pressure, to reduce your chances of having another stroke.

Atrial Fibrillation

Atrial fibrillation (AF) is a type of irregular heartbeat, brought about when the two upper chambers of the heart (the atria) beat rapidly and erratically, preventing efficient blood flow around the heart and out to the body. AF raises the risk of stroke because blood pools in the chambers of the heart.

This ‘pooling’ tends to form clots which can then be carried to the brain by your circulation, causing a stroke.

As we get older our risk of developing atrial fibrillation increases.



You may experience symptoms, such as:

- Palpitations
- A pounding, fluttering or racing sensation in the chest, sometimes referred to as “butterflies”
- Dizziness, a feeling of light-headedness or even fainting

Check the pulse in your wrist at least once a month to feel the rhythm and see if it’s steady and doesn’t ‘flutter’. See your GP if you have any of the symptoms – atrial fibrillation is treatable with medication.

Diabetes

Diabetes affects 1 in 20 older people, but the younger population may also be affected. There are three different types of diabetes, but all of them have the same basic characteristic, i.e. the body’s inability either to make or to use insulin. Your body needs insulin, a hormone made in the pancreatic gland in the body, to be able to convert the sugar, (glucose), which comes from the food you eat, into energy. Without enough insulin, glucose stays in the blood, creating high levels of blood sugar. High levels of blood sugar will eventually cause damage to the kidneys, heart, eyes and nerves, and can significantly increase the risk of stroke. If you have diabetes then good control of your sugar levels is essential and your doctor and specialist nurse will help you to do this. It can be done by attention to diet, regular blood and urine monitoring, lifestyle changes and medication if your doctor feels that this is necessary.

Smoking

We all know that we shouldn’t smoke because of the many harmful effects smoking will have on our bodies and everyone knows that smoking causes cancer. But smoking can also cause severe damage to our arteries, making it more likely for clots to form.

Stopping smoking is not easy! Get help from the professionals who can provide you with useful information leaflets, psychological support and nicotine replacement therapies, to increase your chances of success. The free NHS stop smoking service can improve your chances of stopping smoking by as much as four times. Remember, don't let other people smoke in your presence either. Not only can it make your resolve to quit much harder, but their smoke can also be harmful to you and your family.



High cholesterol

Healthy bodies need a certain amount of cholesterol, which is made in our liver, to function properly. There are 2 types of cholesterol:

- LDL (Low Density Lipoprotein) or 'bad' cholesterol – this type of cholesterol makes its way into the bloodstream to form the plaque which can block the arteries.
- HDL (High Density Lipoprotein) or 'good' cholesterol - this removes excess cholesterol from the circulation and carries it back to the liver for 'recycling'.

The aim is to have a blood cholesterol reading of less than [3.5](#). However, if we have more than we need, (usually because of our lifestyle choices such as diet and smoking, for example), this can have an adverse effect and 'clog up' our arteries. If blood tests show that your cholesterol levels are high, then your doctor will prescribe statins which are drugs to regulate and lower the amount of cholesterol in your blood.

However, it will also help if you follow the dietary advice below:

Remember a diet that is high in fat, particularly saturated fats, salt and sugar, and low in fibre, fruit, vegetables and Omega 3 fats is a recipe for ill health! Since diet is so important for the maintenance of health and prevention of disease, it is hoped that the following comprehensive information, provided by a specialist stroke dietician, will help you when you are making decisions about your own daily diet.

Fat

There are several types of fat in our diet. Vegetable or unsaturated fats are better for our heart and blood vessels than animal or saturated fats.

Vegetable oils such as olive and rapeseed or groundnut oil are the least harmful types of fats and these are classed as **mono-unsaturated fats**.

Polyunsaturated fats include sunflower or cornflower oil and Omega 3 oils.

Saturated fats are found in lard, dripping and fatty and processed meats (belly of pork, chicken skin, sausages, burgers, corned beef, salami etc.), cheese, butter, hard margarine and other full fat dairy products. Try to reduce your intake of saturated fat in favour of the mono- or poly-unsaturated fats.



Omega 3 Fats – are found mainly in oily fish, such as salmon, tuna (fresh or frozen), herring, sardines, pilchards, trout, kippers and mackerel and are good for your heart and circulation. Try to eat 2-3 portions of fish per week, at least one of which should be oily. Grill, poach or bake your fish rather than frying it.

Vegetarian sources of Omega 3 are flax seeds or flax seed oil, linseeds, pumpkin seeds and plain nuts such as walnuts, almonds or peanuts. Avoid salted peanuts, as too much salt can raise your blood pressure.

To reduce the amount of fat in your diet, try:

- Roasting, stewing, poaching, grilling or microwaving your food without fat.
- Removing the visible fat off meat and the skin off poultry before cooking.
- Using olive oil-based and/or low fat spreads.
- Eating less red meat and including more chicken, fish and oily fish in your diet.
- Using skimmed, 1% or semi-skimmed milk and low fat, low sugar yoghurts (diet or light yoghurts).

- Replacing hard cheeses with low fat cheese, cottage cheese or cream cheese and watching your portion size. A small matchbox (30g/1oz) is considered a portion.

Milk and dairy products

These products are an essential source of calcium to help keep our bones and teeth healthy. Calcium will also help to control your blood pressure. However, these products can be a source of saturated fat. Aim for 2-3 portions of low fat dairy products per day i.e. 200ml of skimmed, 1% or semi-skimmed milk, a 125g tub of low fat, low sugar yoghurt or 30g of hard low fat cheese, or a large tub of cottage cheese.

Fruit and vegetables

Try to eat at least five portions of fruit and vegetables each day. A portion is 1 medium sized apple/banana/orange, a small handful of smaller fruits such as grapes, cherries or strawberries, or 3 tablespoons of vegetables. There is such a variety out there in the supermarkets and there are so many delicious ways to prepare them – fresh, tinned and frozen all count. However, if you do buy tinned, make sure that you avoid fruit tinned in syrup or vegetables in salt water. It's good to try and eat as many different coloured fruit and vegetables as possible – there is a saying 'Eat a Rainbow'; this will ensure a good variety of vitamins and minerals which will help prevent damage to the blood vessels and our hearts.



Fibre

There are two types of fibre, soluble and insoluble - both are beneficial.

Soluble fibre can help lower cholesterol levels and is found in oats, beans, lentils, peas, fruit and vegetables. Insoluble fibre helps keep the bowel healthy and regular and is found in wholegrain breads, brown rice and pasta and high-fibre breakfast cereals.

You can increase your fibre intake by having, for example:

- Porridge, Weetabix or wholegrain, seeded or granary toast for breakfast.

- Five portions of fruit and vegetables each day.
- Pulses such as peas, beans and lentils in casseroles or stews. Pulses are also a good source of protein and are useful to replace some or all of the meat you may use in these types of meals; this will also help you to reduce the amount of fat in your diet.
- Try using wholemeal flour or half white and half wholemeal in baking.

If you are going to increase your intake of fibre it is important to ensure that you drink adequate fluid to avoid becoming constipated. 8-10 cups or 1.5 litres per day should be adequate.

Salt

It is recommended that you have no more than 6g of salt per day (or 2.4g of sodium). This is equal to one level teaspoon which is soon accounted for if you eat salty snacks, such as crisps and peanuts! Tinned and packet soups and sauces, tinned, cured or smoked meat and fish, cheese and some ready meals can also contain a lot of salt, so it doesn't take much to exceed your daily quota. Try not to add salt to food, use spices, herbs, garlic and lemon juice instead to enhance the taste. Sea salt, table salt, garlic salt and vegetable salt will all have the same harmful effect on your blood pressure if you consume too much of them.

Alcohol

A small amount of alcohol is normally acceptable and can also be very pleasant. Current recommendations are two to three units per day for women and three to four units per day for men, but this is the upper limit and medical research tends to review the actual safe amounts as more knowledge is gained. Make sure that you have two alcohol free days per week and avoid binge drinking; your liver won't like it!



It's difficult to imagine exactly what a unit is, but it is calculated that there are one to one and a half units in half a pint of normal strength beer, or a small glass of wine, or one small pub measure of spirits.

Weight

By eating well and keeping as active as you can, you will improve your health even if your weight may not change. However, it is important to know that carrying extra weight around your middle increases your risk for diabetes and heart disease.

Lack of exercise

Having had a stroke can make it very difficult to ensure that you have sufficient exercise, but it is an important part of your rehabilitation. It is not impossible to take part in some activities, such as supported swimming, walking, or tailored exercise classes to maintain bodily fitness. Your health professionals and your local fitness and leisure centre will be able to advise you on how you can access any activities that would benefit you.

All the above advice is a condensed version of what you will be able to do to reduce the risk of having another stroke. You will need to see what you can change in your lifestyle. You will be able to get more detailed lifestyle advice from the professionals who are involved in your recovery.

Childhood stroke



The aim of this directory is mainly to support the adult stroke survivor, but, unfortunately, stroke also affects children at a rate of about 500 per year, so there is some information on [page 134](#), which may be useful to families whose child has had a stroke. The Stroke Association has an excellent booklet on stroke in children - 'Care After Stroke in Childhood'. You can download this from the Stroke Association website or send for a copy. The details of the Stroke Association are on [page 94](#).

In around ten per cent of children who have a stroke, no cause can be identified, despite extensive tests, but strokes can often be as the result of injury, infection, heart abnormalities, sickle cell disease, or rare genetic disorders and, sadly, some of those affected do not recover. Fifty per cent

of strokes in children are caused by a bleed into the brain rather than a clot; whereas in the older age group this accounts for only about fifteen per cent of strokes.

In the adolescent, stroke may occur after experimental drug use.

Of the survivors, a child who has had a stroke may equally face some of the same problems as an older person, in that the physical effects can be the same, but the developing brain seems to be better able to cope and, because of this, recovery tends to be better in children than in older people. In general, younger people will recover more abilities than older people.

The impact of a child having a stroke affects everyone who loves them. How cognitive skills and behaviour have changed tend to be noticed as time goes on. There may be educational and peer group socialisation difficulties as a result.

Seeking support from other families who've experienced stroke in a child can be a huge benefit to recovery. Stroke groups are a great opportunity to share feelings, develop ideas and pass on information gained.

However, this does not mean that the child and the family do not need support and help from the professionals out in the community.

Your recovery

Appropriate treatment, support and rehabilitation play a very important part in helping people to recover from a stroke. Remember that, after the initial spontaneous improvement, recovery from a stroke is usually very gradual. About 3 in 10 people can become fully independent in about three weeks, with 5 in 10 returning to independence in six months, even though there may be some remaining disability.

Stroke survivors often have complex rehabilitation needs with no two people exactly the same; the support required and the length of time it takes to achieve individual, maximum benefit can be quite different for each person. It is, therefore, impossible to compare your progress with someone you know who has had a stroke.

Your physical and mental condition will have been taken into consideration, so that treatment can be paced at the level that suits you best.

Since rehabilitation is such an important part of your treatment, to help you to become as independent as possible, it is essential for you to be as cooperative as you can to get the best out of your treatment.

Formal rehabilitation will cease when you have reached the stage where there would be no further benefit.

After your discharge, either back home or, if this was not possible, to a nursing or care home, you may find that this can be a very worrying time for you. Getting used to life after the stroke and its effects can be difficult when you first leave hospital.

You may feel isolated, because you no longer have immediate access to some aspects of the professional support you got used to while you were in the stroke unit. However, you, your family and carers will have access to professionals such as your GP, occupational therapists and social workers who will continue to support you as you are recovering.

Recovery may well last a long time, as you and your family learn to cope with and overcome the effects of the stroke. This may include doing common tasks in new ways, by the use of aids designed to overcome or support your disability, or by making up for the loss of use in one part of your body by learning how to work round it. You may, for example, need to learn to use your left hand if you have lost the use in your right hand.

Because people who have had a stroke, unfortunately, have an increased risk of having another, it is worth putting in a reminder here of the FAST information to show you what to look out for.



FAST Information

If you see any of these signs, call **999** immediately:

F – Facial weakness: Can they smile? Has their eye or mouth drooped to one side?

A – Arm weakness: Can they raise both arms and keep them there?

S – Speech: Do they have speech problems? Can they speak clearly and understand what you are saying to them, or is their speech slurred and difficult to understand?

T – Time: Time to act, if you see **any single one** of these signs.

Act **FAST** and call **999**.

The ambulance service will get you to hospital as quickly as possible.

Advice for Carers



The directory also aims to support carers.

People often don't realise they can be classified as a carer and, therefore, may not be aware of their rights, because to them they are usually looking after someone who is a close family member.

As the main carer, you will suddenly have found yourself with a new, often very time consuming and tiring, job that you had not expected and for which you are usually completely unprepared and have no prior experience or training. There are no proper tools available and the job may come when you already have your own chosen job, or it may come at a time in life when you find it difficult to summon up the energy required to do it properly.

You may feel resentful, fearful and guilty of your own thoughts and feelings; find it difficult to cope and get impatient at times; **all of which are perfectly**

normal reactions, considering that the balance in your relationship has probably changed a great deal, with you now being responsible for the care of someone who was previously very independent.

Providing care for a loved one after a stroke can be a very rewarding experience. But it can also be worrying, tiring and at times extremely frustrating, too!

Remember, any decisions you make should reflect your own individual situation and what is best for you and your loved one. Don't try to follow what some other family has done, or do what you think people expect of you.

It is important to note that it may be difficult at times to understand what your loved one is saying and they may not always understand you. You can be taught how to phrase questions or use aids to make it easier for him/her to understand and, as time goes by, you will find that you will be able to communicate more successfully.

When you have a minute sit down and write out a list of all the things you may need to do or need help and advice with, then you don't have to keep churning them over in your mind and worrying about them.

Don't forget that there are members of the healthcare team and social workers who will be able to advise you or point you in the right direction of any available support.

Accept help from other family members when this is offered and take time out to relax and do things that you enjoy. Your family may be able to help you to relax, but if not, there are organisations in the community who will support you.

Not every stroke survivor requires around the clock care. You'll probably have the best idea if it's safe to leave your loved one alone for a while, for example, while you go to the shops, but, if you're not sure, ask your doctor or a member of your healthcare team.

This directory aims to give you advice on the practical issues you may have to deal with. It also provides information in the back with the contact names, telephone numbers, addresses and websites of organisations that

will be able to give you practical help and assist you with all the questions you may have to enable you to provide care for your loved one and take care of yourself.

There is a wealth of information and potential support out there in your community to help you, and there are many websites you will be able to navigate to get the advice you may need. If you don't have a computer, is there anyone in your family who could help you? If not, there are telephone numbers you can ring to get in touch with people who will be able to advise you.

There are clubs and organisations specifically set up for carers; often by other carers; you will find the names and contact details of local carers' groups and supportive organisations in the directory on [page 129](#). There are also details of national organisations that provide useful information and advice, in particular the Stroke Association, Different Strokes, Carers UK, Carers Direct and Age UK.

Carers UK produces a very useful booklet about your rights and benefits, entitled '[Looking after someone – a guide to carers' rights and benefits 2011/12](#)'. It is well worth getting a copy either from the website or by contacting the number at the back of this directory on [page 129](#).

Caring for someone can have an adverse effect on your physical and psychological health; you will probably find that your own social life is affected and the restriction on employment can have serious financial implications.

It is wise to let your GP know that you have taken on the caring role for your loved one.

You *must* remember that your health and psychological wellbeing are important too. If you get too tired or ill or hurt your back, you will not be able to continue in your role as carer. Similarly, you may find that you feel stressed and this could increase as time goes on, particularly if you feel tired and worried about your situation.

Don't let yourself become dispirited and at breaking point before you attempt to get help and don't be afraid to ask.

Above all, please remember, no one will blame you for not being able to manage alone!

Have a look in the back of this directory to see if you can find an organisation out there that is best suited to your needs.

Carers' Assessments

Both Coventry City Council and Warwickshire County Council undertake carers' assessments. If you are a carer, you may be entitled to a Carers' Assessment. A Social Worker or Community Case Worker will visit you to complete the assessment.

This is not a financial assessment, but it is important that your individual needs as a carer are recognised, in order to establish what practical support you may be entitled to, to allow you to continue in this invaluable role.

The stroke survivor has a personal assessment as part of the care planning process and carers' views should form part of this assessment. However, carers who provide substantial and regular care have a right in law to have their own needs assessed.

A carers' assessment gives you the opportunity to discuss the effect that caring for your loved one is having on you and your lifestyle.

The assessor will ask you about how your caring role impacts on your ability to have a break away from your responsibilities as a carer, enjoy social or leisure activities, continue in employment or take on a new job, or get involved in training opportunities.

You will also be given the chance to discuss the impact caring has on your physical and emotional wellbeing. The assessment helps to identify areas in your life where you would benefit from practical support.

You are eligible for assessment if you spend a significant proportion of your time providing unpaid support to family or friends. To be assessed by the Adult teams, you will have to be aged 16 or over and provide, or intend to provide, substantial care on a regular basis to another individual who is 18 or over.

If the person you care for is under the age of 18, or a disabled child, your assessment will be undertaken by the relevant children's team in the area.

In cases where your loved one has refused to have their own personal assessment, you will still be entitled to have an assessment yourself, even if you do not actually live with them in the same house.

If you are not the only person providing care to a family member or friend, then all the carers could be entitled to an assessment.

To ask for a carers' assessment, you will need to get in touch with the Council responsible, in either Coventry or Warwickshire, **dependent on where the person you care for lives.**

Please see [page 91](#) for contact details or speak to your social worker who will be able to advise you.

Local organisations to support family carers

All the carers' organisations provide a wide variety of supportive services including the following, which can be accessed by telephone, by attending one of their venues or by having a home visit:

- Information and advice – about all aspects of caring, such as help with applying for allowances and benefits, respite and other support services and advice about disability aids and equipment.
- Emotional support – they help to relieve the stress and loneliness of the family carer's role, by offering the opportunity to talk to people who can help professionally and by organising social events and clubs to help carers to relax and meet other carers who appreciate the difficulties of the caring role.
- Practical Help – they provide training in first aid and manual handling and provide home based support when you would like to take a short break and in the case of an emergency.

Coventry Carers' Centre

This is an independent charity and member of the Carers' Trust network.

The Centre is based in Coventry City centre itself and is easily accessible. As with the other Carers' Centres, they offer a free, confidential service aimed at helping carers by providing information, advice and support to meet the family carer's individual needs, with the aim of improving carers' lives.

They also provide a wide range of therapy sessions to reduce carers' stress, a carers' library, regular e-bulletins, a luncheon club, social group outings, a walkers' group and an allotment project.

As well as the services run from the Carers' Centre, carers' clinics are held in a number of GP surgeries and other community venues.

They have specialist support for people from black and ethnic communities, with support workers who can speak all the Asian community languages and also Polish, French, Mandarin and Cantonese speakers.

Contact details are on [page 130](#).

They also run the main Young Carers' Support Service for the

young people of Coventry, aged 5-18, who have a caring role in the family. See below for more details.

Coventry Carers' Centre – Young Carers' Project

Children also take on the responsibilities of the caring role and it can have a serious, adverse effect on their own lives. It is possible that they may suffer psychologically, educationally and socially, because of the isolation this role can bring.

The Carers' Centre offers information, advice and support for young carers, between 5 and 18 years old, such as, one to one emotional support, school based support, free activities and trips and fun days out. They also run a variety of activities from the Den (Young Carers' Centre) based in Central Hall, such as regular age – appropriate activity, a cooking club and access to the internet.

Contact details are on [page 130](#).

Coventry City Council's Young Carers' Service

The Young Carers' Service is part of the social services' support for the people of Coventry and concentrates on those young carers with very high support needs. Their

aim is to provide an advice and support service for these young carers. The young carers' workers also do drop-in sessions in primary and secondary schools across Coventry.

Their main concern is that the education, development and overall wellbeing of the young person are not affected by the burden of their caring responsibilities.

Crossroads Care

Crossroads Care has offices serving the whole of Coventry and Warwickshire.

Crossroads provides advice and a wide range of supportive services and practical help to all unpaid carers and aims to get recognition for anyone living with these challenges.

They have a team of fully trained and qualified support workers who are able to undertake a range of caring duties in the home of families who look after a loved one at home.

The care they provide can be purchased, but there are also some free charitable services available, for example, Crossroads has been successful in achieving Health Lottery Funding to improve carers' health and can offer training to carers in their own home.

If carers contact Crossroads, they will visit and discuss the services they may need and what they would cost, if they do not meet the criteria for free services.

They offer respite care services, with overnight care if needed, to enable the carer to have some relief from the responsibilities of caring.

They also manage the excellent carers' emergency response service, (CRESS), for Coventry.

See [page 130](#) for contact details.

Guideposts Trust

Guideposts Trust is an independent national charity whose work is carried out across a large area of England. It has an area office for Warwickshire in Nuneaton, with a team of staff and volunteers who run the Guideposts Carers' Support Service.

Guideposts Carers' Support Service was commissioned by Warwickshire County Council to provide a free, confidential service. Apart from offering emotional support, they also provide training, help with understanding benefit entitlements, and organise events and meetings etc.

They have a Community Café in Nuneaton where many events take place and they also publish a useful Newsletter.

They manage the carers' emergency card service, (ICE), which is a free service for carers in Warwickshire. Contact details are on [page 133](#).

Warwickshire – Young carers' project

Set up specifically to recognise the needs of young carers in Warwickshire, with the backing of Warwickshire County Council, the project offers support appropriate to the age of the carer whose needs will be very different from those of the adult carer.

The project gives young carers the psychological support they need and a chance to have a life of their own and relax through a variety of social activities. There is also support for their educational needs to help them to achieve their goals.

See [page 132](#) for contact details.

Carers' Emergency Card Service

There are two services, one in Coventry, and the other for Warwickshire.

Carers' Response Emergency Support Service (CRESS)

CRESS is a **free** emergency service for **Coventry**, funded by Coventry City Council and managed by Crossroads, designed to give carers peace of mind. One of the major worries carers have is what would happen if they were unable to give care because of an accident or sudden illness.

CRESS is a membership scheme which works with the home carer and the person with care needs, to set up an emergency plan that details what would be needed if the home carer was suddenly unable to be there. The plan is kept at the home of the person with care needs and a copy is also held on a secure, confidential database at Crossroads. The carer carries a card in their purse or wallet with a special activation code and phone numbers.

In the event of an emergency, at any time of the day or night, a single phone call puts the emergency care plan into action and fully trained Care Support Workers will step in to provide care in the home for up to 72 hours, if no one else is available, to give time for alternative care arrangements to be made, if needed. Crossroads will also help in contacting the relevant services to ensure that care continues after 72 hours, if there are no family members who are able to take over. As indicated, **CRESS** is **free** to all home carers who have had a carers' assessment or who care regularly and substantially for someone who lives in the Coventry area.

Carers' Emergency Card for Warwickshire (ICE)

The Carers' Emergency Card is a **free** service to support carers in **Warwickshire** and is managed by the Guideposts Trust on behalf of Warwickshire County Council.

Carrying a Carers' Emergency Card ensures that should anything unforeseen happen to you, such as an accident or sudden illness, then the person you care for, and/ or the appropriate agencies will be informed of the situation. The card is brightly coloured and easily identifiable. It looks like a credit card and can be placed in your wallet or purse.

Each card has a code that is linked to an emergency plan document that will have been created by you, as the carer, which can be put into place in the event of an emergency. The information from the emergency plan document is stored on a secure database which can be accessed to support the people who will be taking over the care, until you are able to take over again. There is room for 3 telephone numbers on the back, so that there will be someone able to be contacted if you are taken ill whilst out and about.

In the event that none of your contacts is available, the card also has the telephone number of Warwickshire County Council, whose Social Services Department would be contacted in this case.

You can register for a card at Guideposts Trust, Nuneaton, if you live in Warwickshire. Guideposts Trust supports carers in writing their emergency plans.

Please see [page 130 and 133](#) for contact numbers.

Activities of daily living

This phrase is used to cover all the actions we would want to be able to perform to maintain an independent lifestyle. Any disability means we may not be able physically or psychologically to perform certain actions that we would regard as normal in our day to day existence.

After a stroke, and dependent on its effect on certain areas of the brain, there may be major or minor disabilities, some of which the brain itself will be able to overcome and some that will require support in the short-term or for life.

Initially, you may need professional assessment of your home surroundings by an occupational therapist to determine if any alterations will be necessary to make life easier and safer, if your loved one is to be able to live at home.

There are many minor adjustments you can make to make your home safer. For example, it is wiser to remove loose rugs which could be a tripping hazard and rearranging furniture may make it easier to move around your home.

Most homes can usually be modified to widen narrow doorways and provide ramps if a wheelchair is needed. There are several options to help moving around the home, particularly from one floor to another. If there is room, these include stair lifts and floor to floor wheelchair lifts.



The bathroom may need to be modified with grab rails, a raised toilet seat, bath seats or the addition of a walk-in shower, wet room, etc. to make it easier to maintain personal hygiene. Minor plumbing alterations such as having wrist operated taps fitted will often help to promote independence. Electrical aids such as toothbrushes, razors and hairdryers are also very useful to support independence.

There may also need to be modifications to your existing kitchen, living room and bedroom. These can be quite major or quite minor, dependent on the type and degree of disability and the space available. In some cases, it may be worth looking at having an extension built on the ground floor to house a bedroom and bathing facilities, if there is sufficient land. However, this is obviously a very expensive option that would usually require planning permission.

You may need specialised handling and moving equipment, chairs, slides, hoists, etc., to reduce the risk of injury to you, the carer, and also make it safer for your loved one.

Electrical alterations may be needed to make items, such as switches and plugs, safer to handle and more accessible for people who have had a stroke.

There are several types of personal alarm you can buy to enable your loved one to summon help when you are not in the room. See [page 173](#).

The directory has the contact details of equipment stores on [page 144](#), which you will be able to visit. You will be able to see and perhaps try out the complete range of aids and equipment that you may need.

You may need information about or perhaps training in any aspect of care, for example helping your partner/family member with daily living activities, such as:

- **Feeding and diet** – dependent on the ability to swallow safely, mealtimes help to break up the monotony of enforced rest, particularly in the early stages after the acute care episode in hospital. Fluid intake is another important issue and how this is achieved will also depend on the ability to swallow.



You may need advice on what is the best kind of food to prepare, (it may need to be of a softer consistency than you would normally prepare).

Here are some useful tips to help you and your loved one at mealtimes, for example:

- Offer food that you know they like, but try to keep it varied.
- Have a relaxed, quiet atmosphere, don't chat and try not to rush if you are helping with feeding.
- Make sure that a comfortable position with good posture is maintained as much as possible; an upright position, supported if necessary, helps with the passage of food from the mouth down to the stomach.
- Alternate solid food with small drinks after swallowing, to help keep the mouth clear.
- Encourage your loved one to chew food well. This mixes the food with saliva which helps the passage down through the throat.
- If food is quite dry, cut it into smaller pieces and consider adding gravy or custard to help to moisten it.
- If taste is affected, it may help to prepare food with a stronger flavour to tempt the appetite.

You may also need advice on how to help a person to feed themselves or, as they improve, to help them as they make their own food and drinks.

There is a range of aids to help people whose hands or arms are impaired, such as specially designed cutlery and rubber mats to put under plates to prevent them slipping. These are available from the equipment stores.

If you have difficulty preparing food, there is a service that delivers hot meals to your door. This service may be provided by your local council as part of your care package. However, if you are not eligible, there are catering firms that deliver ready prepared frozen foods, including for those with special dietary needs, such as meals with a softer consistency, for you to reheat at home. There are details on [page 137-138](#).

- **All aspects of personal hygiene** such as, bathing, showering and grooming, going to the toilet (including bladder and bowel management, if these areas have been affected by the stroke) – Professional advice and assistance, aids, equipment and home alterations can help considerably to make life easier in these instances. Contact your GP surgery in the first instance to get any medical advice you may need. Your occupational therapist and social worker will be happy to advise you on the various practical issues you may encounter.
- **Bladder problems** – experiencing incontinence at first is quite common, but there may also be difficulties with passing water that could require the use of a catheter to empty the bladder. There are professionals who will be able to help you with the day to day management of a catheter and help you to reduce the risk of having to deal with infection of the urinary tract.
- **Bowel problems**, such as constipation, can be caused by the alterations imposed by the illness itself, for example, diet may have changed because of swallowing problems; some medications can cause constipation; fluid intake may be less than it was and there may be severely restricted mobility. The inability to get to the bathroom to use the facilities may also cause difficulties. Short-term help from a mild laxative may be needed; your GP will advise you.

With support and patience, you will learn to work around these problems. If your loved one can't communicate, you will learn to recognise facial expression or signs of restlessness as a signal for the need to use the toilet. A regular toileting schedule, for instance every 2 hours and after meals, though admittedly requiring very firm discipline, can help to reduce the length of time it takes to regain bladder and bowel control.

- **Regular oral hygiene** is another important aspect of maintaining good health, and can reduce the risk of infections, such as chest infections or even pneumonia. It is important to ensure that the teeth and gums are kept healthy and that dentures, if worn, are kept clean and fit properly. Regular brushing and flossing of the teeth will help to maintain oral health;



as will using an antiseptic or antibacterial mouthwash to help to keep the mouth clean. Keep the mouth moist by encouraging drinks of water. Some dentists are able to visit the home in the event of a dental emergency and denture repairs can also be undertaken, if it isn't possible to get out for treatment.

- **Looking after the skin** – immobility can have a serious effect on the skin, because it restricts the essential blood supply to the area affected by the immobility.

Regular changes in position will be needed to prevent pressure sores (previously known as bed sores). But pressure sores don't just develop when a person is bed-ridden; sitting in the same position for a long time can have the same effect. Encouraging your loved one to move and change position fairly regularly will help to reduce the risk of skin damage. If this is not possible, you will usually need lifting aids and help from another to achieve this. Keep a look-out for reddened or very pale areas on the skin that do not look normal again once the pressure has been relieved. You will need professional help to prevent these developing into pressure sores.

Take great care to make sure that the skin remains clean and dry, particularly if there are episodes of incontinence. There are incontinence

pads or pants which act as a barrier to prevent the skin becoming soggy, but you will need to be vigilant in these cases.

- **Dressing and undressing** – wearing clothing that is easy to put on and remove can prevent you both having to struggle. Have clothes that fasten down the front, if possible, and don't have to be put on over the head. Always gently put the sleeve onto the affected arm first and do the same with the leg when putting trousers on. Avoid tight fitting sleeves and tight fitting waistbands on pants or skirts. Velcro fasteners and elasticated waistbands are easier to manage than buttons and zips. Shoes that slip on or have Velcro fasteners are easier to manage than lace-ups. Long handled shoe horns are also very useful to assist your loved one to put on his/her shoes. Be careful to ensure that the shoes do not have soles that are too slippery or have soles that could stick to the floor (e.g. crepe type soles), because there is always the danger of a fall.

Slippers, unless they are very supportive, can also be quite dangerous.

It is important to encourage a change from night clothes to comfortable day-wear to assist with improving self-image and help to banish thoughts of being an invalid.

- **Helping your family member to get out of bed**, walk unaided or with walking aids, such as walking frames, sticks, ankle-foot braces etc. is probably new to you and you may need advice about how to manage these items. They may also need to use a wheelchair. Choosing a wheelchair to meet your loved one's needs is very important, but you will be able to get advice from the professionals to help you.

Preventing falls is also very important to prevent injury to you, as well as your family member. You will have to remember that you must not try to move or support your loved one by holding the stroke-affected limb, because this could be very painful. Remember to let your loved one try to do as much as possible, as well.

You may find that the advice of a podiatrist will be very helpful, to enable you to provide the care necessary to help your loved one to improve and maintain their mobility, by identifying problems with the lower

limbs and feet. They will be able to offer advice on the best footwear or orthotic devices (braces, special splints etc.) to support the weakened leg and foot and prevent falls.

