

# Information for carers

January 2025

## Do you look after someone?



Do you provide unpaid care for an adult who needs your support?



West Berkshire  
COUNCIL

Visit the

# West Berkshire Directory



Your local guide to support, information and activities

The West Berkshire Directory is an online community directory which brings together information about groups, organisations, services and activities, and signposts to local help.

This enables people to find solutions to help themselves, and their family members to live safe and independent lives, keep active, socially connected, and to source care and support.

<https://directory.westberks.gov.uk/>

If you don't have access to a computer to view the directory, please call 01635 503306 and a printout of what you need can be posted to you.

If you require a booklet to be posted to you, or in an alternative format or translation, please contact Adult Social Care on 01635 503050 or email [adultcare@westberks.gov.uk](mailto:adultcare@westberks.gov.uk)

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## Section 1: Who are Carers?

Many people do not think of themselves as carers. Recognising yourself as a carer is the very first step to getting the support you may need.

- Carers are people who look after relatives or friends who, because of disability, illness or old age, cannot manage at home without help.
- Some people choose to become a carer, while others have no choice.
- Carers do not necessarily live with the person they assist and may be a considerable distance away.
- Some carers are children who are caring for a parent or family member as well as going to school.
- Anyone may become a carer, at almost any age.

Seeing yourself as a carer is a way of acknowledging that you are doing a job, one that can be both difficult and demanding. Caring can easily become a full time responsibility.

Unlike a paid job, being a carer does not include breaks or holidays, but this doesn't mean you need them less or are any less entitled to them. You should never feel guilty about asking for the support you deserve and need because you have accepted the role of a carer.

As a carer your life may be taken over by your caring responsibilities and put a strain on relationships. It is important to share some of the care, as dedicated caring (maybe for up to 24 hrs a day) causes a build-up of stress and anxiety for the person doing the caring. It may be difficult to cope with your job, or other members of your family, or to see friends because you are a carer. Caring is tough work and we so easily forget about our own wellbeing.

It is important to try to have a break from being a carer, even if it is only for an hour or two a week, to do something you want to do. Carers must recognise that they have needs as well as the person they care for.

## Section 2: Help for Carers from West Berkshire Council

Many carers will need help at home, particularly if the person they care for is housebound or can only get out with difficulty. Carers do not need to struggle on alone. If you feel you are not getting the help or support you need there are organisations that can provide advocacy. You may find it helpful to discuss your problems with someone who is not directly involved - maybe a close friend, relative, minister, GP or nurse. Otherwise, you may benefit from joining a carers' group where you can share experiences and frustrations with other carers and gain advice and useful information. For many carers the best form of help can be to make sure that the person they care for receives the help and support they are entitled to.

### Carer Assessment

If you provide necessary unpaid care or support to an adult, family member or friend, or someone aged 18 or over, and the person you care for lives in West Berkshire, you may be

eligible for support. Adult carers that look after someone can request a carer's assessment by accessing one of the following forms:

- Complete our online enquiry form - Ask for help with Care and Support for an Adult <https://www.westberks.gov.uk/adultenquiry>, or
- Complete the 'Carers – Understanding Your Needs' form, a document which provides a range of questions / prompts that may help you consider your caring role. **Please call 01635 503050 if you would like a copy sent to you in the post.** Alternatively, you can use the digital version of the form then email, or print and post <https://www.westberks.gov.uk/carers-understanding-your-needs-form>

If you submit either the online enquiry form or complete the Carers Understanding Your Needs form and send to us, we will arrange for a social care worker to go through the details you have provided and discuss ways in which you may be supported. If it is appropriate, we will complete a Carers Assessment with you.

If you prefer not to use our online services you can ask for a carer's assessment by calling 01635 503050.

The person you care for is not required to be in **receipt of a service** from West Berkshire Council for you to be eligible for an assessment.

You can also access our online 'Find help with care and support' webpage <https://www.westberks.gov.uk/helpwithcareandsupport> to look for help (for you or the person you care for). Alternatively, the West Berkshire Directory may have the information you are looking for [West Berkshire Directory - Are you looking after someone?](#)

## Preparing for a carer's assessment

A carer's assessment means we will look at your needs and how these have a significant impact on your wellbeing to see if you are entitled to any services that could make caring easier for you. The assessment is an opportunity for you to tell the worker what impact caring has on you, it is not a test of your caring abilities. So it may be a good idea to make a list, or keep a diary, of everything you do to look after the person you care for.

Some things you may want to think about are:

- do you get enough sleep?
- can you leave the person you are looking after?
- is your health affected by caring?
- are you worried about having to give up work?
- do you get enough time to yourself?

You might also include how caring affects you because of your health, age, work or studies, and any other activities or commitments. The assessment can be carried out at your home or at the home of the person you are caring for. The assessment is about you, and the person you care for does not need to be present. You can ask a friend or relative to be with you during the assessment, if you want to. If there is more than one carer providing regular necessary care in your household, you are all entitled to an assessment.

## Support that may be available

To work out the best way forward to support you, a member of West Berkshire Council's Adult Social Care team will talk to you to understand what you want and need.

Where appropriate this discussion can take place with the person you care for, but we recognise it may be more helpful to have this discussion on your own.

This may involve a conversation about resources in your community that might be helpful for you. It will also look at your strengths and things where your family or wider community can help you. We will work with you to work out ways we can help maintain or improve your wellbeing and enable you to receive the support you need.

Support that may help you includes:

- Changes to equipment or adaptations in the home.
- A one-off carer's payment - for something specific for you, for example to fund an activity enabling you to take a break from caring, or something for your home to make life easier for you.
- A carer's personal budget which is usually in the form of a direct payment. This would also enable you to take a break from caring; for example to pay for support with housework, or for someone to stay with the person you care for while you go out to meet your friends, engage in a hobby or have a rest.

The Carer's assessment is about your needs and wellbeing as a carer and would need to determine whether you have **eligible needs** before you could have a Personal Budget or a carer's one-off payment. The Eligibility Criteria is explained in the next section.

If your situation changes, for example you need more support, you can ask to be re-assessed.

## Eligibility criteria

[The Care and Support \(Eligibility Criteria\) Regulations 2014<sup>i</sup>](#) set out a national eligibility threshold. This means that there's a level of need at which we will offer support. This is set by the government so it's the same wherever you live.

There are three criteria, all of which must be met for a carers needs to be eligible for support.

Eligibility is based on identifying:

1. Whether the carers needs for support arise because they are providing 'necessary' care to an adult
2. Whether the carers physical or mental health is either deteriorating or at risk of doing so or the carer is unable to achieve at least one of the following outcomes:
  - carrying out responsibilities for a child
  - caring for others
  - maintaining a habitable home
  - managing/maintaining nutrition
  - developing/maintaining family or other personal relationships
  - engaging in work, leisure, training, volunteering, education

- making use of necessary or recreational facilities
  - engaging in recreational activities
3. Whether the impact of the carers inability to achieve one or more of the above has a significant impact on their wellbeing

**West Berkshire Council can only give you support if you are assessed as having an eligible need.**

## **Carers Support plan**

The worker will develop a 'carers support plan' with you based on your assessment and what you have told us of the person you care for. This plan should include the support and services you have been assessed as needing.

## **Paying for services**

At present carers are not required to make a contribution for support services, and do not need to have a financial assessment. However, respite services from West Berkshire Council are chargeable. The individual who is being cared for, as the recipient of the service, may be charged for respite services depending on their financial assessment.

## **Transition from Children's Services**

Where Children are receiving support services and they or their families believe that they will continue to need some level of support through adulthood the Council will assist to plan this 'transition' from childhood to adulthood. For all children, leaving full-time education is a major change and no less so for young people with particular needs. Services provided by Adult Social Care will necessarily be different from those provided within an educational framework and we would advise that parents and children engage with us at an early stage in order to understand whether an individual young person will be eligible for support when they reach the age of 18, and if so what level and type of support is likely to be available.

In order to initiate this discussion the starting point will be to **call the Contact Advice and Assessment Service (CAAS) on 01635 503090.**

Further information is available on the Special Educational Needs and Disabilities (SEND Local Offer) section of the [West Berkshire Directory - SEND Local Offer](https://www.westberks.gov.uk/about-send-local-offer), <https://www.westberks.gov.uk/about-send-local-offer> and <https://www.westberks.gov.uk/adultcaretransition>

Additional information on **Moving from children's social care to adult's social care** is available on the NHS website <https://www.nhs.uk/conditions/social-care-and-support-guide/caring-for-children-and-young-people/moving-from-childrens-social-care-to-adults-social-care/>

## Section 3: If you are not eligible for support from West Berkshire Council

We will give you advice and information about other sources of help that you may be able to access in West Berkshire. This could include:

### Reading & West Berkshire Carers Partnership

The Reading & West Berkshire Carers Partnership provide a Carers Hub for family carers in Reading and West Berkshire. The partnership members Age UK Berkshire and CommuniCare work with the carers of residents in West Berkshire.

The Carers Partnership offers confidential support, information and advice for carers of all ages. This includes:

- Information, advice and guidance
- Carers Support Groups & Peer Support
- Help applying for charitable grants
- Carers Breaks
- Events for carers
- Health and wellbeing support
- Carers Emergency Cards
- Carers newsletter

Contact: <https://carerspartnership.org.uk/>

0118 959 4242 [www.ageukberkshire.org.uk](http://www.ageukberkshire.org.uk) email [info@ageukberkshire.org.uk](mailto:info@ageukberkshire.org.uk)

Or 0118 926 3941 [www.communicare.org.uk](http://www.communicare.org.uk) email [office@communicare.org.uk](mailto:office@communicare.org.uk)

### Local Carer Support Groups

Carer Support groups and meetings run by the **Reading & West Berkshire Carers Partnership** in the West Berkshire area are below:

**Hungerford** – held at Hungerford Hub, Church Street RG17 0JG every 4<sup>th</sup> Monday of the month 10:00-12:00

**Newbury** – held at Riverside Community Centre, Rosemoor Gardens RG14 2FG every 3<sup>rd</sup> Tuesday of the month 10:00-12:00

**Calcot** – held at Calcot Centre, Highview RG31 4XD every 2<sup>nd</sup> Monday of every month 10:00-12:00

**Burghfield Common** – held at Burghfield Village Hall, Recreation Ground RG7 3EN every 3<sup>rd</sup> Monday of the month 10:00-12:00

For more information: contact Reading & West Berkshire Carers Partnership – details above.

### Other carer support Groups

**Cancer Support Group for patients and carers, Hungerford** – held at The Hungerford Hub and Library. Meetings are at 14:00-16:00 on the third Thursday of the month. Yvonne Gillies 07888 399134

**Cancer Support Group for patients and carers, Thatcham** - held at the Parish Hall on the A4 Bath Road (opposite Forresters). Meetings every Thursday 10.30 am -12.00 pm Jane 07887 525058 or Heather 01635 865747



Full listing of carer support groups are listed on The [West Berkshire Directory - Carer Support Groups](#).

## Organisations Providing Advice and Information

**Carers information from NHS UK** - Carers support and online information. Find advice on respite breaks, carers allowance, carers' assessments and information for young carers. <https://www.nhs.uk/conditions/social-care-and-support-guide/support-and-benefits-for-carers/>

The NHS also provide practical tips if you care for someone  
<https://www.nhs.uk/conditions/social-care-and-support-guide/practical-tips-if-you-care-for-someone/>

**Carers UK** - The voice of carers. 0207 378 4999 [www.carersuk.org](http://www.carersuk.org) email: [advice@carersuk.org](mailto:advice@carersuk.org)

### Citizens Advice West Berkshire

2nd Floor, Broadway House, 4-8 The Broadway, Northbrook Street, Newbury, RG14 1BA  
Telephone advice 01635 516605  
Newbury website: <https://citizensadvicewestberkshire.org.uk/>

Free, confidential, impartial and independent advice. Help to sort out debt worries, benefits claims, housing and employment problems, or deal with queries about consumer or tax issues. Citizens Advice can advise on legal matters, answer questions about immigration, and have experience on family and personal matters too.

