

## Carers Contacts – October 2008

### Useful Telephone Numbers

**All numbers begin with the area code (01253) unless otherwise stated.**

For information on **Carers Services**, please contact Blackpool Carers Centre, Norman House, Robson Way, Blackpool, FY3 7PP. Tel: 393748. We can contact other services on your behalf if you wish.

For general help and advice on Social Services contact **Social Services Direct.at**:

Adult Social Care and Housing, Progress House, Clifton Road, Blackpool, FY4 4US.

Office Hours: 9am–5pm (Monday–Thursday)  
9am–4.30pm (Friday)

Tel: 477592

Fax: 477827

e-mail [social.servicesdirect@blackpool.gov.uk](mailto:social.servicesdirect@blackpool.gov.uk)

**Out of Hours Service** (evenings, weekends and Bank Holidays – emergencies only). Tel: 477678

For **General Enquiries** about Blackpool Council Services: Tel 477477.

### National Organisations:

Carersline: Tel: 0808 808 7777

Princess Royal Trust for Carers (Northern Office): Tel: 01257 234 070

Crossroads Helpline: Tel: 0845 450 0350

## Other useful contacts and telephone numbers

<b>Housing Advice</b>	<b>Tel: 477760</b>
<b>Welfare Rights Advice</b>	<b>Tel: 477770</b>
<b>NHS Direct</b>	<b>Tel: 0845 4647</b>
<b>Blackpool NHS Walk In Centre</b>	<b>Tel: 655871</b>

**Age Concern**  
Information and Advice  
Service  
(Help with completing Benefits  
forms)  
Tel: 751747

**Blackpool Advocacy**  
Tel: 405959

**Care and Repair**  
Tel: 651555

**Carers UK**  
Tel: 020 7490 8818

**Citizens Advice Bureau**  
Tel: 0870 126 4090

**Council for Voluntary  
Service**  
Tel: 624505

**Disability Information and  
Support**  
(General information on  
disability issues and  
assistance with completing  
benefits forms)  
Tel: 472202  
Mon-Fri 10.00am–4.00pm

**Life Long Learning**  
Tel: 478301

**Mental Health Helpline**  
Tel: 0500 639000  
Mon-Fri 7pm–11pm  
Saturday and Sunday  
12 noon–12 midnight

**Making Space**  
Mental Health Family Support  
Worker  
Tel: 354126

**Rideability**  
Tel: 293300 – Bookings  
Tel: 476452 – Enquiries

**Samaritans**  
Tel: 622218

**Shopmobility**  
Tel: 476451

**Patient Advice and Liaison  
Service (PALS)**  
(Advice and guidance on NHS  
Services)  
Mon–Fri 9.00am–5.00pm  
Tel: 655588.

**Local Involvement Network  
(LINKs)**  
(Consultation on Health and  
Social Care)  
Tel: 478408.

## Do you know what benefits you and the person you care for might be entitled to?

It is important that you claim the benefits to which you are entitled. These are your **right**, they are not charity. There are a number of benefits available for carers and the person you care for.

For further advice and information on welfare benefits contact Welfare Rights, South King Street, Blackpool FY1 4TR  
Tel: 477770.

If you or the person you care for receive benefits and are admitted to hospital, or your circumstances change, it is important that you inform the Benefits Agency.

Benefits Enquiry Line  
Freephone Tel: 0800 882200  
Text Phone: 0800 243355  
Opening Hours:  
Monday-Friday 8.30am–6.30pm  
Saturday 9.00am–1.00pm

Age Concern can help you or the person you care for fill in benefits claims forms.  
Tel: 751747.

Advice Link runs a series of roadshows where you can get advice and assistance. For further information Tel: 476843 or log onto their website at [www.advicelink.org.uk](http://www.advicelink.org.uk).

## Do you know how to get equipment and adaptations in the home?

If you care for someone who is visually impaired, hard of hearing or has other disabilities for which they need special equipment or adaptations to the home, Social Services can help you if you are eligible for our services.

