



Information, help and advice to support you in your caring role in Bracknell Forest



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Caring in Bracknell Forest

A carer is someone who provides unpaid help and support to family or friends. You could be caring for a partner, child, relative, friend or a neighbour who is ill, frail, disabled or who has mental health or substance misuse problems; anyone can become a carer at any age.



Recognising yourself as a carer can be a way of acknowledging that you have an important role. Your role may be rewarding but one which can also be stressful and demanding. As a carer it is important that you are aware of the range of services available to support you in your caring role and to help you manage the impact caring has on your own health and well-being.

Being a carer can mean:

- **You** risk injury helping someone out of bed
- Physically and emotionally tired when **you** do not get a break
- **You** are socially isolated not having time for friends and family
- **You** lose self-confidence
- Do not have the time to continue with **your** hobbies and interests
- **You** face financial difficulties
- **You** feel guilty, angry or frustrated

As a carer, it is important you are aware of the range of help and services available locally so you can get the help and support you need to continue caring without putting your own health or emotional well-being at risk.

This pack provides information about care and support services in Bracknell Forest, including information about benefits, health and social care services, advocacy and opportunities to take a break. It has been produced by SIGNAL 4 Bracknell Forest Carers and funded by Bracknell Forest Council.

This document is correct at the time of going to print. Please let us know of any amendments, call 01344 266088 or email info@signal4carers.org.uk

SIGNAL 4 Bracknell Forest Carers

From the 1st April 2016 SIGNAL took over from Berkshire Carers Service.



SIGNAL is run by The Ark Trust Ltd, working in partnership with Wokingham, Bracknell and Districts Mencap and is funded by Bracknell Forest Council.

SIGNAL provides the following free services for unpaid (non-professional) carers who care for someone in Bracknell Forest;

- Signposting
 - For example; directing you to the services you need
- Information
 - For example; about benefits or health and social care
- Guidance
 - For example; helping to complete forms, planning a break
- Networking
 - For example; meeting other carers
- Advice
 - For example; Mental Capacity Act
- Learning
 - For example; training to help you fulfil your caring role.

SIGNAL's community workers can provide advice and guidance over the telephone, via email, a home visit or from our offices in Bracknell Town Centre.

SIGNAL's office address is 20-21 Market Street, Bracknell, RG12 1JG (Behind the Westview building, under the High Street car park). Our office is open 9am to 5pm Monday to Friday. Please book an appointment in advance with our community workers.

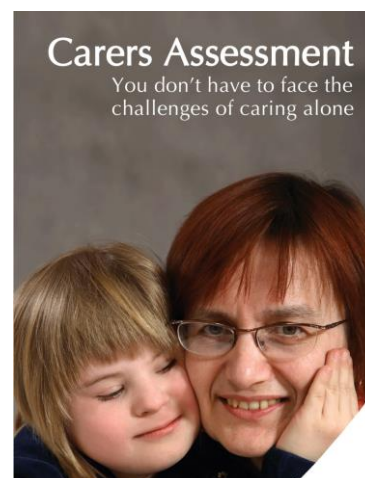
Carers can register for SIGNALs service on our website:
www.signal4carers.org.uk email: info@signal4carers.org.uk
or call 01344 266 088.

Hard Copies

This document includes a number of web links to further information. If you cannot access the documents online please contact SIGNAL who will print the information and post it to you. Telephone: 01344 266 088.

Carer's Assessment

You are entitled to a carer's assessment if you provide unpaid care, regardless of whether the person you care for is having their needs assessed and/or if Bracknell Forest Council have assessed that they are not eligible for support. If you and the person you are looking after agree a joint assessment of both of your needs can be undertaken at the same time. There is also an opportunity, should you wish, for the social care practitioner to arrange for an advocate for you.



A carer's assessment is an opportunity for you as a carer to look at the impact caring has on you, on your health and well-being, your quality of life, and whether you are willing or able to carry on caring. It is also an opportunity to talk through the services and support that may be needed to support your caring role.

A carer's assessment will identify if you meet the national eligibility criteria. Generally speaking, this identifies that there is likely to be a significant impact on your well-being and quality of life as a result of your caring for another person.