- **Foot Health and Hygiene**

It will also be essential to ensure that foot hygiene is maintained, to prevent damage to the skin of the feet. Make sure that they are kept clean by basic daily foot care such as washing in warm soapy water, towelling them dry carefully, cutting the toe nails regularly and putting on clean socks every day. Cutting the toe nails of an elderly person can be quite difficult if the nails are thick and hard; you may need the help of a chiropodist to ensure that you don't cause injury in these cases. See [page 118](#).



- **Visual Problems** – get early advice from an optometrist who will be able to help with the correct type of glasses to reduce the obvious risks associated with not being able to see properly. If glasses were worn previously, these may no longer be the correct strength or type to provide the necessary visual improvement. You will be able to arrange a home visit from an optometrist, if you have difficulty getting to the opticians.

- **Storing medicines, taking prescribed medicines at the right time and the best methods of administration** – to help to overcome any difficulties caused by the effects of the stroke, liquid medicines may be easier to swallow, if these are available. Your local pharmacy will be happy to help you with any queries about the medication.



You will be able to buy special tablet dispenser boxes that you can use to guide you to the correct time of day to give medication. The slots are big enough to hold several tablets; if more than one tablet will need to be taken at any given time.

- **Looking after the general health of your loved one**, you and other family members. – As indicated earlier in this directory, this will usually involve lifestyle changes to keep you healthy and help to prevent further strokes, such as by:
 - Stopping smoking
 - Eating a healthy, varied diet
 - Controlling your and your family's weight
 - Being as active as possible
 - Watching your alcohol intake
 - Not being tempted to use recreational drugs.
- **Using different forms of communication, the telephone or computer technology.**

Aids are available to help your loved one to overcome practical difficulties with telephones etc. and there are organisations which provide help with using communication cards or learning to use a computer for people whose speech has been affected.

- **Supporting independence** – this will require you to be firm, patient and positive. Allow your loved one to make decisions and encourage as much independence as possible, but remember to take into account that, because of the effects of the stroke, any actions may be a lot slower than before and they make get tired more quickly.
- **Maintaining an active social life** – this is important for both of you to prevent you from becoming isolated. You may need to encourage your family member to go out when he/she feels up to it and you can invite friends to visit you, once you have established a comfortable daily routine. The main issue here is to make sure that you both don't get over-tired. Gradually build up your social routine as you see progress during recovery.



- **Recognising mood changes** – as the carer, you will be very conscious of any changes in your loved one's mood and may find yourself the brunt of any anger or frustration or be subjected to silences brought on by low mood or depression. This will not be easy for you and can make it difficult for you not to show that you are hurt. It is not something that you should try to handle on your own – get professional advice from your GP or other member of the healthcare team. If necessary they can arrange counselling through the NHS which should then be free of charge.
- **Re-establishing a loving, sexual relationship** – it may take some time before you can re-establish your sexual relationship. Many people have problems adjusting to the physical restrictions of the stroke which may lead to them being unable to get comfortable. They may have loss of libido brought on by depression or the side effects of some of their medication and may also be unable to express how they feel in an intimate situation.

They (and you) may also be worried that any sexual activity could bring on another stroke. This is extremely unlikely in most instances, but your GP should be able to advise you.

As the partner, you can achieve a great deal by your loving attitude to help to maintain your loved one's self-esteem and you will be able to get advice about the best positions and other techniques for you to try, to enable you to continue with the intimacy you had before the stroke.

Please don't be embarrassed at the prospect of seeking advice. We all know how difficult it can be to discuss intimacy with someone you don't know well. Your GP understands this and will be able to help you or refer you to someone who can give you the advice and support that you need.

The Stroke Association will send you a factsheet called 'Sex after Stroke' (Factsheet 31), if you contact them via the details in the directory on [page 94](#).

Safety in and around the home

Before you brought your loved one home from hospital, it will have been necessary to look around your home with a 'fresh pair of eyes', to see how the environment could be made easier to manage and safer for you and your family. Your occupational therapist will have advised you on issues such as the layout of your rooms and any adaptations needed to help you, but it may be beneficial if a close family member who knows your routine can have a look with you, as well.

It may be necessary to make room for a wheelchair or your loved one may well be able to walk either alone or with help. If they are able to walk, there is a possibility that they may not be as steady on their feet as they were before the stroke, or perhaps they don't see as well as they did, so you will want to make sure that you are able to reduce the risk of accidents such as slips, trips and falls for both of you.

As a move towards gaining independence, it is advisable to try to maintain the optimum possible environment to encourage your family member to do things for themselves.

Below is a list of things you can do to reduce the risks of accidents in and around the home.

Access to your home:

- If your front and back door have steps, then wheelchair ramps may be necessary to make it easier to get in and out of the house. Ramps can also be easier than steps for someone who is unsteady on their feet. If a wheelchair is being used, the doors in the house will usually need to be widened to accommodate it.
- Grab rails or support rails may also be needed to help when going in or out of the house.
- Try to repair or replace uneven garden pathways, to reduce the risk of a trip and fall.
- Remove any items in the hall which could cause difficulty in being able to push a wheelchair around or walk freely, on entering or leaving the house.

- Don't forget to take extra care outside when it's raining, icy or snowing. This is particularly important when it comes to the type of shoes/boots you wear.

In the living room:

- Try to create an area with space to allow free movement, without bumping into or having to squeeze past items of furniture. A cluttered environment is a hazard to safety.
- It is a good idea to remove any loose rugs which could be a tripping hazard and examine your carpets for areas that are worn and, if possible, get them repaired or replaced.
- Make sure that things are not left lying around on the floor, for example, a discarded newspaper or magazine down by a chair could cause someone to slip and fall.
- Children's or pets' toys are also a real hazard. You will need to be extra vigilant in these cases.

It is important that anyone else living in or visiting the house is made aware of the dangers of leaving things lying around as well.

- Don't have electrical flexes or telephone cables trailing on the floor in the areas where people walk. A cordless telephone would be a real advantage, because you can always have it near at hand; putting it back on its cradle to charge overnight.
- Table and floor lamps give out very poor light, even though they may give a comfy glow. It is better to have good central lighting, particularly if there are visual difficulties. If possible, try and keep the lighting at the same level throughout the house so that you and your loved one's eyes don't have to accommodate to any changes, as you move around the house.



In the kitchen:

- Cluttered surfaces can cause accidents. Try and keep them as clear as possible, but have crockery and cutlery in cupboards and drawers

that are easily accessible, without the need to bend or stretch too much.

- Non-slip mats on the kitchen surfaces will help to ensure that items, such as kettles, pans, crockery etc. stay in place when being used, reducing the risk of scalds, burns, cuts and other injuries.
- There is a range of items to help people to do kitchen tasks using only one hand, for example, cordless kettles are safer to use and aids such as kettle and teapot tippers, non-slip bread boards and a variety of crockery and cutlery aids, help to prevent tipping and spillage. These items can be demonstrated for you at the Opal Centre, Coventry, or the Enable Me Centre in Leamington Spa, before you decide which one is best suited to your needs.
- Taps can be adapted by the addition of tap turners which are easier to use than having to turn them on by using the whole hand. You can also get lever action or push button taps to replace the conventional ones.

Don't keep the water temperature in your system too hot, to reduce the risk of scalds. Turn down your thermostat and save money!

- Never leave the rings burning on the cooker unless they are actually being used and keep well away from electric hobs which may not be in use, but may still be hot, particularly if there is a danger of dizzy spells. Make sure that pan handles are turned in away from the edge of the cooker, so that they can't be caught and knocked.
- The type of flooring you have in your kitchen is very important to ensure that it has a slip-resistant surface, particularly in the case of spillages which could increase the danger of slipping and falling.

Needless to say, it is essential that any spillage is cleaned away with a dry mop, cloth or kitchen tissues as soon as it happens.

- If you have room in the kitchen for a small, but solid chair to enable someone to sit in the event of a sudden dizzy spell, then this is a good idea. However, if your kitchen is very small, this could be a hindrance to free movement, so you will need to weigh up the benefits or disadvantages.

The Stairs

- Banisters need to be sturdy and fitted well, with a well-fitted hand rail on the opposite wall for extra security.
- The stair carpet should not be worn or damaged, particularly on the tread, which could cause anyone to catch their foot and trip. If necessary it may mean that you have to replace the carpet or at least get it repaired. If you do replace the carpet, it is better to get a plain carpet rather than one that is heavily patterned, because this can cause confusion for people whose eyesight is poor.
- Make sure that the hall, stairs and landing are well lit and that you can turn the lights on and off at both the top and bottom of the stairs.
- Never have loose fitting rugs on the landing at the top or in the hall at the bottom of the stairs.
- Don't leave things on the stairs, if you don't intend to take them upstairs immediately. This is a very dangerous tripping hazard.

In the bathroom

Being able to manage personal hygiene is a very important step in regaining independence. There are aids to help your loved one achieve this goal which you will be able to view at the Opal Centre, Coventry and Enable Me Centre, Leamington Spa.

- The bathroom door may need to be widened for wheelchair access and should open out of the room, rather than into it, if you have the space, so that access can be gained if the occupant needs help; having fallen behind the door, for example. This also makes it easier to get into the bathroom if a wheelchair is used.
- There are special locks that can be fitted which can be opened from the outside in the event of an emergency, but perhaps it is better not to have the door locked at all, until you are sure that there is no danger of falling.
- Walk-in showers or wet rooms are the best way to manage personal hygiene, if you are able to get this arranged, but you will still need to

take care to reduce the risks of slipping in this wet environment. You can have grab rails fitted, buy non-slip bath and shower mats and fixed treads, and have shower seats fitted to the shower wall or buy an adjustable height folding shower chair which can be removed from the shower when not in use.

If you haven't got a shower cubicle, there are aids to help people to get in and out of the bath, including a range of seats or a bath lift. Again, you will need non-slip bath mats and firmly fixed hand rails.

Slip resistant flooring is a must to reduce the risks of falling in the bathroom.

General Safety Issues

- After a stroke, you will probably find that you have to take quite a lot of tablets to keep your blood pressure and cholesterol within safe limits, for example. This can be daunting, particularly if you never had to take regular medication before. Medication is easier to manage if you have one of the special medicine containers that have the slots to contain all the medicine you need, divided into the correct doses for the day and with a week's supply at a time. These need to be prefilled very carefully to ensure that the right medication is available at the right time. Some more sophisticated containers have an alarm buzzer to remind you when to take the tablets. You will be able to get advice from the Opal Centre or Enable Me Centre, both of whom offer a range of medication management products, at a range of prices.
- Please remember to keep all your medicines out of reach of children.
- Don't forget to have a smoke alarm fitted (your local fire service will help you, if you haven't already got one) and make sure that the battery is tested regularly.
- If you have gas heating, make sure that the boiler and any gas fires are serviced annually. Faulty boilers and fires may allow carbon monoxide to build up in the house. Carbon monoxide is known as a silent killer – you



can't see it, smell it, or taste it. However, you may be able to detect some signs of its presence in the atmosphere if, for example, your cooker or fire burn with a yellow/orange flame, instead of the safe blue flame. You may also see signs of sooting or yellow staining around the appliances and have extra condensation in your rooms. Pilot lights may also blow out easily. If you have any of these signs, contact your local heating specialist to arrange for a visit.

- Similarly, if you have any appliance powered by fuel that burns, such as coal, oil, petrol, wood etc., make sure that they are serviced to reduce the risk of carbon monoxide getting into the atmosphere. Make sure that chimneys and flues are cleaned regularly.
- Symptoms of carbon monoxide poisoning may occur for some time before there is any loss of consciousness or fatality. The whole family may be affected and may experience:

'Flu-like symptoms

Breathlessness

Chest or stomach pains

Nausea and/or vomiting

Feelings of tiredness or drowsiness

Giddiness or headaches

Visual problems

Erratic behaviour

As you can see from the above list, you may easily mistake carbon monoxide poisoning for a range of other illnesses.

Therefore, it's wise to get a carbon monoxide detector from your local DIY store and replace it according to the instructions, but don't use the detector as a substitute for regular servicing.

- Never overload electrical sockets; this can cause fires. You may need to have extra sockets fitted to overcome this risk. If you need extra sockets make sure that they are fitted at a height and in an area that is accessible to your family member with a physical disability.

- If any of your electrical appliances have worn cables or flexes or are not working as they should, don't use them until they have been professionally checked and repaired.
- From a home security point of view, it is wise to have door chains fitted and make sure that the locks on your doors are secure. Window locks are also a very good safety precaution.
- There's nothing more frustrating than people knocking on your door when you don't want to be sold things. Never let anyone into the house, unless they have proved who they are. Remember, you don't have to let them in!
- You can get a free sign from the Trading Standards website, to put in the window or on the door to advise 'cold' callers that they are not welcome, but there is also a whole range of cheap signs to choose from, if you can get onto the Amazon website.

These are just some ideas to help you to remain safe in your home, but please remember that your local care teams will be more than happy to advise you if you need help.

The children in the family



If young children are part of your family, they may become confused or frightened by the changes brought on by the stroke. For instance, they may wonder why you can no longer speak as well as you did, or why your mobility has been affected, or why you can no longer play as you used to. The changing roles in the family can also affect them. You may find that they become over-protective of you and this can be exhausting for them. They may, however, become resentful of the fact that their enjoyment is curtailed, because people are spending more time with you than with them. It is appreciated that it can be challenging to find time to devote to them as you would have in the past, but it is essential for them to be involved as much as possible in the family life as it is now.

Children should always be considered and involved in family discussions and/or counselling sessions, if they are old enough to understand and participate.

Finances

Stroke can have a significant effect on your finances, especially if you were working before the stroke. If you and/or your carer are unable to return to work you may be eligible for a range of allowances and benefits. If you were receiving a benefit before the stroke (e.g. the state retirement pension), then this will continue as before, but, again, there may be other allowances and benefits you can claim to help you to cope with your changed circumstances.



It must be remembered that a stay in hospital or other care facility can affect what benefits continue to be paid, if this stay exceeds the number of weeks indicated in the supporting information you receive when you apply. There is more detailed information, starting on [page 122](#).

Fair Access to Care Services

This is guidance used by all the local authorities in England. Known as FACS (for short), it was drawn up by the Social Care Institute for Excellence to help social care workers to make a fair and consistent assessment of your daily living needs.

The Health and Social Care Assessment process is available to all people and their carers who are referred to, or who contact Adult Social Care Services for their assistance.

They will assess what level of support you will require to allow you to cope at home and when you are out and about in the community, after the stroke. To do this they will follow defined eligibility criteria as laid down in the guidance.

These fall into the following categories:

- Critical – where significant health problems mean that the person is totally unable to carry out vital daily personal care or domestic routines without full help with these activities of daily living.
- Substantial – where the person needs help to carry out the majority of daily living activities.
- Moderate – where the person is not able to perform several daily living activities.
- Low – where the person may only need help with one or two daily living activities.

When your social care needs have been assessed, your individual eligibility for help will be considered.

This will determine whether or not your local council will accept responsibility for paying for this support and will obviously depend on the level of care you may need and the state of your individual finances, which are assessed at the same time.

If you are not deemed eligible for help from this source, don't despair, it may be possible to access some support from charities, in certain circumstances. There is a list of organisations at the back of the directory that can help or point you in the right direction.

Personal Budgets and Direct Payments

If your local council has approved the funding to assist you with the care you need, the amount of money awarded to you is known as your personal budget. The money is set aside for you to provide for your specific care requirements.

The social services department can then arrange your care for you, if you wish.

However, in most cases, once you have received approval and you have decided how best you feel your needs will be met, you will have the option to receive direct payments. This is money paid directly to you by the

council to enable you to set up your own care package; independent of social services provision. Have a chat with your local social services to get a full understanding of what this entails.

If the financial criteria are met, direct payments may also be awarded to your main carer, but these are not to be used for paying for your care, but for paying for help that your carer may need to continue in their role.

If you go down this route, which gives you the freedom to choose where to buy your care, you will need to keep accounts so that you can show how you have spent the money.

Direct payments are not a replacement of income, so they don't affect any other benefits you may now be entitled to.

Benefits and Allowances

As previously indicated, it is likely that your income will be affected if you or your loved one has had to give up work. Indeed, it may be that both of you are affected in this way.

If, because of your new caring responsibilities, you have to give up work you may find that you face financial hardship not only on a day to day basis, but in the longer term if your pension will be affected. You are advised to think carefully before you take this step and see if there any other support options available to you. Your employer may be able to help you when you are making any decisions about what to do about work. There may be flexible working options open to you. It is wiser to explore all the options before making any life-changing decisions.

Having to have your home adapted, buying extra aids and equipment, needing help about the house or with the caring itself, keeping your house warm for longer during the day, and more costly travel arrangements will all be an extra expense you have not planned for.

The benefits system can be quite a minefield to find your way around. It has recently been under review and the amount of benefits usually changes annually, so it would not be helpful to put exact scales and amounts here.

However, you will be able to get the information from several sources, details of which start on [page 122](#).

In order to apply for any benefits and allowances, you will need to fill in claim forms. These can be quite challenging, but make sure that you put all the important details down, to support your claim. Be as thorough as possible in giving details of all disabilities and problems, it's quite difficult to add something you have forgotten at a later date. Get your bank to provide you with details of any direct debits and standing orders you have and get an idea of what other regular outgoings you may have. Seek help if you find the forms difficult. If a family member is unable to help you, then advice will be available from the professionals who have been supporting you, or from organisations like Age UK, the Carers' Trust or the Citizens Advice Bureau.

When seeking advice, don't forget to give all the information you have about your financial situation.

Here is a list of just some of the benefits and allowances you may be entitled to, dependent on your and your family's particular situation after the stroke:

- **Statutory Sick Pay**

From 9 April 2012, to qualify for statutory sick pay, (SSP), you must be receiving average weekly earnings equal to or more than £107 per week, before deduction of any tax and national insurance contributions. This is known as the Lower Earnings Limit, and is the amount you need to earn to start paying National Insurance contributions.

If you pay National Insurance contributions, you should be entitled to SSP.

This is managed and paid by the employer for a period of up to 28 weeks, after which, if you continue to be off sick from work, it may be that you will need to apply for the Employment and Support allowance (See [page 54](#)).

Please note that if your employer has agreed that you can have a phased return to work or an alteration to the number of hours you

work, until you are well enough to go back to your original contracted hours, then you will get your normal pay for the hours you work and continue to get SSP for the difference between these hours and your normal contracted hours.

- **Income-Related Employment and Support Allowance** – managed by JobCentre Plus.

This is for people over 16 and under retirement age who do not qualify for Statutory Sick Pay. It is means tested, which means that if you have savings of over £16,000, you will not be eligible.

You can get employment and support allowance (ESA) if your ability to work is limited by ill health or disability. ESA has replaced both incapacity benefit (IB) and income support (IS) paid on the grounds of incapacity.

- **Working Tax Credit** – managed by HMRC

Working tax credit working hours changed from April 6 2012. You may be entitled to the disability element of working tax credit if you meet certain conditions. Contact the Tax Credit Office by calling the Tax Credit Helpline to see if you are entitled to the disability element.

- **Child Tax Credit** – managed by HMRC.

Child tax credit income limit is now lower; the changes came into force from 6 April 2012. You will need to take advice from your local tax office, by telephone or online to see how it affects you.

- **Community care** – managed by your local council.

Support is decided by the Health and Social Care Assessment, as stated earlier in this directory. The assessment not only determines the help you may need, but also assesses your ability to pay for services.

You may or may not be entitled to help from your local council and you may find that different councils set different limits as to what will be available.

If you are awarded this service, it may be provided by the council who will be responsible for directly paying the care workers involved, or you can ask for the money to manage your own care arrangements, by direct payments.

- **Community care for carers** – managed by the local council.

As part of the Health and Social Care Assessment process, you, as the carer, will be entitled to have your needs assessed.

Dependent on your local council's rules, you may be able to get help with home alterations or equipment. You may also get help with the housework and support to take regular breaks from your caring responsibilities.

- **Disabled Facilities Grants** – managed by your local council.

This is a means tested grant which, if you meet the criteria, will be awarded to help towards the cost of any home adaptations, such as kitchen and bathroom adaptations, widening of doors or fitting of ramps, or other fixtures and fittings you will need to enable you to carry on living comfortably in your own home. Means testing takes into account any savings you may have and the first £6000 is disregarded.

There is no means testing for families of disabled children who are under 19 years of age.

The grant can be awarded if you own or rent your property, which must continue to be your main residence for a minimum of five years. If rented, your landlord is allowed to apply for the grant on behalf of a disabled tenant.

An occupational therapist, who will undertake part of the assessment process, will look at your circumstances and can recommend the type of adaptation(s) needed.

The maximum grant that the council is obliged to pay is £30000 in England.

If you are awarded this grant, it will not affect any benefits you are currently receiving.

- **Attendance Allowance** – managed by the Disability and Carers' Service.

This allowance is not means-tested and is awarded regardless of your financial situation, provided you meet the requirements. The beneficiary of this allowance must be over 65 to apply. It is aimed at helping people who have difficulty with self-care whilst living in their own home, i.e. not in a council care home or hospital. To meet the requirements, you must need help with the activities of daily living such as dressing, going to the toilet, etc. As with most benefits and allowances, you will have to apply for it yourself and your GP will have to confirm that your medical condition means that you are entitled to it.

It is important to note here that people who apply for this allowance may be perfectly capable, **physically**, of performing the whole range of daily living activities, but would not remember to do any of them without help or being prompted. Your GP and the Disability and Carers' Service must be made aware of these issues which should entitle you to claim for this allowance.

Once granted, this allowance is awarded whether you use it to pay for extra help or not.

In most cases it will be necessary to have had care needs for 6 months before you will be entitled to apply.

Under the age of 65, a person with care needs or mobility needs can apply for help by way of the Disability Living Allowance.

- **Disability Living Allowance** – managed by the Disability and Carers' Service.

This allowance is divided into a care component and a mobility component and is awarded to people who are under 65 years of age. It is not means-tested; you can claim regardless of your financial situation. There are 3 different levels of payment in the care component dependent on the severity of the disability. You will need supporting medical confirmation to be able to claim and you must be able to show that the condition has been present for 3 months before application.

Unlike the Attendance Allowance, there is a mobility component to this award which is divided into 2 levels, higher and lower; again dependent on the level of disability. This is to help people whose disability means that they cannot get about both inside the home and out in the community.

- **Disability Living Allowance for children** – managed by the Disability and Carers' Service.

Sadly, children can become disabled after a stroke too. Application for this allowance is similar to the process above, but your child must be under 16.

To receive the mobility component of the allowance, the child must be aged over 3 to qualify for the higher award and aged over 5 for the lower rate. You will be able to get advice from your clinical team to help you to apply.

- **Carer's Allowance** – managed by the Disability and Carers' Service.

You will need to care for someone for at least 35 hours per week before you can be considered for this allowance and you will only be allowed to apply if the person you are caring for receives either the middle or higher component of the Disability Living Allowance or the Attendance Allowance. Provided you are giving care for 35 hours, you do not need to be living in the same house to make a claim.

You can make a claim even if you are working, but your take home pay must not be more than £100 per week. Unfortunately, this allowance is not awarded to young carers who are in full time education.

It is worth noting that if you are able to make a claim, then for every week that the allowance is paid you will be credited with a National Insurance contribution (if you have paid 'full stamp' before) and this will go towards your state pension when you retire; an important consideration if you are unable to work or have had to take on reduced hours because of your caring role.

If you do claim Carer's Allowance, please make sure that you get sound advice, should you be thinking about deferring your State

Retirement pension. This may not be the best way forward, as you may not benefit greatly by doing this and in some cases you could be worse off!

Please note that by applying for Carer's allowance, it may mean that the person you are caring for will lose some of their benefit entitlement. You will need to discuss it with them before you make any decision. It is better to take advice before going down this route, to see which will be more beneficial to you.

- **Carer's Credit** – managed by HM Revenue and Customs.

If you are not eligible for the Carer's Allowance, but provide care for 20 hours or more each week you may be entitled to Carer's Credit. Carer's Credit was only introduced in April 2010. This may enable you to get credits towards paying for your national insurance stamp, to protect your State Pension, if you have had to give up work. If your caring responsibilities started before April 2010, you may be able to make a back dated claim, but there are very specific rules that govern this, so ask when you apply.

- **Carer's Premium** – managed by HMRC.

You may be entitled to this additional payment, if you are entitled to Carers' Allowance, but please take advice on this because the rules governing this payment can be quite complicated. Your local Citizens Advice Bureau will be able to help you.

- **Funeral payment** – managed by the JobCentre Plus.

This is a one-off payment to put towards funeral expenses, if your income is low and you are claiming other benefits. You will not be able to apply if the person has contributed to a pre-paid funeral plan, unless there are reasonable expenses which are not covered by the plan. It may be necessary for the estate of the person who has died to repay the funeral payment after probate has been granted.

- **Bereavement Payment** – managed by the JobCentre Plus.

This is a one-off payment of £2000, and depends on what National Insurance payments were paid by your husband, wife or civil partner.

You must be under state pension age to make a claim and it may affect other means tested benefits you are getting. The payments are administered by Job Centre Plus and it will worth contacting them to see if you qualify.

- **Budgeting Loans from the Social Fund** – managed by the JobCentre Plus.

The money for these loans comes from the Social Fund to help people on a low income.

You must already have been receiving either income support, income- related employment and support allowance or Job Seeker's allowance for at least 26 weeks before you can apply.

You may also apply if you are receiving pension credit.

You will not be considered if you or your partner have savings of more than £1,000 (or £2,000 if you are over state pension age.)

Though the loan is interest-free, your ability to repay it will be assessed. The maximum loan you will be able to request will be £1500.

- **The Warm Front Scheme** – a government scheme.

If you own your own home or rent it privately (not from the council), this government initiative was set up to provide heating and insulation improvements up to the value of £3,500, for example, if you do not have central heating or your home is poorly insulated or draughty.

Eligibility for the Warm Front scheme:

The scheme is now targeted at people on certain disability or income-related benefits. Your home will be assessed to see if you need the improvements.

- **Winter Fuel Payments**

This payment was originally made when you reached the age of 60 and if you are already receiving it, it will carry on as before. In future, as the state pension age changes, you will now have to wait till then to qualify.

It is a one off payment made in winter and is not means-tested or taxable. You will receive information when you reach qualification age.

- **Cold Weather Payments from the Social Fund** – managed by the Jobcentre Plus.

You will need to be claiming other benefits to qualify for these payments. If the Government decides that there is an exceptional spell of very cold weather, you will receive a weekly payment that could help towards any higher heating costs you may have.

- **Community Care Grants from the Social Fund** – managed by the JobCentre Plus/ Department for Work and Pensions.

If you are on income support, income-related employment and support allowance, income-based job seeker's allowance or pension credit, you can apply for help to buy furniture, clothing and equipment to enable you and your loved one to stay together in your home.

The grant is worth £1000, if one of you is over 60, but if you have savings of £1000 or more, you will most probably not be entitled to apply, unless the item(s) you need costs more than this. If this is the case you may be entitled to use the grant to top-up to the amount you need.

- **Council Tax Benefit** – managed by the local council.

If you are entitled to this benefit, it will be paid directly to your specific local council department by your local council. It is means-tested and will be considered if you are receiving one of the aforementioned benefits. Get advice on your entitlement, it can be worth 100% of your council tax bill! You may also be entitled to a rebate on money you have already paid. Don't forget to ask.

- **Help to pay for your TV licence** – managed by TV Licensing.

You need to be receiving other benefits to qualify for this help. For example, if there is a registered blind person living in your house, you will be entitled to a 50% reduction in the TV licence fee. You will no longer need to pay for a TV licence, if you are over 75.

- **Homeowners: help with housing costs** – managed by JobCentre Plus or the Pension Service.

If you own your home and receive income support, income-based job seeker's allowance, income-related employment and support allowance or pension credit you may be able to get help with mortgage interest etc. This is known as SMI (Support for Mortgage Interest).

- **Housing Benefit** – managed by your local council.

This benefit is available to provide help with rent etc. You will need to be receiving other benefits to be eligible.

- **State Retirement Pension** – Department for Work and Pensions.

This pension is probably the best known of all the allowances we can claim and depends on the personal national insurance contributions we and our employers make throughout our working life; if we are not self-employed. If the contributions are not enough to allow us to receive a pension in our own right, then we may be able to draw a pension based on the contributions of our husband or wife or civil partner, even after separation/divorce.

You will be aware that the age when we can draw our state retirement pension is in the process of changing.

At the moment it is 65 for men and 60 for women, but if you are a woman, born after 5 April 1950, the age at which you can make a claim will increase to 65. There will be further age increases in time, initially to age 66, around October 2020.

- **The Pension Credit scheme** is available to top-up the state pension if this is low, and if you have to rely on this pension to give you money to live.
- **Universal Credit**

Please note that from 2013/2014 there will be a change to the way some benefits/allowances are paid. These changes will take place over 3 phases until 2017. This will be known as Universal Credit.

Universal credit will replace the following:

Income Support

Income-based Jobseeker's Allowance

Income-related Employment and Support Allowance

Housing Benefit

Child Tax Credit

Working Tax Credit

Some aspects of the Social Fund

It is wise to note here that some allowances you may be entitled to are affected if you go into hospital and remain there over a certain length of time.

For example, Disability Living Allowance and Attendance Allowance are affected if you remain in hospital or a care facility for 4 weeks or longer.

If you claim Disability Living Allowance for a child under 16, this will usually stop after 12 weeks.

Your state pension will not be affected, but any pension credit you have may be affected, if the hospital stay is longer than 4 weeks.

You will need to inform the agencies that administer your allowances if there is any change in your circumstances. There are several different agencies, as indicated above. You will probably know which one it is from the paperwork you receive when you apply, but if you are not sure, your local Citizens Advice Bureau, Age UK, or your social worker will be able to help you with this.

National Health Service (NHS) treatment

As you know, most NHS treatment is free, but there are some health costs we still have to pay for, such as prescriptions, dental check-ups and treatment, sight tests, glasses and contact lenses. You may already have exemption from some costs, for example, because of your age or an existing medical condition, but if you are not exempt then it may be worth seeing if the change in your health circumstances means that you are now entitled to claim exemption.

You may also be able to claim exemption through the NHS Low Income Scheme, if your financial circumstances have changed because of the stroke. This is an income-related scheme which calculates if you need to pay anything towards your health costs and depends on your weekly income and amount of savings you have.

Pre-paid Certificates

If you are not exempt from prescription charges and need more than one prescription item per month, then it may be worth obtaining a pre-paid certificate (PPC). These certificates are valid for three or twelve months and can save you money. Details of where to get advice and make a claim are on [page 128](#).

VAT Relief

You will be able to get the information to see if you qualify for VAT relief, by contacting Her Majesty's Revenue and Customs (HMRC). The details are on [page 128](#).

If you are disabled, you may not have to pay any VAT on items that you buy, such as cars and other equipment, to help your mobility.

If you are over 60, you will be able to buy some mobility aids at a reduced rate of VAT.

Managing your affairs



Occasionally the stroke will affect your ability to manage your everyday life. If this is the case, then someone, such as your carer or family, may need to take on this responsibility for you.

To enable them to help you in this way you can draw up a Power of Attorney, but it is advisable that you and your carer/nominated person get advice from a reliable, recognised body, such as the Citizens Advice Bureau or Age U.K., before you embark on this route.

You will need the help of a solicitor if you are to draw up a General (Ordinary) Power of Attorney, which is an agreement between you and whoever you choose to help you.

- **General (Ordinary) Power of Attorney.**

This is a legal document, signed in the presence of a solicitor, which is drawn up to allow your carer, or someone you choose, to act on your behalf, to manage your finances and the important issues in your life, for example, if you are unable to get out and about to the bank, or sign documents etc. It is best used when you feel that you will only need this support for a limited period of time.

When you begin to feel better you can revoke this power by completing a revocation form and take over these responsibilities again.