#### **Citizens Advice Carers Advice Service**

Specialist advice for carers and people with disabilities. 01635 516609 (answerphone) open Mon to Thurs

#### **Citizens Advice Outreach - appointment only**

Call 01635 516605 for details and to book. Outreach appointments available in: Hungerford and Thatcham.

### Crossroads Care West Berkshire

Crossroads Care West Berks, managed by Crossroads Care Oxford, offer a support service for 24/7 unpaid Carers, throughout West Berkshire. Crossroads can provide, with sufficient notice, cover to stay with the 'Cared for' to enable his/her 24/7 Carer to attend appointments. Transport is not provided.

Also, subject to availability and capacity, there is a Rapid Response Service providing care within 48 hours in emergencies. Contact office hours only, Monday to Friday 07.00 to 16.00. 01635 30008.

Crossroads West Berks cannot provide care for Children. Call Oxford for all queries regarding Children's Services in West Berkshire.

Regional office Oxford 01865 260280 <https://www.crossroads-care.org/> email: [care@oxfordshirecrossroads.org.uk](mailto:care@oxfordshirecrossroads.org.uk)

Newbury office: 01635 30008 Mon-Fri 0700-1600. Messages can be left on both sites.

Further information on Crossroads under Section 7: Taking a Break and Respite

## **Dementia Friendly West Berkshire**

Really useful website with lots of information and advice supporting all people affected by dementia and their carers across West Berkshire.

A group of individuals and organisations that are committed to making West Berkshire friendly to support people with dementia and their carers.

email: [DFWBerkshire@AgeUKBerkshire.org.uk](mailto:DFWBerkshire@AgeUKBerkshire.org.uk) <https://dementiafriendlywestberkshire.co.uk/>

## **Help with transport and getting about / Blue Badge**

### **Volunteer car schemes/Minibus**

**Volunteer Centre West Berkshire** - If you find it difficult to use public transport - find your nearest scheme on the Volunteer Centre West Berkshire website:

<https://www.volunteerwestberks.org.uk/> or call 01635 49004 email: [info@vcwb.org.uk](mailto:info@vcwb.org.uk)

- Volunteer Car and Driver Schemes provide transport to appointments of all kinds <http://www.volunteerwestberks.org.uk/our-services/volunteer-car-scheme/>
- Newbury and Thatcham Handybuses take groups of people on shopping trips and excursions <http://www.volunteerwestberks.org.uk/our-services/handybus/> 01635 37111 email: [handybus@vcwb.org.uk](mailto:handybus@vcwb.org.uk)
- Newbury Shopmobility provides wheelchairs (loan or hire) and scooters for people to use in Newbury <http://www.volunteerwestberks.org.uk/our-services/shopmobility/> 01635 523854

### **Local buses and other transport options**

Find out more information about local buses, trains and stations and other transport services near to your home, workplace or another location in West Berkshire.

<https://westberks.gov.uk/transport>

Download a copy of the District-wide Travel Guide. <https://westberks.gov.uk/travel>

Transport Services Team 01635 519394 email: [transport@westberks.gov.uk](mailto:transport@westberks.gov.uk)

### **Bus Passes for Older and Disabled People**

Information about concessionary fares for eligible residents in West Berkshire.

Concessionary Fares Team: 01635 519800 email: [buspass@westberks.gov.uk](mailto:buspass@westberks.gov.uk)

<https://www.westberks.gov.uk/concessionaryfares>

### **Disabled persons railcard**

The Disabled Person's Railcard allows you to buy rail tickets at a discount. You can buy the railcard online or alternatively visit the website to complete an application form for a railcard. Railcard valid for the disabled person and one adult companion.

<https://www.disabledpersons-railcard.co.uk/>

Eligibility criteria - <https://www.disabledpersons-railcard.co.uk/help/faqs/eligibility/>

Further information: [www.gov.uk/transport-disabled](http://www.gov.uk/transport-disabled)

Tel: 0345 605 0525 Minicom/Textphone: 0345 601 0132

email: [railcardhelp@nationalrail.co.uk](mailto:railcardhelp@nationalrail.co.uk)

## Safer Journey Cards

Easy to use travel cards for residents with hidden disabilities and mobility difficulties to show to the bus driver and to help them understand your journey needs. However, anyone who would find them helpful in completing their journey can use them. Contact: Transport Policy Team on 01635 513604 email: [ltip@westberks.gov.uk](mailto:ltip@westberks.gov.uk)  
<https://www.westberks.gov.uk/saferjourneycards>

## Blue Badge application

Information on eligibility: 01635 503276 email: [bluebadges@westberks.gov.uk](mailto:bluebadges@westberks.gov.uk)  
<https://www.westberks.gov.uk/bluebadgeinfo>

## Out and about; accompanying a disabled person

Visiting places of interest - many places of interest, museums, theatres, sports venues, National Trust sites, offer discounted or free admission to a companion accompanying a disabled person. To save having to ask for **free entry** at a National Trust property, you can apply for an **Essential Companion** card in advance which will allow one or two carers access. National Trust 0344 800 1895 email: [enquiries@nationaltrust.org.uk](mailto:enquiries@nationaltrust.org.uk)  
<https://www.nationaltrust.org.uk/who-we-are/about-us/access-for-everyone#rt-essential-companion-card>

For an excellent **Accessibility Guide** visit the **AccessAble** website where you will find wheelchair friendly venues or check out disabled access and facilities throughout the UK. Download the free App to use AccessAble on the go. <https://www.accessable.co.uk/>

**Cinema Exhibitors' Association Card** A national card for disabled people. It entitles a disabled person one free ticket for a person accompanying them to the cinema. Valid for one year. 01244 526 016 Textphone 18001 01244 526 016 email: [info@ceacard.co.uk](mailto:info@ceacard.co.uk)  
[www.ceacard.co.uk](http://www.ceacard.co.uk).

Post Box address: CEA Card, PO Box 199, Deeside, CH5 9BW.

## Changing places toilets

Toilets fitted with specialist equipment including an overhead hoist to meet the needs of people with complex disabilities. <http://www.changing-places.org>

## Toilet card

The 'Just Can't Wait' free toilet card uses a universally acknowledged toilet signage. Finding a toilet when out and about continues to be a priority for many people affected by a bladder / bowel problem. Download the 'Just can't wait card' app which provides a map showing the nearest toilet. 0800 031 5412 email: [help@bladderandbowel.org](mailto:help@bladderandbowel.org)  
<https://www.bladderandbowel.org/help-information/just-cant-wait-card/>

Make sure you know where toilets are when planning your trip. **The Great British Public Toilet Map** website will help. <https://www.toiletmap.org.uk/>

## RADAR keys to access public conveniences

Offering disabled people independent access to locked public toilets around the country. Toilets fitted with National Key Scheme (NKS) locks can be found in shopping centres, pubs,

cafés, department stores, bus and train stations and many other locations in most parts of the country. The scheme requires users to have a special Radar key to gain access to accessible toilets.

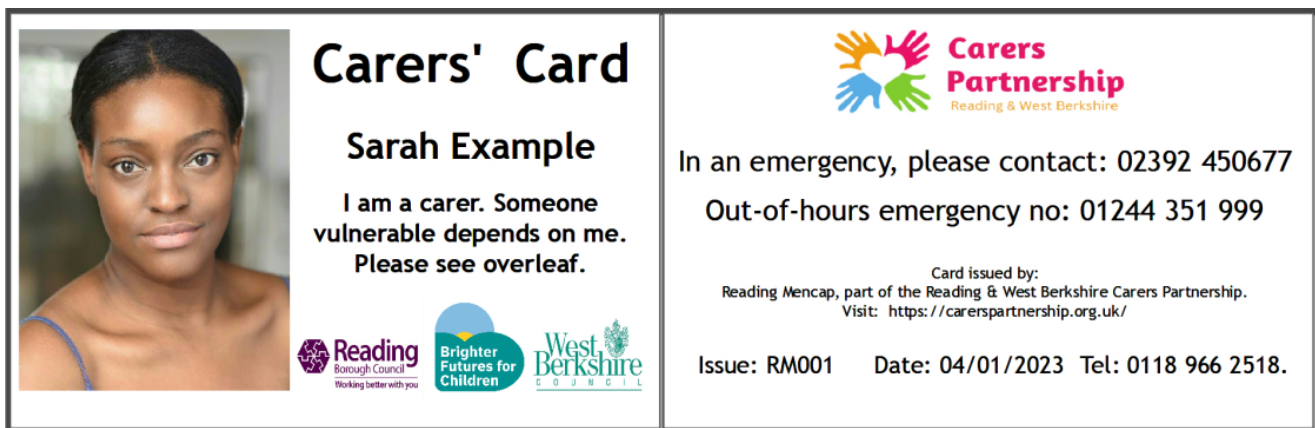
**Locally** these are available from Shopmobility, Northbrook multi-storey car park, Pembroke Rd, Newbury RG14 1AJ. 01635 523 854. Open Mon to Sat 9.30am – 4.00pm. There may be a small charge.

Alternatively you may obtain keys direct from Disability Rights UK 0203 687 0790  
<https://www.disabilityrightsuk.org/shop/official-and-only-genuine-radar-key>

## Section 4: Emergency help / Emergency plans

### Carers' Emergency Card

A small photo ID card carried by carers to alert others to the fact that there may be a dependant person at home in need of help.



To request a card and further information please contact the Reading and West Berkshire Carers Partnership on 0118 959 4242 <https://carerspartnership.org.uk/> or [www.ageukberkshire.org.uk](http://www.ageukberkshire.org.uk) email [info@ageukberkshire.org.uk](mailto:info@ageukberkshire.org.uk)

### Emergency Services 999

For **all life-threatening emergencies** and also if someone falls and you cannot lift them the operator will send an ambulance on a non-emergency basis. **Text phone** or minicom **18000**

### 111

You can call 111 when you need medical help fast but it's not a 999 emergency.

### Police

(non-emergency number) 101 - If you are deaf, deafened, hard of hearing or have a speech impairment, a text phone is available on 18001 101

### Out of Hours Social Care Services - Adult Social Care Services:

in an emergency to do with social care only, that cannot wait until the following day call 01344 351999

## Mental Health support

Helping to support people who are experiencing mental health problems. The Common Point of Entry (CPE) takes all new and self-referrals for mental health services and makes an initial screening assessment. [To contact CPE Gateway Team call 0300 365 2000](mailto:gateway@berkshire.nhs.uk) Email: [gateway@berkshire.nhs.uk](mailto:gateway@berkshire.nhs.uk) or call NHS 111 for free. If you need **urgent help**, but it's not an emergency, you can call the Mental Health Crisis Team which is a 24-hr crisis support service for West Berkshire: 0800 129 9999.

## Utilities

**Electricity** – power cuts call 105, emergencies 0800 072 7282

**Gas emergencies** - National Gas Emergencies 0800 111 999.

## Thames Water

Emergency Helpline for leaks, public sewer blockage or flooding on 0800 316 9800  
Textphone (Use Relay UK <https://www.relayuk.bt.com/> for hard of hearing customers for leaks and sewer blockage 18001 then above number, mobile numbers are not accepted via this number.)