If you are eligible for services and support the social care practitioner will put in place a support plan which will identify how your needs can be met and they will be able to talk to you about the range of support and services available. They will also be able to discuss your entitlement for a Direct Payment, how this is arranged, and how this can enable you to buy services to meet your assessed needs. They will also be able to give you information on, and how to register for the Carers Emergency Respite Scheme.

To get a carer's assessment you can ask SIGNAL to request this for you.

Alternatively, you can contact Bracknell Forest Council direct by telephone on 01344 351500 or by email at adult.services@bracknell-forest.gov.uk

There is no charge for an assessment.

Carer's Emergency Respite Scheme

Do you worry about what would happen to the person you look after or support if you were taken ill?

Do you sometimes miss out on family events because of concerns about getting back on time to look after the person you care for?

If your answers are yes then this scheme may be able to help you.



The Carer's Emergency Respite Scheme is run in by Forest Care.

The scheme aims to give carers peace of mind by enabling them to complete an emergency plan.

An emergency plan helps you plan for the person you care for in an emergency or crisis, aiming to ensure continued support.

The scheme is free of charge and open to any unpaid adult carer providing a substantial amount of care to a resident of Bracknell Forest.

You must be registered with the scheme which is accessed through the Carer's Assessment.

Young Carer's

Support for young carer's under 18 is provided by Bracknell Forest Council. Contact Bracknell Forest Youth Service for more information: 01344 464731.

Supporting carer's of children and young people with additional needs is provided by the Information, Advice and Support Service.

Email: SEND.support@bracknell-forest.gov.uk

Or call: 01344 354 011



Advocacy

Advocacy can help if you need support with:

- Understanding information
- Speaking up for, or acting on behalf of, yourself or another person
- Taking action to say what you want, secure your rights, represent your interests and get the support you need
- Sharing your views, opinions, ideas and feelings to help improve services

An advocate is a person who provides help to someone to speak up and take action. Advocacy must be offered to people who would have substantial difficulty being involved in their care and support, if they do not have someone who can help. For example an advocate might help with an assessment of care and support needs or a carer's assessment.



Seap provide advocacy for:

- Care Act Advocacy (ICAA)
- Military Advocacy
- Independent Health Complaints Advocacy (IHCA)
- Independent Mental Health Advocacy (IMHA)
- Independent Mental Capacity Advocacy (IMCA)
- Deprivation of Liberty Safeguards (DoLS)
- Learning Disability Advocacy

Telephone: 0300 3435702

Email: bracknellforest@seap.org.uk

www.seap.org.uk/local-authority/bracknell-forest.html

Getting help for the person you care for

The person you care for may be able to get help and support from Bracknell Forest Council, such as personal care, adaptations or equipment for the home.

Having their needs assessed is an important step, it will help them to think about what their needs are, what problems they are facing, what help they have now and what help they think they may need.



After an assessment the person will be told how much personal budget they will have available to plan support.

To determine if people can receive social care services, councils have eligibility criteria that they use to identify if people have needs that can be met by social care funding.

Adult Social Care Services in Bracknell Forest will then work with the individual to develop the support which meets that person's needs to keep them as independent as possible.

There is no charge for information, advice or assessments.

To have a needs assessment or find out more visit:

Community Response and Reablement Team

<http://www.bracknell-forest.gov.uk/assessingyoursupportneeds>

Telephone: 01344 351 500.

Community Mental Health Team (CMHT)

<http://www.bracknell-forest.gov.uk/adultmentalhealth>

Adults with mental health needs should contact the Community Mental Health Team (CMHT) on 01344 823 333.

Direct payments

Most people who use Social Care Services from Bracknell Forest Council could get a direct payment. The Council can give you lots of help and support to understand and manage your direct payment.

Direct payments can be used to buy services from an organisation or to employ someone to provide assistance. Direct payments can be used to buy the support or services to meet the assessed needs identified. This can also be support that helps maintain your health and wellbeing if you have been assessed as needing domestic help then you are entitled to a direct payment to buy the support services that you need.