General power of attorney becomes invalid if you lose the mental capacity to conduct your own affairs.

- **Lasting Power of Attorney.**

This is a legal document that allows someone you choose, known as the attorney, to act on your behalf and manage your affairs. You may elect to have more than one attorney, provided they are over 18 years of age and not bankrupt.

The paperwork for these **lasting** powers will only be legal if it has been registered with the Office of the Public Guardian; a government department that registers all details of the Lasting Powers of Attorney and protects vulnerable people who are unable to protect themselves.

There are two parts to LPA which must both be applied for and registered separately:

- **LPA – property and financial affairs** – this allows someone of your choice to manage your property and financial affairs when you are no longer capable of doing this for yourself.
- **LPA – health and welfare** – this allows someone you trust to manage your personal welfare issues, such as your health and social needs, for example what treatment you will receive and what is the best living environment for you.

As we age, it is a good idea to think about setting up an LPA whilst still having the mental capacity to do so. It can then come into force straightaway if you choose, or you can instruct that it comes into effect when you no longer have the mental capacity to manage your own affairs.

It is often advisable to seek advice from the Citizens Advice Bureau or the help of a solicitor **before** making any decision about handing over these life powers to another person. You can, however, buy packs from good stationers to help you to draw up the documents and the form is also available from the Office of the Public Guardian. See [page 139](#).

Surviving a stroke – Moving Forward

A positive attitude to the future will help you to come to terms with your illness and any limitations it may have brought. Working cooperatively with health professionals, your family and friends will also help to overcome any fears you may have.

In time, dependent on your recovery, you will want to resume important activities that reflect your individual progress. For example, you may be keen to get back to work, to drive again and to pick up some of the hobbies and interests you had before your illness.

Working after a stroke

It may be difficult, or in some cases, impossible to return to the job you had before you had the stroke. This could be as a result of the physical restrictions imposed on you by the stroke, or you may have difficulty with motivation, fatigue, lack of concentration or loss of memory, or your employer may have identified health and safety reasons why you will not be able to return to your previous job. However, going back to work may well be important for personal and financial reasons; not to mention the effects it can have on your feeling of well-being. If you are unable to go back to the same job and want to continue to work, then you can consider other options, such as, changing jobs, flexible working, or working part-time. It is wise to discuss any employment opportunities with your employer.

There are a number of agencies and services within the community that can provide assistance in helping people return to work. Jobcentre Plus is a good place to start, because they have a Disability Employment Adviser who can advise and provide support with regard to employment. The adviser will be able to give you information about the Work Choice Scheme which helps people with disabilities. If Work Choice is the programme you need to help you to return to work, then it will be tailored to meet your individual needs. The main aim of the programme is to help you to achieve your full potential and move towards becoming more independent. There is also other work-related practical advice available if you are disabled or caring for someone who is disabled. See [page 126](#) for contact details.

Driving

One of the key activities of our daily life; many people consider being able to drive as a major step to regaining self-confidence and independence.

If you drive for a living, with a Group 2 licence (HGV, LGV, PSV, etc.) then the rules are very different from those who have a Group 1 licence (cars and motorcycles). You **must** let the DVLA know. You will not be allowed to drive in your job for at least 12 months and your licence will be revoked. You may be considered for re-licensing after this period, if there is a full and complete recovery and there are no other significant risk factors. However, you will have to have a satisfactory medical report from your doctor, before you can be considered.



For those who use their own cars for day to day activity, the DVLA requires that **you do not drive for a month**, because this is the time when you could be most likely to have another stroke, and you **must** tell your insurance company that you have had a stroke.

After the month, it's wise to take your doctor's advice if you feel fit to drive and have no residual weakness or problems, but you must inform your insurance company that you intend to drive again, or you may not be covered in the event of an accident.

If you are still not fit to drive at the end of the month, it will be necessary to inform the Driver and Vehicle Licensing Authority (DVLA). Your insurance company will also need to know again.

If your doctor or specialist tells you to report your condition to the DVLA, then you will need to fill in a medical questionnaire and send it off to the DVLA.

These agencies will now need an assurance of your fitness, before you will be allowed to drive again.

The DVLA will require an assurance from your GP or a doctor who is trained in assessing ability to drive. They will be able to provide you with the contact details of doctors they use in these instances.

If no one has been driving your vehicle for you and it has been off the road during your recovery and is now untaxed, you must complete a SORN (Statutory Off Road Notification) form, if you intend to keep it off the road. You may well be able to get a rebate on some of the road tax you paid and on some of your insurance premium while you haven't been driving. If someone has taken over driving for you in your car, then obviously this does not apply, but make sure that they are put on your insurance or that they have arranged cover with their insurance company.

During your recovery, you may feel that you are now ready to drive, but you may find that you have difficulty driving, if you have any remaining weakness in your arm, hand or leg. (Cars can, however, be adapted to help you to overcome these difficulties.)

You may also have visual difficulties when your field of vision has been affected by the stroke.

Your reactions may also be much slower than they were before your illness.

It is essential that you discuss these issues with your doctor before you attempt to get behind the wheel again.

Because driving is quite complicated, requiring you to be physically able to handle the car and to see, interpret and react appropriately to what is happening on the road ahead, all at the same time, you may not yet be ready to meet all the challenges, even though you feel that you are.

Don't be tempted! You will not legally be allowed to drive until you are deemed to be safe enough to take to the road again.

There is a Regional Driving Assessment Centre network, where you can pay for an assessment of your skills. They have centres up and down the country; the nearest ones to our area being Leamington Spa, Oxford or Birmingham, dependent on where you live in Coventry/Warwickshire.

You will find more details in the directory on [page 140-141](#).

About 80 per cent of stroke survivors who learn to drive again make it back onto the road safely and successfully. Unfortunately, people with perceptual (i.e. awareness or understanding of their environment) problems are much less likely to regain their ability to drive safely.

- **The Motability Scheme – Managed by Motability.**

To lease a car from Motability, you **must** be receiving either:

Higher Rate Mobility Component (HRMC) of the Disability Living Allowance (DLA) or,

War Pensioners' Mobility Supplement (WPMS)

As long as you receive one of the above allowances, you are eligible for the Scheme.

If you are a parent or guardian of a child aged three or over who receives the allowance, you can order a car for use on their behalf. If your child is under the age of three, but needs to be attached to bulky life-supporting equipment, you will also qualify.

The Attendance Allowance cannot be used to lease cars, scooters or powered wheelchairs through Motability.

Unfortunately, you can't apply for the scheme if you are over 65, unless you were getting the higher mobility component before you reached 65, in which case you will continue to get it and therefore be eligible.

To lease a car through Motability you must have at least 12 months' award length remaining. Only the Higher Rate Mobility Component is used. Other parts of the DLA are not affected.

If you qualify, as outlined previously, you may be able to exchange your allowance to get help to lease a car, even though you and your partner are both unable to drive, because you will be allowed to name 2 drivers to help you. Choose from thousands of models from all the leading manufacturers; with some makes of car available for less than or no more than your allowance amount.

Road tax, insurance, servicing, breakdown assistance, windscreen, tyres and repairs are all covered and mileage to a certain limit is covered as well.

You will be able to apply if you need a powered wheelchair or a mobility scooter, but you will not be able to get a car **and** a wheelchair or scooter through this scheme.

Motability also provide adaptations to your car, such as hand controls, swivel seats, accessible wheelchair stowage etc.

There are Motability contact details on [page 142](#), to help you make a decision about what type of car you would like, but you can also telephone your garage of choice to see what's available.

- **Blue Badge Scheme – managed by the local council.**

After a stroke you will automatically be able to get a blue badge if you are receiving the higher level of the mobility allowance, or the War Pensioner's Mobility supplement or are registered blind. This will entitle you to free parking in most council car parks, in disabled parking bays, and on the street on single or double yellow lines, provided there is no ban on 'loading'. You will not be allowed to park on the zigzag lines near a pedestrian crossing.



If you park on the street, your time is limited to three hours, whereas you can be as long as you like in disabled parking bays or car parks. You will need to display your blue parking clock when parking on the street, to show the time you arrived.

It is important to note that some car parks provide disabled bays, but may still require you to pay. You may find this applies in some private car parks. Make sure that you know the rules, which will be displayed, before you leave your car in the parking area.

If your journey takes you out of your local area, please make sure that you read the conditions on the car park displays, because these may be different from what you are used to.

The aim of the scheme is to enable you to park as near as you can to your intended destination.

You will need to make sure that your badge is clearly displayed at all times when you are parked.

Please note that you may be able to apply for a blue badge (even if you do not get the higher level mobility allowance), if you have mobility difficulties that would warrant it. You will need an assessment for this – your local authority has details of all the conditions and will be able to help you.

Just a note here about the **RADAR** scheme to allow access to disabled toilets when you are out and about in towns - you can buy a special key that opens the disabled facilities in public toilets, if they are kept locked. The costs vary because you may be able to get VAT relief, but they are not expensive. You can buy them from the local Shopmobility schemes in Warwickshire and from Coventry library, but they are also available by mail order. The details are on [page 140 and 143](#) in the directory.

Leisure activities

Being unable to take part in the range of activities you enjoyed before your stroke can give you a significant sense of loss. It will not always be possible for you to participate in any sports that you were previously involved in and, of course, you may well miss the companionship of old friends as a result.

As you begin to recover, it is important that you try to develop other hobbies and interests; more appropriate to your individual progress.

There may well be a range of leisure activities that will actually help in your rehabilitation; the exercise involved in well-chosen activities can be a real benefit. An occupational therapist or physiotherapist will be able to give you advice to support you in your decision. They may also be able to give you information about local community centres that provide leisure activities or courses that may be of interest to you.

There are support groups in the Coventry and Warwickshire area for people who have had a stroke and for their carers.

When you feel well enough, it is often very beneficial to join a support group; you will meet people who are in a similar situation to you and be able to share your experiences with each other. Just talking to others who have had a stroke can help to improve your self-confidence, even if you have difficulty with communication. You will be amazed how much fun you can have, as you make new friendships.

Your carer may well derive benefit from meeting other carers in the same situation. Just being able to talk to someone with the same experiences as them can be very supportive. Exchanging stories and information as to how they cope with different aspects of day to day care can also be very helpful.

Day to day travel by public transport

- **By Bus**

In the West Midlands and Warwickshire there are several bus companies serving the area; each with their own timetable and specific routes. You are probably aware which bus company serves your routes, but for specific information about your local and national services, Network West Midlands (Centro), National Traveline and your local councils have contact telephone numbers, addresses and websites where you will be able to get details about bus timetables and also how you will be able to access the bus if you are in a wheelchair. They can also advise you on which is the best type of wheelchair, to make it easier for you to travel by public transport. Make sure the chair conforms to International Standard ISO 7193, before you buy one.

You will not be able to take a motorised scooter on local journey buses, but National Express will allow certain types of mobility scooter, provided you have been issued with one of their permits.

You will find the numbers relating to public transport in the directory on [page 160-169](#).

- **Ring and Ride (Coventry)**

This service is run by a charity and offers a door to door service which operates from 8am - 11pm, 7 days a week, including Bank Holidays.

The charity, West Midlands Special Needs Transport Ltd. (wmsnt), receives funding from Centro and is available to people who have mobility problems and cannot use ordinary bus services.

You will need to register to use the service and your journey will have to be booked in advance.

In 2012 the fares are:

Adult customers: 60p

Children from 5 – 16 half price: 30p

Children under 5 travel free.

- **Dial-a-ride (Community Links – Warwickshire)**

These are services that run in the rural areas of Warwickshire. They are door to door services for people who are unable to use public transport because they have problems with mobility or those who live in an isolated location with no other form of transport available to them.

If you live in a village, Community Links vehicles will try to reach any address, but some places may not be accessible. Their vehicles will not be able to leave the public highway to get to you.

The service does not operate on Bank Holidays.

If you are a carer and are travelling with the person you care for, then you can travel free of charge.

Customers are charged a flat rate of:

£1.50 for a single journey

£3.00 for a return journey

(Prices correct at the date of printing).

You will need to register with the scheme and will then be able to get more information when you contact them.

- **The Volunteer Services Medical Journey Scheme**

This is for visits to the doctor, dentist, hospital and other medical-related appointments.

This service usually costs the passenger 45p per mile, but ask about costs when making your booking.

- **Back & 4th transport service (Warwickshire)**

This scheme, based in the Stratford upon Avon district, uses minibuses which can be hired by social, community and voluntary organisations. All vehicles have a qualified volunteer minibuss driver and are fully accessible for wheelchairs. Back & 4th also operate smaller vehicles which can be hired by individuals and are suitable for people with a disability.

- **Flexibus**

These are services run on behalf of Warwickshire County Council by A&M Group using buses with special modifications to help those who have mobility problems, though the service is open to all people.

They have an electric lift or low floor ramp to help with wheelchair access.

The buses can carry wheelchairs/mobility scooters and pushchairs.

There is a care assistant on the bus who will help passengers on and off and assist on the vehicle.

In most cases, there is no need to book, but some routes only operate by request.

- **By coach**



For longer journeys, you may want to travel by coach, for example if you are taking a short break or holiday. Your local council has information about which coaches operate in your area and, of course, you will be able to

get National Express coach and bus information by telephoning National Traveline.

- **By Train**

If you have a disability that makes travelling by train difficult you might qualify for the Disabled Persons Railcard. The Disabled Persons Railcard allows you to get 1/3 off most rail fares throughout Great Britain. If you're travelling with an adult companion they can also get 1/3 off their rail fare.

Special arrangements can be made for disabled or mobility-impaired passengers when travelling by train. For example, National Rail staff can usually help passengers get on and off a train.

You need to give National Rail train companies advance warning if you think you'll need any assistance from staff - ideally more than 24 hours' notice. This is particularly important if your journey includes getting on or off a train at an unstaffed station.

Staff are not allowed to lift disabled passengers or heavy items like mobility scooters, for Health and Safety reasons. When booking your journey, give as much detail as possible about your needs. For services that offer seat reservations, the local contact person can reserve a seat or wheelchair space for you without charge. Please see [page 166](#) for contact details.

- **The National Federation of Shopmobility UK (now known as Mobility Pathways)**

This is a national charity set up to help people with mobility difficulties. Its aim is to encourage the development of schemes to facilitate access to public places. The Shopmobility schemes run a loan service for wheelchairs, either manual or powered, or motorised scooters to enable people with a disability to access areas that would otherwise be difficult or impossible to access, such as shopping malls, places of interest, leisure facilities etc. within your local town or city.

Some Shopmobility schemes operate a free loan service, while others charge a small fee. All the schemes appreciate charitable donations to help them.

The schemes have been set up to help anyone who has a disability, temporary or permanent, so you do not need to be registered disabled to use Shopmobility. You can use your local scheme either accompanied or on your own, but obviously this will depend on your individual abilities.

There are local schemes in Coventry, Nuneaton, Bedworth, Stratford and Leamington Spa.

You will need to register with your local scheme and will need training from the staff to make sure that you are safe to use the chosen mobility appliance before you can be allowed to use it.

Each scheme has slightly different opening hours. You will need to contact the scheme in the town you are intending to visit, to get more details.

Always contact your local scheme before you go to make sure that the equipment you need will be available for when you want to use it.

The contact numbers are in the directory on [page 142](#).

Having a holiday

There comes a time when you can think about going away for the day, having a short break or even a longer holiday. However, there may be practical issues to overcome before you can think of organising a relaxing time away from home.

There are several agencies that specialise in arranging holidays and breaks for people with a range of disabilities.

If you have access to a computer, either at home or in your local library, you will be able to find the names of companies who are specialists in arranging holidays for people with a disability; otherwise there are some contacts on [page 154](#).

There is quite a selection of holidays, to suit all tastes and abilities. You may want to be able to book country cottage holidays or beach holidays in the UK, or spread your wings even further afield with a foreign holiday or a cruise. See [page 157](#) for help with passports.

Some holidays in Britain have reduced prices for people who are claiming benefits.

Your travel agent will be able to help you with any organisational concerns you may have, including what you can expect from the airline. Make sure to ask about the type of accommodation available, wheelchair accessibility and other disabled facilities, if needed, and where your hotel or apartment is situated, (you don't want to be isolated at the top of a steep hill, for instance!)

There are several other issues to take into account when planning a holiday and you may need the advice of your doctor to make sure that you are fully prepared for your trip. For instance, you may need vaccination, immunisation or medication to protect against diseases such as malaria, if you are going to some areas in the world. Your GP will be able to tell you exactly what you will need and if there is any chance of these reacting with any of your prescription medicines.

You will also be able to ensure that you have enough of your regular prescription medication to take with you.

You will need to know how to get emergency assistance in your chosen destination and how good the local health care system is. The Department of Health produces a very useful information booklet called 'Health Advice for Travellers' which contains just about everything you may need to know about your health when travelling abroad. This booklet can be downloaded from the DOH website only. They do not send out copies.

Just remember that it may be better if you work up to being more adventurous about where you go, rather than trying to go somewhere that will leave you exhausted at your first attempt.

Travelling by air



It is usually safer to wait for 2-3 months after the stroke, particularly if you have any disability. It's unlikely that you would get any insurance cover, before you have had time to show some recovery. However, with careful planning and help from your travel agent and chosen airline, you will find that you are able to take advantage of holidaying in a wide variety of destinations. Don't forget to let them know about any disability needs at least 48 hours before you fly.

Once you have decided to fly, particularly on a long distance flight, you will be wise to take a few precautions to prevent deep vein thrombosis during your flight. DVT, as it is known, is where clots form in the deep veins in your leg. They are more likely to occur in people who have had a heart attack or stroke.

To reduce the risk of blood clots, try these simple precautions to prevent them:

- Make sure you have plenty of legroom when you book your flight. Your airline will be happy to oblige if they know of your problems in advance.
- Wear elastic compression stockings that you can buy from a chemist's shop to support blood flow through the veins. Carefully follow the instructions on how to put them on. (It's important that they are put on correctly.)

- Wear light-weight, loose, comfortable clothing when you travel.
- Drink plenty of fluids, such as water or a light fruit juice, to prevent dehydration.
- Take a little exercise at frequent intervals. If you can't get up and walk around, then stretch your legs and move your feet every half hour or so or get help to do this, if it is difficult. Encouraging your circulation will give you the best protection against blood clots forming.
- Don't drink alcohol before you go on board or while you are flying, because alcohol can cause dehydration which is one of the risk factors for DVT. It's wise to avoid coffee or caffeinated drinks, such as colas as well.

Travel Insurance

Don't forget that wherever you go you should take out travel insurance; some holiday companies will not accept you without suitable insurance cover. It can be difficult to find a suitable agency and you may need to shop around to find the best one for you. The Stroke Association Insurance Services are a good place to start. The contact telephone number and website details of other travel insurance services are on [page 158](#).

The European Health Insurance Card (EHIC)

This useful card, which replaces the old E111, must be applied for before you go away and will allow you to benefit from state provided healthcare in the countries of the European Economic Area and also Switzerland. The card lasts for up to five years.

It should **never** be used as an alternative to travel insurance, because there will be restrictions as to what you can and can't claim access to. It never includes the cost of returning you to this country in the event of serious illness or death. Some independent travel insurance companies have the condition that you must also have an EHIC card, if you are going to one of the countries covered by the card.

The application forms for the card are available on the internet or by telephone from the NHS Business Services Authority. (See [page 155](#)).

Be careful when you apply for the EHIC, there are some internet sites which offer a screening service for your application and charge you for this service. You can get similar advice when you make your application by telephone and there is no charge except for the price of the phone call. Cards are usually delivered within 10 days, so make sure that you apply in plenty of time.

Organisations to help you

The Stroke Association

The Stroke Association is the UK's leading charity for people affected by stroke. This key organisation was set up with the aim of helping stroke survivors of all ages and their families, across the whole of the UK. Its mission is to prevent strokes by funding research into the causes of stroke and also to support research into developing better treatments and more effective and accessible rehabilitation for those who have had a stroke.

The Stroke Association also has a well-established Life after Stroke Service which provides survivors and their families with a range of support to help them on their road to recovery. They produce a range of publications for patients, including leaflets about individual aspects of stroke which you can send for. They also produce a quarterly magazine for stroke survivors called 'Stroke News'.

They have worked closely with stroke professionals for over 20 years, providing information and resources, supporting conferences and events and offering training courses for staff in care homes and the community. The Stroke Association acts as a tireless advocate for everyone who has had a stroke and also for their families. See [page 94](#).

Different Strokes

This is the name of a registered charity, set up in 1996 by young stroke survivors to support young stroke survivors. Most people think that stroke is a disease of the elderly, but out of 150,000 people a year who have a stroke, 25% are actually under the age of retirement; with children affected as well. The services offered are free and run by stroke survivors who

understand the effects a stroke can have on someone who was previously very fit, active and independent. The charity encourages self-help whilst providing a range of support services specifically targeted at the younger stroke survivor.

They have a regular newsletter, a telephone helpline, the 'Strokeline', the Different Strokes Counselling Network and the Different Strokes Infopacks for both adults and children. Their website has several links to other helpful organisations. See [page 96](#).

Citizens Advice Bureau

The Citizens Advice Bureau has been mentioned several times in this directory. It is a charitable organisation that provides free advice and information to the public on a range of issues. For example, you may need advice on how to claim any benefits or allowances to which you may now be entitled, as a result of the change in your circumstances after the stroke.

The CAB also offers leaflets and factsheets on a variety of topics and services which you may need as a result of these changes in your circumstances.

You will be able to get help with a wide range of issues, such as:

- What benefits and allowances you may be entitled to, how to fill in any necessary forms and where to send them to and advice on other financial matters.
- Housing issues, such as how you may be able to get any adaptations you may need, or who to approach if you live in council accommodation.
- How to get the best support from your local social services.
- How to get help or support to enable you to be cared for in your own home.
- How to get help with legal issues, such as writing a will, power of attorney etc.
- Advice and information on social and leisure activities.
- How to deal with issues arising from age, gender, sexual orientation, race and disability discrimination.

In general, you will find that there will be someone who will be able to help and advise you on most issues that have an impact on your life.

You or your carer will be offered a short session with a specialist assessor if you are able to attend the office. Please ring one of the numbers listed in the directory on [page 115](#), to arrange an appointment at your local branch.

The office will do their best to help with any language or access requirements you may have.

If you are unable to attend the office, you will be able to discuss your needs over the telephone or by email if you have a computer.

The office may also advise you which other organisations you may need to contact to ensure that you get the best advice for your specific issues.

Age UK

Whereas the CAB offers advice to all groups of people, Age UK aims to help older people, over the age of 50.

It is a national network of over 170 local offices in the United Kingdom that was developed when the charities Age Concern and Help the Aged merged, to provide a range of services specifically to support people in this older age group.

Each local branch is an independent charity, serving the area where you live.

Any advice you are given is free and confidential, but your permission may be asked if your personal information needs to be passed to another agency; if this is the best way to answer your queries.

Age UK has an excellent range of free information guides, covering issues of importance for our daily lives. They are easy to follow and provide useful information on a variety of topics. The range is so broad, it will be better if you contact your local organisation and explain exactly what concerns you need help with.

They manage a range of practical support services to help you and your carer.

You can contact Age UK by telephone, by going into your local Age UK charity shop, by letter, or by their website. Again, you will find details in the directory on [page 110](#).

You will also be able to contact the Pathways advocacy service, as part of Age UK., which will help you to understand what is available and what you may be legally entitled to and how to access services you may need. For example, they will help you with writing letters, interpreting replies, and telephone calls; if you feel that you need this type of support.

The Opal Centre in Coventry and the Enable Me Centre, based in Leamington Spa.

These organisations work closely with the local social care services/ councils in Coventry and Warwickshire and offer expert advice after daily living ability assessment which is aimed specifically at identifying your individual needs, with regard to your level of disability. This assessment can take place in your home, on line, or you and your carer will be able to visit the centres, to see what may be available in the way of adaptations, alterations and equipment to make life easier to overcome your disability.

There is a wide range of equipment and resources which could be available to you to help you around the home, either by self-funding or with help from your local council (after financial assessment.)

They can advise on a range of available aids, wheelchair access adaptations, (such as widening of doors), provision of ramps, major home alterations to accommodate sleeping arrangements, and hygiene facilities, such as wet rooms. You will be able to see demonstrations of floor to floor wheelchair lifts, adaptations for kitchens and bathrooms, specialised lifting equipment and electrical alarms. See [page 150 and 146](#).

One stop shops

These 'shops' are a service offered to the residents of Warwickshire and are run by the County Council working with the relevant local district and borough councils.

You will be able to get advice on all the following services:

- Housing benefit
- Council tax
- Education awards
- Housing management
- Disabled parking permit (blue badge)
- Environmental services, including pest control, street lighting and highways
- Trading standards
- Electoral registration
- Social services,(including access to children's services)
- Registrars
- Tourism.

You will also be able to access a range of Police services, such as:

- Crime and incident reporting
- Lost and found property
- Getting in touch with local officers
- Contacting your local Safer Neighbourhood Team
- Reporting anti-social behaviour and noise nuisance.

Here are the locations of the one stop shops in your area:

Alcester

In Globe House, Priory Road,
Alcester B49 5DZ

Atherstone

In the Council House,
South Street,
Atherstone CV9 1BD
Telephone: 01827 715341

Bedworth

High Street, Bedworth

Coleshill

Parkfield Road, Coleshill

Kenilworth

Smalley Place, Kenilworth

Leamington

In Riverside House, Milverton Hill,
Leamington Spa

Lillington

Valley Road, Lillington

Nuneaton

In the Town Hall, Coton Road,
Nuneaton

Rugby

In the Town Hall, Evreux Way,
Rugby

Shipston

Church Street, Shipston-on-Stour

Southam

In the library, High Street, Southam

Stockingford

In the library, St Paul's Road,
Stockingford

Stratford

In Elizabeth House, Church Street,
Stratford-upon-Avon

Warwick

In the Shire Hall, Market Square,
Warwick

Whitnash

In the library, Franklin Road,
Whitnash

Opening times vary, but most of the shops are open during the week and closed at weekends. Some, however, open on Saturday morning. Opening times are available by contacting telephone number: **01926 410410**

Directory of Useful Contact Addresses, Telephone Numbers and Websites

We have tried to be comprehensive in drawing up this directory. The aim is to try to give you as much choice as possible in one place, to enable you to shop around for the best deals, when you are looking for assistance for your needs.

Please note that by including these details the Coventry and Warwickshire Cardiovascular Network cannot specifically endorse any of the firms and organisations contained in the directory.

It is also worth noting here that when making a telephone call, if there is a freephone number it is included, but if not, you can ask the firm/service to call you back to reduce your costs. Needless to say landline costs are cheaper.

Local Hospitals and NHS Services

University Hospitals Coventry and Warwickshire NHS Trust

Clifford Bridge Road

Coventry

CV2 2DX

Telephone number:

02476 964000 (switchboard)

Ward 41 – Stroke Unit

Rehabilitation: 02476 96 7816

Stepdown: 02476 96 7817

Acute unit: 02476 96 7818

www.uhcv.nhs.uk

University Hospitals, Coventry Health Information Centre

The centre provides a range of

information booklets etc. and face to face advice on health related questions for patients, visitors and staff. They also have information on local and national health support groups.

The centre is based on the ground floor near the main entrance at:

University Hospital

Clifford Bridge Road

Coventry

CV2 2DX

Telephone: 024 7696 6051

Email:

health.information@uhcv.nhs.uk

www.uhcv.nhs.uk/patients/

healthinformation

Monday - Friday 9am - 5pm

Disability Access: Fully accessible.

Hospital of St. Cross

Barby Road

Rugby

CV22 5PX

Telephone number: 01788 572831

Mulberry Ward direct line:

01788 663238

www.uhcw.nhs.uk

George Eliot Hospital NHS Trust

College Street

Nuneaton

CV10 7DJ

Telephone number: 02476 351351

Felix Holt Ward direct line:

02476 865173

www.geh.nhs.uk

South Warwickshire Hospitals

NHS Foundation Trust

Lakin Road

Warwick

CV34 5BW

Telephone number: 01926 495321

Victoria Ward: Ext 4542

www.swft.nhs.uk

Royal Leamington Spa

Rehabilitation Hospital

Heathcote Lane

Heathcote

Warwick

CV34 6SR

Telephone number: 01926 317700

Stroke Outreach Team – ring the

above number and ask to be put through to the team.

Feldon Ward – stroke rehabilitation unit – direct line: 01926 317734

Ellen Badger Hospital

Stratford Road

Shipston-on-Stour

Warwickshire

CV36 4AX

Tel: 01608 661410

Ward telephone: 01608 661435

Also do stroke rehabilitation for older patients.

General contact details:

general.enquiries@swft.nhs.uk

www.swft.nhs.uk

Stratford Hospital

Arden Street

Stratford-upon-Avon

Warwickshire

CV37 6NX

Tel: 01789 205831

General contact details:

general.enquiries@swft.nhs.uk

www.swft.nhs.uk

Care Quality Commission

As an independent regulator of health and social care services, the CQC has registered over 18,000 care homes and publishes all of their inspection reports which check on the essential standards of quality and safety.

CQC
Citygate
Gallowgate
Newcastle upon Tyne
NE1 4PA
Telephone: General enquiries:
03000 616161 (8.30am to 5.30pm,
Monday to Friday)
Email: enquiries@cqc.org.uk

Coventry and Warwickshire Cardiovascular Network

The Network works with a whole range of health professionals to improve services in heart disease and stroke, in line with national guidance, for the people of Coventry and Warwickshire. Coventry and Warwickshire Cardiovascular Network
Westgate House
21 Market Street
Warwick
CV34 4DE
Telephone number: 01926 493491
Ext: 622
www.coventryandwarwickshirecardiovascularnetwork.nhs.uk

Department of Health

For information to the public on health and social care policy:
Customer Service Centre
Richmond House
79 Whitehall

London
SW1A 2NS
Telephone: 020 72104850
Opening Hours: Monday to Friday
– 8.30am to 5pm
www.dh.gov.uk

NHS Choices

This is a useful website if you want to look up information about illnesses and services etc.
www.nhs.uk

NHS Coventry

Christchurch House
Greyfriars Lane
Coventry
CV1 2GQ
Telephone number: 02476 553344
Complaints Dept.: 02476 246125
Email:
contactus@coventrypct.nhs.uk
www.coventrypct.nhs.uk

NHS Direct (health advice and information) – 24 hour service

Telephone number: 0845 46 47
www.nhsdirect.nhs.uk
You should be able to get advice from your GP surgery if you ring during the day, but if they are busy or if you need advice out of hours then you can contact NHS Direct which is a nurse led service.

NHS Warwickshire

Westgate House
21 Market Street
Warwick

CV34 4DE

Telephone number: 01926 493491

Email:enquiries@warkpct.nhs.uk

www.warwickshire.nhs.uk

Out-of-hours GP services

These services in Coventry and Warwickshire run from 6.30pm – 8am, where you can see a doctor in an emergency when your own GP's surgery is closed. You should ring your own GP surgery where you will usually be automatically diverted to the appropriate number, but otherwise these are the numbers to use:

For Coventry:

Telephone: 08456 080 275 –
to arrange an appointment.

The Out of Hours clinic shares the same building as the Walk-in Centre on Stoney Stanton Road.

For Warwickshire

Telephone: 0300 130 3040 –
to arrange an appointment.

You will be directed to the nearest centre.

Walk-In Centre - Coventry

The centre is based near the old Coventry and Warwickshire Hospital site on Stoney Stanton Road.

The service is for minor ailments and injuries only and you do not need an appointment to be seen. You will be seen by a nurse and if necessary a GP.

