

Do you, or  
someone you  
care about,  
need help in  
everyday living?



Older people, those with disabilities, and those who care for them often find it difficult to find help with costs or practical support. This leaflet shows you what help you can get and where you can find it.

- 1 You can ask your local social services department to visit you and work out what help is available. You should then have a better idea of what services you can get and if you will have to pay. If you are not entitled to help from the council, they will let you know about other options.
- 2 If you are in hospital, you can get an assessment so that you get the right support when you go home.
- 3 You can have your home checked by an occupational therapist from your local council, who will see if changes or equipment are needed to help you continue to live at home. You may also be entitled to a Disabled Facilities Grant from your council to help with costs.
- 4 Anyone giving you unpaid help, including members of your family, can have a 'carer's assessment' from your local council to see if they need support, such as holidays. Your local carers' centre can also give you advice.
- 5 You, and anyone who gives you unpaid help, may be entitled to help with costs. You can speak to the Benefits Enquiry Line, your local council, a citizens advice bureau or local advice centres to find out more.

6 Your GP can help you with hearing and mobility aids, chiropody, physiotherapy and other medical services.

7 Your local council can help you get around, with things like free local bus travel and cheaper parking. Your carer may also be entitled, in some areas, to help getting around, like cheaper bus travel.

8 Local groups can offer you or your carer social activities or other support, like handyman services, providing day centres and holidays. Your local council will have more information.

9 Social care assessments are free, but there are often charges for social care services. You should talk to an independent financial adviser or a citizens advice bureau about making the best use of your money, though they may charge for advice.

10 You may want to make or update a Will. You can also allow one or more people to make decisions for you about your money or personal matters (called making a power of attorney). You can speak to a solicitor (who may charge for advice), a citizens advice bureau or a local advice centre for more information.

This information is provided on behalf of your local council by the Local Government Association.

# Useful sources of information

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## **Direct.gov.uk**

A public information website from the government. You can find your local council, health services, information about your rights, making a Will and so on

Website: [www.direct.gov.uk](http://www.direct.gov.uk)

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## **Benefits Enquiry Line**

Freephone 0800 882 200

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## **Citizens advice**

Independent advice on a wide range of issues

Website: [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

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## **Counsel and Care**

Advice and information for elderly people, their families and carers

Phone: 0845 300 7585

Website:

[www.counselandcare.org.uk](http://www.counselandcare.org.uk)

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## **Age Concern** (and local branches)

Advice, support and services for elderly people

Phone: 0800 009966

Website: [www.ageconcern.org.uk](http://www.ageconcern.org.uk)

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## **Help the Aged**

(and local branches)

Advice, support and services for elderly people

SeniorLine -

Phone: 0808 800 6565

Website: [www.helptheaged.org.uk](http://www.helptheaged.org.uk)

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## **Carers UK**

Advice and information for carers

CarersLine

Phone: 0808 808 7777

Website: [www.carersuk.org](http://www.carersuk.org)

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## **The Princess Royal Trust for Carers**

Information for carers and to find your nearest carers' centres

Phone: 0844 800 4361

Website: [www.carers.org](http://www.carers.org)

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## **Mencap** (and local branches)

Information for people with learning disabilities, their families and carers

Learning Disability helpline -

Phone: 0808 808 1111

Website: [www.mencap.org.uk](http://www.mencap.org.uk)

# Useful sources of information

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## **Older People's Advocacy Alliance**

Provides information on independent advocacy for elderly people in your area

Phone: 01543 490861

Website: [www.opaal.org.uk](http://www.opaal.org.uk)

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## **Financial Services Authority**

Find an independent financial adviser and general financial advice

Consumer helpline -

Phone: 0845 606 1234

Website: [www.fsa.gov.uk](http://www.fsa.gov.uk)

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## **Commission for Social Care Inspection**

Inspection reports on registered care services and councils

Phone: 0845 015 0120

or 0191 233 3323

Website: [www.csci.org.uk](http://www.csci.org.uk)

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## **Office of the Public Guardian**

Information on power of attorney

Phone: 0845 330 2900

Website:

[www.publicguardian.gov.uk](http://www.publicguardian.gov.uk)

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## **Disabled Person's Railcard**

Information and how to apply

Phone: 0845 605 0525

Website:

[www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)

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## **The Law Society**

Find a solicitor and advice

Phone: 0870 606 2555

Website: [www.lawsociety.org.uk](http://www.lawsociety.org.uk)

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## **Equality and Human Rights Commission**

Guide you through the rights you have and the situations in which they apply

Helpline (England) -

Phone: 0845 604 6610

Website:

[www.equalityhumanrights.com](http://www.equalityhumanrights.com)

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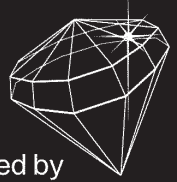
## **Fair Care campaign**

For more information about the campaign, more copies of this leaflet or for a copy in braille, in larger print or audio tape

Phone: 020 7664 3131

Website: [www.lga.gov.uk](http://www.lga.gov.uk)

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Clarity approved by  
Plain English Campaign

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