For more information visit:

www.bracknell-forest.gov.uk/socialcaredirectpayments

Call the Direct Payments Team on 01344 351 841

Email: direct.payments@bracknellforest.gov.uk

Carers of disabled children should contact Children's Social Care Duty and Assessment Team on 01344 352 020 or their allocated Social Worker.

Financial help for carers

Caring can lead to financial difficulties because carers many have to reduce the hours they work or stop working completely as a result of caring for someone.

Carer's Allowance

The main benefit for carers is Carer's Allowance. You could get £62.10 a week if you care for someone at least 35 hours a week and they get certain benefits. You don't have to be related to, or live with, the person you care for.

To be eligible for Carer's Allowance the person you care for must already get one of these benefits:

- Personal Independence Payment - daily living component
- Disability Living Allowance - the middle or highest care rate
- Attendance Allowance
- Constant Attendance Allowance at or above the normal maximum rate with an Industrial Injuries Disablement Benefit
- Constant Attendance Allowance at the basic (full day) rate with a War Disablement Pension
- Armed Forces Independence Payment

You might be able to get Carer's Allowance if all of the following apply:

- You are 16 or over
- You spend at least 35 hours a week caring for someone
- Have been in England, Scotland or Wales for at least 2 of the last 3 years
- You normally live in England, Scotland or Wales, or you live abroad as a member of the armed forces
- You are not in full-time education
- You are not studying for 21 hours a week or more
- You earn no more than £110 a week (after taxes, care costs while you are at work and 50% of what you pay into your pension) – do not count your pension as income
- You are not subject to immigration control

To apply for Carer's Allowance make a claim online at:

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

Personal Independence Payment (PIP)

PIP helps with some of the extra costs caused by long-term ill-health or a disability if you are aged 16 to 64.

You could get between £21.80 and £139.75 a week.

The rate depends on how your condition affects you, not the condition itself.

You will need an assessment to work out the level of help you get. Your rate will be regularly reassessed to make sure you are getting the right support.

PIP is a non-means tested, tax-free payment that can be spent as the recipient chooses. It can be claimed whether an individual is working or not.

Children up to the age of 16 will continue to get Disability Living Allowance.

Find out more about PIP at:

<https://www.gov.uk/pip/overview>

Attendance Allowance (AA)

You could get £55.10 or £82.30 a week to help with personal care because you are physically or mentally disabled and you are aged 65 or over. It is paid at 2 different rates and how much you get depends on the level of care that you need because of your disability.

Personal care means attending to the physical needs of people who are disabled or otherwise unable to take care of themselves, including tasks such as bathing, management of bodily functions and cooking.

The other benefits you get can increase if you get Attendance Allowance.

Find out more about AA at:

<https://www.gov.uk/attendance-allowance/overview>

Council Tax

If you are on a low income, you may be entitled to some help towards paying your council tax. This is called Council Tax Reduction (CTR).

For information about the scheme visit:

<http://www.bracknell-forest.gov.uk/counciltaxsupportscheme>

or call Bracknell Forest Council on 01344 352 010.

For further information about benefits, visit:

Bracknell Forest Council

Telephone: Tel: 01344 352 010

<http://www.bracknell-forest.gov.uk/adviceandbenefits>

or www.gov.uk

Bracknell & District Citizens Advice Bureau

Telephone 03444 111 306

www.bracknellcab.org.uk

<https://www.citizensadvice.org.uk/benefits/>

Turn2Us

Telephone 0808 802 2000

<https://www.turn2us.org.uk/>

TV Licence Grant

The TV Licence Grant is available for residents who are either over 65 years old or permanently disabled, who live in wards covered by Bracknell Town Council. These grants are paid for out of that part of the council tax which is collected on behalf of Bracknell Town Council.

This is a scheme operated by Bracknell Town Council. People living in other parts of Bracknell Forest i.e. Warfield, Winkfield, Binfield, Crowthorne and Sandhurst do not qualify as the scheme is paid for out of that part of the Council Tax which is collected on behalf of Bracknell Town Council.

For further information visit:

<http://bracknelltowncouncil.gov.uk/services/tv-licence-grant/>

or call Bracknell Town Council on 01344 420 079.