NHS Walk-in Centre

City of Coventry Health Centre

2 Stoney Stanton Road

Coventry CV1 4FS

Tel: 0300 200 0060

Open:

8am - 10pm

Monday - Sunday (including bank holidays and weekends)

Help to stop smoking

You will be able to get advice from your GP or local hospital, and also by contacting the numbers below:

NHS Smoking Helpline

Telephone number: 0800 022 4332

or 0800 169 0169

www.gosmokefree.co.uk

QUIT

QUIT is the UK's only charity whose main aim is to offer practical help to people who want to stop smoking.

20 Curtain Road

Shoreditch, London

Greater London EC2A 3NF

Tel. (Quitline): 0800 00 22 00

www.quit.org.uk

The following numbers are available for Quitline in minority languages:

Bengali: 0800 00 22 44

Mondays 1pm - 9pm

Gujarati: 0800 00 22 55

Tuesdays 1pm - 9pm

Hindi: 0800 00 22 66

Wednesdays 1pm - 9pm

Punjabi: 0800 00 22 4477

Thursdays 1pm - 9pm

Urdu: 0800 00 22 44 88

Sundays 1pm - 9pm

Turkish/Kurdish: 0800 002299

Thursday & Sunday 1pm - 9pm

Stop Smoking Coventry (NHS Coventry)

Telephone number: 0800 051

1310: They will put you in touch with the nearest stop smoking service to your home address.

www.coventrypct.nhs.uk

Warwickshire Stop Smoking Service

Contact the service for advice, information and support to help you stop smoking.

Smoke Free Warwickshire,
FREEPOST MID 23827,
Leamington Spa, CV32 5BR
Freephone: 0800 085 2917
Direct Line: 01926 493 491
ext. 313 or 260

E-mail:

smokefreewarwickshire@nhs.net
www.smokefreewarwickshire.org

PALS – Patient Advice and Liaison Service

This organisation was introduced nationally in the NHS, to provide support for people who may have questions or concerns about the treatment they or their loved one are, or have been receiving.

The advisors will listen to your concerns and, if you want, will act as advocate on your behalf by speaking to the best person who will be able to help you to resolve the issues that have been worrying you. You do not need to make a formal complaint to get replies to your concerns. The service is free and confidential.

Local contacts for PALS:

Coventry and Warwickshire Partnership Trust

Patient Advice & Liaison Service
Coventry and Warwickshire

Partnership Trust

Customer Services

Wayside House, Wilsons Lane

Coventry, West Midlands CV6 6NY

Main office telephone:

024 7653 6804

Email: pals@covwarkpt.nhs.uk

George Eliot Hospital

George Eliot Hospital NHS Trust
College Street
Nuneaton CV10 7DJ
Phone: 02476 865550 or
02476 865576
E-mail: pals@geh.nhs.uk

NHS Coventry

PALS
NHS Coventry
Christchurch House
Greyfriars Lane
Coventry CV1 2GQ
Telephone: 024 7624 6002
Email: PALS@coventrypct.nhs.uk

NHS Warwickshire

Westgate House
Market Street
Warwick
Warwickshire
CV34 4DE
Main office phone: 0845 423 8903
Main site switchboard:
01926 493491
Email: pals@warwickshire.nhs.uk

South Warwickshire NHS Foundation Trust

Lakin Road
Warwick
CV34 5BW
Phone: 01926 600054
Email: pals@swft.nhs.uk

University Hospitals Coventry and Warwickshire NHS Trust

(Includes the Hospital of
St. Cross, Rugby)
Ground Floor University Hospital
Clifford Bridge Road
Coventry
CV2 2DX
West Midlands
Telephone: 0800 028 4203
Email: PALS@uhcw.nhs.uk

West Midlands Ambulance Service NHS Trust

Millennium Point
Waterfront Business Park
Waterfront Way
Brierley Hill
West Midlands
DY5 1LX
Tel: 01384 246370
Tel: 01926 883160 (24 hours)
Email: pals@wmas.nhs.uk

POhWER ICAS

This agency provides free support
for people making a complaint
about the NHS.

Warwickshire, Coventry & Solihull
IMCA
POhWER,
iBIC Holt Court South
Jennens Road
Aston Science Park
Birmingham, B7 4EJ

Tel: 0300 456 2370
Monday - Friday
9am - 5pm
Interpreting services are available.
Disability Access: Fully accessible.
IMCA@pohwer.net

Local Government Offices in Coventry and Warwickshire

Adult Social Care and Support Services for Coventry

To contact social workers:
START Team
Room 409
4th Floor
Broadgate House
Broadgate
Coventry
CV1 1NH
Telephone: 02476 833 003

Adult Health and Community Services for Warwickshire

To contact social workers:
Warwickshire County Council
Shire Hall
Warwick
Warwickshire
CV34 4RA
Phone number: Customer service
centre: 01926 410 410 – they will
put you through to the department.

Bedworth Area Office
High Street
Bedworth
Warwickshire CV12 8NF
Telephone: 02476 376748

Coventry City Council

Council House reception
Earl Street
Coventry
CV1 5RR
Coventry Direct, the telephone
contact centre, is open 8am - 8pm
Monday - Friday, and 9am - 1pm
Saturday.
Tel: 0500 834 333

E-mail:
coventrydirect@coventry.gov.uk

Emergency out of hours:

Coventry Communications Centre
Jackson Road
Holbrooks
Coventry CV6 4BT
Tel: 024 7683 2658

North Warwickshire Borough Council

South Street
Atherstone
Warwickshire CV9 1DE
Opening hours – One Stop Shop
and Offices: 8.30am - 5.15pm
Contact Centre: 8.30am - 5.15pm
Monday - Friday

Telephone: 01827 715341
Email: customerservices@northwarks.gov.uk

**Nuneaton & Bedworth
Borough Council**

Coton Road, Nuneaton
Warwickshire CV11 5AA
Tel: 024 7637 6376
Monday to Friday 9am - 5pm
Email: customer.services@nuneatonandbedworth.gov.uk

Rugby Borough Council

Town Hall, Evreux Way,
Rugby CV21 2RR
Opening hours: 9am to 5pm
Telephone: (01788) 533533
Direct telephone numbers for
service departments:
Benefits: 01788 533433;
Housing Repairs: 01788 533888;
Any other department:
01788 533533
Email: contact.centre@rugby.gov.uk

Southam Town Council

The Grange Hall
Coventry Road
Southam CV47 1QA
Telephone: 01926 814004
Email: clerk@southam-council-warks.gov.uk

**Stratford upon Avon
District Council**

Elizabeth House
Church Street
Stratford-upon-Avon
Warwickshire
CV37 6HX
Tel: 01789 267 575
Email: info@stratford-dc.gov.uk

**The Town Council of Royal
Leamington Spa**

Town Hall
The Parade
Royal Leamington Spa
Warwickshire CV32 4AT
Telephone: 01926 450 906
Email: info@leamingtonspatowncouncil.gov.uk

Warwickshire County Council

Shire Hall
Warwick
Warwickshire
CV34 4RA
Phone number: Customer service
centre: 01926 410 410 or
0845 090 7000
Email address: feedback@warwickshire.gov.uk
www.warwickshire.gov.uk/
Opening Hours:
Monday - Friday 8am - 8pm
Saturday 8am - 4pm
(Customer service centre)

Warwick District Council

Riverside House
Milverton Hill
Leamington Spa
CV32 5HZ

Tel: Switchboard: 01926 410410

Telephone hours:

8am - 7pm Monday - Thursday

8am - 6pm Friday

9am - 1pm Saturday

(except bank holidays)

Email:

contactus@warwickdc.gov.uk

Local Police Services

Warwickshire Police

The following police stations offer full policing services and you will always be able to contact someone if you have any concerns.

Leamington Spa: 01926 451 111

Nuneaton: 02476 641 111

Rugby: 01788 541 111

Stratford: 01789 414 111

Warwickshire police have several small local stations that do not have a 24 hour service, so it may be better to try one of the above numbers nearest to where you live.
www.warwickshire.police.uk

West Midlands Police Vulnerable Persons Officer, Community Safety Bureau, Public Protection Unit

If you are in any way concerned about your safety:

Coventry Central Police Station

Little Park Street

Coventry CV1 2JX

Telephone: 024 7653 9109

Email: [vpo.mppu@](mailto:vpo.mppu@west-midlands.pnn.police.uk)

west-midlands.pnn.police.uk

Language Services:

Interpreters, translators, signers

Disability Access:

Fully accessible toilets, ramp access, parking, wheelchair access.

Fire Safety etc.

Community Fire Safety Enquiries

If you live in Warwickshire, you can contact the Warwickshire Fire Service who will arrange for someone to come to your home to check for fire safety issues and advice on smoke alarms etc.

Community Fire Safety

Headquarters

Old Budbrooke Road

Warwick CV35 7DP

Telephone: 01926 466282

Email:

firesafety@warwickshire.gov.uk

Nationalgrid

This organisation is responsible for attending reported gas emergencies.

They are open 24 hours a day, 365 days a year and can provide an interpreter service if English is not your first language.

If you smell gas, call:
Freephone: 0800 111 999

West Midlands Fire Authority

If you live in Coventry you will be able to get fire safety advice from:

Fire Safety Centre

Radford Road

Coventry CV1 4EL

Telephone: West Midlands service
freephone number is:

0800 389 5525

E-mail: coventry.fs@wmfs.net

The Fire Services fit free smoke alarms for vulnerable people.

Stroke Organisations

The Stroke Association

The Stroke Association is the major charity for stroke survivors in the UK, offering comprehensive advice and information. It also supports a number of stroke groups, run by volunteers, which are social

networks offering a wide range of activities for stroke survivors and their carers. The Association also supports research into stroke.

Head office:

Stroke House

240 City Road

London

EC1V 2PR

Office telephone: 020 7566 0300

Telephone number:

(Stroke Helpline) 0303 3033 100

(If English is not your first language

they will be able to set up an

interpretation service using a

telephone interpreter via Language

Line. This service does not cost

you anything other than the cost of your telephone call).

www.stroke.org.uk

Email: info@stroke.org.uk

You can also write to the Stroke

Information Service at:

Stroke Helpline and

Information Service

Stroke Association

Life after Stroke Centre

Church Lane

Bromsgrove

Worcestershire B61 8RA.

Stroke News is the Association's publication.

strokenews@stroke.org.uk

The Stroke Association – Coventry

A visiting service is offered to give practical information and emotional support for families and carers of people who have had a stroke.

The aim is to help to prepare families and carers for the changes they may need to make to enable them to cope, to give them the best quality of life. They can put families in touch with other local sources of support and organisations, such as carers' groups.

They visit the Stroke Unit at University Hospitals, Coventry, fortnightly on Thursday evenings to help to support stroke survivors while they are still in hospital.

Life after Stroke Family and Carer Support Service:

Room 5
Newfield House
Kingfield Road
Coventry
CV1 4NZ

Telephone number:
Andy Jones – 02476 237030
Email: andy.jones@stroke.org.uk
Telephone number:
Karen Robinson – 02476 237031
Email:
karen.robinson@stroke.org.uk

The Stroke Association – Warwickshire Family and Carer Support Service – Nuneaton and Bedworth

This service provides practical advice, essential information and emotional support to stroke survivors and their families in the Nuneaton and Bedworth areas. They will discuss your individual needs, usually via a home visit, and work with you to set your own goals, help you achieve them and return to a life after stroke.

Please contact Gail Oldfield
– Family and Carer Support
Coordinator
George Eliot Hospital NHS Trust
Room 14
Lewes House
College Street
Nuneaton
CV10 7DJ
Telephone: 02476 865518
Mobile: 07944 965676
Email gail.oldfield@stroke.org.uk
Website www.stroke.org.uk

Information and Signposting Service – Warwickshire

This service provides information and advice to stroke survivors and families based upon individual personal needs, either via the

telephone or a home visit. They can provide information about benefits, adaptations, health management, support groups and refer to other agencies including social services and voluntary organisations.

Please contact Philip Wallbridge – Information and Signposting Coordinator.

Tel: 07799 436044

Email:

Philip.wallbridge@stroke.org.uk

Website www.stroke.org.uk

Different Strokes

The needs of younger people will usually be very different from those who are older.

This supportive organisation is run by younger stroke survivors and specifically aims to help children and survivors of working age to get the best out of their recovery process by taking control of their own lives and regaining as much independence as possible. They offer rehabilitative services, information and advice.

The Different Strokes information pack which is free from the organisation is very helpful and covers a range of issues that affect the young stroke survivor. They will also be able to give you useful information and contact details for

support services for children and the younger adult who has suffered a stroke.

9 Canon Harnett Court

Wolverton Mill

Milton Keynes

MK12 5NF

Telephone number: 0845 130 7172

Weekdays 9am – 5pm.

Email: info@differentstrokes.co.uk

Website:

www.differentstrokes.co.uk

Local Stroke Support Groups

The Stroke Association

Rowland Court

Arley Stroke Club

Contact name: Miss M Merrill

Email: not applicable

Meeting times: Please call 0303 3033 100 for meeting times and location.

The Stroke Association Rugby Stroke Support Group

Stroke Club

Name: Stuart Cooper

Claremont Centre (Age UK)

43 Clifton Road

Rugby

Fortnightly Thursdays at

10am - 12pm

Tel: 01527 903711

Club activities:
Social support, speakers, therapies,
crafts, activities and outings.

**The Stroke Association Shipston
Stroke Support Group**

Stroke Club

The Stroke Association
voluntary group

Name: Adrian Collins

Shipston on Stour Catholic
Church Hall

Darlingscott Road

Shipston on Stour CV36 4DR

Tuesdays fortnightly at
10am - 12pm

Telephone: 07582 130855

Club activities:

Social support, speakers, therapies,
crafts, activities and outings.

**The Stroke Support Group –
Coventry**

This group meets once a month
on the last Wednesday of each
month at:

The Opal & Demonstration Centre
Unit 17-18 Bishopsgate Business
Park, Widdrington Road,
Coventry CV1 4NA

The members discuss their
experiences and work together to
build support for each other.

The venue is fully wheelchair
accessible. It is free to attend,

with refreshments charged at £1.

Contact:

Linda Isaac – 024 76 421578

Or

Varinder – 024 77 677 596 or

07412013793

Stratford Stroke Support Group

Contact: Sarah Bridgewater for
further information

Tel: 01926 641435

Email:

mail4bridgewater@yahoo.co.uk

The group welcomes people of
all ages and offers friendship,
social support, exercise activities
and provides practice in
communication skills.

Meetings are held at Briar Croft
– they are looking to change the
venue in the near future.

Alcester Road

Stratford upon Avon

Warwickshire CV37 6PH

The group meets fortnightly on
Mondays from 2pm - 4pm

**Warwick and Leamington
Stroke Support Group**

Contact: Jane Malone

Call: 07827 336349

They meet at:

Chandos Court

Chandos Street

Leamington Spa CV32 7RA

Fortnightly on Fridays from
10am - noon
Email: jane.malone52@gmail.com

Miscellaneous National and Local Organisations to help you

Anxiety UK

The organisation offers a range of counselling services, at a reduced rate for people of low income, which aims to support people who suffer from anxiety and phobias.

They have counsellors in Coventry, but also offer telephone and web-cam counselling to help you.

They also have useful booklets and a magazine which can be bought from their online shop.

Zion Community Resource Centre
339 Stretford Road
Hulme

Manchester M15 4ZY

Telephone: 08444 775 774

Monday to Friday 9.30am - 5.30pm

Email: info@anxietyuk.org.uk

Aphasiahelp

www.aphasiahelp.org

You will be able to get information about aphasia from this website.

They also offer the opportunity to have a pen pal who has similar problems.

Aphasia Now

Created by people with aphasia, this website has information to help people with aphasia to get in touch with support groups and gives details of available supportive resources.

Telephone: 01453 768811

Email: mail@aphasianow.org

Website: www.aphasianow.org

Arrhythmia Alliance

This is a charity, recognised by the Department of Health, which will be able to provide you with information about all types of heart rhythm problems, such as atrial fibrillation, that can cause strokes from the production of clots which travel from the heart to the brain.

PO Box 3697

Stratford upon Avon

Warwickshire CV37 8YL

Telephone number: 01789 450787

www.arrythmiaalliance.org.uk

Assistance Dogs

These 2 charities provide dogs to help people who are disabled and it may be something you would wish to consider to boost independence. You don't just get assistance with daily living, but love and loyalty too.

1. Canine Partners

Assistance dogs for adults with physical disabilities.

Mill Lane

Heyshott

Midhurst

West Sussex GU29 0ED

Telephone: 08456 580480

Email: info@caninepartners.org.uk

www.caninepartners.org.uk

2. Dogs for the Disabled

Assistance dogs for children with physical disabilities (Age7-16)

Assistance dogs for adults with physical disabilities (Age 17+)

The Frances Hay Centre

Blacklocks Hill

Banbury

Oxon OX17 2BS

Telephone: 01295 252600

Monday – Friday

9am - 5pm

Email: info@dogsforthedisabled.org

Bereavement Advice Centre

Tel: 0800 634 9494

Email: info@bereavementadvice.org

www.bereavementadvice.org

The centre provides information and advice about the practical issues people have after a death.

They do not provide counselling support, but will refer to support and counselling agencies as appropriate.

Bereavement Advice Centre – Local

This is a free telephone/email service that helps with practical issues when someone dies.

Heron House

Timothy's Bridge Road

Stratford upon Avon CV37 9BX

Telephone: 0800 634 9494

Email:

info@bereavementadvice.org.

Bladder and Bowel Foundation

The Foundation provides information and advice for people who have disorders of the bowel and bladder, such as incontinence.

SATRA Innovation Park

Rockingham Road

Kettering

Northants NN16 9JH

Nurse Helpline for medical advice:

0845 345 0165 – operates a call-back service if you leave your telephone number.

Counsellor Helpline:

0870 770 3246

General enquiries: 01536 533255

Email: [info@](mailto:info@bladderandbowelfoundation.org)

bladderandbowelfoundation.org

www.bladderandbowelfoundation.org

www.bladderandbowelfoundation.org

Blood Pressure Association

The Association provides lifestyle advice and information on how to control your blood pressure, since high blood pressure is a major risk factor for stroke.

60 Cranmer Terrace

London

SW17 0QS

Tel (Office): 020 8772 4994

Tel (Information line):

0845 241 0989

(Opens 9am - 1pm, but the days vary and the answerphone will inform on the best day to contact them.)

www.bpassoc.org.uk

Brain & Spine Foundation

This is run by neuroscience nurses who provide support and information on all aspects of neurological conditions (including strokes) for patients, their families and carers, and health professionals.

3.36 Canterbury Court,

Kennington Park,

1-3 Brixton Road,

London SW9 6DE

Tel: 020 7793 5900

Tel: Helpline: 0808 808 1000

9am - 2pm – Monday -Thursday

9am - 1pm – Friday

Email:

helpline@brainandspine.org.uk

www.brainandspine.org.uk

British Heart Foundation

The British Heart Foundation has a wealth of useful advice and information for people with all types of heart disease and plays an important role in the prevention of heart disease.

Greater London House

180 Hampstead Road

London NW1 7AW

Tel no: 020 7554 0000

Heart Information Line:

0300 330 3311

www.bhf.org.uk

Cinnamon Trust

The Cinnamon Trust is a national charity which arranges free care for the pets of elderly, ill and disabled pet owners, for example they can arrange for someone to walk the dog for a housebound owner. They will also arrange for a 'foster' home if you have to go into hospital for a time. Contact the trust to be put in touch with volunteers in your area.

10 Market Square

Hayle

Cornwall

TR27 4HE

Tel: 01736 757900

www.cinnamon.org.uk

Best time to telephone:

Monday - Friday

9am - 5pm

Communication Matters

This is a UK charitable organisation whose aim is to enable people to communicate. They have a helpline for information and advice on communication aids available, or you can check resources and suppliers of aids on the website.

Communication Matters

Catchpell House

Carpet Lane

Edinburgh EH6 6SP

Tel: 0845 456 8211

www.communicationmatters.org.uk

Connect

This is the communication disability network.

This charity helps people with aphasia and their families to develop communication skills and rebuild confidence.

16-18 Marshalsea Road,

London SE1 1HL

Tel: 020 7367 0840

Email: info@ukconnect.org

Website: www.ukconnect.org

Council of Disabled people Coventry and Warwickshire (a local charity)

Your local branch is based in:

Room 6, Unit 15,

Koco Building

The Arches Industrial Estate

Spon End

Coventry CV1 3JQ

Advice Tel: 02476 712 984

Email: info@cdp.org.uk

Web site: www.cdp.org.uk

Opening Times:

Monday 9am - 5pm

Tuesday 9am - 5pm

Wednesday 9am - 5pm

Thursday 9am - 5pm

Friday 9am - 5pm

This is a local disability information and advice service run by and for disabled people.

CDP runs a club, the Peepolikeus Club, in the Koco Building, every

Wednesday from 10am - 2pm

It also offers training (ASPIRE)

which is a 10-session training programme to help disabled people to build up their self-confidence and develop communication skills.

Coventry Community

Neurological Rehabilitation Team

– part of Coventry and Warwickshire Partnership NHS Trust.

This Team provides stroke rehabilitation in the Coventry community. The therapists at the hospital decide which service will best meet your needs after discharge and refer you to the appropriate service.

Newfield House
Kingsfield Road
Foleshill
Coventry, CV1 4NZ
Telephone number: 0300 2000 395

Cruse Bereavement Care

Provides free information for bereaved people in the form of leaflets, a newsletter and a helpline.
PO Box 800

Richmond

Surrey, TW9 1RG

Helpline: 0844 477 9400

Email:helpline@cruse.org.uk

www.crusebereavementcare.org.uk/

Local Cruse numbers:

Coventry with N Warwickshire Area
– 024 7667 0714

Kenilworth Branch – 01926
864343

Rugby Branch – 01926 810888
please note that this is the number for Rugby, even though it is a Leamington/Warwick code.

South Warwickshire Branch –
07730 216700

Depression Alliance

Contact Depression Alliance for a helpful information pack with advice and details of self-help groups etc.

20 Great Dover Street
London SE1 4LX

Telephone: 0845 123 23 20 – calls are charged at the local rate.

Email: information@
depressionalliance.org

Diabetes UK (Hounslow)

For advice for people who have diabetes.

10 Parkway

London NW1 7AA

Telephone number: 0207 424 1000

www.diabetes.org.uk

DIAL UK

DIAL UK is the national organisation for the DIAL advice centres run by, and for, people with disabilities. They can put you in touch with your local group.

The groups give free advice about all aspects of disability over the telephone and in drop-in centres.

They may also be able to visit you in your own home, if you have mobility problems.

Birch View

St Catherine's

Tickhill Road

Doncaster

South Yorkshire DN4 8QN

Telephone: 01302 310 123

www.dialuk.info

DIAL Nuneaton and Bedworth

(Disability Information and Advice Line)

DIAL is a charity that provides free, confidential information and advice for disabled people, their families and carers. They have advice on a whole range of disability issues. Contact them for valuable advice.

Opening Times:

Monday - Thursday

9.30am - 4pm

They also do wheelchair hire which is a local service covering: North Warwickshire, Nuneaton & Bedworth (Warwickshire).

The cost is £1 per day, with a £20 deposit and a minimum charge of £5.

For further information on availability contact DIAL on the number below.

New Ramsden Centre

School Walk

Attleborough

Nuneaton

Warwickshire CV11 4PJ

Tel: 024 7634 9954 - Advice

Email: enquiries@nbdial.com

Disability Rights UK

Disability Rights UK is a merger of the Disability Alliance, Radar and the National Centre for Independent Living. They are an organisation led by people who have actual experience of disability

and other health conditions.

They support people to get better services if they have a disability.

12 City Forum

250 City Road

London EC1V 8AF

Telephone: 020 7250 3222

www.radar.org.uk

Funeral Services Guide

The Funeral Services Guide is a website where you can get information to help you to choose a funeral.

www.funeralservicesguide.com

Headway

Headway is an association to support people who have an acquired brain injury, for example after a stroke. It has a helpline which is nurse led and will give you information on all aspects of acquired brain injury.

Headway has an emergency fund which provides grants of up to £500 if you meet the criteria for support.

Bradbury House

190 Bagnall Road

Old Basford

Nottingham

Nottinghamshire NG6 8SF

Helpline: 0808 800 2244

Email: helpline@headway.org.uk

www.headway.org.uk

To contact Headway Coventry and Warwickshire: 07766 504624

Email:headwaycw@aol.com

Healthtalkonline

People who have had a stroke talk about of their experiences online.

www.healthtalkonline.org/Nerves_and_brain/Stroke

LINK (Coventry)

This is an independent body giving local people in Coventry a chance to give their opinions to influence the way local services are delivered in the NHS and social care.

Contact Information:

LINK

C/o Voluntary Action Coventry

29 Warwick Road

Coventry

CV1 2ES

Telephone: 024 7622 0381

Email:

info@vacoventry.org.uk

www.coventrylink.org.uk

Contact the group by telephone:

Monday - Friday 9am - 5pm or

by email.

Languages Spoken: Punjabi, Hindi

Disability Access: Meetings are held in accessible venues.

MIND

Mind is a national charity that has a network of local services across the country devoted to helping people who have mental health problems, including, for example, depression and anxiety. They run courses to help people to cope with these issues as part of their programme of support. They will also signpost you to your nearest available service. All the venues are accessible for disabled people.

Coventry & Warwickshire Mind

Wellington Gardens

Windsor Street

Coventry

CV1 3BT

Telephone: 024 7655 2847

They have numerous services to help people recovering from mental ill-health. You will need a referral from a health professional.

The following are just examples of the services on offer:

There is a 'drop-in' service where a range of social activities are offered. You can also learn computer skills and take part in supportive activities. You don't need a referral for this.

Open:

Monday - Friday: 11.30am - 5pm

Saturday: 11.30am - 7pm

Sunday: 11.30am - 5pm

Telephone: 024 7622 4417

Email:

drop-in@coventrymind.org.uk

Cooper's Lodge Day Centre

Cooper's Lodge

61 St. Nicholas Street

Radford

Coventry

CV1 4BN

Tel: 02476 229988

Cooper's Lodge is a Day Centre run by MIND, where you will be able to receive support when you are recovering from mental illness.

They offer a range of activities to help you to maintain life skills and independence. They have peer support, one to one support and promote self-help.

This Centre is open four days a week.

Rugby Wellbeing Service and Resource Café

28 Cromwell Road,

Rugby,

CV22 5LY

Telephone: 01788 544105

Open:

Monday: 10am-1pm

Tuesday: 1pm-4pm

Wednesday: 4pm-7pm

Thursday: 1pm-4pm

Friday: 10am-1pm

Saturday: 10am-1pm

Email: rugbywbs@cwmind.org.uk

or rugbyadmin@cwmind.org.uk

www.mind.org.uk

Springfield Mind Limited

185 Drayton Avenue

Stratford-upon-Avon

Warwickshire CV37 9LD

Telephone: 01789 298615

Email:

enquiries@springfieldmind.org.uk

This is a registered charity in South Warwickshire which is affiliated to MIND.

Pain Relief Foundation

The Pain Relief Foundation produces a series of leaflets dealing with chronic pain conditions, such as central post stroke pain.

Clinical Sciences Centre
University Hospital Aintree

Lower Lane

Liverpool L9 7AL

Telephone: 0151 529 5820

Email: secretary@

painrelieffoundation.org.uk

www.painrelieffoundation.org.uk

Pathways Information, Advice and Advocacy for older people

This is an independent advocacy service run in conjunction with Age UK and DIAL.

They offer a FREE professional advice and information service

for adult residents of North Warwickshire, South Warwickshire and Rugby Borough who have already been referred to the disability, older people's and learning disability services.

They will help with writing letters, contact people on your behalf and represent your interests.

Telephone: 02476 697 443 Ext 225

Here are the helplines for local contact services. Ask for the Pathways service:

Stratford upon Avon -
01789 205059

Atherstone - 01827 719079

Leamington, Warwick and Stratford
- 01926 458143

Rugby - 01788 522542

Nuneaton - 02476 349954

Penderels Trust

This Trust will give you advice and support and point you in the right direction to practical solutions to enable you to continue to live independently in your own home. They will help you to understand personal budgets and direct payments.

Seven Stars Estate

Wheler Road, Whitley

Coventry CV3 4LB

Telephone: 02476 511611

Email:

enquiries@penderelstrust.org.uk

RNIB – Royal National Institute of Blind People

105, Judd Street

London

WC1H 9NE

RNIB Helpline: 0303 123 9999

Email: helpline@rnib.org.uk

They have Action for Blind People teams all over the country which support blind and partially sighted people; the nearest one to this area is:

Birmingham

58-72 John Bright Street

Birmingham B1 1BN

Tel: 0121 665 4200

Email: birmingham@actionforblindpeople.org.uk

They also stock a range of aids, such as symbol canes, eye shields, reading devices, cooking equipment, big button phones, games and computer equipment to help people with sight problems. Telephone them if you need advice or visit the websites, as shown.

They also publish Big Print which is a large print newspaper, TV and radio guide that you can buy.

Telephone: 0303 123 9999

Email: shop@rnib.org.uk

www.bigtvguide.co.uk

Royal National Institute for Deaf People – now known as Action on Hearing Loss

Action on Hearing Loss is a national charity which offers a range of services for people who are deaf or hard of hearing.

They supply a full range of products for people who are deaf, hard of hearing or have tinnitus.

Royal National Institute for Deaf People

Head office

19-23 Featherstone Street,
London EC1Y 8SL

Telephone: 020 7296 8000

Action on Hearing Loss

Information Line:

Telephone: 0808 808 0123

Informationline@hearingloss.org.uk

Action on Hearing Loss Shop:

Telephone: 01733 361199

www.solutions@hearingloss.org.uk

Royal Society for the Prevention of Accidents

For a wide range of advice about home safety and ways to prevent accidents in the home, ask RoSPA.

RoSPA House

28 Calthorpe Road

Edgbaston

Birmingham B5 1RP

Telephone: 0121 248 2000

Website: www.rospa.com

Rugby Disability Forum

The forum has links with Rugby Council and the County Council.

This is a social group with a purpose, that acts as the voice of disabled people in the area.

The group meet on the last Tuesday of the month, from 10am - 12pm, at:

Sacred Heart Church Hall
17 Lime Tree Avenue

Bilton, Rugby CV27 7QT

Telephone: David Foster on
01788 544991

www.rugbydisabilityforum.org/

Sexual Advice Association

This association provides information and advice for people who are experiencing sex problems.

They also send out leaflets to help you.

Suite 301, Emblem House,
London Bridge Hospital
27 Tooley Street

London SE1 2PR

Telephone: 020 7486 7262

Helpline: 0870 774 3571

Open on Monday, Wednesday,
and Friday

9am - 5pm.

Email: info@

sexualadviceassociation.co.uk

www.sexualadviceassociation.co.uk

Speakability

Speakability offers support for people who have problems with speaking, reading, writing or understanding language, caused by damage to the language centres of the brain (Aphasia). It is run by people with aphasia to advise and help people with aphasia and their carers.

They have 'I have aphasia' cards: Useful cards to tell others you have aphasia. Ring the helpline below.

1 Royal Street,
London SE1 7LL

Tel: 020 7261 9572

Helpline number: 0808 808 9572 –
(Mon - Fri, 10am - 4pm)

Email:

speakability@speakability.org.uk

www.speakability.org.uk

There is a local group in Coventry and Nuneaton:

Coventry:

This takes place in a hired room at
The Salvation Army

Coventry City Corps

Upper Well Street

Coventry

CV1 4AG

The group meets fortnightly on
the 2nd and 4th Monday morning
of the month.

Meeting time: 10am - 12noon

Contact: Pamela Taplin

Telephone: 02476 601 039

Nuneaton:

Newtown Road Centre

Nuneaton

CV11 4HR

Meeting day and frequency:

Friday fortnightly

Meeting time: 10.45am - 12.30pm

Contact: Bernard Deignan

Telephone: 02476 735 701

Or

Contact: Donald Ford

Telephone: 01455 220 369

If you require more information,
please contact the Speakability
helpline above.