The **Priority Services Register** ensures energy suppliers provide extra help to vulnerable energy customers. You could be eligible if you:

- have a mental health condition that causes you difficulty in understanding your bill
- have a disability
- live with children under five
- temporarily need extra support
- have a hearing or visual impairment or other communication needs
- have a chronic illness or long-term medical condition
- are of pensionable age
- use medical equipment/aids reliant on electricity.

Some of the benefits once you have registered:

- You can benefit from extra help in electricity or water-related emergencies.
- You'll have access to a dedicated telephone helpline, which you can call at any time of day
- In the unlikely event your water stops flowing or your lights go out for a long period of time, they'll give you a call to discuss what's happened, what they're doing to fix it, and any additional support you might need, including an alternative supply of water or power.

You will be notified about any planned power cuts or essential maintenance in your area. The help given to vulnerable customers varies depending on your supplier. To join the Priority Services Register, contact your electricity, gas and water supplier and register over the phone or complete the relevant online form.

<https://www.uswitch.com/gas-electricity/guides/priority-services-register/>

## Emergency Care Information for the cared for

Write up important information about the person being cared for, including essential details to help professionals in the event of needing Emergency Care i.e. illness/disability, medication.

## Emergency plan for the carer

If you are not able to care for those you look after at any point in the future, have a plan in place. Excellent tips on the Carers UK website to help you complete a plan.

<https://www.carersuk.org/search/planning-for-emergencies>

## The Herbert Protocol scheme - keeping people with dementia safe

A scheme which encourages carers to compile useful information which could be used in the event of a vulnerable person going missing. Berkshire Lowland Search & Rescue.

<https://dementia.berkshirerescue.org.uk/>

## 'Message in a Bottle' Scheme – Launched by Lions Clubs across the UK

Essential information kept in a bottle in the fridge, emergency services will know about it because there are stickers on the front door and fridge. Bottles and forms are available **FREE** at local chemists, Patient Information Point at West Berkshire Community Hospital, health centres and housing associations, or email [miab@newburylions.org.uk](mailto:miab@newburylions.org.uk)

## Listening / support organisations

**Time To Talk** - Free and confidential counselling service for young people, 11 to 25.

01635 760331 <https://t2twb.org/> email [hello@t2twb.org](mailto:hello@t2twb.org)

**Counselling Directory** - List of counsellors and psychotherapists who are registered with a recognised professional body. 0333 325 2500 [www.counselling-directory.org.uk](http://www.counselling-directory.org.uk)

**Eight Bells for Mental Health** Support in Newbury, Thatcham and surrounding areas

0300 102 4504 freephone Mon-Thu 0900-1400 email: [coordinator@eightbellsnewbury.co.uk](mailto:coordinator@eightbellsnewbury.co.uk)

**MIND** – If you are supporting someone with a mental health problem

<https://www.mind.org.uk/information-support/helping-someone-else/>

**Rethink Mental Illness** – caring for someone with a mental illness.

Advice line 0808 801 0525 <https://www.rethink.org/advice-and-information/carers-hub/>

**No Panic** – If you are supporting someone with phobias, OCD and any other anxiety-based disorders <https://nopanic.org.uk/help-for-carers/> 0300 772 9844

**NHS Talking Therapies for adults aged 17 and over** - Team of advisers and therapists who can help you to overcome life's difficulties and problems and manage them better.

Stress control workshops. Self-referral - you must be registered to a GP in Berkshire

0300 365 2000 <https://talkingtherapies.berkshirehealthcare.nhs.uk/>

[talkingtherapies@berkshire.nhs.uk](mailto:talkingtherapies@berkshire.nhs.uk)

**Recovery in Mind** provide free-of-charge courses and workshops to adults living in West Berkshire to help improve their mental health and wellbeing. Carers are welcome to attend, please book via our website. <https://recoveryinmind.org> email: [helen@recoveryinmind.org](mailto:helen@recoveryinmind.org)

**Relate Berkshire based in Reading** – Relationship Counselling - 0300 100 1234

email: [NewEnquiries@relate.org.uk](mailto:NewEnquiries@relate.org.uk)

<https://www.relate.org.uk/what-we-do/counselling-services>

**Rethink Mental Illness** – caring for someone with a mental illness.  
Advice line freephone 0808 801 0525 <https://www.rethink.org/advice-and-information/carers-hub/>

**Samaritans – 58 West St, Newbury and 59A Cholmeley Rd, Reading**

Local helpline 116 123 (this number is free to call) or **0330 094 5717** (local call charges apply) or email: [jo@samaritans.org](mailto:jo@samaritans.org) or visit <http://www.samaritans.org/branches/samaritans-newbury>. The confidential helpline is always available - 24 hrs a day. There will always be a person there on the other end of the phone to listen to someone in crisis.

## Section 5: Assistive Technology / Technology Enabled Care (TEC), Telehealth and Equipment

There is a wide range of devices and services available that can help to support people at home and in the community. They can provide reassurance to carers and reduce accidents and falls in the home, amongst other things.

### Assistive Technology (AT)

Assistive Technology consists of 'stand-alone' pieces of equipment (not connected to a monitoring/response service) such as simple mobile phones, bath plugs that reduce the risk of scalding, remote control for electrical items in the home, automatic pill dispensers etc.

If memory loss is a problem, there are many devices that can help for example:

- alarm medication reminders
- digital clocks that can give voice recorded reminders to complete daily tasks.

The Alzheimer's Society have a range of useful products for someone with dementia: <https://www.alzheimers.org.uk/get-support/staying-independent/equipment-adaptations-improvements-home>

View further details on Assistive Technology on the [West Berkshire Directory](https://directory.westberks.gov.uk) under 'Need help at home? Assistive technology' section. <https://directory.westberks.gov.uk>

**Which?** Guidance and advice on the right assistive technology to suit your needs. <https://www.which.co.uk/reviews/assistive-technology/article/guides>

### Telecare

Telecare is a service often linked to an alarm system that triggers a warning at a control centre or to a pager held by a carer. This means that an alarm is responded to quickly. These options need either a family member/friend or a response service/emergency service to be able to respond when contacted by the control centre. Some examples:

- GPS trackers with in-built falls sensors that send alerts to a monitoring centre if a person falls or wanders outside of a pre-set geographical fence. These can be used at home and in the community
- chair or bed sensors linked to a pager - these make an alarm call to a carers pager when you get out of bed or your chair

- pressure mats with sensors and placed beside a bed, chair or by a door - these send an alert to a pager held by a carer if you get out of bed and don't return
- door sensors that can give a pre-recorded message to prompt a person to not leave the home
- a traditional wearable pendant alarm worn on a belt clip, lanyard or a wrist strap.

Both Telecare and Assistive Technology can be purchased privately. Locally, Safe and Well Berkshire can help guide you on Telecare and Assistive Technology services which may help to make life easier at home <https://www.safeandwell.co.uk/berkshire/services/telecare-advice>.

You can also contact West Berkshire Council Adult Social Care for an assessment for Telecare by emailing [adultcare@westberks.gov.uk](mailto:adultcare@westberks.gov.uk) or phoning 01635 503050. You may be referred on to the equipment provider NRS for them to undertake a specialist assessment for the telecare equipment.

Alternatively, your local NHS may pay for a telecare system as part of a continuing healthcare or intermediate care package. This would be provided if the person you care for is eligible for continuing healthcare funding. [NHS continuing healthcare](https://www.nhs.uk/conditions/end-of-life-care/nhs-continuing-healthcare/)  
<https://www.nhs.uk/conditions/end-of-life-care/nhs-continuing-healthcare/>

**Telehealth** - Telehealth typically involves electronic sensors and equipment that monitors vital health signs from home. This can mean fewer unplanned hospital or GP visits, and can significantly improve an individual's health and quality of life. If you think telehealth would be beneficial to you, please speak to your GP.

**Smart home technology** uses phone networks and internet connections to enable you to manage a person's wellbeing and independence. The '[Which Later Life Care](https://www.which.co.uk/which-later-life-care)' website provides guidance on the options available. <https://www.which.co.uk/which-later-life-care/home-care/technology-to-keep-you-safe/telecare-an4ul6z1bvnl>

## Emergency Alarm Systems (help in the home or garden)

**Age UK pendant alarm service.** 0800 011 3846 to request a demo with PPP Taking Care <https://www.ageuk.org.uk/products/mobility-and-independence-at-home/personal-alarms/>

**Complete Care Shop/NRS Healthcare** telephones and health alarms:  
<https://www.completecareshop.co.uk/living-aids/daily>

Alternatively see the [West Berkshire Directory](https://directory.westberks.gov.uk) '[Need help at home](https://directory.westberks.gov.uk)' [personal alarms/telecare](https://directory.westberks.gov.uk)' category for a sample of providers. <https://directory.westberks.gov.uk>

## Equipment

### Buying your own equipment

Equipment can help to improve someone's independence and safety when completing daily tasks and is widely available online. You may like to visit a local equipment shop where you can often try before you buy.



## Help Choosing the Right Equipment

To work out what equipment would make life easier:

### **Safe+Well Berkshire – an equipment service run by NRS Healthcare**

Offers free advice on a wide selection of equipment, assistive technology and telecare items. Can also advise you on where you can try out aids before you buy them. An Occupational Therapist can also come to your home to assess what equipment would be most suitable (there is a charge for this service). NRS Healthcare, Units 1, 2 & 3, Ely Road, Theale Commercial Estate, Theale, Berkshire RG7 4BQ  
0118 903 2410 [www.safeandwell.co.uk/berkshire](http://www.safeandwell.co.uk/berkshire)

**Remap Custom made equipment** - Providing free custom-made equipment that you cannot buy to help disabled people live more independent lives. <https://berkshire.remap.org.uk/>  
<https://remap.org.uk/branches/berkshire/> Berkshire contact Robert Monk 07790 127123  
[Berks.CaseOfficer@remapgroups.org.uk](mailto:Berks.CaseOfficer@remapgroups.org.uk)

### **British Red Cross Society**

Need to hire a wheelchair? The British Red Cross provides wheelchair hire services across the UK delivered direct to your door.

Book online <https://www.redcross.org.uk/get-help/hire-a-wheelchair> or call 0300 456 1914

**Newbury Shopmobility** hire/loan wheelchairs/mobility scooters. 01635 523854 email [NewburyShopmobility@vcwb.org.uk](mailto:NewburyShopmobility@vcwb.org.uk) <https://www.volunteerwestberks.org.uk/our-services/shopmobility/>

### **Motability**

If the person you care for receives higher rate of PIP or DLA benefit, they may be able to lease an adapted car through Motability to help them get around.

<https://www.motability.co.uk/how-it-works/allowances/>

### **NHS**

Someone may be eligible for equipment loaned from the NHS if they receive intermediate care, physiotherapy, nursing or Continuing Healthcare (CHC) services. These services can be accessed through referral from the GP or should be considered after a hospital admission.

### **West Berkshire Council**

Adult Social Care can arrange the loan of equipment to meet needs that are assessed for by an Occupational Therapist or a suitably trained member of the teams. Referrals are prioritised according to the risks identified so there may not be an immediate response to you, or you may be referred on to the equipment provider NRS for them to undertake a specialist assessment for some equipment.

You can find much more information on equipment on the West Berkshire Directory under the 'Need help at home' section. <https://directory.westberks.gov.uk>

## Equipment from NRS or NHS - **Returning** loaned aids and equipment

All equipment provided by West Berkshire council and surrounding hospitals is on loan from NRS equipment service and remains their property. When the equipment is no longer required, please return it to the stores. You can call the below number to request collection:

0344 893 6960

## Section 6: Help from the NHS

### GP

**You should inform your GP that you are a carer.** Ensure you register your details with your GP. This helps your GP to be aware of your caring responsibilities and the potential impact on your own health and take account of your needs as a carer when trying to arrange appointment times that fit in with your caring responsibilities.