Health Services

It is important you tell your GP Practice that you are a carer. Telling them may mean they can;

- Ensure you have access to flu jabs and health checks
- Provide information and advice on medical conditions and treatments for the person you care for
- Visit you or the person you care for at home
- Arrange appointments for you and the person you care for at the same time to avoid having to visit the surgery twice
- Arrange for repeat prescriptions to be delivered to your local pharmacy
- Provide information on other NHS services such as the continence service and patient transport to hospital appointments
- Avoid long waits at the surgery
- Provide letters and information to support applications for benefits or help with housing or travel.

Healthwatch Bracknell Forest

Healthwatch Bracknell Forest collects feedback about your experiences of health and social care services and uses your feedback to influence providers and commissioners of services to provide you with what you want and need.

Healthwatch Bracknell Forest will also direct you to existing services and help you to understand the health and social care system. For more information visit: www.healthwatchbracknellforest.co.uk or call 01344 266 911.



NHS 111

If you need medical help fast and your GP surgery is closed, but it is not a 999 emergency, call NHS 111.

NHS 111 will assess you, provide advice and direct you to the most appropriate local service that can help you the best. NHS 111 is available 24 hours a day, 7 days a week and calls are free.

For more information visit: www.nhs.uk/111



GP Out of Hours Service

If you urgently need to see a GP and your GP Practice is closed call NHS 111, who can refer you to the out of hours service.

Patient Advice and Liaison Service (PALS)

NHS Trusts have a Patient Advice and Liaison Service (PALS) which offers confidential advice, support and information on health-related matters.

PALS can:

- Provide advice and support to patient their families and carers
- Help with information about NHS services
- Listen and respond to concerns, suggestions and queries
- Help sort out problems quickly on your behalf
- Advise you if you wish to make a formal complaint

Royal Berkshire Hospital NHS Foundation Trust

www.royalberkshire.nhs.uk

Telephone: 0118 322 8338

Email: Talktous@royalberkshire.nhs.uk

Frimley Health NHS Foundation Trust

<https://www.fhft.nhs.uk/>

Email: palsusers@fhft.nhs.uk

Frimley Park Hospital: 01276 526 530

Wexham Park and Heatherwood Hospitals: 01753 633 365

Berkshire Healthcare NHS Foundation Trust

<http://www.berkshirehealthcare.nhs.uk/>

Email: BHT@berkshire.nhs.uk

Telephone: 0118 960 5027

Bracknell and Ascot Clinical Commissioning Group

(Including PALS for local GPs)

<http://www.bracknellandascotccg.nhs.uk/>

Email: feedback.bracknellascotccg@nhs.net

Telephone: 01753 636 808

Help with health costs



Dental treatment

If you receive certain benefits/Tax Credits you are entitled to free dental treatment. For more information call the NHS Dental Services Helpline on 0300 330 1348.

Eye Tests

If you are over 60 years of age you are entitled to free eye tests. If you receive certain benefits/Tax Credits you are also entitled to free eye tests and glasses.



Travel Costs

If you get certain benefits/tax credits you may be entitled to help with travel costs to and from hospital for yourself and the person you care for.



Prescription Charges

You do not have to pay prescription charges, if you are over 60, in receipt of certain benefits or have a qualifying medical condition. For more information call the Prescription Services Helpline on 0300 330 1349.

Prescription Prepayment Certificate (PPC)

If you do not qualify for free prescriptions and you need more than three prescription items in three months, or 14 items in 12 months you could save money with a Prescription Prepayment Certificate. Telephone 0300 330 1341 for more information.

For more information about help with healthcare costs visit:

www.nhs.uk/healthcosts

Help with going home from hospital

The British Red Cross support at home service offers short-term practical and emotional support at home to help people regain their independence.