SSAFA

The Soldiers, Sailors and Air Force
Association help people who have
served in the armed forces.

Contact them if you were in the
armed forces to see if they are
able to help you with any of your
concerns after the stroke.

SSAFA Warwickshire & Coventry

41a Smith Street

Warwick CV34 4JA

Tel: 01926 491 317

Email: Warwickshire@ssafa.org.uk

They have a drop-in centre:

Veterans' Contact Point

Nuneaton Town Hall

Coton Road

Nuneaton CV11 5AA

Telephone: 02476 376129

The Lighthouse Christian Care Ministry

The Light House is a charity which provides counselling services for clients from a wide area around Coventry and Warwickshire.

1A Argyll Street

Coventry

CV2 4FJ

Telephone: 024 7644 0095

www.lighthousechristiancare.co.uk

There is also New Hope Counselling in Warwick that may be more appropriate for south Warwickshire-based clients.

70 Saltisford

Warwick CV34 4TT

Telephone: 07799 015650

Email:

lyn@newhopecounselling.org.uk

The Makaton Charity

The charity provides training in the use of signs and symbols to enable people with learning and communication disabilities to communicate. With Makaton, children and adults can communicate straight away using the signs and symbols. They also give a free family advice and support service for people using Makaton.

Manor House

46 London Road

Blackwater

Camberley

Surrey GU17 0AA

Telephone: 01276 606760

Advisory service:

Telephone: 01276 606778

Email: info@makaton.org

www.makaton.org

The Tavistock Trust for Aphasia

Set up by the Duke of Bedford who had aphasia after a stroke, this trust has a small grants scheme which helps to fund small items for people with dysphasia and also provides support for people with aphasia.

Sylvia Hemming

The Tavistock Trust for Aphasia

Bedford House

15 George Street

Woburn

MK17 9PX

Telephone: 01525 290002

Email: [enquiries@](mailto:enquiries@aphasiatavistocktrust.org)

aphasiatavistocktrust.org

Thrive

This is a small national charity that gives advice and helps people with a disability to start or carry on with their gardening.

Thrive

The Geoffrey Udall Centre

Beech Hill

Reading, RG7 2AT

Telephone: 0118 988 5688

Email info@thrive.org.uk
www.thrive.org.uk

Voluntary Action Coventry

They have a Health & Social Care Directory which has useful contact details of organisations in Coventry that may be able to help you.

29 Warwick Road
Coventry CV1 3ES
Tel: 024 7622 0381

Email: info@vacoventry.org.uk
www.vacoventry.org.uk

Age UK

Age UK – for services for older people

Formerly known as Age Concern or Help the Aged, the charities amalgamated to become Age UK. They have a wealth of free factsheets and booklets to help the older person find information about a range of life issues. They also provide helpful information and support to the older carer. Services they offer are many and varied including advocacy, befriending, friendship groups, home library services, and a range of products such as insurance services and equity release schemes.

Though they are not there specifically to help stroke survivors,

their aim is to help to improve your quality of life if you are over 50. The national helpline is: 0800 009966

Age UK Coventry (formerly Age Concern)

Below is a list of schemes managed by Age UK Coventry:

Feel good & keep well

- Fit as a fiddle
- Fit as a fiddle classes
- Creative Gymnasium (50+) / Shine On
- Garden & community allotment

Friendship and fun

- Craft & computer centre
- Friends at home
- Friendship groups
- Active clubs

Home Care

- Helping Hand
- Trusted traders – to help you to pick reliable tradespeople
- Home library

Personal support

- Advocacy service
- Money management
- Help with power of attorney, etc.
- Products & services

You can hire wheelchairs for a small fee from:

Gilbert Richards Centre
Broadway, Earlsdon

Telephone: 02476 672911

Age UK Contact details:

Alvyn Smith House

7 Warwick Row

Coventry

CV1 1EX

Telephone: 024 76 231999 or

Telephone: 024 76 633114 for

help in the Asian languages.

Opening hours: Monday to Friday,

9.30am - 4.30pm

Email: info@accov.org.uk

www.ageuk.org.uk/coventry

Now also open at Cathedral Lanes Shopping Centre, Coventry.

Age UK Warwickshire Services:**Home Improvement Agency**

They give practical advice to home owners and tenants of privately rented accommodation who need help with repairs or improvements to their homes.

Handyperson Scheme &**Handyfix it service:**

They put you in touch with people who will undertake minor repairs to domestic properties within the County.

Tradeline:

This service has the details of local tradespeople who have been specifically vetted to ensure they provide value for money service.

Daily Living Support:

Hospital discharge support

(Short term and long term – North Warks) support in your own home to assist your recovery, they offer:

- Pension collection
- Shopping
- Light housework support
- Laundry
- Prescription collection

Lifestyle:

Give long term support to people to enable them to stay in their own home.

Gardening:

This service provides basic garden maintenance to include grass cutting, hedge trimming, pruning and weeding.

Home Safety Check:

To make sure your home is safe.

Carers' Short Break Service:

This service enables carers to take a break during the daytime, evening or at the weekend.

This service does not cover Rugby at the moment.

Psychological Support:

This service is provided by an agency which is registered to provide personal care to its clients. They have a Lunch club and activities etc.

Age UK Warwickshire

(Head office)

8 Clemens Street

Leamington Spa

Warwickshire

CV31 2DL

Telephone: 01926 458 100.

Email: info@ageukwarks.org.uk

www.ageukwarwickshire.org.uk

Warwickshire Age UK

Local Offices:

Age UK Warwickshire

Care services south

10 Clemens Street

Leamington Spa

Warwickshire

CV31 2DL

Telephone: 01926 458 125

Age UK Warwickshire

Care services north

North Warwickshire office

The Partnership Building

Coleshill Road

Atherstone

CV9 1BN

Telephone: 01827 717 172

Age UK Warwickshire

Care services Rugby

Claremont Centre

43 Clifton Road

Rugby

CV21 3QE

Telephone: 01788 552 542

Age UK Warwickshire

advice hotline –

ask for Information and

Advice Department:

Telephone: 01926 458 100

Befriending:

This service was set up to encourage older people in the County to feel included in their community.

Contact:

Social Inclusion Co-ordinator

Age UK Warwickshire

Claremont Centre

43 Clifton Road

Rugby CV21 3Q

Warwickshire

Telephone: 01788 552 545

www.ageukwarwickshire.org.uk

Older People's

Information Network

This has been developed by Coventry City Council's Libraries and Information Services and Age UK Coventry and has a very useful website directory about a whole range of issues that affect older people.

www.opin.org.uk

Relate

Relate offers a comprehensive support service for a range of personal and relationship issues.

You will be able to get:

- Relationship counselling for individuals and couples
- Life skills training
- Psycho-sexual therapy
- Women's advocacy services
- Children's and young persons' counselling service.

There is usually a charge for this service which you would be told when you ring for an appointment – in some instances, particularly for children and young people the charges are reduced, dependent on personal circumstances.

Relate Coventry

New House

Hertford Place

Coventry

CV1 3JZ

Tel: 024 7622 5863

Email info@relatecoventry.org

www.relatecoventry.org

Contact details:

Monday - Thursday –

9am - 9pm

Friday – 9am - 8.30pm

Saturday – 9am - 12.30pm

Disability Access: Fully accessible toilets, wheelchair access.

Relate Rugby and North East Warwickshire

44a – 46a Regent Street
Rugby

Warwickshire CV21 2PS

Telephone – 01788 565675

Relate South Warwickshire

Pageant House

2 Jury Street

Warwick CV34 4EW

Telephone: 01926 403340

Services offered:

- Relationship counselling
- Sex therapy
- Counselling for young people

Opening Hours:

Monday - Thursday:

9am - 5.30pm

Weekday evenings:

6am - 9pm

Friday: 9.30am - 7.30pm

Saturday: 9.30am - 1pm

Email: [enquiries@](mailto:enquiries@relatesouthwarwickshire.org.uk)

relatesouthwarwickshire.org.uk

Relate Stratford upon Avon:

Relate Centre Outpost

Warwickshire

CV37 6BB

For appointments telephone:

01926 403340

Services offered:

Counselling for Young People.

Opening Times:

Mon - Thurs: 9am - 5pm &

6pm - 9pm

Fri: 9am - 4.30pm

Sat: 10am - 1pm

Languages Spoken:

English, Urdu, Punjabi and Hindi

Samaritans – Coventry & District

The Samaritans run a 24 hour emergency service for people who feel suicidal & despairing, every day of the year. You can visit the centre which is wheelchair accessible. It is open to visitors from 10am - 9pm.

57 Moor Street,

Earlsdon,

Coventry.

CV5 6ER

Telephone: 024 7667 8678

Samaritans – Tamworth

People who want to contact the Samaritans from **Atherstone, Nuneaton and Bedworth** can contact Coventry or Tamworth.

The Phillip Dix Centre

Corporation Street, Tamworth,

Staffordshire

01827 709 637

Email: jo@samaritans.org

Samaritans – Stratford upon

Avon

1 Shakespeare Street

Stratford upon Avon

Warwickshire

CV37 6RN

Telephone: (01789) 298866

www.samaritans.org

Facilities for visitors with disabilities:

Phone for details.

Usual hours open to receive callers at the door: Phone for details.

Email: jo@samaritans.org

Samaritans – Solihull

Solihull Railway Station

Station Approach, Solihull.

Telephone: 0121 704 2255

People who live in Warwick, Kenilworth, Southam, Shipston and Leamington Spa can contact Stratford, Coventry, or Solihull.

Women's Royal

Voluntary Services

WRVS is a national charity which was founded over 70 years ago to help people in the air raids!

The WRVS volunteers work across the whole of Coventry and Warwickshire and provide a range of practical support and socialisation opportunities mostly for older people, from doing shopping, befriending, home visiting, library services and clubs, to name but a few. If you want to find out about the services in your own area write to:

WRVS Head Office

Beck Court

Cardiff Gate Business Park

Cardiff CF23 8RP

Telephone: 0845 600 5885

The line is open from 9am - 5pm,
Monday - Friday
If you ring this number they will
be able to put you in touch with
someone in your area who can tell
you about local services and the
Nuneaton Stroke Club.

Citizens Advice Bureaux

The service helps people to
resolve legal, money and other
issues by giving free, independent
and confidential advice, and by
highlighting people's concerns
with the policymakers.

Bedworth, Rugby and Nuneaton Citizens Advice Bureau (BRANCAB), Main Office

25 Congreve Walk, Bedworth,
Warwickshire, CV12 8LX
Telephone: 0844 855 2322

Citizens Advice Bureau (Coventry)

Access to the service is either at
the City Centre Bureau, or at a
range of local sites, some at GPs'
surgeries. There is a service for
deaf people every Tuesday:

10am - 11.30am

Kirby House

Little Park Street

Coventry, CV1 2JZ

Telephone Number: 024 7622 3284

Email Address:

cgibbons@coventrycab.org.uk

Reception Service:

9.30am - 4pm Monday - Friday

Areas Covered: City-wide

Languages Spoken: Gujarati,
Hindi, Punjabi, Urdu, Mandarin.

Disability Access: City Centre
Bureau: ramp access, fully
accessible toilets, wheelchair
access, lift.

Home visits can be arranged.

Appointments are offered for
ongoing casework.

Kenilworth Library (Citizens Advice Bureau)

Smalley Place

Kenilworth

Warwickshire

CV8 1QG

Thursday 9.15am -12.15pm

Call in to make an appointment
or drop in.

Leamington Spa

Citizens Advice Bureau

10 Hamilton Terrace

Royal Leamington Spa

CV32 4LY

Telephone: 0844 855 2322
citizensadvice.org.uk

Kingsway Children's Centre

Baker Avenue

Leamington Spa

Warwickshire

CV31 3HB

Monday: 9.30am - 11am

Drop-in for people with children under 5 who work or live in South Leamington.

Lillington Children's Centre

Mason Avenue
Leamington Spa
Warwickshire
CV32 7QE

Friday: 9.30am - 12pm – Drop-in for people with children under 5 who live or work in Lillington, North Leamington.

Sydenham Children's Centre

Calder Walk
Leamington Spa
Warwickshire
CV31 1SA

Debt and Benefits advice for people with children aged under 5 who live or work in South Leamington.

Access through referral by Children's Centre staff.

North Warwickshire Citizens

Advice Bureau

The Parish Rooms
Welcome Street
Atherstone
Warwickshire CV9 1DU
Telephone: 0844 855 2322

Nuneaton Citizens

Advice Bureau

19 Dugdale Street
Nuneaton (just behind the Rope Walk Shopping Centre).

Appointments can be made by going into the office or telephone: 024 76 351049

Monday to Friday:

9.30am - 4.30pm

They have 3 Self-Help Information Kiosks where you can find information on a whole range of issues.

Call in during opening times.

Telephone Advice: 0844 855 2322

Monday - Friday

10am - 4pm.

Home visits are also undertaken for those who are housebound and their carers in Nuneaton and Bedworth.

Telephone: 024 76 643206 for information about this service.

Rugby Citizens Advice Bureau

1st Floor
Chestnut House
North Street
Rugby, Warwickshire
CV21 2QA

Drop-in services:

Monday, Tuesday, Wednesday and Friday 10am - 2pm

Southam Citizens Advice Bureau

The Grange
Coventry Road
SOUTHAM

Warwickshire
CV47 1EB

Drop-in advice times:

Tuesday: 10am - 3pm –
by appointment only.

Telephone: 01789 261966

Access: Wheelchair accessible –
for further details contact
the bureau.

Languages: If English is not
your first language, contact the
bureau for information about other
languages it can provide advice in.

**Get advice online from
www.adviceguide.org.uk
This internet advice line provides
CAB information in English,
Welsh, Bengali, Chinese,
Gujarati, Punjabi and Urdu on a
wide range of topics.**

Stratford upon Avon and District Citizens Advice Bureau

25 Meer Street
Stratford-upon-Avon
Warwickshire
CV37 6QB

Telephone: 0844 855 2322

Open:

Monday 10am - 4pm

Tuesday 10am - 4pm

Wednesday 10am - 4pm

Thursday 1pm - 4pm

Friday 10am - 1pm

Ring the above number for the
times of the drop-in service.

Stratford upon Avon and District Citizens Advice Bureau has outreach offices in Alcester, Bidford, Lighthorne Heath, Shipston, Southam, Studley and Wellesbourne.

If you would like to
book an appointment for advice at
either Alcester, Bidford, Lighthorne
Heath, Shipston, Southam or
Wellesbourne outreach office and
for details of opening times:

Telephone: 01789 200136

Warwick Citizens Advice Bureau

Shire Hall
WARWICK

Warwickshire
CV34 4SA

This is an outreach session

Wed: 9.30am - 3pm

Appointments: by calling in to Shire
Hall; or by dropping in.

Newburgh Children's Centre

Kipling Avenue
WARWICK

Warwickshire
CV34 6LD

Debt and Benefits advice for people
with children aged under 5 who live
or work in Warwick.

Access through referral by
Children's Centre staff.

Therapy organisations, professional societies etc.

Abacus Counselling Services

They offer counselling and advice for all genders and age ranges, regardless of race or ethnic origin.

4 Queen Victoria Road

Coventry

CV1 3JH

Telephone Number: 024 7622 6623

Email: mary@abacus-cs.co.uk

www.abacus-cs.co.uk

Phone: 10am - 4pm for service information.

Disability Access: Office is in the city centre and easy to get to by bus and car.

Charges: These vary according to your financial status – it is free for unemployed people and those on benefits.

BACP – The British Association for Counselling & Psychotherapy

This association is a professional body for counselling and psychotherapy and can advise you on local services, if you cannot access existing local free services via your GP.

You can also contact them to send you their BACP Information Sheet: C1 – How to get the best out of your therapist.

BACP House

15 St John's Business Park,
Lutterworth LE17 4HB

Tel: 01455 883 300

Website: www.bacp.co.uk
(includes an online search facility)

British Association of Behavioural and Cognitive Therapists (BABCP)

You will be able to get contact details of local therapists, if you have not been able to access services via your GP.

Imperial House

Hornby Street

Bury BL9 5BN

Telephone: 0161 705 4304

Email: babcp@babcp.com

www.babcp.org

Chiropodists/Podiatrists

A free assessment of foot health is available from the NHS.

Coventry

Get an application form from your GP or Podiatry Service.

Podiatry Services

City of Coventry Health Centre

2 Stoney Stanton Road

Coventry CV1 4FS

Telephone: 02476 961335

Warwickshire:

Cape Road Clinic,

Warwick CV34 4JP

Telephone: 01926 400 001

Pool Bank House,

Nuneaton CV11 5DB

Telephone: 01926 310925

Orchard Centre,

Rugby CV21 3SR

Telephone: 01788 551 212

Podiatry Single Point of Access:

Podiatry Department

Heathcote House

RLSRH

Heathcote, Warwick CV34 6SR

Tel: 01926 600810

College of Occupational Therapists

106 - 114 Borough High Street

Southwark

London SE1 1LB

Telephone: 020 7357 6480

Occupational therapists help people with the activities of daily living.

To find an occupational therapist in your area:

Telephone: 0800 389 4873

www.cot.org.uk

Counselling Directory

You will be able to get details of counsellors in your area to give you psychological support.

Counselling Directory

Coliseum

Riverside Way

Camberley

Surrey GU15 3YL

Customer Service Team Telephone:

0844 8030 240 (Lo-call rate)

9am - 5pm, Monday - Friday.

www.counselling-directory.org.uk

Disability, Pregnancy and Parenthood International (DPPI)

National Centre for Disabled Parents

336 Brixton Road

London, SW9 7AA

Telephone: 0800 0184730

www.dppi.org.uk

Email: info@dppi.org.uk

This is a UK based registered charity, managed by disabled parents, to support disabled people during pregnancy and afterwards as parents. They produce a comprehensive guide to help disabled people to overcome some of the obstacles they may meet.

Helpline

The Helpline is a team of highly trained and experienced support workers who use counselling skills to provide you with emotional support, guidance and information. The Helpline is an invaluable free resource available to anyone, over the age of 16 years, experiencing mental health problems, and those who care for people with mental health problems.

The Helpline is available by phone, email or text, free of charge, 24 hours, 7 days a week.

Helpline: 0800 61 61 71

Email: [timeonline@](mailto:timeonline@mentalhealthmatters.co.uk)

mentalhealthmatters.co.uk

www.mentalhealthmatters.com

Improving Access to Psychological Therapies (IAPT)

This service is run by the Coventry and Warwickshire Partnership Trust and is for people who live in the Coventry and Warwickshire area to get help if they suffer from mild, moderate and moderate to severe symptoms of anxiety or depression.

They have a very useful booklet and provide cognitive behavioural therapy on line. They also have several audio MP3 information packs for anxiety, panic, relaxation etc.

There are self-help leaflets for:

- Anxiety
- Depression and Low Mood
- Panic
- Sleeping Problems
- Stress.

IAPT

Stanley House

1 Warwick Street

Earlsdon

Coventry CV5 6ET

Telephone: 0845 521 6100

Email: cwp-tr.iapt@nhs.net

Living with Long-term Health Conditions – Coventry and Warwickshire

This is a six week self-management course (Expert Patient Programme) to help people with long term health conditions to enable them to take control of their lives.

The topics covered are:

- Dealing with pain, tiredness and stress
- Healthy eating and exercise
- Relaxation techniques
- Making plans for the future
- Communication skills

The course is totally **free of charge** and it is taught by trained volunteers.

It will help you to understand how best you can manage your condition.

It is open to anyone over the age of 18.

To get more information, contact: Living with Long-term Health Conditions

1st Floor, Estates Building
Coventry and Warwickshire
Hospital

Stoney Stanton Road

Coventry CV1 4EH

Telephone: 024 7696 1555

Email:

expert.patient@covwarkpt.nhs.uk

Your local PALS organisation will also have information; see the contact details on page 89.

Physio First

You will be able to get contact details for physiotherapists in private practice to help with mobilisation issues etc.

Minerva House

Tithe Barn Way

Swan Valley, Northampton

Northants NN4 9BA

Telephone: 01604 684960

Monday - Friday, 9am - 5pm

Messages can be left on the answer phone at any time.

E-mail: minerva@physiofirst.org.uk

They have an on-line national index of private physiotherapists with expertise in adult neurology, including stroke.

The Helpline is also available to assist those who are unable to access the internet or who need more detailed information.

Royal College of Speech and Language Therapists

This is the UK training and professional body for speech and language therapy.

2 White Hart Yard

London SE1 1NX

Telephone: 020 7378 1200

www.rcslt.org

Sickle Cell Society

The society provides information, counselling and care for those with sickle cell disorders and their families.

54 Station Road

Harlesden

London NW10 4UA

Tel: 020 8961 7795

Email:

info@sicklecellsociety.org

The Association of Speech and Language Therapists in Independent Practice –

Coleheath Bottom

Speen

Princes Risborough

Bucks HP27 0SZ

Telephone: 01494 488306

www.helpwithtalking.com

You will be able to get details of Speech and Language Therapists in your area who work privately.

The Psychoanalytic Council

They have a register of psychotherapists, including psychoanalysts, analytical psychologists, psychoanalytical psychotherapists and child psychotherapists.

Unit 7

19-23 Wedmore Street

London

N19 4ZU

Telephone: 020 7561 9240
www.pschoanalytic-council.org

The British Psychological Society

They keep a directory of chartered clinical psychologists.

St Andrew's House
48 Princess Road East
Leicester LE1 7DR
Telephone: 01162 549 568
www.bps.org.uk

The Chartered Society for Physiotherapy

Find out how you can arrange to see a physiotherapist, if you need help with mobility etc.

14 Bedford Row,
London WC1R 4ED
Tel: 020 7306 6666
Website: www.csp.org.uk

The Health Professions Council

You will be able to check to see if the occupational therapists, chiropodists and podiatrists, physiotherapists, speech and language therapists, or any of the non-medical/ non- nursing professionals, that you come into contact with during your care, have a valid registration.

Park House
184 Kennington Park Road
London: SE11 4BU

Telephone: 0845 300 6184

Check by phone:
Lo-call 0845 300 4472
www.hpc-uk.org/check

UKCP – UK Council for Psychotherapy

This association is a charity that can help you to find a therapist in your area, if you are unable to access free services via your GP.
2nd Floor, Edward House
2 Wakley Street

London
EC1V 7LT
Main switchboard: 020 7014 9955
Email: info@ukcp.org.uk

Benefit /Allowance and Money Matters Information

Benefits Service – Coventry

For help with your benefit claims.
Spire House
New Union Street Coventry
CV1 2PW
Telephone number: 024 7683 1800
www.benefits@coventry.gov.uk

Contact and Connect

If you are over 60 and live in Coventry this service has staff who will talk with you about your needs or concerns and then contact agencies on your behalf.

Though they do not actually give advice themselves, they will do their best to put you in touch with the appropriate agency. They will also do home visits to help you.

Contact and Connect's partners are:

- West Midlands Fire Service
- Age UK Coventry
- Coventry Local Pension Service
- NHS Coventry
- Coventry City Council
- Orbit Care and Repair
- Coventry Carers' Centre
- Whitefriars
- Coventry and Warwickshire Community Safety Scheme.

Contact and Connect is free of charge, as are most of the services they direct you to.

Please note that you are only able to get in touch with the Contact and Connect service by telephone or email.

Telephone: 024 7625 8176

Email: contactandconnect@ageukcoventry.org.uk

Debt Advice Foundation

Debt Advice Foundation will give you advice about any debt problem over the phone.

Telephone: 0800 043 40 50.

Open Monday - Friday, 8am - 8pm,
Saturday 9am - 5pm.

Calls are free from BT landlines.

GOV.UK – Disabled people

www.GOV.UK

GOV.UK is a website with a wide range of public service and financial information from the Government.

Direct Payments – Coventry

Direct payment is a sum of money awarded to you, if you qualify, to allow you to buy your own care, rather than have it provided for you by the social services.

Arranged by:

Coventry City Council:

Civic Centre 1

Little Park Street

Coventry

West Midlands CV1 5RS

Telephone: 024 7683 3410/3362

www.coventry.gov.uk

For advice about direct payments in Coventry and queries relating to a direct payment account and your financial records, contact the direct payment finance team.

Penderels Trust,

Seven Stars Estate

Wheler Road

Whitley

Coventry CV3 4LB

Telephone: 024 7683 3362 or

0845 0500 862

www.penderelstrust.org.uk

Direct Payments – Warwickshire

The funding comes from:

Warwickshire County Council

Shire Hall

Warwick

CV34 4RR

Telephone: 01926 410410

Email: [ac-sswebenquiries@](mailto:ac-sswebenquiries@warwickshire.gov.uk)

warwickshire.gov.uk

As above, you can access information to support you if you contact:

The Rowan Organisation

Eliot Park Innovation Centre

Barling Way

Nuneaton

CV10 7RH

Telephone: 02476 322 860

www.therowan.org/directpayments

Disability Benefits

Benefits Enquiry Line

Freephone: 0800 882200

Helpline opening hours:

Monday - Friday

8am - 6pm

Saturday

9am - 1pm

They will send a claim pack and help you to complete the claim forms if you need it.

www.gov.uk/disability

Disability Living Allowance/

Attendance Allowance:

Disability Living Allowance Unit or

Attendance Allowance Unit

Warbreck House

Warbreck Hill

Blackpool

Lancashire

FY2 0YE

Open Monday - Friday

8am - 6pm

Helpline number: 08457 123 456

This number allows access to existing claims and records.

To make a claim on line:

Email: [DCPU.Customer-Services@](mailto:DCPU.Customer-Services@dwp.gsi.gov.uk)

dwp.gsi.gov.uk

www.gov.uk/disability

Equity release schemes etc.

If you own your home and need funds to do alterations etc., then it may be possible to release some of the capital tied up in your home, if you are not eligible for help from the local council. You are advised to seek independent specialist advice before you venture down this path.

This council sets standards and has a Code of Conduct for all equity release providers.

Equity Release Council
3rd Floor
Bush House
North West Wing
Aldwych
London WC2B 4PJ
Telephone: 0844 6697085
www.equityreleasecouncil.com

Family Fund

Family Fund is a charity that provides grants to the families of disabled children to help with day to day living or educational equipment needs etc.

They use Language Line, (a telephone interpreting service), for clients who have difficulty communicating in English. You will need to tell them the language you are comfortable with when you apply.

4 Alpha Court
Monks Cross Drive
York YO32 9WN
Telephone: 08449 744 099
Email: info@familyfund.org.uk
www.familyfundtrust.org.uk

The Independent Living Fund
You may be able to get money towards personal and domestic care to enable someone who is severely disabled to live at home.
Independent Living Fund
Equinox House
Island Business Quarter
City Link
Nottingham
NG2 4LA
Telephone: 0845 6018815 or 0115 945 0700
Email: funds@ilf.org.uk
www.ilf.org.uk

Independent Financial Adviser Promotion Ltd.

This organisation can direct you to an Independent Financial Advisor in your area who will be able to give you financial advice, across a range of personal financial issues.
IFA Promotion Ltd
2nd Floor
117 Farringdon Road
London
EC1R 3BX
Telephone: 020 7833 3131
Telephone advice line:
0330 1000 755
www.unbiased.co.uk

Jobcentre Plus Call Centre –
for finding work or for benefit
claims – you can arrange to see an
employment adviser to help you.
If you need to make a claim for
benefits, telephone: 0800 055 6688.
Lines are open from 8am - 6pm,
Monday – Friday; try to
call before 9am when the lines are
less busy.
www.jobcentreplus.gov.uk

Jobcentre Plus (Atherstone)
120 Long Street
Atherstone
CV9 1AF
Telephone: 01827 473200

Bedworth Jobcentre Plus
12 High Street
Bedworth
CV12 8NF
Telephone: 0845 604 3719

Jobcentre Plus (Coventry)
143 New Union Street
Coventry
Telephone: 024 7623 0927
And:
282 Walsgrave Road
Coventry
Telephone: 024 7665 0202
And:
Cofa Court
Cheylesmore
Coventry
CV1 2HJ
Telephone: 0845 6043719

Jobcentre Plus (Tile Hill)
Torrington Avenue
Tile Hill
Coventry CV4 9GR
Tel: 0845 6043719
**Jobcentre Plus for Cubbington,
Kenilworth, Lillington, Southam
Warwick and Leamington Spa.**
Brandon House
Holly Walk
Leamington Spa
CV32 4JE
Monday, Tuesday, Thursday &
Friday: 9am-5pm
Wednesday: 10am-5pm.

Telephone: 0845 604 3719
(Jobcentre Plus enquiries):
0800 055 6688 – New benefits
claims
0845 608 8676 – Enquiries about
existing claims
www.jobcentreplus.gov.uk

Jobcentre Plus (Nuneaton)
Mill Walk
Nuneaton CV11 4DL
Telephone: 024 7681 8000

Jobcentre Plus (Rugby)
Kingsforth House
44 Albert Street
Rugby CV21 2TD
Tel: 0845 604 3719 (switchboard)
Opening hours:
Mon - Friday: 9am - 5pm
www.jobcentreplus.gov.uk

Jobcentre Plus (Stratford and Shipston on Stour)

Martin Raff House
Alcester Road
Stratford upon Avon
CV37 9DA
Tel: 0845 604 3719 (switchboard)
Opening hours:
Mon - Friday: 8.50am - 5pm
www.jobcentreplus.gov.uk

Money Advice Service

This is an on-line or telephone contact service which gives independent advice on how to manage your money. It has a very comprehensive budget planner on the website, to help you to manage your day to day living expenses.
Telephone: 0300 500 5000
www.moneyadvice.service.org.uk

National Debtline

National Debtline offers free, confidential and independent advice on how to deal with debt problems.
Tricorn House
51-53 Hagley Road
Birmingham B16 8TP
Telephone: National Debtline:
0808 808 4000
(Opening Hours: Monday - Friday
from 9am - 9pm
Saturdays from 9.30am - 1pm)
www.nationaldebtline.co.uk

National Energy Action Coventry

Provides advice and support to people with heart, lung or stroke problems on issues such as:

- Insulation (loft, cavity wall, draught proofing) and heating grants
- Saving energy
- Advice on high fuel bills with your supplier.

Phone to make an appointment.
NEA Coventry
Harp Place
2 Sandy Lane
Coventry CV1 4DX
Telephone: 024 7655 9191
Email: judy.best@nea.org.uk
www.neacoventry.org.uk

NHS Low Income Scheme.

This is an income-related scheme which calculates if you need to pay anything towards your health costs. If you want to claim help under the Low Income Scheme, you can get form HC1 at your local dentist, optician, or GP surgery. You can also get a form, advice on completing it, or general advice etc., by calling:
Telephone: 0845 850 1166

Pension Credit Helpline

Call The Pension Service for advice:
Lines are open 8am - 6pm

Monday - Friday (except public holidays).
Telephone number: 0800 99 1234
www.gov.uk

Prescription Pre-payment Certificates (PPCs)

These certificates run for 3 or 12 months and are to help people who require regular prescriptions to reduce the cost, if they do not meet the requirements for free prescriptions.

A PPC will save you money if you regularly need more than **one** item on your prescription per month.

You can check the price of a PPC or purchase one over the phone by calling:

Telephone: 0845 850 0030

By post: using form FP95 available from your local pharmacy.

On the internet: www.nhsbsa.nhs.uk

Remploy

Helps disabled people by supporting them in finding employment opportunities in the community.

Ground Floor, 27-29 Trinity Street
Coventry, CV1 1FJ

Telephone: 0300 456 8026

Opening times: 9am - 5pm

Monday - Friday

Email:

coventry.branch@remploy.co.uk

Tax Credit Helpline

Tax Credit Office

Preston PR1 4AT

Phone number; Helpline

0345 300 3900

www.hmrc.gov.uk/browse/benefits

Opening Hours:

Monday to Friday 8.am - 8pm,

and Saturday 8am - 4pm

Closed Christmas Day, Boxing

Day and New Year's Day.