You can also buy equipment directly from a number of local and national providers. For a list of providers of equipment for daily living contact Social Services Direct on 477592 or download it from [www.blackpool.gov.uk](http://www.blackpool.gov.uk)

For information and advice on equipment which may help you in your caring role, go to AskSARA, the Disabled Living Foundation's free on-line self-assessment tool at [www.asksara.org.uk/](http://www.asksara.org.uk/)

If you are considering an expensive piece of equipment (for example, a stair lift), or altering your home (for example, by building an extension or installing a level access shower) you can ask for an Occupational Therapist to visit you. They will look at what you can and cannot do and recommend the right equipment or changes to your home to make your life easier.

You can do this through your GP or by contacting Social Services Direct Tel: 477592, e-mail: [social.servicesdirect@blackpool.gov.uk](mailto:social.servicesdirect@blackpool.gov.uk).

## **Do you need some time to yourself?**

Caring for someone can be a 24 hour a day job. Many carers need a short break. This allows you some time alone to follow your own interests, to do essential things for yourself like attending appointments or to take a break to “recharge your batteries”.

Short Breaks can also benefit the person you care for, giving them space and perhaps the chance to meet new people.

Short breaks (sometimes known as Respite Care) can be arranged for just a few hours. For example, day care or a sitting service, or it could be for a longer period with either care workers coming to your home or the person you are caring for going to stay in a residential or nursing home. All these types of care can be arranged either as a one off or more regularly.

Even if you feel that you do not need a break now, it may be useful for you to know what is available and how to arrange it, on either a planned basis or in an emergency.

A Factsheet on Short Breaks is available from Social Services Direct, Tel: 477592.

Information on holidays suitable for people with long term illnesses or disabilities is available from the Blackpool Carers Centre, Norman House, Robson Way, Blackpool, FY3 7PP. Tel: 393748.

## **Can you get out with the person for whom you care?**

The “Blue Badge” scheme for people with mobility problems allows disabled drivers or passengers to park their cars closer to places they need to visit.

The Blue Badge can be used anywhere in Europe. For further information Tel: 477477.

### **Rideability**

Rideability is a door-to-door bus service for people who cannot use conventional buses. Book your journey two days in advance and the bus will come to your door.

For further information or to book a place Tel: 293300.

### **Buses**

Some buses are easy access including the number 14 which passes the Blackpool Carers Centre.

For further information on local buses Tel: 473000.

### **NOW Card**

If you are resident in Blackpool and are age 60 or over or disabled you will be eligible for free or discounted bus travel. For further information or advice contact Blackpool Council, Tel: 477477.

## Do you know what health care services are available?

Contact the following:

### **NHS Direct Tel: 0845 4647**

NHS Direct is a 24 hour confidential telephone helpline staffed by nurses and trained operators. They will give you immediate information and advice on what to do at any time of the day or night. They also have information on health services, late night chemists and out-of-hours dentists in your area.

You can also ask your GP, local health clinic, health centre or local hospital for advice about:

Community Nurses (including District Nurses), health visitors, the care of people with terminal illnesses, continence support, school nurses, community psychiatric nurses and nurse specialists.

Therapy services, including physiotherapy, chiropody, dietetics, occupational therapy and clinical psychology.

Home Loans Service, temporary loan of specialist equipment such as beds, commodes, mobility aids and wheelchairs.

### **Wheelchairs**

Wheelchairs are available on loan from the NHS. Applications should be made through your GP.

## Do you know what services there are to help in an emergency?

In matters of life or death contact **999**.

**Carers Emergency Card** – if you have an accident or are taken ill, this card tells people that you are looking after someone. For an application form contact Vitaline Tel: 477678.

**Accident and Emergency Unit** – for emergency treatment you can visit the A&E Department at the Victoria Hospital, Whinney Heys Road, Blackpool, FY3 8NR. Tel: 300000.

**Blackpool NHS Walk-in Centre** – for general medical advice, minor injuries, contraception and blood pressure checks. You do not need an appointment, just call in at 26 Talbot Road, Blackpool FY1 1LF Tel: 655871.

Opening Hours:  
Mon-Sat 8.00am–9.00pm  
Sun 9.00am–8.00pm

**Vitaline** (Community Alarm) can provide a range of services to support people who are alone during the day or night. For further information on the services available Tel: 477678.