### NHS

To find local health services near you – GPs, A&E hospitals, Dentists, Pharmacies, Opticians <https://www.nhs.uk/nhs-services/services-near-you/>

### NHS dental treatment for adults who have special needs

This includes anxious adults with learning and physical disabilities, complex medical problems or mental health difficulties, and frail older people. 01635 273 428, West Berks Community Hospital Dental Clinic 0118 904 1530  
Reading clinics 0118 904 1528 (Corwen Road) 0118 904 1527 (Northumberland Avenue)  
<https://www.berkshirehealthcare.nhs.uk/our-services/adult-healthcare/dental-service/>

### SCAS operates the non-emergency Patient Transport Service (PTS) in Berkshire

For people who are unable to use public or other transport due to their medical condition, and including those who are:

- attending hospital outpatient clinics
- being admitted to or discharged from hospital wards
- needing life-saving treatments such as radiotherapy, chemotherapy, renal dialysis or DVT treatment

Thames Valley patient eligibility line Monday to Friday 7am to 7pm 0300 100 0015  
PTS cancellation 0300 790 0143  
<https://www.scas.nhs.uk/what-we-do/nepts/>

## Information for carers of people going into hospital

Royal Berkshire Hospital have an **Information for Carer and Carer Passport** leaflet explaining what you can expect, and how you can help and work with RBH staff to get the best for the person you are an unpaid carer for, if they are an inpatient. For example: you are entitled to a free car parking space

[https://www.royalberkshire.nhs.uk/media/whbfmhmhmv/information-for-carers-and-carer-passport\\_oct23.pdf](https://www.royalberkshire.nhs.uk/media/whbfmhmhmv/information-for-carers-and-carer-passport_oct23.pdf)

<https://www.royalberkshire.nhs.uk/patients-and-visitors/accessibility/carers-support>

### For people with a learning disability

You can find information for people with any disability on this webpage

<https://www.royalberkshire.nhs.uk/patients-and-visitors/accessibility>. Contact the Learning Disability Coordinator 0118 322 8159 to request information in Easy Read format.

Hampshire Hospitals information: <https://www.hampshirehospitals.nhs.uk/patients-visitors/health-information-point-hip/information-patients-learning-disabilities>

### For people with a mental illness

Rethink Mental Illness – useful downloadable leaflet <https://www.rethink.org/advice-and-information/carers-hub/going-into-hospital-for-carers-friends-and-relatives/>

## Patient Information Point (PIP)

Provides a wide range of information to anyone who wants to find out more about illnesses or where they can get support. PIP is based at West Berkshire Community Hospital, Benham Hill, London Road, Thatcham RG18 3AS Tel: 01635 273324 email: [pipenquiries@berkshire.nhs.uk](mailto:pipenquiries@berkshire.nhs.uk)

## Patient Relations

Free, informal, confidential help and advice for patients, carers and their families.

RBH 0118 322 8338 email [PALS@royalberkshire.nhs.uk](mailto:PALS@royalberkshire.nhs.uk)

<https://www.royalberkshire.nhs.uk/services-and-departments/patient-advice-and-liason-service-pals> Berkshire in general 01344 415600 email [PALS@berkshire.nhs.uk](mailto:PALS@berkshire.nhs.uk)

## Section 7: Taking a break and Respite

All carers need to have time off to have a break from caring and sometimes you both need a break from each other - time to be your own person again. The break may be for a few hours, a few days, or longer periods on a regular basis. This is sometimes called 'respite' and sometimes 'replacement care'. Even if you do not want a break at this time it's good to know what is available and how to arrange a planned or 'emergency' break.

### Assured Care and Support (Formally Support with Confidence) – Registered Care Providers – West Berkshire

This local scheme provides a list of providers of care and support services who have been successfully approved and undergone appropriate training and background checks. Assured Care and Support is a joint Trading Standards and Adult Social Care scheme that supports

Personal Assistants to comply with national and local standards. The scheme also helps local residents find care and support.

Email: [assuredcareandsupport@westberks.gov.uk](mailto:assuredcareandsupport@westberks.gov.uk) Telephone: 01635 503487  
<https://www.westberks.gov.uk/assured-care-and-support>

### **Crossroads Care Oxfordshire and West Berkshire**

Crossroads is a charity providing Carer breaks to enable unpaid 24/7 carers to take a break of a couple of hours to eg, shop, meet friends, pursue an interest, entirely their choice, while a full trained Care Support Worker stays with the Cared-for in their home. These breaks are funded by West Berkshire Council though subject to availability. Extra hours can be purchased. Self-funders and holders of personal budgets are also invited to enquire about Crossroads Services. For all services a comprehensive assessment is carried out in the home to ensure the needs of the person being cared for are accommodated.

### **'Forget Me Nots' service provided by Crossroads Care**

Respite break offered to people living with dementia or a disability fortnightly on Saturdays 10.00 to 15.00 at The Phoenix Resource Centre, Newtown Road, Newbury RG14 7EB.

This service is not running at present due to lack of numbers, but any enquiries about this activity or any others offered by Crossroads are welcome

Contact for **Crossroads**:

Newbury office: 01635 30008. Messages can be left.

Oxford office: 01865 260280

email: [care@oxfordshirecrossroads.org.uk](mailto:care@oxfordshirecrossroads.org.uk) <https://www.crossroads-care.org/>

### **Bond Hotel in Blackpool**

Fully accessible holidays for guests who may have a physical disability, learning disability or need mental health support. 01253 341218 [sales@bondhotel.co.uk](mailto:sales@bondhotel.co.uk) <https://bondhotel.co.uk/>

### **Carefree**

Free accommodation breaks for Carers (admin fee applies) <https://carefreespace.org/take-a-break/> Contact is online only

### **Carers Trust**

Lists options nationally for carers to take a holiday. 0300 772 9600 [info@carers.org](mailto:info@carers.org)  
<https://carers.org/getting-a-break/holidays>

### **Duchess of Kent House**

Hospice in Reading caring for cancer patients and offering respite care to give relatives and carers a break during the illness. 0118 955 0400 <https://www.sueryder.org/>  
email: [enquiries.berkshirewest@sueryder.org](mailto:enquiries.berkshirewest@sueryder.org)

**Jollydays** holidays for adults with mild to moderate learning disabilities. 01277 355565.

Email: [enquiries@jollydaysholidays.co.uk](mailto:enquiries@jollydaysholidays.co.uk) <http://www.jollydaysholidays.co.uk/>

### **The Jumbulance Trust**

Makes accessible travel possible for adults and children who are disabled or have serious or complex health conditions. 07483 414330 email: [info@jumbulance.org.uk](mailto:info@jumbulance.org.uk)  
<https://www.jumbulance.org.uk/>

**My Holiday Place** - Supported holidays in the South West for adults, teens and children with a learning disability. 01934 713840 or 07776 287766  
email: [info@myholidayplace.co](mailto:info@myholidayplace.co) <https://www.myholidayplace.co/>

**Seable** holidays for deaf, blind & visually impaired, disabled and wheelchair users  
0203 375 6947 email: [info@seable.co.uk](mailto:info@seable.co.uk) <https://seable.co.uk/>

### **Traveleyes**

A commercial tour operator providing holidays for both blind and sighted travellers.  
0113 834 6094 <http://traveleyes-international.com/>

**For additional holiday/break information view the West Berkshire Directory:**  
<https://directory.westberks.gov.uk> Are you looking after someone?' category.

## **West Berkshire Council - Charging for replacement care (also referred to as respite care)**

West Berkshire Council Adult Social Care will be able to advise on the options available to enable you to have a break and may also be able to provide some services such as a short break in a care home or regular day services.

West Berkshire Council will charge for these services based on the personal financial circumstances of the person to be cared for only, as they are the direct recipient of the services. Some service users pay the actual cost, others pay a proportion of the cost, and some make no financial contribution at all. You will be offered a financial assessment and advice about Welfare Benefits that may be available to you.

## **Section 8: Work**

### **Caring for someone while working**

Carers may be working when the need to care for someone comes about, and combining working and caring can be stressful. It's important to let your employer know. If you are thinking of leaving work, consider what alternatives there might be. Think about what you will be giving up, and whether you really want to lose it.

Many employers already offer schemes to help carers including information on caring, facilities and support groups in the local area, confidential counselling or welfare services. Others support informal networks of carers within their workplace.

**Carer's Leave Act** – On 6 April 2024 the Carer's Leave Act came into effect. The key points of the Act are:

- Employees are entitled to one week's unpaid leave per year if providing or arranging care for someone with a long-term care need.
- This leave can be taken flexibly (in half or full days) for planned and foreseen caring commitments.
- It is available from the first day of employment.

- It provides the same employment protections to employees as other forms of family-related leave, including protection from dismissal.

Details can be found on <https://www.carersuk.org/help-and-advice/work-and-career/the-carers-leave-act-2023/> and <https://www.gov.uk/carers-leave>

## Flexible working and work life balance

If an employee is caring for someone (e.g. a child or adult) they have the legal right to ask for flexible working if they are an employee with 26 weeks (6 months) continuous employment at the time they make an application

<https://www.gov.uk/flexible-working>

Informative guides are available from CarersUK.org resources page 'Let's talk about flexible working' leaflet. <https://www.carersuk.org/media/221jdtju/lets-talk-about-flexible-working-guide-2020.pdf>

Or visit Age UK to find: Balancing work and caring under the 'Help for carers looking after a loved one' section. <https://www.ageuk.org.uk/information-advice/care/helping-a-loved-one/im-juggling-work-and-caring/>

## Returning to work when your caring role has ended

Often when a caring role has ended you want to return to work but you have lost confidence and might want to consider training or volunteering.

**Newbury College** Monks Lane, Newbury, Berkshire RG14 7TD, run a number of free **online** learning courses, but everyone has access to a personal tutor, which they can contact face-to-face or via Skype. Tel 01635 845212

email [distancelearning@newbury-college.ac.uk](mailto:distancelearning@newbury-college.ac.uk)

<https://newbury-college.ac.uk/adult-learners/digital-and-distance-learning>

They also offer courses in work skills to suit different learners' needs. Tel 01635 845000

email [info@newbury-college.ac.uk](mailto:info@newbury-college.ac.uk)

**The National Careers Service** <https://nationalcareers.service.gov.uk/> offers advice about careers and skills. Tel 0800 100 900

**Carers Trust** have information about free study and training courses for carers

<https://carers.org/studying-and-training/studying-and-training> Tel 0300 772 9600

email [info@carers.org](mailto:info@carers.org) <https://carers.org/studying-and-training/studying-and-training>

**Reading College** - activate learning courses. <https://reading.activatelearning.ac.uk/courses/>  
Tel 0800 612 6008

**Careers Springboard West Berkshire** is an excellent place to start for information and advice. Help with writing or improving your CV, improve your interview and phone skills, assistance working your way round the job market and much more. Check out the latest programme (join at any stage) and how to register. All meetings take place at Broadway House, 4-8 The Broadway, Newbury RG14 1BA Tel 01635 254151 email [enquiries@careerswestberks.org.uk](mailto:enquiries@careerswestberks.org.uk) <https://www.careerswestberks.org.uk/info/contacts.htm>

**Community Learning Course** information from West Berkshire Council  
email: [acsteam@westberks.gov.uk](mailto:acsteam@westberks.gov.uk) Tel 01635 519060  
<https://www.westberks.gov.uk/community-learning-courses>