Tax credit is a very complex system of entitlements; you will find it helpful to talk to someone in these offices who can advise you of your exact entitlements.

Turn2us

This charity will help you to see if you are entitled to benefits and will help to calculate your benefit entitlement for you. The staff will also be able to give you information about charities which offer grants to relieve hardship.

Telephone: 0808 802 2000

Monday - Friday

8am - 8pm.

www.turn2us.org.uk

VAT Reliefs for disabled and older people

HM Revenue and Customs

St John's House

Merton Road

Liverpool

L75 1BB

8am - 5pm, Monday - Friday

Closed weekends and bank holidays.

Tel: 0845 302 0203

This helpline is part of HMRC Charities. When you call this number, please choose option 1 to speak to an advisor about VAT reliefs for disabled and older people.

Email:

charities@hmrc.gov.uk

www.hmrc.gov.uk

Please note that your enquiry will be dealt with more quickly if you apply online.

Carers' Organisations

Carers Direct:

Telephone: 0808 802 0202

Lines are open:

9am - 8pm Monday - Friday

(except bank holidays)

Weekends: 11am - 4pm

Calls are free from UK landlines and mobiles, or you can request a free call back.

You can also ask for a call back in one of more than 170 languages.

www.nhs.uk/carersdirect

Carers' team

The team do full assessments of the needs of carers and provide advice and support to carers in the City area.

Coventry City Council

Civic Centre 1

Little Park street

Coventry

CV1 5RS

Telephone: 024 7683 3549

Email: carers@coventry.gov.uk

www.coventry.gov.uk/carers

Carers Trust is a new charity formed by the merger of **The Princess Royal Trust for Carers**, set up in 1991 and **Crossroads Care**, set up in 1974.

Head office:

Carers Trust

32-36 Loman Street,

London SE1 0EH

Tel: 0844 800 4361

Email: info@carers.org

www.carers.org

Carers UK

20 Great Dover Street

London, SE1 4LX

Tel: 020 7378 4999/020 7378 4920

Freephone number: 0808 808 7777

www.carersuk.org.

The voice of carers.

Carers UK aim to support carers

and help them to get the respect and support they deserve for the valuable job they do.

‘Caring with Confidence’

This is a Government initiative which is an on-line resource to support and advise carers. www.caringwithconfidenceonline.co.uk

Here are the contact details of some of the local carers’ centres:

Coventry Carers’ Centre

(Member of the Carers Trust Network), The Princess Royal Trust for Carers).

The Centre opened in 1996 to provide support for both adult and child carers in Coventry.

3 City Arcade

Coventry
CV1 3HX

Telephone: 02476 632 972

The Centre is open 9.30am - 4pm, Monday - Friday.

A carer support worker is available in the Centre without an appointment on Monday, Wednesday, Thursday and Friday 9.30am - 1pm.

They also run carers’ clinics at University Hospital, the Caludon centre, some GP surgeries and at

other community venues. Ring the helpline for details:

Helpline: 02476 633378

Monday - Friday

8.30am - 4pm

Email:

contactus@coventrycarers.org.uk

Skype: CoventryCarers

www.coventrycarers.org.uk

Coventry Young Carers

You can get loads of support and lots of social activities.

3 City Arcade

Coventry CV1 3HX

Telephone: 02476 632 972

Email:

contactus@coventrycarers.org.uk

www.coventrycarers.org.uk

National website for young carers:

www.youngcarers.net

Crossroads Care

Coventry (Head) office is part of the well-established national charity which supports carers by delivering home care services and providing short or longer breaks from the caring responsibilities. You will be able to buy services in Coventry, Nuneaton, Bedworth and all of Warwickshire. Their home care services can be bought using direct payments, personalised budgets, self-funding, or through services

commissioned by your local Social Services or the local Primary Care Trust.

There are also some charitable funds available which Crossroads achieved from the National Lottery Fund.

6, Queen Victoria Road,
Coventry,
CV1 3JH

Tel: 024 7625 8816

Email:

coventry@crossroadscw.org.uk
www.crossroadscw.org.uk

Rugby office: for home care services in and around the Rugby area.

9 Lawford Road
Rugby
CV21 2DZ

Tel: 01788 544250

Email: rugby@crossroadscw.org.uk

Milan Asian Carers'

Support Group

This is a free support group for Asian carers, held in:

St Peter's Community Centre
Hillfields

They meet on Fridays (fortnightly)
10.15am - 12.30pm

Contact the Carers' Centre
3 City Arcade
Coventry
CV1 3HX

Telephone Number: 024 7663 2972

Email: coventrycarers.org.uk for further information.

Languages Spoken:

Gujarati, Hindi, Punjabi, Urdu

Disability Access: Fully accessible toilets, chair lift, induction loop, wheelchair access.

TheCarer (UK)

TheCarer is an informative website which provides information and advice on the carer's role.

www.thecarer.co.uk/

British Red Cross (Staffordshire, West Midlands and Warwickshire)

Coventry

Bradbury House

Wheler Road

Seven Stars Estate

Coventry

CV3 4LB

Telephone: 02476 304 200

The British Red Cross provides a wide range of services throughout the Staffordshire, West Midlands and Warwickshire area. They provide short-term support to vulnerable people, including shopping, collecting prescriptions and care at home.

They are able to provide wheelchair loans and other items of equipment, such as walking sticks

and frames, bath seats, commodes etc., on a short term basis. This is a FREE service, but will require a returnable deposit and you are encouraged to give a donation to the charity to enable them to continue the loan service.

This is staffed by volunteers with opening times as follows:

Monday and Friday – 9.30am - 1pm

Tuesday – 9am - 1pm

Wednesday – 9am - 4.30pm

Thursday – 11.30am - 2.30pm

Contact details for

Medical Loans:

Telephone: 02476 302645

Coventry Young Carers' Service

Run by Coventry City Council.

Coventry Young Carers' Service.

Children, Learning & Young People

Directorate

57 Ribble Road

Coventry CV3 1AW

Telephone: 024 7678 6087

E-mail:

info@coventryyoungcarers.org.uk

www.youngcarers.org.uk

The Princess Royal Trust for Carers

London office

14 Bourne Court

Southend Road

Woodford Green IG8 8HD

Tel: 0844 800 4361

Email: info@carers.org

www.carers.org

Warwick office for home care services in and around Warwick and South Warwickshire, Leamington Spa, Kenilworth, Nuneaton, Bedworth and North Warwickshire. This service is run from the head office in Coventry.

6, Queen Victoria Road,

Coventry, CV1 3JH

Tel: 024 7625 8816

Email:

warwick@crossroadscw.org.uk

As a national organisation,

Crossroads, as part of the Carers

Trust, offers advice, support and

practical help to all unpaid carers

and aims to get recognition for

anyone living with these challenges.

Warwickshire Young Carers'

Project

The Princess Royal Trust for Carers

Carers' Support Service, South

Warwickshire

4 Holly Court, Holly Farm,

Honiley, Kenilworth,

Warwickshire CV8 1NP

Tel: 01926 485486

Email: info@swcss.org.uk

Provides advice and support for

younger carers and helps them to

overcome the isolation they may

feel, by providing leisure activities,

educational support etc.

Guideposts Trust

Guideposts Warwickshire
44 Regent Street, Rugby,
Warwickshire CV21 2PS
Office Number: 01788 577825
Helpline Number: 0845 4379901
Carers' Support Service:
44-45 Church Street,
Nuneaton,
Warwickshire CV11 4AD
Telephone: 0845 600 9980
Email: [carerssupport@
guidepoststrust.org.uk](mailto:carerssupport@guidepoststrust.org.uk)
[www.guidepoststrust.org.uk/
warwickshire](http://www.guidepoststrust.org.uk/warwickshire)

Guideposts offer services to support carers of people with a range of health issues, such as dementia and Alzheimer's, but they also support carers of stroke survivors who live in the Warwickshire area.

They have a very full programme of activities such as courses, support groups, social events and trips.

They provide a Help at Home service and have a Community Café in Nuneaton, where they serve hot meals etc.

They have a Catering Service – Shortcrust – you can contact them on: 07738 768625.

They also provide the very valuable emergency card service, (ICE), for carers who live in the whole of Warwickshire.

Other independent carers' groups

These groups were set up to support all carers.

Bedworth Carers

This group meets on the first Wednesday of every month at the Citizens Advice Bureau.

1.30pm - 3.30pm.

Contact Will Roe on

Telephone: 02476 491383 or
Gordon Nash on

Telephone: 02476 758200
for more details.

Rugby Carers

This group meets on Wednesdays at various venues for meals and mutual support. For details and meeting times contact Jenny Hicks on Telephone: 01788 543180.

Stockingford Carers

The group meets on the first Thursday of the month at St. Paul's Parish Centre

Church Road, Stockingford
1.30pm - 3.30pm.

Contact Muriel Bromage on
Telephone: 02476 392708.

Children – some examples of available support

Action For Kids Charitable Trust

This charity was set up to help children and young people with physical and mental disability, by raising funds to provide free mobility equipment etc. which has not been supplied by the NHS. They also offer support for their carers and run work related learning programmes to prepare young people for employment.

Ability House

15a Tottenham Lane

London, N8 9DJ

Helpline: 0845 300 0237

(local call rates)

Telephone: 020 8347 8111 (Office)

Email: info@actionforkids.org

www.actionforkids.org

Advisory Centre for Education (ACE)

This national charity is an online resource and produces a selection of guides to help parents and carers on a wide range of educational issues, including for children with special educational needs after a stroke.

A small fee may be charged or you may be asked for a charitable donation.

www.ace-ed.org.uk

Afasic

Represents children and young adults with communication impairments and supports their parents and carers.

1st Floor,

20 Bowling Green Lane

London EC1R 0BD

Helpline: 0845 355 5577.

Email: info@afasic.org.uk

Website: www.afasic.org.uk

Carewatch South Warwickshire

Carewatch provides care at home for disabled children and adults and their families, by trained carers who can deliver the full range of care and also undertake some domestic tasks. Costs vary for this service.

18 Lansdowne Street,

Leamington Spa,

Warwickshire CV32 4SP

Tel: 01926 882888

Email:

enquiries@carewatchsw.co.uk

www.carewatch.co.uk

Carewatch Nuneaton

17 Newdegate Street

Nuneaton, Warwickshire CV11 4EJ

Telephone: 02476 642000

Carewatch South Midlands (Rugby)

10-12 Albert Street

Rugby CV21 2RS

Tel: 0844 822 6332

Child Brain Injury Trust (CBIT)

This is a national resource that provides information, support and training to anyone affected by childhood acquired brain injury, including stroke. It is open to everyone including the child and young person, their family and the professionals who support them.

Child Brain Injury Trust,
Unit 1,
The Great Barn,
Baynards Green Farm,
Nr Bicester,
Oxfordshire, OX27 7SG
Helpline: 0303 303 2248
Email: helpline@cbituk.com
www.cbituk.org

Children's Disability Team

The team will do an initial assessment and aims to provide help, such as with adapting the home environment, 1-1 support, short breaks, supporting independence and recreation for children with a range of disabilities and illnesses.

Southfields Old School
South Street
Coventry
CV1 5EJ
Tel: 024 76 786087
Email: Children'sDisabilityTeam@coventry.gov.uk

Opening Times:

Monday - Thursday 8.30am - 5pm
Friday 8.30am - 4.30pm
Children's services are free.

Child Stroke Support

www.childstrokesupport.com

This is an internet site which gives advice and information to parents with children affected by stroke. You can use this site to chat to other parents in a similar position.

Core Disability Services

Warwickshire

The services provide help for families with disabled children either by finding placements in long term care facilities or by offering short term breaks.

The service is available after a referral from local social services or parents can access the help and pay a fee.

Tel: 0800 622 6114

Email:

contactus@corechildrensservices.co.uk

Cubbington Mill Care Home

The home provides care for young and old disabled people. There are visits from a range of therapists including opticians, dieticians, chiropodists, physiotherapists and occupational therapists.

General Manager
Church Lane
Cubbington
Leamington Spa
Warwickshire
CV32 7JT
Tel: 01926 430351

HemiHelp

This UK charity has a range of guides of possible interest to parents of children with hemiplegia from stroke.

They give advice on managing ordinary everyday activities, such as tying shoelaces with one hand.

HemiHelp

6 Market Road
London, N7 9PW.

Helpline: 0845 1232372

Email: helpline@hemihelp.org.uk
www.hemihelp.org.uk

Independent Panel for Special Education Advice (IPSEA)

Gives free independent advice on education issues, including appealing to Special Educational Needs Tribunals.

IPSEA

General Advice Line:

0800 018 4016

Tribunal Helpline: 0845 602 9579

Tel: 01394 380 518.

Website: www.ipsea.org.uk

Integrated Disability Service for Warwickshire

This is a partnership comprising of Integrated Disability Service, Warwickshire County Council, the NHS and Connexions.

A whole range of services is offered to support disabled children and young people.

Saltisford Office Park

Saltisford

Warwick

CV34 4UL

Telephone: 01926 742223

Email: sen@warwickshire.gov.uk

[Please see the Leisure section on page 179 for clubs and activities for children.](#)

Don't forget that you will also be able to get help from the Stroke Association and Different Strokes. You will find the contact details on [page 94](#).

Community Meals Services

County Enterprise Foods – Community Meals Service

Warwickshire County Council now has a contract with County Enterprise Foods to deliver lunchtime meals to people across the county.

This service is available to anyone who requires help with meal preparation at home.

County Enterprise Foods produce and deliver ready-made meals direct to your home, helping you live as independently as possible. The meals are tasty and nutritious, with fresh ingredients and seasonal vegetables.

Meals can be delivered hot or they can supply a range of frozen foods directly to your home 7 days a week (365 days a year).

Costs: £4.00 per two course meal.

Breakfast and tea time packs can also be delivered with your main meal. You pay on delivery.

There is a wide selection of food on offer, including special needs food for your medical condition and foods to meet your religious requirements and cultural tastes.

The delivery staff will also help you with plating your meals, preparing

your table, cutting your food up etc. and generally helping you by having a chat and contacting services, such as your GP, if you are unwell.

County Enterprise Foods
13D Collins Road
Heathcote Industrial Estate
Warwick, CV34 6TF
Warwickshire

Telephone: 01926 800156

www.countyenterprisefoods.co.uk

Coventry Home meals service

The ICare group took over the delivery of meals at home in Coventry from January 2012.

The group serves meals that cater for special dietary needs, and will take into account cultural and religious requirements.

NB: If you do not meet the council's eligibility criteria for home meals you can still access this paid service. For more information ring the number below.

ICare Community Meals
23 Kenyon Street, Birmingham,
B18 6AR

Telephone: 0121 233 2899

Opening times are
8.30am - 4.30pm.

Out of hours, leave a message and an ICare representative will get back to you.

E-mail:

coventrymeals@icaregroup.co.uk

If you are not eligible for council support with meals, then you can also see what the following services have to offer:

Wiltshire Farm Foods

Wiltshire Farm Foods hand delivers frozen meals direct to your door.

They offer a wide selection of meals with special needs meals such as pureed foods, diabetic diets etc. They also provide Caribbean and West Indian meals, Kosher, Asian Halal and vegetarian meals.

To contact them ring the Customer Helpline 24 hours/day:

Telephone 0800 773 773

They will give you the contact number for your nearest supply service.

Email: info@wilshirefarmfoods.com

Oakhouse Foods

They deliver ready-made frozen meals to your door and also have a grocery delivery service.

They supply a selection of dishes, but do not supply special needs dishes or meals for different ethnic tastes and requirements.

Telephone: 0845 643 2009

Legal Advice

Community Legal Advice

Telephone: 0845 345 4345

Monday - Friday, 9am - 1pm

Saturday, 9am - 12.30pm

If you are on a low income, you may be entitled to legal aid to enable you to get free specialist advice from legal advisers on a range of issues such as: benefits, tax credits, debt, education, housing, employment and family problems.

Community Legal Advice has a free translation service available in 170 languages.

Disability Law Service

39/45 Cavell Street

London E1 2BP

An advice line is available from:

Monday - Friday

10am - 1pm and 2pm - 5pm

Telephone: 0207 791 9800

Email: advice@dls.org.uk

www.dls.org.uk

Law Centre – Coventry

Oakwood

St Patricks Road Entrance

Coventry CV1 2HL

Telephone: 024 7622 3053

Opening Hours:

Monday - Thursday:

9.30am - 12.30pm and

1.30pm - 3.30pm

Friday 9.30am - 12.30pm
and 1.30pm - 3pm
Email: enquiries@covlaw.org.uk
Website: www.covlaw.org.uk
Offers free legal advice and
representation for a range of legal
issues to the people of Coventry.

Office of the Public Guardian

PO Box 16185
Birmingham B2 2WH
Telephone: 0300 456 0300 –
Open Monday - Friday 9am - 5pm
(Except Wednesday 10am - 5pm)
www.publicguardian.gov.uk
Will give advice about and register
Lasting Power of Attorney to
protect vulnerable people.
You can get the relevant forms
from this website:
www.justice.gov.uk/forms/opg

Personal Mobility, getting out and about etc.

Please note that you can also find
out about mobility aids, such as
wheelchairs, scooters etc. in the
section on Disability and Care Aids
from [page 144](#).

AA Guide for the Disabled Traveller

This is a Directory giving
information on travel, motoring,

insurance, driving tests, vehicle
adaptations and airports which is
free to members of the AA.
You can get the guide by
telephone: 0800 26 20 50 or
by visiting the website:
www.theaa.com

Blue Badge

For any questions you may have
about the Blue Badge scheme,
you can contact:
Initial Enquiry Support Service:
Blue Badge Unit
Northgate Information Solutions
Wellington House
Wynyward Park
Billingham TS22 5TB
Telephone: 0844 463 0213
Email:
bluebadge@northgate-is.com
If you are eligible, you will be able
to get your blue badge from your
local council.

Concise Blue Badge UK Road Atlas

Sponsored by the Highways
Agency, this atlas is for Blue Badge
Drivers and is designed to help
when planning journeys. It includes
updates on “on-street” parking
rules for every council in the UK,
with town centre plans showing on
street parking areas, blue badge
bays, details of accommodation for

disabled clients, petrol stations and accessible toilet information.

Discounts are available for Different Strokes members.

PIE

Caledonia House
223 Pentonville Road

London N1 9NG

Telephone: 0844 847 0875

www.thepieguide.com/shop

Coventry Wheelchair Service (NHS)

This is a free permanent loan service of standard manual wheelchairs.

You will need a referral from a health professional such as your GP to be eligible.

Coventry NHS Wheelchair Service

NHS Coventry

Newfield House

Kingfield Road

Foleshill

Coventry CV1 4NZ

Telephone: 024 7623 7055

DisabledGo

DisabledGo provides online access guides in a great deal of detail.

They have information about any place you may want to visit as a member of the public.

Telephone: 0845 270 4627

www.disabledgo.com

Disabled Motorists Federation

Disabled drivers and disabled people can get advice on all issues relating to disability and mobility options.

Telephone: 0151 6483457 or

0191 4163172 – both have

answerphones.

www.dmfed.org.uk

Disability Rights UK

RADAR scheme – keys for disabled toilets in the UK can be bought here.

This organisation is run and controlled by disabled people and aims to support the rights of disabled people.

12 City Forum

250 City Road

London

EC1V 8AF

Telephone: 0207 250 3222

www.disabilityrights.org

www.radar.org.uk

This organisation also runs a Disabled Students Helpline: 0800 328 5050

Driving Assessment Centres (RDAC)

These assessment centres will be able to show you if you are fit to drive again. Contact the regional office for further information.

Birmingham

Regional Driving Assessment
Centre: Unit 11 Network Park
Duddeston Mill Road
Birmingham B8 1AU
Telephone: 0845 3371540

**Ring this number for information on
how to contact the other centres**

Email: support@rdac.co.uk
Website: www.rdac.co.uk

Cannock

Regional Driving
Assessment Centre:
Cannock Chase Hospital
Brunswick Road
Cannock WS11 5XY

Leamington Spa

Regional Driving
Assessment Centre:
The Gap Community Centre
Oakwood Grove
Warwick CV34 5TD

Oxford

Regional Driving
Assessment Centre:
Unit A, Anvil Court
Stanton Harcourt Road
Eynsham, Oxford OX29 4UD

DVLA

If your doctor or specialist tells you to report your condition, you will need to fill in a medical questionnaire. You can get the form by downloading it from www.dvla.gov.uk or write to:

Drivers Medical Group

DVLA

Swansea, SA99 1TU

Telephone:

- For car or motorcycle driving licence holders: 0300 790 6806
- For bus, coach or lorry driving licence holders: 0300 790 6807

Monday to Friday

8am - 5.30pm

Saturday

8am - 1pm

Email: eftd@dvla.gsi.gov.uk

You will need to keep them up to date about your driving abilities.

DVLA Local Office – Birmingham

30 Granby Avenue

Garretts Green

Birmingham

B33 0SD

Phone number: For enquiries about vehicles:

0300 790 6802

For enquiries about driving licences:

0300 790 6801

Opening Hours:

Monday-Friday

9am - 5pm

9.30am - 5pm on the second Wednesday of every month.

DVLA Local Office – Oxford

This office is nearer if you live in the south of Warwickshire.

Ground Floor

3 Cambridge Terrace

Oxford OX1 1RW

For enquiries about vehicles:

0300 790 6802

For enquiries about driving

licences: 0300 790 6801

The opening hours are the same as for Birmingham.

Please note all calls are handled initially by the call centre based in Swansea.

MAL – Mobility Advice Line

They offer free advice to disabled members of the public, their carers, friends and family about all aspects of disability, including: advice on a whole range of benefit entitlements, the Blue Badge Scheme, Motability allowances, information on wheelchairs and scooters etc.

Unit 7

Rotton Park St.

Edgbaston B16 0AB

Tel: 0121 454 2331

www.mobility-advice.org.uk

Motability Scheme

Motability Operations

City Gate House

22 Southwark Bridge Road

London

SE1 9HB

Telephone: 0845 456 4566

8.30am - 5.30pm

Monday to Friday

Main Office Freephone:

0800 0931 0000 – contact this number if you want any information leaflets and details of dealers in your area.

You can contact the car dealers direct to get information and to help you choose, if you prefer.

Email: motability.co.uk

Motability also produce a Rough Guide to Accessible Britain. The guide contains all the access

information you need to enjoy a day out to a range of venues, including disabled parking, wheelchair access and more. They also have offers, such as 2 for 1 or free cups of tea etc.

The Guide is free to download from: www.accessibleguide.co.uk

This website is well worth a visit.

If you haven't got a computer, is there someone who can download a copy for you?

Shopmobility

Bedworth Shopmobility

9, Leicester Street,

Bedworth

Telephone: 02476 311 199

Coventry

Barracks Car Park

Upper Precinct

Coventry
West Midlands,
CV1 1DD

Opening Hours:

Monday - Saturday:

8.45am - 4.30pm

Also opens on some Sundays -
please phone to check for further
information.

Telephone: 024 7683 2020

www.shopmobilityuk.org/

**RADAR KEYS ARE NOT
STOCKED HERE. YOU WILL
NEED TO GO TO THE COVENTRY
LIBRARY (See below):**

Central Library

Smithford Way

Coventry

CV1 1FY

Monday 9am - 8pm

Tuesday 9am - 8pm

Wednesday 9am - 8pm

Thursday 9am - 8pm

Friday 9am - 8pm

Saturday 9am - 4.30pm

Sunday 12noon - 4pm

Telephone: 024 7683 2314

E-mail:

central.library@coventry.gov.uk

The following Shopmobility shops
also stock RADAR keys for you to
purchase.

Leamington Spa

Level 4

Royal Priors Car Park

Park Street

Leamington Spa

Open 10am - 5pm

Tuesday - Saturday

Telephone: 01926 470450

Nuneaton and Bedworth

Nuneaton Shopmobility centre

Nuneaton Unit

1 Rope Walk

Multi Storey Car Park

Coton Road

Nuneaton

For all enquiries about bookings,
opening times, fees and costs

Telephone: 024 7632 5908

Stratford upon Avon

Bridgefoot Multi Storey Car Park

Level 2

Stratford-upon-Avon

CV37 6YY

Warwickshire

They also provide free parking.

You will need to provide Proof
of Identity

Open: Tuesday - Saturday:

9am - 4.30pm

Monday: 10am - 3pm

Closed for lunch 1pm - 1.30pm

Closed Sundays and Bank Holidays

Telephone: 01789 414534

Vehicle Conversions

BR Mobility

8b, Berrington Road

Sydenham Industrial Estate

Leamington Spa
Warwickshire
CV31 1NB
Tel: 01926 470944
Email: sales@brmobility.com
The company fits various mobility equipment into cars, to assist people with disabilities, such as hoists and lifts for scooters and wheelchairs, specially adapted seats, hand controls and push button controls.

Jim Doran Hand Controls

229, Torrington Avenue,
Tile Hill, Coventry,
West Midlands
CV4 9HN
Tel: 024 7646 0833
Email: info@jdhc.co.uk
Designs, manufactures and adapts vehicles for use for people with disabilities. Some features are modifications of pedals, wheels, seats and wheelchair storage.

Disability and Care Aids and Equipment etc.

Ability Answers

Ability Answers offers a whole range of disability living aids for the home and workplace, including computer support devices and emergency telephones.

Unit 2
Cwm Road
Hafod
Swansea
SA1 2AY
Telephone: 01792 412700 or
local rate: 0845 564 1064
Monday - Friday 9.30am - 5.00pm
For internet shopping:
www.abilityanswers.com/aids-for-daily-living

Active Mobility Centre

This company supplies a full range of aids and mobility equipment and has an online catalogue with full details. You can contact them by telephone or by post for more details of what you may need. They do not have a full printed catalogue, but if you tell them what you need they can send you details or talk to you about it.
Head Office & Help Desk
178 Belasis Avenue
Billingham, Cleveland TS23 1EY
Telephone: 01642 805050
Email: enq@activemobility.co.uk
The following firms are not connected to the above, but are family run. They carry batteries, spares, etc. as well as equipment and offer home assessments, maintenance and hire.

Active Mobility

31-33 Oxford Street
Leamington Spa
CV32 4RA

Telephone: 01926 431774
Freephone: 0800 389 3629

Active Mobility

Midland House
Wharf Rd
Stratford upon Avon
CV37 0AD
Telephone: 01789 298182

Cooperative Mobility

This internet shop stocks aids to daily living, with a very comprehensive range of products including mobility aids, bathroom aids, exercise products, kitchen and dining aids etc.

They offer competitive prices and free delivery.

Cooperative Mobility Ltd
Unit C1

Hazelton Interchange
Lakesmere Road
Horndean, PO8 9JU

You can order by telephone:

Tel: 0845 459 6006

Open: Monday - Friday
9am - 5.30pm

www.co-opmobility.co.uk

Betterlife

This firm supplies disability aids and mobility equipment etc.

The parent company is Lloyds Pharmacy and you should be able to get useful information, if you visit your local branch.

Centurion Court
Farington
Leyland
Lancashire
PR25 3UQ

FREE Sales Line: 0800 328 9338
Sales lines open till 8pm, 7 days a week!

Customer Services: 01772 644 288

Email:

info@betterlifehealthcare.com

www.betterlifehealthcare.com

Cosyback Ltd

They supply cushions, back supports, and ripple seats, etc. – helpful if you have to sit for a long time. They also supply a range of useful aids.

Foxes Lane

Wilmcote

Stratford upon Avon CV37 9XQ

Telephone: 01789 209992

www.cosyback.co.uk

DEMAND – Design and Manufacture for Disability

If you have not been able to get a piece of equipment to suit your particular needs, DEMAND may be able to provide something for you. They can also improve, modify and

repair equipment already in use. They do not charge for equipment supplied to individuals. They manage to do this because of the support from donations.

The Old Chapel
Mallard Road
Abbots Langley
Herts
WD5 0GQ

Telephone: 01923 681800
www.demand.org.uk

Disabled Living Foundation (DLF)

DLF is a national charity that provides advice, information and training on disability issues and daily living aids. It also produces a useful factsheet on buying and selling equipment.

Their askSARA internet helpline is very informative about disability living.

DLF
380-384 Harrow Road
London
W9 2HU

Helpline: 0845 130 9177
(10am - 4pm, Monday - Friday)

Email: info@dlf.org.uk
www.livingmadeeasy.org.uk
<http://www.asksara.org.uk/>

Disability Living Ltd.

Disability Living advise, assess and build facilities to overcome

problems brought on by your disability.

8 Pure Offices
Plato Close
Tachbrook Park
Leamington Spa
CV34 6WE
Tel: 01926 800174
Email: sales@disability-living.co.uk

Disability Equipment Register

The Disability Equipment Register (DER) is a very useful database of specialist equipment which is either for sale or wanted by a disabled person or members of a disabled person's family. It is an internet-only based service, worth a visit if you want to buy a piece of expensive equipment, because these are used items at a reduced price. Examples of equipment for sale and wanted include: bathroom equipment, children's equipment, furniture, beds, hoists, lifts, scooters, cars, vans and wheelchairs.
www.disabilityequipment.org.uk

Enable Me

Unit 2
Trojan Business Centre
Tachbrook Park Drive
Leamington Spa CV34 6RS
Telephone: 0800 915 7744

An occupational therapist may take you to the centre, if you live in Warwickshire, to see the daily living aids and larger pieces of equipment or fittings that you may need in your home.

Warwickshire residents get a discount on equipment ordered through this service. You can do a self-assessment, or get help to do it from the Centre by completing the on-line assessment which is free from ADL Smartcare, to find what aids etc. you may need to help you with your daily living:

www.self-assess.co.uk/smartassist/warwickshire

Email: adlorders@warks.nrs-uk.net

Hearing and Mobility (Keep Able)

Hearing and Mobility (Keep Able)
182/186 Robin Hood Lane

Hall Green
Birmingham

B28 0LG

Tel: 0121 777 8383

Email: hallgreen@keepable.co.uk

This organisation offers free hearing tests. They also stock a very comprehensive range of mobility aids and equipment to support independence. There are nationwide stores with the nearest store to our area being in Birmingham.

Help My Mobility

They will provide you with information on a variety of mobility products, aids and equipment.

They will put you in contact with reliable companies, and help you find the products that are right for you.

Help My Mobility

6 Draxton Courtyard

Lymore Lane

Milford on Sea

Hants S041 0TX

Tel: 0845 838 7085

Email: info@help-my-mobility.co.uk

Birmingham Office:

2nd Floor

Quayside Tower

Broad Street

Birmingham B1 2HF

Telephone: 0121 2850779

Homecraft (Patterson Medical)

For disability aids etc. – you will be able to see their catalogue at the Opal Centre, Coventry.

Homecraft Rolyan

Nunn Brook Road

Huthwaite

Sutton in Ashfield

Nottinghamshire

NG17 2HU

UK Customer Services:

Tel: 08444 124 330

www.homecraft-rolyan.com

Independent Living Alternatives

Independent Living Alternatives (ILA) is a charity which provides information to enable disabled people to live in their own home.

Trafalgar House

Grenville Place

London NW7 3SA

Telephone: 020 8906 9265

www.ilanet.co.uk

Max Mobility

This local firm supplies a full range of mobility products including scooters, riser chairs, powerchairs, wheelchairs, stair lifts, bath lifts and daily living aids throughout the local area.

You can go to the concession in the Coop.

14 -20 Corporation Street

Coventry CV1 1GF

Telephone: 02476 230650

Or visit the head office:

2 Shelton Square

Coventry CV1 1DG

Telephone: 02476 630444

Mobility & Lifestyle Nuneaton

You can apply for a catalogue at both these disability aids shops.