Following an illness or injury, trained volunteers smooth the process of settling back into a normal routine and enable people to regain their confidence and independence. Volunteers provide free support for:

- Rebuilding confidence and social networks
- Companionship
- Essential shopping
- Low level practical support
- Accompanying on trips e.g. to the bank
- Signposting to other organisations

People can be referred to this free service by hospital discharge teams, a health professional, GP, hospitals and social workers. For more information call: 01276 522 728

My Care My Home

My Care My Home is an organisation which provides support and guidance to people who pay for their own care. It offers:

- Advice regarding the range of support options available, including options to support people to remain at home
- Advice regarding the various ways in which people can pay for residential care, for example purchasing an annuity product for a one-off cost which guarantees to cover costs for the rest of someone's stay in the residential setting
- A number of additional services including evaluation of support providers according to a person's individual needs and preferences and property management services for those moving to a residential care who choose to rent out their property

Contacting My Care My Home is free as is their initial assessment of someone's needs. Other services are chargeable but this will be explained clearly at the start. Telephone: 0800 731 8470 or visit: www.mycaremyhome.co.uk

Taking a break

Caring can be rewarding but it can also be tiring, both physically and emotionally and it is important for both you and the person you care for that you get a break from your caring responsibilities.

Support with confidence scheme

Whether you get a direct payment from the council to pay for your support, or you buy services privately, the support with confidence scheme can help you find personal assistants you can trust – from people and organisations that have been vetted and approved on grounds of quality, safety and training.

The support with confidence scheme is run by the Family Resource Centre UK funded by Bracknell Forest Council.

For more information visit:

<http://www.bracknellforestsupportwithconfidence.co.uk/>

or contact Family Resource Centre on Telephone: 01344 206 113 or 0800 328 9148.

Getting out and about

Travelling by bus

The Traveline website provides information about bus routes and timetables in Bracknell Forest. www.traveline.info Call 0871 200 22 33

Concessionary Bus Pass

The concessionary bus pass scheme allows holders to travel anywhere in England on local buses for free during off-peak times and at any time during weekends and bank holidays.

All Bracknell Forest bus passes are e+ cards; which is a wallet sized plastic card with an electronic chip. It can be used throughout the borough by residents and frequent visitors and can be used to get discounts in local shops and attractions.

Find out more at:

<http://www.bracknell-forest.gov.uk/travelconcessionsscheme>

or call Bracknell Forest Council Customer Services on 01344 352 000.

Railcard subsidy

Bracknell Forest Council offers a subsidised railcard as an alternative to a bus pass to the over 65s and disabled people.

These railcards give holders a third off most standard and first-class rail fares across Great Britain for a whole year. To apply for a railcard or to renew an existing one, please call 01344 352000 or apply online at www.bracknellforest.gov.uk/travelconcessionshowtoapply

Disabled Persons Railcard

If the person you care for has a disability that makes travelling by train difficult they may be eligible for the Disabled Persons Railcard.

They will qualify if they:

- receive Personal Independence Payments (PIP)
- receive Disability Living Allowance (DLA) at either:
 - the higher or lower rate for the mobility component, or
 - the higher or middle rate for the care component
- have a visual impairment
- have a hearing impairment
- have epilepsy
- receive Attendance Allowance or Severe Disablement Allowance
- receive War Pensioner's Mobility Supplement
- receive War or Service Disablement Pension for 80% or more disability
- buy or lease a vehicle through the motability scheme

The Railcard allows them to get a third off most rail fares across Britain. An adult companion travelling with them gets the same discount.

To apply, please call 0345 605 0525 or mini-com/textphone 0345 601 0132. See www.disabledpersons-railcard.co.uk/

There is no subsidy on your first railcard. However, when you renew it for the first time please call Bracknell Forest Council on 01344 351 200 and they will explain how they can issue a voucher for a subsidised Disabled Person's Railcard.

See <http://www.bracknell-forest.gov.uk/travelconcessionshowtoapply>

Bracknell Forest R Bus

The R Bus is a service run by Bracknell Forest Council for people with learning disabilities, individuals access this through the Community Team for People with Learning Disabilities. The R Bus also provides transport to and from school for young people that qualify for the service.

The Blue Badge Scheme

The Blue Badge scheme provides a range of parking concessions for people with severe mobility problems, including children, who have difficulty using public transport. The scheme is managed by Bracknell Forest Council.