**Volunteer Centre West Berkshire** has vacancies for an enormous range of volunteering activities on their West Berkshire Volunteer Opportunities List. Tel 01635 49004  
email: [info@vcwb.org.uk](mailto:info@vcwb.org.uk) <https://www.volunteerwestberks.org.uk/volunteering/>

**Job Centre Plus** - your local Job Centre Plus should be able to help and advise you, make sure they know about your caring responsibilities.  
<https://www.gov.uk/moving-from-benefits-to-work/help-for-parents-and-carers>

## Section 9: Training for carers

Free Online Carer Courses from the Carers Trust. Tel 0300 772 9600 email [info@carers.org](mailto:info@carers.org)  
<https://carers.org/studying-and-training/free-online-courses-for-carers>

**British Red Cross** – First Aid Courses. Tel 0344 871 8000 <https://www.redcross.org.uk/first-aid/book-a-first-aid-course>

**St Johns Ambulance** - Various training courses held in different locations.  
<https://www.sja.org.uk/courses/> Tel 0344 770 4800

**NHS** - How to move, lift and handle someone else. <https://www.nhs.uk/conditions/social-care-and-support-guide/practical-tips-if-you-care-for-someone/how-to-move-lift-and-handle-someone-else/>

**On-line training resource for Stroke carers** - This e-learning resource contains a set of topics which will provide on-line advice, support and information for informal carers.  
[www.stroke4carers.org/](http://www.stroke4carers.org/)

**Alzheimer's Society Learning Hub** Online dementia courses  
<https://www.alzheimers.org.uk/dementia-professionals/external-training/alzheimers-society-learning-hub>

**Online training for Dementia carers** – The Social Care Institute for Excellence have developed e-learning modules which are aimed at anyone who comes into contact with people with dementia. <https://www.scie.org.uk/e-learning/dementia>

**Nutrition videos and downloadable guides for carers** – understanding for both yourself and your cared for. <https://www.carersuk.org/help-and-advice/your-health-and-wellbeing/the-importance-of-good-nutrition/>

**Understanding Dementia** free course offered by Beechcroft OPMHS, Hillcroft House, Rookes Way, Thatcham RG18 3HR to family and friends who are caring for people with dementia. The course is accessed through the NHS Memory clinic and families are invited to attend either face to face or online, following the diagnosis appointment. Tel: 01635 273300. <https://www.berkshirehealthcare.nhs.uk/our-services/mental-health-and-wellbeing/memory-service/understanding-dementia-course/>

## Section 10: Young Carers

### Help and advice for young carers in West Berkshire

Are you aged 5-18? Do you help look after someone in your family?

#### Young Carers

Young carers are children and young people under 18 who take on caring tasks and responsibilities within their family that most of us only do as adults. The term does not apply to the everyday and occasional help around the home that may often be expected of or given by children in families. The person you care for could be a parent, grandparent, a brother, sister or a family friend with a physical disability, a progressive disease, a mental health difficulty or a substance misuse problem.

West Berkshire Young Carers Project can help by linking you up with other young carers, providing support and giving you time out from caring.

#### Contacting the Young Carers team

A young carer can contact our friendly team directly to talk about how they can help.

A family friend concerned about a young carer can make initial contact on behalf of the young person. A GP, Care Manager or other professional can also make contact on your behalf.

01635 503090 Email: [EarlyRHub@westberks.gov.uk](mailto:EarlyRHub@westberks.gov.uk)

For further information visit West Berkshire Council's Young Carers web page: <https://www.westberks.gov.uk/youngcarers>

## Section 11: Guide to financial support

Allowances for carers and people with disabilities are a right and should not be thought of as charity. However, you will have to claim to receive all the money that you and the person you care for are entitled to. Not all benefits are means tested and carers should not be concerned about making a benefit claim.

### Getting help and advice

#### West Berkshire Council's Financial Assessment and Charging Team

Anyone who receives a chargeable non-residential care service from West Berkshire Council will be referred to the Financial Assessment and Charging Team who can help to ensure that they receive all the benefits which they are entitled to.

Further information can be found on the following topics on **WBC's 'Charges for your Social Care Support' webpage**: <https://www.westberks.gov.uk/chargesforyourcare>

- Charges for your care
- How much will I have to pay?



- What is a financial assessment?
- Charging Policies and Guidance Notes
- Care home placements and Top-Up payments
- Health funding
- Deferred payments
- Extra care and associated costs

West Berkshire Council recommends that you take independent legal and/or financial advice. You may like to look at our 'Planning how to pay for your future care' web page: <https://www.westberks.gov.uk/careplanningadvice>

## Applying for financial support / welfare benefits yourself

**Jobcentre Plus**, Cromwell House, 22 Oxford Street, Newbury, Berkshire RG14 1JB or Adelphi House, Friar Street, Reading RG1 1HD Tel: 0800 169 0190, Textphone 0800 169 0314.

[NGT text relay](#) (if you cannot hear or speak on the phone): 18001 then 0800 169 0190  
 British Sign Language (BSL) [video relay service](#) if you're on a computer - find out how to [use the service on mobile or tablet](#)  
[www.gov.uk/contact-jobcentre-plus](http://www.gov.uk/contact-jobcentre-plus)

### Leaving work to care for someone

If you're considering leaving work because it's difficult to combine employment and caring, it might be possible to change your working pattern and reduce your hours. Find useful information on the [Carers UK](#) website  
<http://www.carersuk.org/help-and-advice/work-and-career/thinking-of-leaving-work>

### Benefits for carers

<https://www.gov.uk/carers-allowance>

### Carer's Allowance

You may be able to claim Carer's Allowance if you are aged 16 or over and you spend at least 35 hours a week caring for someone. Carer's allowance can affect the [other benefits that you and the person you care for get](#). You have to pay tax on it if your income is over the personal allowance. Tel: 0800 731 0297. Textphone 0800 731 0317. Relay UK if you cannot hear or speak on the phone 18001 then 0800 731 0297  
 For each week you get Carer's Allowance you may get [National Insurance credits](#)  
[www.gov.uk/carers-allowance/overview](http://www.gov.uk/carers-allowance/overview)

### Pension Credit

This is an income based entitlement for people of pensionable age. If you are disabled or a carer you may be able to get an extra amount included in your Pension Credit.  
[www.gov.uk/pension-credit](http://www.gov.uk/pension-credit)

**Pension Service help line:** 0800 99 1234 Textphone: 0800 169 0133

Relay UK (if you cannot hear or speak on the phone): 18001 then 0800 99 1234

## National Insurance Credits (Carer's Credits)

Carer's credit is a National Insurance credit that helps with gaps in your national Insurance record. Tel: 0800 731 0297 or Textphone 0800 731 0317  
Relay UK service Dial: 18001 then 0800 731 0297  
<https://www.gov.uk/carers-credit>

## Benefits for Disabled, Vulnerable & Older People

### Universal Credit

Universal Credit is a payment to help with your living costs. You may be able to get it if you're on a low income or out of work. Whether you can claim depends on where you live and your circumstances. [www.gov.uk/universal-credit](http://www.gov.uk/universal-credit)  
Telephone: 0800 328 5644 Textphone: 0800 328 1344, [Relay UK](#) (if you cannot hear or speak on the phone): 18001 then 0800 328 5644  
Citizens Advice can support you in the early stages of your claim Search for your nearest office. <https://www.citizensadvice.org.uk/benefits/universal-credit/claiming/helptocclaim/>

### Personal Independence Payment (PIP)

Call the Department for Work and Pensions (DWP) to make a **new** Personal Independence Payment claim. You may be able to get help with some of the extra costs caused by long term ill-health or disability. Tel: 0800 917 2222 Textphone: 0800 917 7777 [Relay UK](#) (if you cannot hear or speak on the phone): 18001 then 0800 917 2222  
<https://www.gov.uk/pip/how-to-claim>

**Reporting a change of circumstances call the PIP enquiry line** Tel: 0800 121 4433  
Textphone: 0800 121 4493 [Relay UK](#) (if you cannot hear or speak on the phone): 18001 then 0800 121 4433

### Disability Living Allowance (DLA)

DLA is being replaced by Personal Independence Payment (PIP) for disabled people.

You can only **apply** for DLA if you're under 16. <https://www.gov.uk/disability-living-allowance-children>

You can apply for:

- PIP if you're aged 16 or over and have not reached [State Pension age](#)  
<https://www.gov.uk/pip>
- Attendance Allowance if you're State Pension age or older and do not get DLA.  
<https://www.gov.uk/state-pension-age> , <https://www.gov.uk/attendance-allowance>

### If you already get Disability Living Allowance

DLA is ending for people aged 16 to 64. If you were born on or before 8 April 1948, you'll continue to get DLA if you have an existing claim, as long as you're eligible for it.

If you were born after 8 April 1948, your DLA will end. You'll get a letter telling you when that will happen, including inviting you to apply for PIP. You'll continue to get DLA until that date.

<https://www.gov.uk/dla-disability-living-allowance-benefit>

## Attendance Allowance

You can get this if you've reached State Pension Age and meet certain criteria. Attendance Allowance helps with extra costs if you have a disability severe enough that you need someone to help look after you. **AA Help Line** 0800 731 0122 **Textphone** 0800 731 0317 **Relay UK** (if you cannot hear or speak on the phone): 18001 then 0800 731 0122  
<https://www.gov.uk/attendance-allowance>

## Value Added Tax (VAT) relief for disabled people

If you're disabled or have a long-term illness, you will not be charged VAT on products designed or adapted for your own personal or domestic use. <https://www.gov.uk/financial-help-disabled/vat-relief#1>

## Benefits / discounts to help with heating costs

**Winter Fuel Payment** - If you were born on or before 23 September 1958 you may be eligible (if you or your partner get certain benefits) for a Winter Fuel Payment to help towards heating costs. Most payments are made automatically in November or December.  
<https://www.gov.uk/winter-fuel-payment>

**Cold weather payment** – These are one-off payments to help you pay for extra heating costs when it's very cold for a set period of time. You may get a Cold Weather Payment if you're getting certain benefits or Support for Mortgage Interest. The scheme runs from November to March. <https://www.gov.uk/cold-weather-payment>  
If you do not receive your Cold Weather Payment - Tell your pension centre or Jobcentre Plus office if you think you should have received a Cold Weather Payment but you have not.

**Warm Home Discount** – If you get the Guarantee Credit element of Pension Credit or you are on a low income and meet your energy supplier's criteria for the scheme, you may qualify. You may be able to apply directly to your electricity supplier for help if you do not get the Guarantee Credit element of Pension Credit. Helpline 0800 731 0214  
<https://www.gov.uk/the-warm-home-discount-scheme/low-income>

In West Berkshire you may be eligible for a grant. You do not need to be in receipt of a benefit to apply, but where you are not in receipt of a benefit, they do need to ask about your household income. Residents looking to take advantage of these heating and insulation grants can call Heat the Home Counties on 01344 888 930, or visit the Heat the Home Counties website. <https://www.heatthehomecounties.org.uk/apply-now>

## Help with the Cost of Living

Government Help for Households information and advice  
<https://helpforhouseholds.campaign.gov.uk/>

West Berkshire Council – Find financial help with the Cost of Living  
<https://westberks.gov.uk/cost-of-living>

## Housing Benefit & Council Tax Reduction

If you are on a low income and need financial help to pay your rent or council tax, you may be able to claim Housing Benefit and Council Tax Reduction. Most new claims for HB will now be made via universal Credit with DWP.