9 New Century Way

Nuneaton

Warwickshire CV11 5NE

Telephone: 024 76 371 580

Opening Times:

Monday - Friday – 9am - 5.30pm

Sat – 9am - 5pm

www.mobilityandlifestyle.co.uk

Mobility & Lifestyle Rugby

41 Clifton Road

Rugby

Warwickshire CV21 3PY

Telephone: 01788 544010

Opening Times:

Monday – Sat - 9am - 5pm

www.mobilityandlifestyle.co.uk

MultiCare

You will be able to see a wide range of aids, mobile equipment and fixed equipment to help provide support in the home environment.

The Care Centre

Curriers Close

Tile Hill, Coventry CV4 8AW

Telephone: 024 7647 2600

Email:

sales@multicare-coventry.co.uk

National Mobility Hire Ltd

This firm has a range of mobility scooters, wheelchairs etc. for children and adults for hire and to buy. They also stock second hand equipment for you to buy.

Customer Services: 08700 949 808

Email: [enquiries@](mailto:enquiries@nationalmobilityhire.com)

nationalmobilityhire.com

Nottingham Rehab Supplies

This firm stocks a full range of aids and equipment for disability. They run an Occupational Therapy Helpline to help and guide you on product purpose, suitability, usage etc. to assist you to make the right choice of product. You will be able to see their products at Enable Me Centre, Leamington and the Opal Centre, Coventry. They will also be able to give you the addresses of other outlets near to where you live in the Warwickshire area.

Nottingham Rehab Supplies
Clinitron House, Excelsior Road
Ashby De La Zouch
Leicestershire LE65 1JG
Telephone: 0845 120 4522
Monday - Friday
8.30am - 5pm
Helpline Telephone: 0845 121 8110
Weekdays:
8.30am - 5pm
Email: productadvice@nrs-uk.co.uk

Reasons Mobility

They sell and hire out mobility aids and equipment.
172 Rugby Rd
Leamington Spa
Warwickshire
CV32 6DS
Telephone: 01926 428999

REMAP – Technical Aid for Disabled People

This is a free service for people in Coventry and Warwickshire which is run by volunteers for the charity, Remap. If you have an aid that you would like to be modified to help you in your daily activities, the volunteers will see if they can alter it to suit your requirements.

Telephone: 01926 854580
(Barry Wiggins, secretary of the local branch)
Email:
coventryremap@hotmail.co.uk

Rent Mobility Ltd.

Sells, rents and repairs mobility equipment and disabled living aids.
47 Cymbeline Way
Bilton
Rugby
CV22 6JZ
Open:
Monday - Friday
9am - 4.30pm
Saturday
10am - 3pm.
FREEPHONE: 0800 0832622
Telephone: 01788 810666
Email: Rentmobility.co.uk

Ricability

Unit G03
The Wenlock
50-52 Wharf Road
London N1 7EU
Tel: 020 7427 2460

Ricability is an independent research charity that publishes free reports for older and disabled people to help them to make a decision about which equipment or appliance would be most suitable for them. The print reports are free. You can send for one from the above address. Include a large stamped addressed envelope. All reports are also on the Ricability website.

Email: mail@ricability.org.uk
www.ricability.org.uk

The Opal Assessment and Demonstration Centre

You will be able to see a range of aids and equipment to help you to overcome the problems you may have as a result of your disability.

Opal Centre
Bishopsgate Business Park
Widdrington Road
Coventry
CV1 4NA
Tel: 024 7678 5252

Email: occupationaltherapy@coventry.gov.uk

Welcome Mobility

This is a large supplier of daily living aids and mobility equipment.

Welcome Mobility
PO Box 5250
Essex
SS0 9GD
Telephone: 0203 195 1278
info@welcomemobility.co.uk

Wenman Mobility

Mobility equipment, daily living aids, special chairs and beds etc.

Debden Farm
Barford Hill
Nr Warwick
CV35 8DA
Telephone: 01926 624432
Email:
info@wenmanhealthcare.co.uk

Youreable Shop

You will be able to buy the majority of disability aids from the varied range stocked by this firm. You can send for a catalogue and then order by post, telephone or email.

Patterson Medical Ltd
Unit 13
Glossop Brook Business Park
Glossop
Derbyshire
SK13 7AJ
Telephone: 08444 124 331
www.youreableshop.co.uk

Care and Repair for houses and housing schemes

Care and Repair scheme

The Care and Repair scheme is a charity that helps with small repairs and improvement services for elderly and disabled residents who are owner/occupiers or private sector tenants. The service excludes decoration, gardening, fencing, slabbing etc. Clients are required to pay the cost of the materials only. A hardship fund will operate to pay for materials in limited cases.

(Care & Repair England)

The Renewal Trust
Business Centre
3 Hawksworth Street
Nottingham
NG3 2EG
Tel/Fax: 0115 950 6500
www.careandrepair-england.org.uk

OPENING HOURS:

Monday - Thursday

8.30am - 4pm

Closed daily for lunch

12pm - 1pm

This charity helps to improve housing and living conditions for older and disabled people, where existing living conditions are poor.

Care and Repair – Warwickshire

This is a home improvement service offered by Age UK, Warwickshire and supported by Warwick District and Stratford upon Avon District Councils and Warwickshire County Council. The aim is to take the stress out of having to arrange adaptations/alterations and other jobs around the home and garden and to ensure that the tradespeople you employ are reputable. No job is too small.
Contact 01926 458125
Email: css@ageukwarks.org.uk

FirstStop Warwickshire Housing Options

This is a FREE information and support service for older people living in poor or unsuitable housing, throughout the county, who may feel the need to be rehomed if their own accommodation is unsuitable. You can telephone for advice or arrange a meeting in your home if you cannot make it to the offices.
Saltisford Office Park
Ansell Way, Warwick
Warwickshire CV34 4UI
Telephone: 0800 377 70 70
If you use the website, you will see that they also provide advice and information across a range of

subjects of interest to older people.
Email: info@firststopadvice.org
www.firststopadvice.org

Nuneaton, Bedworth and North Warwickshire Home Improvement Agency (HIA)

The agency offers the services of a Case Worker, if you are an owner-occupier or private tenant, who can give advice and support about a comprehensive range of issues from matters of repair, maintenance and home adaptations, to liaising with other services on your behalf for any work needed, available grants etc. If you have any housing work done as a result, there is a fee of £3.00 for every £100.00 of completed work. The fee covers administration costs, technical support etc. and may be included in the grant, in some cases, if you are eligible for a grant.

Environmental Housing Services
Council House, Coton Road
Nuneaton CV11 5AA
Warwickshire
Telephone: 024 7637 6342
www.nuneatonandbedworth.gov.uk

Orbit Care & Repair – Coventry

You will be given free advice and support about any repairs or adaptations you may need to help

you to continue living in your own home. The firm will also advise you on how to access funding to carry out the works through grants, charity applications, equity release etc.
Garden Court, Harry Weston Road
Binley Business Park
Coventry CV3 2SU
Telephone: 02476 438 304
Email:
Care&RepairAdminCoventry@orbit.org.uk
www.orbit.org.uk

TrustMark

Eaglemere
Kings ride
Ascot
Berkshire SL5 7TB
Tel: 01344 630 804
Email: info@trustmark.org.uk
This is a nationwide scheme, backed by the Government, to help you to find reliable and trustworthy tradespeople for home repairs or improvements.

The Warm Front Scheme

Ring, write or email to get information about eligibility for loft insulation, heating etc.
The Warm Front Team
Freepost NEA12054
Newcastle upon Tyne
NE2 1BR

Telephone Freephone:
0300 123 1234
Open Monday – Friday
8am - 6pm
Saturdays
9am - 5pm
Email: enquiry@carillionplc.com

Computers, information technology etc.

AbilityNet Central England

AbilityNet is a national charity which helps disabled people of all ages by adapting their computers to overcome their disability.

AbilityNet Central England is based in IBM in Warwick and has a national freephone advice and information service:

AbilityNet Central England
PO Box 94
Warwick
Warwickshire CV34 5WS.
Freephone: 0800 269545.
www.abilitynet.org.uk
Email: enquiries@abilitynet.org.uk

Aidis

This is a UK wide charity supporting disabled people who want to use computers. Their website offers free services for organisations and disabled individuals and so much more.

Contact them to see how they can help you.

Manchester Office (Service Centre):

Floor 2, Richmond House
15 Bloom Street

Manchester M1 3HZ

Open: Mon – Fri 9.30am - 4.30pm

London Office

(Administration Centre):

10 Ironmonger Lane,
London EC2V 8EY

Freephone Number: 0808 800 0009 (for all enquiries, advice and support)

Email: support@aidis.org

www.aidis.org

IT Can Help

IT Can Help (Information

Technology Can Help) offers

FREE computer assistance to

individuals with disabilities. They

supply volunteers to help disabled

people in their own homes or at

Day Centres. They solve computer

problems and help people to gain

confidence using a computer.

C/O Information Technologists

39a Bartholomew Close

London

EC1A 7JN

Telephone: 0207 796 2144

www.itcanhelp.org.uk

Hypertec Ltd

2 Swangate

Charnam Park

Hungerford

Berks RG17 0YX

Telephone: 02380 294 500

They specialise in making computers accessible to all – including disabled users, people with vision impairments and those with additional educational needs. Hypertec offers assistive technology which encompasses an extraordinary array of devices that allow users of all ages and abilities to access computers – including specialist keyboards, mice and software.

Opening times:

Monday: 9am - 5pm

Tuesday: 9am - 5pm

Wednesday: 9am - 5pm

Thursday: 9am - 5pm

Friday: 9am - 4pm

Email: info@hypertec.co.uk

www.hypertec.co.uk

Mounts and More

The firm provides and fits attachments to wheelchairs for laptops, iPads etc.

4 Willow Park

Upton Lane

Stoke Golding, Nuneaton

Warwickshire CV13 6EU

Telephone: 01455 212777

Email: sales@aacmounts.com

Leisure and Holidays etc.

Break

This charity supports disabled people who want a holiday and can provide you with information about available holidays.

They have 2 holiday chalets in Devon.

Davison House

1 Montague Road

Sheringham

Norfolk

NR26 8WN

Tel: 01263 822161

Office hours 9am - 5pm and out of hours answering service).

Email: office@break-charity.org

www.break-charity.org

Can Be Done Ltd.

Contact them for a range of disabled holidays available to you from around the world.

Congress House

14 Lyon Road

Harrow

HA1 2EN

Tel: 020 8907 2400

www.holidays@canbedone.co.uk

Civil Aviation Authority

The Authority produces various advice sheets containing information and advice on specific

air travel issues for disabled people, as well as sources of help. The advice line for queries or complaints regarding airlines is:
Telephone: 020 7453 6888
Open Monday - Thursday
9.30am - 2.30pm
Email:
passengercomplaints@caa.co.uk
www.caa.co.uk

Department of Health Publications

If you don't have access to a computer, try and get someone to download the 'Health Advice for Travellers' booklet from their website. It contains a wealth of useful information about travelling abroad.
www.orderline.dh.gov.uk

Disabled Holidays Ltd.

The Disabled Holidays Ltd. is a specialist travel agency based in Mossley near Manchester. It is there to help those with disabilities and mobility difficulty to plan their own stress free holiday.
Premier House
Manchester Road, Mossley
Lancashire
OL5 9AA
Telephone: 0800 993 0796
www.disabledholidaydirectory.co.uk

Disabled Holiday Information

This charity keeps a list of a wide variety of holidays available to people with a disability. Send for a list of where you may want to visit to:
Sue Napper (Acting Administrator)
Disabled Holiday Information
PO Box 186
Oswestry
Shropshire SY10 1AF
Or download the sheets from:
E-mail:
info@disabledholidayinfo.org.uk
www.disabledholidayinfo.org.uk
Telephone contact is unavailable.

Disabled Travel Guide

This is mainly an on-line resource for travellers run by disabled travellers.
Email:
info@disabledtravelguide.com
www.disabledtravelguide.co.uk

EHIC Cards

NHS Business Services Authority
The European Health Insurance Card is essential if you intend to travel in Europe.
Phone the automated service on 0845 606 2030 for an application form or download one from the website:
www.nhs.uk/NHSEngland/Healthcareabroad/EHIC

EHIC Applications
Sandyford House
Archbold Terrace
Newcastle upon Tyne NE2 1BF
Return your application to the
above address.

Family Holiday Association

(FHA) makes grants to provide one week's holiday for the family on a low income who have not had a holiday for at least four years and who have a child of at least three years of age.

Families must be referred by the Social Services, Health Authorities or other welfare services.

Family Holiday Association

3 Gainsford Street

London SE1 2NE

Telephone: 020 3117 0650

(Office hours 9am - 5.15pm)

Email: [info@](mailto:info@familyholidayassociation.org.uk)

familyholidayassociation.org.uk

www.fhaonline.org.uk/

Handicapped Aid Trust (now Disability Aid Trust)

The following information is taken from their website.

Disability Aid Trust makes holidays possible for disabled and handicapped people, by offering:

- Grants towards the cost of helpers to assist individuals on holiday.

- Grants towards the cost of holidays and helpers to give carers a break.
- Donations for assisted group holidays, in partnership with other organisations.

North Chapel House

North Street

Horsham

West Sussex

RH12 1RD

Tel: 0800 028 0647

DAT is happy to receive applications from individuals or groups of disabled people who would like to take a holiday, but who cannot afford to pay for helpers.

Application forms are available from the above address.

Applicants must be over 17 years old.

Applications must be supported by an organisation, health or social work professional.

Deadlines for applications are:

1st February for summer holidays and 1st August for winter holidays.

Applications are considered only once every two years.

3H Helping Hand for Holidays

Helps disabled children and adults, and their carers, to have a holiday. The charity subsidises holidays for

people who would otherwise not be able to afford one.

3H Fund (Helping Hands for Holidays)
B2, Speldhurst Business Park
Langton Road, Speldhurst
Tunbridge Wells
Kent, TN3 0AQ
Grant Programme Telephone:
01892 860219 (information/
answerphone service)
Email: info@3hfund.org.uk

Holiday Homes Trust

They provide affordable family holidays at popular holiday sites, with specially adapted accommodation for all families with a special need. You do not have to have any connection with the Scout Association.

These holidays are available to families, carers or groups who have a member with a disability, physical or mental or age-related illness and to low-income or single-parent families.

C/o The Scout Association
Gilwell Park
Chingford
London, E4 7QW
Telephone: 0208 433 7290
(24 Hour Answerphone)
www.holidayhomestrust.org.uk

Passport services for disabled customers – if you are a British citizen you can get help with applying for your passport from The Identity and Passport Service (IPS). These services include help with the application process, passport photos and attending interviews, and are free except for phone charges.

Identity and Passport Service (IPS)
Globe House
89 Eccleston Square
London
SW1V 1PN

Telephone: Passport Adviceline
0300 222 0000

Opening Hours:

Adviceline: Monday to Friday
8am - 8pm

Weekends and public holidays:
9am - 5.30pm

[www.ips.gov.uk/passport/
contact.asp](http://www.ips.gov.uk/passport/contact.asp)

Saga Respite for Carers Trust

Saga Respite for Carers Trust provides hundreds of free holidays a year for carers and their companions, in order to give carers a break.

Saga Services Limited
Enbrook Park
Folkestone
Kent CT20 3SE

Telephone: 01303 774 421
www.saga.co.uk/care/carerstrust.aspx

Take-a-Break Warwickshire Ltd.

Short breaks for disabled children, young people and adults who live in Coventry and Warwickshire.

Canterbury House
Exhall Grange Campus
Easter Way
Coventry
CV7 9HP

Telephone: 024 7664 4909

Email: info@tabw.org.uk

www.tabw.org.uk

8am - 5pm

Languages: the four main Asian languages

Makaton

British Sign Language.

All buildings are fully accessible.

Transport can be arranged.

The charges vary according to the type of service.

Tourism for All UK

Tourism for All UK is an independent charity supporting leisure and tourism opportunities for all, operating an information service to older and disabled people, and working with the industry and government to raise the standards of welcome to all guests.

OpenBritain is their consumer brand and they publish a guide about holidays and hotels for people who have a disability. Carrie-Ann Fleming runs Tourism for All's information service. As a wheelchair user herself she understands what it is to experience difficulties in finding suitable facilities and services.
C/o Vitalise
Shap Road Industrial Estate
Kendal, Cumbria LA9 6NZ
Telephone: 0303 303 0146
Email: info@tourismforall.org.uk
www.tourismforall.org.uk

Travel Insurance

You will need to shop around to get the best deal, but don't be tempted to take out cheaper insurance that won't cover your needs.

Here are the details of some travel insurance agencies which provide cover for people with ongoing medical conditions:

Able 2 Travel:

Telephone: 0845 839 9345

Age UK Travel Insurance has no upper age limit and will do their best to cover your pre-existing medical conditions, wherever possible. They offer single trip and multiple trip policies, dependent on your requirements.

Age UK Travel Insurance is provided by:

Ageas Insurance Limited.

Tel. no: 0845 600 3348

Lines are open 8am - 8pm

Monday to Friday

Saturdays – 9am - 5pm

You can buy online from Ageas

Insurance Limited at:

www.ageas.co.uk

AllClear Insurance Services Limited

This insurance company insures people with medical conditions, including stroke.

AllClear House

1 Redwing Court

Ashton Road

Romford

Essex RM3 8QQ

For a quote: Telephone:

0845 250 5350

Opening hours:

Monday - Friday

9am - 7pm,

Saturday 9am - 4pm

Sunday 10am - 4pm

Customer services: [info@](mailto:info@allcleartravel.co.uk)

allcleartravel.co.uk

Fish Insurance

3-4 Riversway Business Village

Preston

PR2 2BR

Freephone: 0500 432 141

Freedom Travel Insurance

Richmond House

16-20 Regent Street

Cambridge

Cambridgeshire

CB2 1DB

Telephone: 01223 446914

www.freedominsure.co.uk

Livability Insurance Services

This is a trading name of Orbis Insurance Services.

Head Office

17 Eversley Road

Bexhill on Sea

TN40 1HA

Telephone: 0845 338 1638

Email:

cover@orbisinsurance.co.uk

The company provides travel insurance for disabled people and those with long term conditions.

Please note that Livability also do accessible holidays for disabled people.

Tel: 020 7452 2000

Stroke Association Travel Insurance Services

Telephone: 01603 828 396 or

Get a quote at:

info@stroke.org.uk

Bus Services and Disabled Transport Services etc.

Assistance

Drivers will usually help a disabled person to get on or off a bus, but they have a duty to abide by Health and Safety legislation, to ensure that neither you nor the driver is at risk of injury.

Some bus companies have 'helping hand' schemes – run by volunteers who will make themselves available to help you get on and off the bus. Some volunteers are even available to travel on your journey with you. You will need to contact your local bus company to see if they have this scheme in operation, giving details of when you want to travel.

Back & 4th Transport

This service provides subsidised group or individual hire transport with wheelchair access in the Stratford and Warwick area.

Back & 4th Transport
Warwick Enterprise Park
Wellesbourne, Warwick
Warwickshire CV35 9EF
Telephone: 01789 471595
www.band4th.org.uk

Beeline Community Transport (Atherstone)

Beeline Community Transport takes people to and from hospitals, doctors and dentists surgeries, opticians and chiropodists, if they are unable to use public transport due to disability.

The service is for residents of North Warwickshire and patients who are registered with a North Warwickshire GP

Beeline Community Transport
Partnership Centre,
Coleshill Road
Atherstone CV9 1BN.

Telephone: 01827 717074

Mon - Fri 9am - 1pm.

There is an Answer phone at all other times .

E-mail: beelineconnect@tiscali.co.uk
www.beelineconnect.org.uk

Centro has a local office, based at Pool Meadow Bus Station, Coventry:

Telephone: 02476 559559

They will also provide you with your travel information requirements for bus and rail travel.

Travel Passes for Disabled People can be obtained from:
Concessionary Ticketing Team
Monday - Friday 9am - 5pm
Telephone: 0845 303 6760

All older people and eligible people with a disability are entitled to free travel, on the buses only, from:
Monday - Friday

9.30am - 11pm

And all day Saturday, Sunday and Bank Holidays anywhere in England.

If you are a resident of Coventry, you will also be able to travel free on bus, rail and Metro services within the West Midlands area.

Concessionary Travel

Concessionary travel is a national scheme that enables qualifying individuals to travel free on off-peak local buses throughout England. Eligibility is determined either by age or a qualifying disability.

To qualify, you must also be a permanent resident of Warwickshire.

Concessionary Travel

Customer Service Centre

PO Box 9

Shire Hall

Warwick CV34 4RR

Telephone: 01926 418026

Email: concessionarytravel@warwickshire.gov.uk

For full details of the national scheme visit GOV.UK – Free bus travel and concessions.

Dial-a-Ride – Warwickshire

These are social transport schemes that run in the rural areas of Warwickshire:

Stratford

Community Links

Community Links is a scheme run in partnership with Warwickshire County Council, Stratford-on-Avon District Council, Voluntary Action for Stratford-on-Avon District (VASA) and Stratford-upon-Avon Town Trust.

This is a door to door service, where possible, though they will not leave public highways. It is for all residents who are not able to access public transport in rural areas. You will need to fill in a form to register with the scheme and pre-book to use the service and you must tell them that you may need assistance or that you use a wheelchair.

Information and a registration forms are available by phoning:

Telephone: 01789 264491

You can book your journey by contacting the Project Coordinator on the above number:

Weekdays – 9am – 4pm

Community Links now operates five days a week, Monday to Friday, across the whole of the District, including the town centre, from 9.15am to 2.30pm.

If you can give 3 days' notice, this would be very helpful.

The service is available for journeys to go shopping, visit friends or social groups or leisure activities, to go to places of worship and to attend educational establishments.

Southam Links

Southam Links operates to pre-booked requests (on a dial-a-ride basis). It is funded by Warwickshire County Council, Stratford District Council and Tesco. There is no fixed timetable as the route may vary each day, dependent on passenger demand. You can generally book a place 24 hours in advance, but can also book on the day if necessary. Bookings will depend on availability. Its vehicles all have disability access.

Southam Links is provided for rural communities in the Southam area. It provides access to the Southam Tesco store and other key facilities on offer in Southam.

Information and registration forms are available:

Telephone: 01926 613255.

E-mail: community.links@stratford-dc.gov.uk

Door-to-Door

The Disabled Persons Transport Advisory Committee Secretariat

2/23 Great Minster House

76 Marsham Street

London, SW1P 4DR

Telephone: 020 7944 8011

Email: dptac@dft.gsi.gov.uk

www.dptac.independent.gov.uk/

door-to-door

Get their Accessible Travel information booklet from the website.

Easy Cabs

This service is available to anyone living in the Rugby, Warwick or Stratford area who requires a taxi for long or short distance journeys. They have disabled access cars if requested.

Drivers are CRB checked and registered with Warwick District Council.

It is a 24 hour, 7 days a week, 365 days a year service.

Prices vary depending on the journey.

Mr Paul Tunney

14b Althorpe Street

Leamington Spa CV31 2AU

Warwickshire

Telephone: 01926 425959

Alternative telephone:

07904 341961

www.easy-cab.co.uk

Flexibus

This is a fleet of specially modified buses commissioned by Warwickshire County Council to transport those with mobility problems to towns.

There are 45 Flexibus routes across the county, operated by different bus companies.

All vehicles can carry wheelchairs/ mobility scooters and pushchairs.

A care assistant is on the bus to help passengers on and off and to assist you as you travel.

In most cases, there is no need to book, but an advanced booking is required if you have a mobility problem and would like a pick-up on the route nearer your home.

In some rural areas the bus will only operate on request. You can get this information by calling: Before 5pm on the day before travel (1pm on Saturday if you wish to travel on Monday).

For more information, contact:

Transport Operations

PO Box 43

Shire Hall

Warwick CV34 4SX

Freephone 0500 212225

Email:passengertransport@warwickshire.gov.uk

Heart of England Taxibus

Telephone: 0121 782 9322

Hours of service are:

Monday to Friday –

8am - 6.45pm

Saturday –

9am - 4pm

Operates within the rural area between Solihull and Coventry.

Door to door service for local residents.

The Taxibus service links into conventional bus and rail services.

These are minibuses that can accommodate one wheelchair conforming to ISO 7193.

Passengers must pre-register with the operator to use the service, with details of the proposed trip.

The service is free to Centro concessionary pass holders, but check when you register as some other passes are allowed as well.

Cash fares are similar to normal bus fares.

Medi-Car Transport Service

This is a service operated by Nuneaton and Bedworth volunteers. The drivers use their own vehicles and provide transport to hospitals, doctors' surgeries, clinics, dentists, opticians or any medically related journeys. 48 hours notice is needed.

For further information contact:
The Volunteer Centre
Nuneaton & Bedworth
Ashmore House
4 School Road
Bulkington CV12 9JB
Telephone: 024 7664 0088
Email: admin@volcentre.org.uk

National Express

1 Hagley Road
Edgbaston
Birmingham
B16 8TG
Disabled Persons Travel Helpline:
08717 818181 – 10p per minute*
*If you ring 0845 013 0130 and wait until it says Option 4, then tell them that you are disabled, they will dial the expensive number for you, thus saving you the 10p per minute.
Email: info@nationalexpress.com
www.nationalexpressgroup.com
This is the head office, but you can also get information about National Express from Centro and most travel agents.

Network West Midlands

Centro travel

If you need a copy of their 'Getting around Guide' in normal or large print, an audio version (cd or audio tape) or Braille, please contact:

The Equality Team,
Centro, Centro House
16 Summer Lane
Birmingham B19 3SD
Telephone: 0845 303 6760,
Disabled Persons Travel Helpline:
08717 818181
www.centro.org.uk

Ring and Ride –

Part of West Midlands Special Needs Transport.
Ring and Ride provides a door-to-door service for people of all ages who find it difficult to use public transport. Ring and Ride is designed to make short, local journeys to help you to do shopping, travel to work, places of education, attend health appointments, social and leisure activities and visit places of worship.
You will need to register and pre-booking is essential, as you must book the day before you travel between 9.30am - 12.45pm.

Ring and ride – local office:

Coventry
District Manager
Unit 11
Henley Industrial Estate
Henley Road
Coventry CV2 1ST

Telephone: 02476 602 177
Email: coventry@wmsnt.org
www.ringandride.org
Ring and Ride – West Midlands
80 Park Road
Aston
Birmingham
B6 5PL
Tel: 0121 327 8128
Email: enquiries@ringandride.org
www.ringandride.org

**Rugby
Volunteer centre –
Hospital car scheme**

The Hospital Car Scheme provides journeys by volunteer drivers to a variety of medically related appointments. For full details contact the Volunteer Centre Rugby:
60 Regent Street
Rugby
Warwickshire
CV21 2PS
Telephone: 01788 561293
Email: vcrugby@wcava.org.uk

**Stratford upon Avon District
Volunteer Centre Community
Car Scheme**

The scheme is based in Warwickshire and is for health-related journeys for people of all age groups who need to

attend essential appointments at hospitals, doctors, dentists and opticians plus visiting close relatives in hospitals.

The local offices are:
Alcester: 01789 763117
Shipston: 01608 663122
Southam: 01926 817525
(open 10am to 12.30pm)
Stratford: 01789 296344
(open 9am - 1pm and 2pm - 4.30pm)

**Ring the Stratford Office for
further information.**

**The Department for Transport
and Ricability**

‘Wheels within wheels’ – this is a booklet produced by Ricability and is a useful guide to using a wheelchair on public transport. It has information on how you can find out where accessible services are running and gives tips on travelling in a wheelchair.
Ricability, Unit G03
The Wenlock Business Centre
50-52 Wharf Road
London N1 7EU
Telephone: 020 7427 2460
Email: mail@ricability.org.uk

**Warwick
Health Travel Service**

The service will help people

over the age of 65, living in the Warwick District Council area, who can walk unaided and who need transport to medically-related appointments. This can include appointments at hospitals, GP surgeries, chiropodist, dentist etc. For further information or to request a driver (giving at least one week's notice) call:
01789 472615
Tuesday - Thursday
10am - 1pm

West Midlands Timetable Finder and Journey Planner

They have details of all bus services registered within the West Midlands region. Traveline number: 0871 200 22 33 (Calls cost 10p per minute from a BT landline).

Travelling by train

If you have a disability that makes travelling by train difficult you might qualify for the Disabled Persons Railcard. The Disabled Persons Railcard allows you to get 1/3 off most rail fares throughout Great Britain. If you're travelling with an adult companion they can also get 1/3 off their rail fare.

If you need assistance at the train station, contact either the station or the rail company before you travel. You'll need to tell them what help you need. If you need assistance at an unmanned station, you will have to give notice of your proposed journey, usually more than 24 hours.

To arrange and book a train journey in the UK:

Assisted Passenger Reservation System

Rail Enquiries:
Virgin Trains – Coventry
Station Square
Eaton Road
Coventry CV1 2GT
Telephone: 0845 744 3366
You need to give proof that you are eligible for a Railcard.
www.disabledpersons-railcard.co.uk

Chiltern Railways

The Customer Services Team will advise you on what services are offered. They also have a booklet for disabled passengers.
Customer Services
Banbury ICC
Merton Street
Banbury
Oxfordshire
OX16 4RN
Telephone: 08456 005 165

The Assistance Booking Line is open 8am -10pm (7 days)
It is advised that all requests for assistance are made by phone to ensure that bookings can be processed as quickly as possible. Give 24 hours' notice of your intention to travel, if possible. If there is no assistance available at the station of your choice, the Chiltern service provides free travel to the nearest station that will have someone to assist you.
Email: customer.services@chilternrailways.co.uk
www.chilternrailways.co.uk

Disabled Persons Railcard

The Disabled Persons Railcard is valid for twelve months and provides reduced rate rail travel for the named holder and one accompanying adult. If you are eligible you will get 1/3 off the normal fare, as will anyone who needs to accompany you. The carer accompanying a disabled child will also get 1/3 off the fare if you have the railcard. For first time applications and renewal applications you must apply by post, and send the correct amount to:
Disabled Persons Railcard Office
PO Box 11631

Laurencekirk AB30 9AA
Tel: 0845 605 0525 (for enquiries regarding Railcard Postal Applications only – not for assistance arrangements for journeys)
Email: disability@atoc.org
You can renew your card online: www.disabledpersons-railcard.co.uk

National Rail Enquiries

All train companies can make special arrangements for travellers with disabilities. At least twenty-four hours' notice is requested.
Tel: 08457 484950
www.nationalrail.co.uk

National Traveline – Warwickshire and West Midlands

will also be able to answer your queries about local public transport, including National Express coach services:
Telephone: 0871 2002 233
Website: travelinemidlands.co.uk

Traintaxis

This is a service that produces a list of taxi companies which serve train stations across the UK. It may be useful to be able to contact the following numbers to see if you can pre-book a taxi to

meet you when you arrive at one of the following local stations after your train journey.

This information is also available from:

Traintaxi Limited

PO Box 366

Peterborough

PE2 6QH

www.traintaxi.co.uk

or if you telephone: National Rail

Enquiries – 08457 48 49 50

Traintaxis for Coventry and Warwickshire

Atherstone

This station has neither a taxi rank nor a cab office. Advance booking is essential. Consider using the following local operators or an alternative station:

AAA: 01827 713637

Bedworth

This station has neither a taxi rank nor a cab office. Advance booking is essential. Consider using the following local operators:

Edwards: 024 7631 5505

Star: 024 7636 2066

AGT: 024 7649 1111

Coventry

Coventry is a major station with taxis usually available on a rank. Advance booking is not normally necessary or even possible, unless arriving early in the morning or late

at night. Operators who may accept bookings include:

Allens: 024 7655 5555

Central: 024 7633 3333

Trinity St: 024 7699 9999

Leamington Spa

This is a major station with a taxi rank.

AA Cars: 01926 425252

Avon Knight: 01926 420041

Aaa Yellow cabs: 01926 470999

Nuneaton

This is a major station with taxis usually available on a rank.