The **Out-of-Hours GP Service** is available between 6.30pm-8pm Monday to Friday and during weekends and public holidays. If you need GP treatment during these times call your surgery as normal and you will be redirected.

**Emergency Dentist: 301600**

## **Do you need practical help at home?**

A number of services can offer help with the personal care of the person you look after. In order to get help an assessment of your needs will be made with you and the needs of the person you care for. Services can either be arranged for you or you can arrange them yourself using a Direct Payment – see page 7.

**Social Services** – contact Social Services Direct  
Tel: 477592.  
e-mail  
[social.servicesdirect@blackpool.gov.uk](mailto:social.servicesdirect@blackpool.gov.uk)

**Community Nursing Services**  
– contact through your GP.

**Private Agencies** – provide personal care, domestic help, shopping and sitting services. Lists are available from Social Services Direct (see above) or can be downloaded from [www.blackpool.gov.uk](http://www.blackpool.gov.uk).

The **Safe and Secure Directory** provides a list of approved local trades people. Tel: 751747 or download from [www.backpool.gov.uk](http://www.backpool.gov.uk)

**Care and Repair** – help older and disabled people who living in their own home or in privately rented accommodation in Blackpool, with home repairs and maintenance. There is a charge for this service.  
Tel: 651555. E-mail  
[care&repair@blackpool.gov.uk](mailto:care&repair@blackpool.gov.uk)

## **Do you know about local support services, carers' groups and self help groups?**

For information on local groups please contact Blackpool Carers Centre, Norman House  
Robson Way  
Blackpool  
FY3 7PP

Tel: 393748

## **Do you know you may have the right to a Carer Assessment?**

The law places a duty on local authorities to consider a carer's ability and willingness to provide care and their wishes about leisure, training and work activities. A Carer Assessment is a chance to talk about your caring responsibilities and decide what help you need.

You can request this either as part of the assessment of the person you care for or as a separate assessment in your own right. To request an assessment for the person you care for and/or yourself, contact:

Social Services Direct Tel:  
477592/477594.

e-mail

[social.servicesdirect@blackpool.gov.uk](mailto:social.servicesdirect@blackpool.gov.uk)

If you need help to continue to care a "Care Plan" will be drawn up with yourself and the person you care for. The care plan will say who the services are to be provided for, who will provide them and how often. This will be reviewed whenever your needs or the needs of the person you care for change.

If the person you care for is in hospital you should ask the nurse to make a referral to the Hospital Discharge team. They will then discuss with you and the person you care for what may be needed to ensure a safe and appropriate discharge home.

There is more information in our leaflet "Do you look after a relative, partner or friend? – Guide to adult carer assessment."

## **Would you like to have more control over how your help is provided?**

If you or the person you care for are assessed as needing help, then Social Services will arrange for the services to be provided. Should you prefer to arrange your own services please ask about Direct Payments.

This is money that must be used to pay for the care you, or the person you care for, needs. It means that you can choose who will provide your care and when it will be provided.

In most cases the care will be provided to the person you care for, but you may be involved in helping them to organise their care. Their services can still be arranged in ways that also provide you with support. In some instances, carers can receive Direct Payments themselves. If you choose to have a Direct Payment you will be supported by the Direct Payments Team and a user support group who will help you with any problems.

For further information please contact your social worker (if you have one) or a member of the Direct Payments Team  
Tel: 651489/651490.

### **Do you have the chance to have your say?**

Carers meetings, workshops and conferences are often arranged by Social Services so that the views and concerns of carers are taken into account when planning services. If you wish to express your views contact:

Blackpool Carers Centre  
Norman House  
Robson Way  
Blackpool  
FY3 7PP

Tel: 393748

### **Do you know there is a mailing list for carers information?**

You can get a free quarterly newsletter which includes information about events and workshops for carers.

For more information or to add your name to the mailing list contact:

Blackpool Carers Centre  
Norman House  
Robson Way  
Blackpool  
FY3 7PP

Tel: 393748

### **What do you think about our services?**

Blackpool Carers Centre aims to provide a high quality service. We are always interested in your comments and happy to receive compliments, but if you are unhappy with the services you receive you have the right to complain.

Please contact Blackpool Carers Centre, Norman House, Robson Way, Blackpool, FY3 7PP, Tel: 393748