You may also get an extra discount if you are a carer. If you provide at least 35 hours of care a week for someone in your household, you may be able to get a separate discount on your Council Tax bill. The person you are caring for cannot be your spouse, partner or child. This discount can be made in addition to Council Tax Reduction. There is also a separate Council Tax reduction where certain facilities exist in the property for meeting the needs of a resident disabled person.

For further information please contact West Berkshire Council Benefits Team: Tel 01635 519520 email [benefits@westberks.gov.uk](mailto:benefits@westberks.gov.uk) <https://www.westberks.gov.uk/benefits>

Or the Council Tax team:

Tel 01635 519520 email: [counciltax@westberks.gov.uk](mailto:counciltax@westberks.gov.uk)

<http://www.westberks.gov.uk/counciltax>

Council Tax Reduction webpage: <https://www.westberks.gov.uk/counciltaxreduction>

Read the Council's 'About Housing Benefit' webpage: Tel 01635 519258

<https://www.westberks.gov.uk/housing-benefit-about>

Use free benefit calculators to see what benefits you may be entitled to:

<https://www.entitledto.co.uk>

<https://benefits-calculator-2.turn2us.org.uk/>

<https://www.ageuk.org.uk/information-advice/money-legal/benefits-entitlements>

## Legal Matters

If the person you are caring for is unable to manage their own affairs or finances, you may need to look at ways to help them, or manage them on their behalf:

For advice contact: Citizens Advice West Berkshire, 2nd floor, Broadway House, 4-8 The Broadway, Northbrook St, Newbury RG14 1BA: Tel 01635 516605 or 0808 2787994

<http://citizensadvicewestberkshire.org.uk/> or Age UK Berkshire: 0118 959 4242

email: [info@ageukberkshire.org.uk](mailto:info@ageukberkshire.org.uk) [www.ageuk.org.uk/berkshire/](http://www.ageuk.org.uk/berkshire/)

### Lasting Power of Attorney (LPA)

An LPA is a legal document that allows someone, who **must have mental capacity**, to give another person the power to act on their behalf with regard to their property and financial affairs.

You can use the lasting power of attorney service to create an LPA online. It's easier and prevents many common mistakes.

<https://www.lastingpowerofattorney.service.gov.uk/home>

[www.gov.uk/government/collections/lasting-power-of-attorney-forms](http://www.gov.uk/government/collections/lasting-power-of-attorney-forms)

An LPA will only **become legal** once the person has lost their mental capacity and it has been **registered** with the Office of the Public Guardian. P.O. Box 16185, Birmingham B2 2WH [customerservices@publicguardian.gov.uk](mailto:customerservices@publicguardian.gov.uk)

### Appointeeship

This is about taking charge of paying bills and collecting benefits/pensions where the claimant is incapable of doing so themselves, for whatever reason, **but able to give their consent**.

Contact the office of the Department of Work and Pensions who pays the current benefit.  
Tel: 0800 169 0190, Textphone 0800 169 0314. Or Citizens Advice: 08300 222 5941  
<http://citizensadvicewestberkshire.org.uk/>

## Court of Protection

The Court of Protection make decisions on financial or welfare matters for people who cannot make decisions at the time they need to be made (they 'lack mental capacity').  
South East Regional Hub, Reading County & Family Court, 160-163 Friar Street, Reading RG1 1HE. Tel **0118 987 0500** email: [courtofprotection.reading.countycourt@justice.gov.uk](mailto:courtofprotection.reading.countycourt@justice.gov.uk)  
<https://www.gov.uk/courts-tribunals/court-of-protection>

**West Berkshire Council's Deputyship Team** can also give help and advice to West Berkshire residents that lack the capacity to deal with their own property and financial affairs. If you would like to request support from the Deputyship Team you will need to complete and sign a form.

**Please note:** the Deputyship Team will only become the legal deputy or appointee itself as a last resort, where there is no other appropriate person who can do so on behalf of the individual.

If you need help and advice, or you need to make a referral to the Deputyship Team, please Call 01635 503050. Information available on our 'Managing the finances of someone unable to do so themselves' webpage: <https://www.westberks.gov.uk/ascmanagingfinances>

## Section 12: Property adaptations

You may find that your home or that of the person you are caring for is not appropriate or doesn't meet their needs.

West Berkshire Council's Adult Social Care teams will carry out a base line assessment of your needs and may recommend equipment for your home. If they assess that you need an adaptation, they will refer you to a Housing Occupational Therapist who will advise on what is 'necessary and appropriate' to meet your care needs and may recommend adaptations to your property. In extreme cases they may recommend a move to a more suitable property. They can advise about grants for adaptations and if you have bid on a property available through HomeChoice they can advise on its accessibility and suitability.

Contact Adult Social Care: Tel 01635 503050 email: [adultcare@westberks.gov.uk](mailto:adultcare@westberks.gov.uk)

### Disabled Facilities Grant (DFG)

Grants of up to £30,000 are available for work that's needed to help a disabled person live more independently in their own home. The grants are available whether you own your home or are renting. You may have to contribute towards the cost of the work needed unless you receive certain means-tested benefits, or the application is for a disabled child. If you can't afford your contribution, we can advise you on other options. An Occupational Therapist must recommend any adaptations that you may need.

To request an OT assessment contact Adult Social Care on 01635 503050. For further information regarding a DFG application contact the Home Improvement Officer on 01635 519680 <https://www.westberks.gov.uk/disabledfacilitiesgrants>

## Home Repair Assistance Grant (HRA)

Home Repair Assistance Grants (HRAs) are available for private tenants or home owners. They are intended to help eligible people carry out essential repairs to their home. They are available up to a maximum of £5,000 per application. To be eligible, you must be in receipt of one means-tested or disability-related benefit, and have less than £5,000 to pay for adaptations or repairs. For further details contact the Home Improvement Officer on 01635 519680 <https://www.westberks.gov.uk/housingrepairgrant>

## Flexible Home Improvement Loan

A secured loan available for home owners aged 60 years or older to make your home warmer, safer or more secure. Contact the Home Improvement Agency Officer on 01635 519680 <https://www.westberks.gov.uk/housinggrantspolicy>

## Sovereign Housing tenants

Sovereign may be able to install minor aids such as grab rails, lever taps or small ramps. If you need a more complex adaptation an Occupational Therapist will need to assess what works are needed. Contact Disabled Adaptations Team on **0300 5000 926** <https://my.sovereign.org.uk/articles/general-needs/help-and-advice/aids-and-adaptations>

## Section 13: End of life Care and Planning

End of life does not normally begin earlier than one year before death. However, in some cases there is sudden illness. In all cases, subject to the person's consent, the beginning is marked by a comprehensive assessment of supportive and palliative care needs.

Visit the NHS UK website for 'End of Life Care Guide': <https://www.nhs.uk/conditions/end-of-life-care/>

## Sue Ryder – Duchess of Kent hospice

Supporting carers and family members of someone who is approaching the end of their life through difficult times. Tel: 0118 955 0400 [enquiries.berkshirewest@sueryder.org](mailto:enquiries.berkshirewest@sueryder.org)  
Duchess of Kent Hospice, 22 Liebenrod Road, Reading RG30 2DX  
<https://www.sueryder.org/how-we-can-help/sue-ryder-duchess-of-kent-hospice>  
Sue Ryder offer a range of services in Berkshire, full details on the website.

## Macmillan Cancer Support

The Macmillan support team can help you understand what will happen in the last few weeks, days, and at the end of life. Need to talk? Call free 0808 808 00 00, 7 days a week 8am-8pm. <https://www.macmillan.org.uk/cancer-information-and-support/treatment/if-you-have-an-advanced-cancer/end-of-life>

## Marie Curie – care for terminally ill patients

[End of life](#) care is about caring for people who have an advanced, progressive and incurable illness so they can live as well as possible until they die. If you would like care and support in your home from a Marie Curie nurse you should contact your district nurse or GP.

Support line 0800 090 2309. email: [supporter.relations@mariecurie.org.uk](mailto:supporter.relations@mariecurie.org.uk) General enquiries: 0800 716146 <https://www.mariecurie.org.uk/help/nursing-services/get-marie-curie-nurse>

## **Dementia and end of life planning guide - NHS**

<https://www.nhs.uk/conditions/dementia/palliative-care/>

## **Hospice UK** Information and advice from Hospice UK

<https://www.hospiceuk.org/information-and-support/your-guide-hospice-and-end-life-care/im-looking-hospice-care>

## **Age UK** provide helpful advice and guidance around Planning for the end of your life.

<https://www.ageuk.org.uk/information-advice/health-wellbeing/relationships-family/end-of-life-issues/>

## **Coping with your feelings and dealing with other people's**

Caring for someone with an illness can be very rewarding, but it can also be challenging and sometimes upsetting. You may feel resentment and guilt, and experience stress and depression. It is better to face your feelings than ignore them, as they may be causing you discomfort, and may get worse. Talking Therapies offer workshops, guided self help and Cognitive Behavioural Therapy (CBT). Tel 0300 356 2000

email: [talkingtherapies@berkshire.nhs.uk](mailto:talkingtherapies@berkshire.nhs.uk)

<https://talkingtherapies.berkshirehealthcare.nhs.uk/>

## **Making decisions about future care**

It is very important that people are given the choice to decide where they would like to be cared for at the end of their lives. They may want to consider how they would like to be cared for and where, the treatments available to them and what their preferences are. Visit [NHS UK's 'Planning ahead for the end of life' webpage](#) for helpful information.

<https://www.nhs.uk/conditions/end-of-life-care/#planning-ahead-for-the-end-of-life>

## **ReSPECT (Recommended Summary Plan for Emergency Care and Treatment)**

Royal Berkshire Hospitals NHS Foundation Trust has implemented ReSPECT, this is a process which allows people to have a say in the decision making process about the level of care that they would like to receive in an emergency, even if they are unable to make or express choices at that time.

The process involves a person and their health professional/s having a conversation about clinical aspects of the care and treatment a person would wish for if they became suddenly or seriously ill.

The ReSPECT process can be for anyone, but it is likely to be especially relevant to people with complex health needs, people who are likely to be nearing the end of their lives, and people who are at risk of sudden deterioration or cardiac arrest.

For more information, visit <http://www.respectprocess.org.uk> or email

[ReSPECT@royalberkshire.nhs.uk](mailto:ReSPECT@royalberkshire.nhs.uk)

*The above information is available on the Royal Berkshire NHS Foundation Trust website:*

<https://www.royalberkshire.nhs.uk/patients-and-visitors/respect/>

## What to do when someone dies

Step by step guide on what to do when someone dies. <https://www.gov.uk/when-someone-dies>

### Death certificate

When a death occurs you need to obtain a death certificate from the GP concerned or the hospital doctor, should the death occur in hospital.

### Registering a death

Although it may be a difficult time, registering the death is an important legal requirement. A death must be registered within 5 days of the death taking place. The death certificate needs to be taken to the Registrar of Births and Deaths:

**West Berkshire:** Shaw House, Church Rd, Newbury, RG14 2DR 01635 279233  
<https://www.westberks.gov.uk/births-deaths-marriages>

Appointments can also be made to register a death in Hungerford.

**Reading:** Civic Offices, Bridge Street, Reading RG1 2LU

Call to book an appointment 0118 937 3533 <https://www.reading.gov.uk/life-events/deaths/>

**Tell Us Once service** - The Registrar will ask if you would like to use the 'Tell Us Once' service. You can use this service to help you tell most government and the local councils about the death and you won't have to send a copy of the death certificate in the post. Alternatively call the Department for Work and Pensions on 0800 085 7308 and speak to a Tell Us Once advisor. <https://www.gov.uk/register-a-death>

### Funeral arrangements

The deceased may have left instructions in their will about funeral arrangements. It is therefore important to discover whether a will has been made. This may be lodged, for safe keeping, with the deceased's solicitor or bank.