Arrow: 024 7634 4444

MI: 024 7638 1111

MGM: 024 7632 5555

Rugby

This is a major station with taxis usually available on a rank.

Call a Car: 01788 540800

Fone-a-Car: 01788 543333

Busy Cab: 01788 575757

Stratford upon Avon

The station has a taxi rank.

Warwick and Warwick Parkway

Castle: 01926 494989

Goldstar: 01926 495000

Roman: 01926 499996

Transport Operations Warwickshire

Transport Operations
PO Box 43, Shire Hall,
Warwick CV34 4SX

Telephone: 01926 412987 or if the line is unattended – 01926 410410 during office hours.

Email: passengertransport@warwickshire.gov.uk

They have information about travel in Warwickshire.

Home Care and Care Home information

Please note that the carers' organisations and Age UK etc. also supply help for the home.

ACME CARE Ltd.

Acme Care is a care company which provides professional care workers for people with disabilities and offers a service to accommodate their own choices and lifestyle.

Acme Care Ltd

2nd Floor

Cash's Business Centre

Cash's Lane

Coventry

CV1 4PB

Telephone: 02476 251199

Email: info@acme-care.co.uk

Contact them for information on prices.

Allied Healthcare Group Ltd. (Warwick Branch)

They offer a range of services to support disabled people over the age of 25, who live in the locality. Services include support for daily living such as getting up and going to bed, personal hygiene, and help around the house, shopping, preparing meals, night sitting, and accompanying on journeys to and from hospital.

Costs vary depending on the time of day and day of the week.

Mileage is charged.

For further information, contact:

Lynne Pareman

Allied Healthcare Group Ltd

Unit 4a, Charles Court

Budbrooke Road

CV34 5LZ Warwickshire

Telephone: 01926 403734

Email:

warwick@alliedhealthcare.com

Audley Care

Careworkers and support teams can help you with a range of services, from personal care to housekeeping.

Regional Care Manager

7 Clarendon Place

Leamington Spa

Warwickshire CV32 5QL

Telephone: 01926 833048

Email:

info@audleycare.co.uk

Care Choices

Care Choices produces many of the official care directories for local authorities and councils that provide information on the facilities for care of the elderly and the specialist care of disabled adults.

4 Valley Court

Lower Road

Croydon

Near Royston

Hertfordshire

SG8 0HF

Telephone: 01223 207 770

Web: www.carechoices.co.uk

Carehome.co.uk

This website provides an online directory of all the care and nursing homes for stroke survivors in the country.

They produce a printed directory with the same information, but it costs £62.10, so it is much cheaper to use the web information.

Castel Froma Specialist Care Centre

Castel Froma is a specialist care centre that exists to meet the needs of people with complex

neurological disabilities that result from damage to the brain.

Castel Froma is an independent charity providing 24 hour specialist nursing care and additional therapies such as Physiotherapy, Occupational Therapy, Speech and Language Therapy and Hydrotherapy.

They offer respite care as well as long term care.

Funding varies according to the client's needs.

Castel Froma

93 Lillington Road

Leamington Spa

CV32 6LL Warwickshire

Telephone: 01926 427216

Email: info@castelfroma.org.uk

www.castelfroma.co.uk/

Coventry and West Midlands Care Facilities – The Nursing Homes Directory

Little Grove

Bushey

Watford

Herts

Telephone: 07092 035131

www.carehomes.net/west-midlands

This firm has an index of nursing, care homes and home care agencies in your area and across the country.

If you can, it is far better to use the website which will bring up listings of the facilities you may need.

Helping Hands

This organisation provides live-in care should you need help to prevent your family member from having to go into a care home. It is a paid service.

Contact Helping Hands:

Arrow House

8 Church St.

Alcester

Warwickshire B49 5AJ

Freephone: 0808 180 9005

New Hope Health & Home Care Services

New Hope provide personal care, undertake light household duties and offer a “pop-in” service, live-in care, and night sitters to enable clients to remain in their own home.

Contact them for information on prices for the package you need.

New Hope Health & Home Care Services Ltd.

101 Lockhurst Lane

Foleshill

Coventry CV6 5SS

Telephone: 024 76 662 221

Email:

enquiries@newhopecare.co.uk

The Relatives & Residents Association

The Association is a national charity run for the benefit of older people in residential care and their families.

They provide advice on how to select a care home, paying for care, or what to do if you wish to complain about the quality of care.

1 The Ivories

6-18 Northampton Street

London

N1 2HY

Telephone: 020 7359 8148

Helpline: 020 7359 8136

Monday - Friday 9:30am - 4:30pm

Email: info@relres.org

United Kingdom Home Care Association (UKHCA)

Provides information on choosing care and finding a home care agency.

2nd Floor

Group House

52 Sutton Court Road

Sutton

Surrey

SM1 4SL

Telephone: 020 8661 8188

Email: enquiries@ukhca.co.uk

Warwickshire Care Services Directory 2011/12 – a Care Choices Publication

This is a guide that covers all areas of Warwickshire. It provides comprehensive information and advertisements about home care, care homes and nursing homes that are available in the area and covers a range of issues you and your carer may have.

You can get a copy by ringing Freephone 0800 38 92 077 or you can download an electronic copy from www.enquiries@carechoices.co.uk.

The address is:

Care Choices Limited
4 Valley Court Lower Road
Croydon
Nr Royston
Hertfordshire SG8 0HF

Personal Emergency Alarms

These services are just examples of what is out there to help you. They are not free of charge and costs vary, but the costs may be reduced if you have a social services referral. They are telephone alarm systems to alert some support if you have a fall or other sudden emergency.

Alertacall Ltd.

Alertacall consists of a large buttoned telephone with a special button which you press to confirm your safety on a daily basis. If you don't press the button by the agreed daily time, one of the Alertacall team will call you first, to check if you are alright. If they do not get a response they will contact your nominated contacts.

Alertacall Ltd.

Pitt Farm Farmhouse
Haggs Lane, Cartmel
Grange-over-Sands LA11 6HE
Telephone: Customer Services
and Helpline: 0808 156 5777
www.alertacall.com

BoroughCare – 24 hour Community Alarm – North Warwickshire

Community Support Service,
North Warwickshire Borough Council

The Council House,
South Street,
Atherstone, Warks CV9 1BG
Telephone: 01827 711560
E-mail: communitysupport@northwarks.gov.uk

Connects to an existing telephone and is a personal alarm which can be worn as a pendant or on the wrist.

Care Harmony Solutions (CHS) Ltd.

Personal Alarm Systems and Services for the elderly

1st Floor,
Barclays House
Gatehouse Way,
Aylesbury,
Buckinghamshire HP19 8DB
Telephone: 01296 320013

www.wecareline.com

The We Care Line provides a range of services including:

- Personal alarms
- Smoke detector
- Fall detector
- Bed sensor
- Bogus Caller button
- Medication dispenser

All the above items are linked to a 24/7 monitoring centre.

A water resistant pendant is worn by the purchaser to give peace of mind.

There is a weekly cost which ranges from as little as £3 per week.

Payment can be made by card or cheques.

Coventry Careline

The Coventry Careline service from Coventry City Council is an alarm service aimed to provide peace of mind.

It is available to anyone who, because of their age, disability or infirmity, may feel vulnerable when alone in their own home.

It is a 24-hour, 365-day monitoring service which enables people to contact the service for assistance in the event of emergency.

Coventry Communications Centre
Jackson Road, Holbrooks,
Coventry, CV6 4BT

Tel: 024 7683 2658

E-mail:communications-centre@coventry.gov.uk

National Benevolent Fund for the Aged (NBFA)

Services offered:

Day Trips & Break-Away holidays
TENS Pain Relief Machines

Emergency Alarms

Day Trips: cost varies depending on the trip.

Breaks-Away, TENS Pain Relief Machines, and Emergency Alarms are all free for older people on low incomes. The monitoring fee for the Emergency Alarm is currently £1.50 per week.

National Benevolent Fund for the Aged

32 Buckingham Palace Road
London SW1W 0RE

Telephone: 0207 828 0200

www.nbfa.org.uk

TeleCare24

They offer a range of 24 monitoring services.

Unit 4

Priority Business Centre

Cardiff

CF10 5ND

Telephone: 0800 180 8540

Email: info@telecare24.co.uk

Warwick Response Equipment Lifeline Service

Warwick Response Equipment is provided to support the individual in their home and tailored to meet their needs. It can be as simple as the basic community alarm service, able to respond in an emergency and provide regular contact by telephone.

Contact: Warwick District Council
Supporting People Service
Manager

Housing Department

PO Box 2175

Riverside House

Milverton Hill

Leamington Spa

CV32 6QE

Telephone: 01926 435012

Alternative telephone:

01926 339577 (24 hour)

Email: ccms@warwickdc.gov.uk

Leisure Activities

Activities for Disabled People

Here are just a few examples of leisure activities. Contact your local sports and leisure centre or local council who will be able to advise you of any local activities.

Action Unlimited Swimming Club

The club offers swimming for disabled people of all ages and their families. It is held at Stratford Leisure Centre on Sundays from 5.30 pm - 6.30 pm., except when there is a Bank Holiday. Entrance is free.

Stratford Leisure Centre
Bridgefoot

Stratford upon Avon CV37 6YY

Warwickshire

Contact: Mr I R Poulter

49 Mountford Close

Wellesbourne, Stratford upon Avon

Warwickshire CV35 9QG

Telephone: 01789 840 526

Audio Description

AD gives you a commentary about the things you might not be able to see well on your television, meaning that you can keep up with the action. The service can be accessed through a digital television.

Telephone: 0303 123 9999
www.rnib.org.uk/livingwithsightloss/
tvradiofilm/Pages/audio_
description.aspx

Bedworth Disabled Swimming Club

Meet at Bedworth Leisure Centre
Friday – 6pm - 7pm.

Telephone: 02476 730843
www.bedworthdisabledswimming.
co.uk/contact us/

The session is free of charge to everyone. People of all swimming abilities are welcome. They have a swimming coach who provides tuition for all levels of ability. There is disabled parking, an accessible changing room and a pool hoist to help people in and out of the pool.

Disabled Fishing Alvechurch

Bailiff: Graham Upton
Telephone: 0121 6809412
Location: Alvechurch

Astwood Bank Angling Club

Abbots Salford
Bailiff: Mick Forman
Telephone: 01527 527885
Location: Abbots Salford

Bradley Green

Bailiff: Melvin Winters
Telephone: 01527 455455
Location: Bradley Green

Wood Bevington

Bailiff: Bob Evans
Telephone: 01527 892089
Location: Wood Bevington

The above sites are accessible to disabled anglers.

Membership fees for 2012/2013:

Full – £47

Student, OAP & Disabled – £32

Junior – £8

Family – £85 (2 adults & 2 children
12-16yrs living at the same
address.)

Night - £47 (Only after one year as members.)

There is a £7 joining fee.

Enterprise Club for Disabled People

Leisure and recreational activities:
day centre, handicraft group, sports
group, theatre, lunch excursions
and social evenings.

16 Avon Street

Stoke

Coventry

CV2 3GL

Monday, Tuesday, Thursday, Friday
9.30am - 3.30pm

Telephone Number: 024 7645 1066

Email:

enterprise_club@hotmail.com

Disability Access:

Building fully adapted.

Help to get you to this
group: Adapted Mini Buses.

Charges: Membership £5.00 per annum. Transport £2.50 per session.

EXTEND

EXTEND provides recreational movement to music for the over-sixties and for the less able of any age, to help them to improve their physical and mental health by increasing mobility and independence.

2 Place Farm

Wheathampstead

Hertfordshire

AL4 8SB

Telephone: 01582 832760

Ring to find the nearest group to you. The best time to telephone: 9am - 3pm, Monday - Friday.

www.extend.org.uk

EXTEND programme for Coventry:

Levels of activity available:

Level 1: Chair based exercise

Level 2: Mixed Ability – chair based & standing

Level 3: Active Elderly – chair based & standing.

Coordinator –

Simon Proctor

Telephone: 02476 786759 /

07930 328721 – Ring Simon for more details.

Monday

Lawrence Saunders Church (2)

Radford CV6 1HH

10:30am – 11:30am

Easy does it – Extend Circuit

Salvation Army Centre CV1 4AE

6pm – 7pm

Tuesday

Warwick Road Church (2)

Warwick Row CV1 1EX

10:15am – 11:15am

Bevan Court (1)

Cheylesmore CV3 5JB

2.30pm – 3.30pm

Radford Community Centre (3)

Jubilee Crescent CV6 3EX

10:30am – 11:30am

Active For Health (3)

Coventry Sports Centre CV1 5RY

1pm – 2pm

Binley Woods Village Hall

Rugby Road, CV3 2AX

10:15am – 11:15am

(Starting 28th August 2012)

Wednesday

Haggard Community Centre (2)

Willenhall Healthy Active Group
CV3 3DG

10am – 11am

St John Vianney (3)

Mountnod Way CV5 7GX

10am – 11am

**EXTEND Central & Stroke
Specific (1)**

Salvation Army Centre

Upper Well Street, Coventry,
CV1 4AE

10am – 11am

St Giles Main Hall, Exhall

CV7 9AA

10am – 11am

(Starting 22nd August 2012)

Thursday

St Oswalds, Tile Hill (2)

Jardine Crescent CV4 9PL

2pm – 3pm

**Keresley Village Community
Centre (2)**

Howat Road, CV7 8JP

1:30pm – 2:30pm

Church of the Risen Christ (2)

Wyken Croft CV2 3AE

11am – 12pm

Govind Centre (3)

Moor Street CV5 6EU

10am – 11am

St Thomas More Church (1)

Knoll Drive, Stivichall CV3 5DE

10am – 11am

Friday

Warwick Road Church (2)

Warwick Row CV1 1EX

10:15am – 11:15am

**Allesley Park Community
Centre (2)**

Winsford Avenue, Allesley
CV5 9NG

10:15am – 11:15am

**EXTEND programme for
Warwickshire:**

**Ring the people below to find
out the days and times of the
activities.**

Elaine Harbour

Barbara Gill

Tanser Court Community Centre

Rugby

CV22 6NY

Telephone: 01788 573264

Jane Jennens

Fentham Hall

Hampton in Arden

Telephone: 01675 442336

Heather Houghton

Jayne Longfield

Social Sports Club

Bishops Tachbrook

CV33 9RR

Telephone: 01926 624178

Paula Bailey
Graham Adams Centre
Southam CV47 0LY
Ring the centre for information:
Telephone: 01926 811519

Denise Renfrew
The Gap
Warwick
The Grange Hall
Southam
Cubbington Village Hall
Leamington Spa
Telephone: 01926 420786

Good Access Guide

This guide has details of leisure time, holiday, travel facility, theatres, restaurants and so much more to help disabled people.

38 Alexandra Road
Lowestoft
Suffolk NR32 1PJ
Telephone: 01502 566005
www.goodaccessguide.co.uk

Leisure Plus One

Leisure Plus One is a discount card for people who have a disability and need the help of another person to allow them to take part in leisure activities. With a Leisure Plus One card, your helper/carer will be admitted free or at a reduced rate to help you while you take part in your chosen activity.

A Leisure Plus One is free to those people who hold a current Passport to Leisure and Learning. If you do not receive benefits and are not eligible for a Passport, but have a disability, then you will still be able to get a Leisure Plus One card which will cost you a very small fee. Leisure Plus One cards are issued by post. To obtain further information or get an application form contact:

Floor 2, Civic Centre 4
Much Park Street
Coventry CV1 2PY
Telephone: 024 7683 1341 option 4
Email:
BSCCC4Floor2@coventry.gov.uk

Passport to Leisure and Learning

This service is run by the Coventry City Council and offers discounts to a range of leisure and learning activities across Coventry, if you are on a qualifying benefit, regardless of your age.

Residents and non-residents of the city who qualify for a Passport to Leisure and Learning can benefit from the discounts and improve their health and fitness, as well as being able to get into local attractions, cinemas and theatres at a reduced rate.

Phab

This is a charity which has a network of clubs for children and adults, whether physically disabled or able bodied, to enjoy life together by socialising and participating in activities. They also have holiday homes at considerably reduced rates.

Phab Office:

Summit House

50 Wandle Road

Croydon

Surrey CR0 1DF

Telephone: 020 8667 9443

Email: info@phab.org.uk

www.phab.org.uk

Kenilworth Phab Club

Kenilworth Phab Club meets on Wednesdays from 7.30 to 10pm.

For information about the activities:

Telephone: 01926 775859

Email:

info.kenilworth@phabclub.org

www.kenilworth.phabclub.org

Stratford Phab Club

Telephone: 01789 720 878

Warwick/Leamington Spa

Phab Club

Telephone: 01926 743132

Leamington Dolphins

The Leamington Dolphins is a swimming club for children with disabilities. Their brothers and

sisters can go along too.

It is run by a group of volunteers who meet regularly on Sunday evenings at:

Newbold Comyn Leisure Centre
Leamington Spa

Warwickshire.

Telephone: 01926 430025 –

Leave a message if nobody is available.

Email: marycannon@ntlworld.com

www.leamingtondolphins.co.uk

Kenilworth Helping Hands Club

The club has its base in:

Thorns Community Infants
School

Blackthorn Road

Kenilworth

Warwickshire

CV8 2DS

Email: www.khhclub.org.uk

There is no contact telephone number, please email.

Opening Times:

Friday 7 - 9pm (Term Time Only)

The club offers a broad selection of activities, events, outings and excursions for young disabled adults.

Although the club is based in Kenilworth, members, friends and helpers come from all around the local area. Costs vary according to the activity.

Kenilworth Talking News

This is a charity which supplies recorded material to the blind, partially sighted and those with disabilities which make reading difficult, in the Kenilworth district. A fortnightly tape or memory stick is sent out free of charge. These contain 45 minutes of local news and 45 minutes of magazine articles and interviews. Suitable listening devices are available on loan.

For more information telephone: 01926 858003 or 01926 853351
Email: ktnkenilworth@hotmail.co.uk

Library and Information services – Coventry and Warwickshire

All the libraries in our area are able to provide a wealth of information about available national and local services and have free access to using a computer, the internet etc. They provide housebound services and much more.

To get the opening times, location of your nearest library and services on offer, ring:

Telephone: Coventry –
02476 832314
www.coventry.gov.uk/libraries
Telephone: Warwickshire –
01926 412189

Alternative telephone –
01788 533250
www.warwickshire.gov.uk/libraries

Listening books

12 Lant Street
London SE1 1QH
Telephone: 020 7407 9417
www.listening-books.org.uk
Email: info@listening-books.org.uk
Library Telephone: 020 7234 0522
library@listening-books.org.uk

This is a national charity providing a large selection of audio books across the UK to people who find it difficult or impossible to read due to illness or disability. Members can get a very broad range of books as MP3 CD's, for an iPod, or listen via a computer.

Audio books are sent by post on CD or they can be downloaded via the internet.

There are fiction and non-fiction titles for both adults and children. You can also get National Curriculum from Key Stage 2 to A-level.

National Talking Newspapers and Magazines

National Talking Newspapers and Magazines
National Recording Centre
Heathfield

East Sussex TN21 8DB

Tel: 01435 866 102

Email: info@tnauk.org.uk

www.tnauk.org.uk

This is a national charity providing national newspapers and magazines in audio on tape, CD, DAISY CD and by MP3 download, and in digital full-text format by e-mail, download and CD-ROM for visually impaired people and those who find reading difficult, for example after a stroke.

National Volunteering Website

Telephone: 020 7250 5700

www.do-it.org.uk

RCV (now ENRYCH)

Ryder-Cheshire Volunteers

(RCV) finds ways for adults with a physical disability to take part in leisure or educational activities.

E11 Holly Farm Business Park

Honiley

Kenilworth

Warwickshire CV8 1NP

Tel: 01926 485469

Web: www.rcv.org.uk

Reminiscence Group for Asian Elders

This group is a city wide service for lonely/depressed Asian elders, some of whom have memory

impairment. They reminisce, listen to old folk songs, poetry, watch videos, have discussions etc.

The Group meets on alternate Tuesdays 1.30pm - 3.30pm

St Paul's Church

Foleshill Road

Foleshill

Coventry

CV6 6DE

Telephone: 024 7663 3385 or 07956 881376

Email:

cmhtopharjitmatharu@yahoo.co.uk

Office hours for contact are:

Monday - Friday

9am - 5pm

Languages Spoken: Hindi,

Punjabi, Gujarati and interpreters

can be arranged if necessary.

Disability Access: Fully accessible toilets, ramp, wheelchair access.

Help to get you to this group:

They have volunteer drivers if you need help to get to the meetings, which are free of charge.

Retired and Senior Volunteer Programme (RSVP) Coventry

The programme supports people of 50 and over in Coventry who want to set up and run their own community groups and schemes. See over for the address.

Parson's Suite
Methodist Central Hall
Warwick Lane
Coventry CV5 6LL
Telephone: 024 7625 2418
Email: lhawkins@csv.org.uk
www.csv-rsvp.org.uk and
www.csv.org.uk
Open 10am - 4pm
If the Development Worker is
out leave a message on the
answerphone)
Disability Access:
There is a lift which is large
enough to take mobility scooters
and wheelchairs.

Riding for the Disabled Association (RDA) –

This is a charity which was set up
to help disabled people to enjoy
their leisure and have supported
rides on horses etc.

Norfolk House
1a Tournament Court
Edgehill Drive
Warwick CV34 6LG
Telephone: 0845 658 1082
www.rda.org.uk/

Rugby Sport for the Disabled Association

Bernard Purdy
66 Cornwallis Road
Bilton

Rugby CV22 7HN
Tel. 01788 812910
Email to info@rugbysda.org.uk
www.rugbysda.org.uk/contact-us
Saturday from 9am - 12pm
The Ken Marriott Leisure Centre
(KMLC).
Contact the club to see the wide
range of activities available.
They have swimming from 9am -
11am, at The Ken Marriott Leisure
Centre pool in Rugby.
Expert tuition is available; adapting
swimming strokes to assist various
disabilities.

If you need help before you get to
the pool they have volunteers and
equipment to help you.
There are two changing couches
and a mobile hoist. They also have
shower chairs. You can be lifted in
and out of the water by the hoist.

U3A – The University of the Third Age

The University of the Third Age
is a self-help organisation run by
volunteers for people who are no
longer in full time employment,
providing educational, creative and
leisure opportunities in a friendly
environment.

You will be able to get information
about local groups, if you ring the
number or visit the website.

Contact them for information about your local U3A's in Coventry, Kenilworth, Bulkington, Nuneaton and Bedworth, Stratford, and Rugby.

U3A National Office
The Old Municipal Buildings
19 East Street, Bromley
Kent BR1 1QE
Tel: 020 8466 6139
www.u3a.org.uk

Volunteering

Volunteering offers many people the chance to get involved in a range of activities that are both satisfying and enjoyable. In addition, volunteering can be a great way to meet new people, learn new skills and gain useful experience and can be a pathway back to work.

Contact:
Voluntary Action Coventry,
26 City Arcade,
Coventry CV1 3HW
Telephone: 024 7622 0381
Email:
volunteering@vac Coventry.org.uk
www.vac Coventry.org.uk

These are just some examples of activities that are available – contact your local leisure centres or council to see what they may have to offer.

Local Support Groups

Though these groups are not specifically for stroke survivors, they will be able to provide you with confidential advice and support.

BME Support Group

This is a support group for members of the black and ethnic minority communities in Coventry which can be contacted by telephoning: 024 7663 2972 (Coventry Carers' Centre) for further information.

Coventry Bangladesh Centre

This is an educational establishment that offers a service to the Bangladeshi community and the wider local community, giving advice on benefits, employment, housing, etc. They hold English language classes and training courses in computing, sewing, food hygiene, etc., which you can pay for. They run social and cultural activities.

9 George Eliot Road
Foleshill
Coventry
CV1 4HT
Telephone: 024 7622 3518

Holbrooks Community Care Association

This is a free drop-in information service covering a whole range of local and city wide services and amenities.

They offer free one to one confidential advice on issues such as welfare benefits, if needed, for people living in the Holbrooks area of the city. Do give them a ring to see the range of information and advice available.

The Park,
Holbrooks Lane,
Coventry
CV6 4DE

Telephone: 024 7663 8681

Opening Times:

Monday 9am - 12pm

12.30pm - 4.30pm

Tuesday 9am - 12pm

12.30pm - 4.30pm

Wednesday 9am - 12pm

12.30pm - 7.30pm

Thursday 9am - 12pm

12.30pm - 4.30pm

Friday Closed.

Language Services: Interpreters.

Languages Spoken:

Punjabi, Polish, Arabic.

Disability Access: Ramp access,
wheelchair access.

Muslim Community Centre

10-12 New Street

Leamington Spa

CV32 7LA

Telephone: 01926 429100

For community centre support,
leisure and group activities.

Muslim Resource Centre (Coventry)

The centre provides free city wide advice and information on a range of subjects, such as, housing, immigration and nationality law, education/training, and employment. They have health promotion surgeries and sports activities and hold social and cultural events at weekends. There are crèche and nursery facilities.

They also hold child care, sewing and various other courses.

Muslim Resource Centre

Red Lane

Coventry

CV6 5EE

Telephone: 024 7663 7933

You can contact the group on

Monday – Friday 9am - 5pm

(Tuesday – pension advice
10am - 12noon)

Languages Spoken: Urdu, Gujarati,
Punjabi, Kashmiri, Bengali, Mirpuri.

There are interpreters for other languages not mentioned here.

Disability Access:

The centre is fully accessible with wheelchair ramp access, a lift, parking for people with mobility impairment and disabled access toilets.

Sahara Project

This project was set up to help all Asian elders and their carers who need support across a range of issues to help to relieve their distress, feelings of isolation and social exclusion.

They provide free, confidential, culturally sensitive mental health support services advice and guidance on a one to one basis if needed and a home visiting service in Coventry.

3 City Arcade
Coventry

West Midlands CV1 3HX

Telephone Number:

024 7663 2972

Email: sahara-cov@tiscali.co.uk

The Sahil Project

The project offers a first point of contact for Asian women, offering information, support and guidance on whatever query they may have. They will then enable the women to

contact other relevant services to meet their specific needs.

They also offer a number of activities to alleviate stress, i.e. yoga sessions and complementary therapies and organise trips and social events.

There is also an outreach service in Nuneaton; again this offers a wide range of support services, such as befriending, counselling etc.

449 Foleshill Road,
Coventry, CV6 5AQ.

Telephone: 024 7663 8754

E-mail: info@sahilproject.org.uk

Opening Hours:

Monday - Thursday

9am - 5pm

Friday

9am - 4.30pm

Languages spoken: Punjabi,

Gujarati, Hindi and Urdu.

Sikh Cultural and Sports Community Centre – Leamington Spa

The centre supports people with disabilities and also offers a wide range of other activities. Contact the Centre for further information:

Mrs Pamnagi

17A/B Queensway

Leamington Spa CV31 3LZ

Telephone: 01926 883129

Sikh Mission Centre - Nuneaton

Offers welfare advice etc.

1st Floor

Unit 2

Marlborough Road

Nuneaton CV11 5PG

Telephone: (024) 7635 3442

or contact Mr Singh:

Telephone: (024) 7635 3442

or Gurmit K Pahal:

Telephone: (024) 7649 1317

Mon, Wed, Fri,

10.30am - 3pm.

St Oswald's Community Advice Centre

Free impartial and confidential information, guidance and support to enable individuals to gain access to medical, legal, local authority and national government services.

228 Jardine Crescent

Tile Hill

Coventry

CV4 9PL

Telephone: 024 7646 6282

Email:

stoswalds-tilehill@hotmail.com

www.stoswalds.net

Open Friday

9.30 am - 12 noon

Areas Covered:

Tile Hill, Canley and the surrounding area.

Disability Access: Accessible.

St Thomas' Day Centre

This Day Centre is for older people who have been referred by a social worker, to enable them to maintain their independence and to provide support for their carers.

Longford Road

Longford

Coventry

CV6 6DR

Telephone: 024 7678 6841

Monday - Friday 10am - 5pm

Areas Covered:

Aldermans Green, Bell Green, Foleshill, Hall Green, Longford.

Language Services:

Punjabi is spoken, but other languages can be accessed via the Adult Social Care Department.

Accessibility:

There are fully accessible toilets, an induction loop, level access, ramp access, parking for people with mobility impairment, service call, wheelchair access, Parker bath (hydraulic chair).

Transport to the Centre can be arranged by Minibus, taxi and volunteer drivers.

Charging: Social Services charges apply.

Food is supplied, with special diets such as vegetarian and diabetic catered for.

Tamarind Centre – Coventry

Counselling and support service for Black and Asian Minorities.

Languages spoken: English, Patois, Punjabi and Hindi.

Offer group counselling, but will visit homes if needed. The centre is wheelchair accessible.

Opening Times: Monday to Friday - 9.30am - 4.30pm.

Tamarind Centre
3rd Floor, Harp Place
2 Sandy Lane
Radford

Coventry CV1 4DX

Telephone: 024 7622 7712

Email:

info@tamarindcentre.co.uk

West Indian Centre (Coventry)

Provides social, recreational and educational facilities.

159 Spon Street

Coventry

CV1 3BB

Telephone: 024 7655 2929

Email:

coventry@westindian.fsnet.co.uk

www.cwicc.btck.com

Office hours:

Monday: 9am - 5pm

Tuesday: 9am - 5pm

Wednesday: 9am - 5pm

Thursday: 9am - 5pm

Friday: 9am - 5pm

Open in the evenings for social events, bar etc.

If you drop in there is limited wheelchair access, with a ramp to the main entrance. The toilets are accessible and there is parking available.

Willenhall Advice Centre

They give free confidential impartial advice to people living in South East Coventry, on a range of problems including welfare rights, housing and debt.

104 Remembrance Rd

Willenhall

Coventry

CV3 3DP

Telephone: 02476 511117

Information services are available over the phone or by arranging an appointment.

Opening Times:

Monday: 9.30am - 12.30pm

1.30pm - 3pm

Tuesday: 9.30am - 12.30pm

1.30pm - 4.30pm

Wednesday: 9.30am - 12.30pm

Closed

Thursday: 9.30am - 12.30pm

1.30pm - 4.30pm

Friday: 9.30am - 12.30pm

Closed

Wood End Advice & Information Centre Ltd.

The centre provides free, confidential, impartial advice on a wide range of issues, to people living in the North East of Coventry.

Home visits can be arranged for people who are elderly, housebound or bereaved.

They hold two open door sessions – one on Tuesday and the other on Thursday, from 9.30am – 12.30pm and operate on a first come, first served basis.

Moat House Leisure &
Neighbourhood Centre

Winston Avenue

Coventry

CV2 1EA

Telephone: 024 7661 3629

It is worth noting here that Credit Union use this building on Tuesday 10am – 12pm and Wednesday 4pm – 5.30pm to help people to get low cost loans.

This directory has been compiled by:

Peggy Coleman

Project Lead

Coventry and Warwickshire Cardiovascular Network

Telephone: 01926 493491

Ext: 622

I should like to take this opportunity to thank Dr Anthony Kenton, Lead consultant for stroke, Dr Louise Price, Head clinical neuropsychologist, Claire Currall, specialist stroke dietician, Sue Thelwell, stroke coordinator at UHCW, Norman Phillips, stroke survivor and expert patient and everyone who has supplied me with the information needed to draw up this directory: from colleagues, local council departments, to all the organisations and services, both local and national who have helped me.

The contact details in this directory are correct at the time of going to print.

The funding for this directory has been kindly provided by the Coventry and Warwickshire Cardiovascular Network, Coventry City Council and Warwickshire County Council, working in cooperation.

I hope that you will find it useful to 'dip into' if you have any issues or concerns regarding your life and recovery after the stroke.

Please don't forget that there are people out there to help you and your family.

I wish you well for your continuing recovery.

Peggy Coleman

October 2012

To be reviewed October 2013