If you receive low income benefit or tax credit, you may be able to get help with paying for a funeral. <https://www.gov.uk/funeral-payments/overview>

## When you are no longer a carer

Everyone needs time to grieve, and it is very important to find emotional support at this time. Bereaved people need to talk, to express their feelings, and to grieve. Some GPs have counselling services that can help you with your feelings of loss following the long term care of a loved one. Other organisations include:

### Support Groups

#### Cruse Bereavement Support

Free help to anyone who has been affected by a death. Because bereavement can often bring loneliness, Cruse friendship groups provide the opportunity to make friends. 01635 523573 email: [enquiry@crusewestberks.org](mailto:enquiry@crusewestberks.org) <https://www.cruse.org.uk/>

#### Compassionate Friends

This organisation offers support to bereaved parents and their families. Helpline 0345 123 2304 email: [helpline@tcf.org.uk](mailto:helpline@tcf.org.uk) <https://www.tcf.org.uk/>



### **Barnabas Bereavement Group – Shaw Church Centre, Newbury**

The group meets every Wednesday morning from 10am to 12noon in the church centre. Contact via church office 01635 40450 email: [office@shawchurch.org](mailto:office@shawchurch.org)  
<https://shawchurch.org/supporting-you/#BarnabasGroup>

### **Grief Kind Space – Thatcham Garden Centre Restaurant, Thatcham RG18 3AN**

Every Tuesday 10.00 am-midday in-person drop-in sessions held locally and run by trained volunteers for people to come together and share their experiences of grief, helping attendees to feel heard and less alone. email [griefkindspaces@sueryder.org](mailto:griefkindspaces@sueryder.org)  
<https://www.sueryder.org/grief-support/about-bereavement-and-grief/grief-kind/grief-kind-spaces/>

### **Bereavement Advice Centre**

Supports and advises people on what they need to do after a death. If you are seeking information and advice concerning a death call freephone 0800 634 9494 (*a charge may be made by some mobile networks*). Bereavement Advice Centre  
<http://www.bereavementadvice.org/>

### **Bereavement Support Payment**

You may be able to claim a payment if your husband, wife or civil partner died in the last 21 months. Call for additional information regarding this type of payment. Bereavement Service helpline Telephone: 0800 151 2012. Textphone: 0800 731 0464. [Relay UK](#) (if you cannot hear or speak on the phone): 18001 then 0800 151 2012  
<https://www.gov.uk/bereavement-support-payment/how-to-claim>

### **Benefits and financial support when someone dies**

Advice and information from GOV.UK <https://www.gov.uk/browse/benefits/bereavement>

### **Mail**

**Helping to stop unwanted direct mail to the deceased** - If someone you know has died, you can reduce the amount of unwanted marketing post being sent to them, stopping painful daily reminders. By registering with this free service, the names and addresses of the deceased are removed from mailing lists, stopping most advertising mail within as little as six weeks.

The Bereavement Register, FREEPOST RTEU-JSHJ-LCTZ, 1 Newhams Row, London SE1 3UZ. Tel: 020 7089 6403 email: [help@thebereavementregister.org.uk](mailto:help@thebereavementregister.org.uk)  
<https://www.thebereavementregister.org.uk/>

Automated phone line registration service: 0800 082 1230

## Other sources of help and support

### Additional Resources:

This is just a short list of additional resources available to help you.

**AbilityNet** – Free IT & smartphone support for the elderly and people with disabilities.  
0300 180 0028 email: [enquiries@abilitynet.org.uk](mailto:enquiries@abilitynet.org.uk) <https://abilitynet.org.uk/at-home/request-free-it-support-home>

### Abuse – safeguarding advice from West Berkshire Council

As a carer you may find yourself being harmed, unintentionally, by the person you look after. It is possible, due to the pressure of your caring role, that you may have caused accidental harm. If you think that you, or someone you know is being abused, there are ways in which you can get help. For advice from West Berkshire Council's Safeguarding team:  
01635 519056 or email [safeguardingadults@westberks.gov.uk](mailto:safeguardingadults@westberks.gov.uk)  
<https://www.westberks.gov.uk/safeguardingadults>

### Age UK Berkshire

Information, support and essential services for over 50's  
Tel 0118 959 4242 email [info@ageukberkshire.org.uk](mailto:info@ageukberkshire.org.uk) <https://www.ageuk.org.uk/berkshire/>

### Alzheimer's Society Berkshire – Dementia and Carer support

Providing emotional and practical support on all aspects of living with memory problems.  
Berkshire office Tel 01189 596482 email: [berkshire@alzheimers.org.uk](mailto:berkshire@alzheimers.org.uk)  
<https://www.alzheimers.org.uk/>  
National Dementia Connect telephone support line: 0333 150 3456  
Free 'helpcards' making it easier for people with dementia in the community.  
<https://www.alzheimers.org.uk/get-support/publications-and-factsheets/helpcards>

### Arthritis Matters (Reading)

Support to those who suffer from arthritis. Tel 0118 977 6172 email  
[info@arthritismattersreading.co.uk](mailto:info@arthritismattersreading.co.uk) [www.arthritismattersreading.co.uk](http://www.arthritismattersreading.co.uk)

### Berkshire Vision

Advice and information, as well as various activities and resources. Tel 0118 987 2803  
email: [info@berkshirevision.org.uk](mailto:info@berkshirevision.org.uk) <https://berkshirevision.org.uk/>

### Community Furniture Project

Everyone can buy recycled furniture. Unit F, Hambridge Rd Ind Estate, Bone Lane, Newbury  
RG14 5SS Mon-Sat 9-5.00pm 01635 43933 email: [enquiries@cfpnewbury.org](mailto:enquiries@cfpnewbury.org)  
<https://www.n-c-r-c.org/community-furniture-project/>

## Continence Advice Service

Confidential telephone advice and specialist clinics where expert assessment and a variety of continence treatments are provided. You can refer yourself by calling the clinic line 01189 046540 or you can contact your GP. email [continence@berkshire.nhs.uk](mailto:continence@berkshire.nhs.uk)  
<https://www.berkshirehealthcare.nhs.uk/our-services/physical-and-community-healthcare/continence-advisory-service/>

## DeafPLUS

Charity providing an advocacy service, employment and money advice helplines, a variety of training programmes and help with equipment. <https://www.deafplus.org/>  
Tel: 0207 790 8478 email: [info@deafplus.org](mailto:info@deafplus.org)

## Discount card

CarerSmart Discount Card – Benefits scheme available to all carers. Register free at: [www.carersmart.org](http://www.carersmart.org)

## Domestic Abuse

**Investigation Unit** – Thames Valley Police report incidents 999/101

**Berkshire Women’s Aid** – specialist Domestic Abuse service in West Berkshire for all genders experiencing domestic abuse.

Tel 0808 801 0882 (available 24/7). Calls to this helpline are free from landlines and mobile phones within the UK and do not appear on itemised bills. Email [helpdesk@bwaid.org.uk](mailto:helpdesk@bwaid.org.uk)  
<https://www.berkshirewomensaid.org.uk/>

## Drug and Alcohol Services

‘v-i-a’ supports people with their drug and alcohol use and also offer support to carers Tel 0300 303 4554 email: [west.berkshire@viaorg.uk](mailto:west.berkshire@viaorg.uk) <https://www.viaorg.uk/services/west-berkshire/>

## Falls Prevention

While falling used to be related to ageing and often went untreated, we now know that many things can be done to prevent falls. There are some simple steps that can be taken to reduce the risk of this happening. **West Berkshire Council’s webpage** provides advice and guidance to help you reduce your risk of falls. <https://www.westberks.gov.uk/falls-prevention>

## Foodbanks

West Berks Foodbanks Tel 07836 500610. Crisis foodline 0808 208 2138  
email: [info@westberks.foodbank.org.uk](mailto:info@westberks.foodbank.org.uk) <https://westberks.foodbank.org.uk/>

## Healthwatch West Berkshire

Healthwatch’s role is to gather views, listen, report and take your voice to those who commission and deliver services. Tel 01635 886210 email [contact@healthwatchwestberks.org.uk](mailto:contact@healthwatchwestberks.org.uk)  
<https://www.healthwatchwestberks.org.uk/>

## Headway Thames Valley

Supports people with a brain injury and their families and carers Tel 01491 411469  
[www.headwaythamesvalley.org.uk](http://www.headwaythamesvalley.org.uk) email [info@headwaythamesvalley.org.uk](mailto:info@headwaythamesvalley.org.uk)

## Hearing Dogs for Deaf People Dogs

Trained to meet the needs of people with a hearing loss, including dual-purpose dogs for deaf/blind people and hearing dogs for deaf children. Tel: 01844 348100 (voice and minicom) **Text relay:**18001 01844 348100 (for deaf & hard of hearing)  
<http://www.hearingdogs.org.uk> email: [info@hearingdogs.org.uk](mailto:info@hearingdogs.org.uk)

## Hidden disabilities Sunflower Lanyard Scheme for adults or children

The Hidden Disabilities Sunflower lanyard allows everyone with hidden disabilities to choose to be subtly visible when they need to be. e.g. Dementia or autism. Recognised in airports, supermarkets and many more outlets. email [customersupport@hiddendisabilitiesstore.com](mailto:customersupport@hiddendisabilitiesstore.com)  
<https://hiddendisabilitiesstore.com/>

## Hoarders Support Group

Practical support as well as expert advice. <https://hoardingdisordersuk.org/support/>  
Jo Cooke 0330 133 2310 email [info@hoardingdisordersuk.org](mailto:info@hoardingdisordersuk.org)

## Hospital Discharge (Joint Care Pathway) – Social care assessment

**Assessing prior to hospital discharge** - If the person you care for requires support following admission onto a ward, you must ensure that the hospital staff discuss with you any difficulties you face at home in your caring role. West Berkshire Council's hospital discharge team will also need to carry out an assessment **before** the cared for person leaves hospital.  
**Hospital Discharge Team** 01635 503173 <https://www.westberks.gov.uk/leavinghospital>

## Hospitals

West Berkshire Community Hospital,	Thatcham RG18 3AS	01635 273300
Royal Berkshire Hospital,	Reading RG1 5AN	0118 322 5111
Basingstoke and North Hampshire Hospital	Basingstoke RG24 9NA	01256 473202
Great Western Hospital,	Swindon SN3 6BB	01793 60 40 20

GWH support for carers <https://www.gwh.nhs.uk/patients-and-visitors/extra-help/carers/>

## Link Up

Employment opportunities and training for adults with learning disabilities. Slater Centre Unit E, Hambridge Road Industrial Estate, Bone Lane, Newbury, Berkshire, RG14 5SS.  
Tel 01635 778120 email: [jane.hall@wbmencap.org](mailto:jane.hall@wbmencap.org)  
<https://www.wbmencap.org/our-services/adult-day-services/link-up/>

## Macmillan Cancer Relief

Online forum for carers [http://community.macmillan.org.uk/cancer\\_experiences/carers\\_only/](http://community.macmillan.org.uk/cancer_experiences/carers_only/)

## Meals delivery

**Fair Close Centre** – freshly cooked hot meals on wheels delivered in West Berkshire and North Hampshire Mon to Fri only. Tel 01635 40488/41294 email: [hello@fairclosecentre.org](mailto:hello@fairclosecentre.org)  
<https://www.fairclosecentre.org/meals-on-wheels/>

**Meals** delivered by qualified carer to Purley on Thames, Tilehurst and Caversham. 5 days a week, Saturday meals delivered on Friday. Meals are freshly cooked each morning, delivered chilled ready to be reheated in an oven or can be replated and microwaved. Happy to reheat and serve the meal for those unable to do so for themselves, or do not have carers to do so, if delivery time is appropriate. Julie Kalus 07719 472100

**Oakhouse Foods - Thames Valley Branch** Tel 01189 756565  
<https://www.oakhousefoods.co.uk/> email [ThamesValley@oakhousefoods.co.uk](mailto:ThamesValley@oakhousefoods.co.uk)

**Wiltshire Farm Foods** - Frozen meals delivered to your home once a week.  
Tel 01635 298044 for a brochure. <https://wiltshirefarmfoods.com/>

**Meals on Wheels** UK have a online directory searchable by postcode to find Meals on Wheels options near you <https://mealsonwheelsuk.org/>

## MIND for Mental Health support

Charity providing advice and support to anyone with a mental health problem.  
Tel 0300 123 3393 Text: 86463 [www.mind.org.uk](http://www.mind.org.uk) email: [info@mind.org.uk](mailto:info@mind.org.uk)

**Mind online community** - a supportive online community (Side by Side) where you can be yourself. Whether you're feeling good right now, or really low, it's a safe place to share experiences and listen to others. <https://www.mind.org.uk/information-support/side-by-side-our-online-community/>

## Motor Neurone Disease Association (Reading & West Berkshire)

Tel 07760 854 975 <http://www.mndrwb.org/> email: [contact@mndrwb.org](mailto:contact@mndrwb.org) or ring National Helpline 0808 802 6262

## Multiple Sclerosis Society

In the West Berkshire area the local group holds regular social occasions for those with MS and their carers. MS National Centre Helpline: 0808 800 8000

<http://www.mssociety.org.uk>

Newbury Branch : 07555 600 252 email: [newbury@mssociety.org.uk](mailto:newbury@mssociety.org.uk)

Reading, Wokingham & District office: 07932 508899 email:

[readingsupport@mssociety.org.uk](mailto:readingsupport@mssociety.org.uk) MS Carers lunch second Thursday of the month

## Newbury Cancer Care

Support and advice to cancer patients and their families residing in West Berkshire Tel 01635 31542 <https://www.newburycancercare.org.uk/> email:

[office@newburycancercare.org.uk](mailto:office@newburycancercare.org.uk)

The Rosemary Centre, West Berkshire Community Hospital, Benham Hill, Berks RG18 3AS

## **Parkinson's Disease Newbury Branch**

Support, advice and information to people with Parkinson's, carers, families and friends.  
Tel 07413 605 937 email: [secretary@newburyparkinsons.org.uk](mailto:secretary@newburyparkinsons.org.uk)  
<https://www.newburyparkinsons.org.uk>

## **Pets – Support from The Cinnamon Trust**

A fostering service for pets whose owners face a spell in hospital. Also provides long term care for pets whose owners have died or moved to residential accommodation.  
Tel 01736 757 900. <https://cinnamon.org.uk/cinnamon-trust/>

## **Post – free for blind and visually impaired people**

Packages must be unsealed, marked 'Articles for the Blind', and show a return address. Tel 0345 607 6140 [www.royalmail.com/personal/uk-delivery/articles-for-the-blind](http://www.royalmail.com/personal/uk-delivery/articles-for-the-blind)

**Remap** Providing free custom-made disability equipment that is not available to go out and buy. Email: [Berks.CaseOfficer@remapgroups.org.uk](mailto:Berks.CaseOfficer@remapgroups.org.uk) 07790 127123 <https://remap.org.uk/>

## **RNIB (Action for Blind People)**

National Society for visually impaired people offers support and information. Also a Talking Books library service. 0303 123 99 99 <https://www.rnib.org.uk/>

## **RNID (for deaf people and those with hearing loss or tinnitus)**

Practical information and advice on hearing loss, or if you are profoundly deaf. Freephone Information Line: 0808 808 0123 Freephone Textphone 0808 808 9000. **Relay UK** 18001 then 0808 808 0123 email: [information@rnid.org.uk](mailto:information@rnid.org.uk) <https://rnid.org.uk/>

## **Royal Association for Deaf People (RAD)**

Providing information and advice, advocacy and communication services. 0300 688 2525, Text Phone: 0300 688 2525 Text phone 0300 688 2527 email: [info@royaldeaf.org.uk](mailto:info@royaldeaf.org.uk)  
<https://royaldeaf.org.uk/>

## **Royal Berkshire Fire and Rescue Service – Safe and well service**

Safe and Well visits, provided free to eligible residents, are tailored to individual needs, relating to health and wellbeing, as well as fire risk reduction. To check if you are eligible for a 'Safe and Well visit' call **Freephone 0800 587 6679** or **complete the online referral form** email: [SafeandWell@rbfrs.co.uk](mailto:SafeandWell@rbfrs.co.uk) <https://www.rbfrs.co.uk/your-safety/safety-at-home/>

## **Sensory Needs**

2 booklets produced by West Berkshire Council's [Sensory Needs Team](#)  
<https://www.westberks.gov.uk/sensoryneeds>  
- [Managing with Sight Loss](#) and [Managing with deafness or hearing loss](#)

## **SHaRON (Support, Hope and Recovery Online Network)**

Provides a safe and secure online social networking site similar to Facebook, dedicated to providing a space for people in West Berkshire who are supporting someone with a Mental Health Problem. Only Relatives and Carers of those who have been treated for a Mental

Health problem in Berkshire can join. To join SHaRON, please talk to your Care Manager.  
<https://www.berkshirehealthcare.nhs.uk/our-services/other-services/sharon/>

## **Sport in Mind**

Berkshire based charity that uses sport and exercise to promote mental wellbeing and improve the lives of people experiencing mental health problems. Tel 0118 947 9762  
email: [info@sportinmind.org](mailto:info@sportinmind.org) <https://www.sportinmind.org/>

## **Stroke Care for Newbury & West Berks**

**Family Support Service** - Hospital & home visiting, information and assessment of individual needs.

**Carer Support** - Information, advice & support to partners & carers of stroke survivors.  
Contact: Fiona Forrest 01635 529360 email: [fee.strokecare@gmail.com](mailto:fee.strokecare@gmail.com)  
<http://strokecarenewbury.org.uk/>

## **SWAN – South West Advocacy Network - West Berkshire**

Independent Advocacy Service providing Independent Mental Capacity Advocacy, including Safeguarding Advocacy and Relevant Persons Representative, Independent Mental Health Advocacy and Care Act Advocacy Tel 0333 447928 email:  
[westberks@swanadvocacy.org.uk](mailto:westberks@swanadvocacy.org.uk) [www.swanadvocacy.org.uk/westberks](http://www.swanadvocacy.org.uk/westberks)

## **Thames Valley Autism Alert Card – Berkshire Autistic Society**

Cards are available free of charge to anyone with an Autism Spectrum Condition subject to supporting documentation being sent. 40 Caversham Road, Reading RG1 7EB 0118 959 4594 email: [contact@autismberkshire.org.uk](mailto:contact@autismberkshire.org.uk)  
To obtain a card visit <https://www.autismberkshire.org.uk/thames-valley-autism-alert-card/>

## **The Silver Line Helpline for Older People**

A free, confidential telephone befriending service run by Age UK, providing friendship, conversation and support for people over 55 to combat loneliness.  
0800 470 80 90 lines open 24/7 [www.thesilverline.org.uk/](http://www.thesilverline.org.uk/) email:  
[info@thesilverline.org.uk](mailto:info@thesilverline.org.uk)

## **West Berkshire Learning Disability Partnership Board**

Meetings are held bi-monthly in Broadway House for adults with learning disabilities, carers, parents, adult social care, service providers and community support groups. Contact Alex for more information. Tel: 01635 760535 or 07912 309 122  
email: [alex.osterritter@theadvocacypeople.org.uk](mailto:alex.osterritter@theadvocacypeople.org.uk)  
<https://www.theadvocacypeople.org.uk/services/self-advocacy-groups>

## **West Berkshire Mencap**

Mencap Centre, Enborne Gate, Enborne Road, Newbury, Berkshire, RG14 6AT. Learning and leisure activities for adults with a Learning Disability.  
Ring 01635 41464 or email [info@wbmencap.org](mailto:info@wbmencap.org) <https://www.wbmencap.org/>

## West Berkshire Therapy Centre

A specialised therapy gym for people with disabilities in West Berkshire and surrounding areas. Tel: 01635 864561 email: [info@westberkshiretherapycentre.org.uk](mailto:info@westberkshiretherapycentre.org.uk)  
The Frank Hutchings Hall, Harts Hill, Thatcham RG18 4QH  
<http://www.westberkshiretherapycentre.org.uk/>

## Wheelchair clinic – Royal Berkshire Hospital

Referrals via a Consultant, GP or registered Health Care Professional. In general, wheelchair services are available to people of all ages who have a long-term need for mobility help. 0118 322 6706 (8:00am to 12.30pm) email: [WheelchairClinic@royalberkshire.nhs.uk](mailto:WheelchairClinic@royalberkshire.nhs.uk)  
<https://www.royalberkshire.nhs.uk/services-and-departments/wheelchair-clinic>

## Wheelchair loan/hire

British Red Cross <https://www.redcross.org.uk/get-help/hire-a-wheelchair> or call 0300 456 1914  
Newbury Shopmobility 01635 523854 <https://www.volunteerwestberks.org.uk/our-services/shopmobility/>  
Mobility Your Way 0118 977 3116 <https://mobilityyourway.co.uk/>  
RB Mobility Services Berkshire 01923 710055 <https://www.mobility-services.co.uk/locations-we-cover/rb-mobility-services-berkshire/>  
Ableworld Mobility Retailer 01635 788100 <https://thatcham.ableworld.co.uk/>  
Other loan/hire companies are listed [on this link on the West Berkshire Directory](#)

## Apps for Carers

Smartphone apps can help carers in all sorts of ways, there are medical apps, supportive apps, lifestyle apps and more to make your life a little bit easier. There many apps that you might find useful, but here is a small selection that may be helpful.

The **Jointly App** for Carers from Carers UK - makes caring easier, less stressful and more organised by making communication and coordination between those who share the care easy. Small one off joining fee. <https://www.carersuk.org/help-and-advice/technology-and-equipment/jointly-app-for-carers/>

**My GP** – free App developed by the NHS to help patients and their carers manage medication and GP and hospital visits. Also makes it easier to organise caring as you can add children and elderly relatives to the app and arrange their appointments and prescriptions. <https://www.mygp.com/>

**My House of Memories** - free app is made for carers of people with dementia. Using pictures of objects from the past, it's a way of exploring memories and can be a great comfort to carer and cared-for alike. <https://www.liverpoolmuseums.org.uk/house-of-memories/my-house-of-memories-app>

**Medisafe** helps keep track of medications and sends reminders when it's time to take them. It offers peace of mind to you and whoever you're caring for. <https://medisafeapp.com/m/>



Visit this NRS Healthcare website that lists other apps for carers

<https://nrs.orchhealth.com/en-GB/topic/carer-support?&sortBy=AccreditationScoreDesc&intendedAudiences=Adult&intendedAudiences=Carer>

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<sup>i</sup> <https://www.gov.uk/government/publications/care-act-statutory-guidance/care-and-support-statutory-guidance#first-contact-and-identifying-needs>

We are committed to being accessible to everyone. If you require this document in an alternative format or translation, please call Kirstie Rainbow on Telephone 01635 503306.

**West Berkshire Council**  
**Adult Social Care**

Market Street  
Newbury  
RG14 5LD

T 01635 503050  
[www.westberks.gov.uk/carerssupport](http://www.westberks.gov.uk/carerssupport)