For more information visit:

www.bracknellforest.gov.uk/disabledpeopleparkingpermitsbluebadge

or call 01344 351 464.

Accessible Taxis

Most taxis in Bracknell Forest are fully wheelchair accessible and have features to make travelling easier for people with disabilities, such as induction loops and intermediate steps.

When you are booking a vehicle, make sure you let the operator know of any special requirements you have so they can send the appropriate vehicle.

A list of firms and drivers who have stated they are available for wheelchair booking can be found at <http://www.bracknell-forest.gov.uk/guide-to-accessible-taxis-in-bracknell-forest.pdf>

Access Information

Direct Enquiries provides a nationwide searchable database including city guides, healthcare accessible toilets, hotels and visitor attractions.

Visit: www.directenquiries.com

Disabled Go details access information to thousands of venues across the UK including shops, pubs, restaurants, cinemas, theatres, railway stations, hotels, universities, hospitals and more.

Visit: <http://www.disabledgo.com/>

Bracknell Shopmobility

Bracknell Shopmobility provides a mobility service to local residents and visitors who have difficulty walking. The service has a wide range of manual and powered wheelchairs and scooters to enable easier access to facilities and shops in the town centre. They are based on the ground floor of Princess Square.

People do not need to be registered disabled to use them but they do need to register to use the service for the first time. Please allow 15 minutes to complete the registration form and to receive instruction on the safe use of the vehicle. Please bring with you proof of identity confirming your name and address.

For more information visit:

www.bracknellshopmobility.org

Telephone: 01344 861 316

Mobility aids

The British Red Cross provide short-term loans of mobility aids to people in need, including wheelchairs, commodes, walking sticks and frames.

For more information visit:

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

Or call 01344 425 176

Crowthorne Area call: 0118 935 8230

Keep Mobile

Keep Mobile is a voluntary organisation that provides transport for older people and disabled people, as well as organised day trips out.

For more information visit:

<http://www.keep-mobile.org.uk/>

Call: 0345 544 0850

Email: admin@keepmobile.org.uk

Voluntary car schemes in Bracknell Forest

There are voluntary car schemes in Bracknell Forest that may take you to hospital. This service is primarily for those who are older, less mobile or who cannot access public transport but can still walk unaided. A charge or donation is requested to cover the cost of the driver's expenses. 48 hours notice is required.

Ascot Volunteer Bureau

01344 625 520

www.ascotvolunteerbureau.org.uk

Bracknell Forest Voluntary Car service

01344 426 320

Bullbrook Good Neighbours

01344 429 838 / 01344 440 609

Crowthorne Community Minibus

07092 123 152

www.ccminibus.org.uk

Crowthorne Good Neighbours

01344 761001

Priestwood & Garth Good Neighbours

01344 642523 / 01344 450577

Sandhurst & Owlsmoor Voluntary Care

07799 410231

Winkfield & North Ascot Good Neighbours

01344 890244 / 01344 621167

Day centres and respite care

Short breaks of around two to four hours at a time can also be paid for from a Personal Budget.

This might involve a support worker or care worker from an agency, voluntary or private sector organisation, or a personal assistant (PA), who can come and stay with the person you care for; allowing you to go out to do the shopping, have your hair done, play golf or do anything that is important to you.

Respite can also take the form of an activity that is just for the carer.

There are a number of day centres in the Bracknell Forest area in which an older, frail person can enjoy the company of others, activities and a good lunch. This can be another way for the carer to have a break from their caring role.

Age Concern Bracknell Forest

Helps older people of the borough and supports their family and friends. Run Forest Park day centre for elderly people with dementia living in and around Bracknell Forest. Toenail cutting service for over 65's charged per session.

www.ageconcernbracknell.org.uk

01344 862 916

Age UK Berkshire Dementia Support

Age UK Berkshire provides weekly ongoing individual support for people living with dementia, in their own homes, and by accompanying them to places of interest. The team of trained workers offer a wide range of stimulating support tailored to each person living with dementia. The service can be paid for by using private funds or a personal budget and is available for any number of hours per week on a regular basis.

www.ageuk.org.uk/berkshire/our-services/dementia-support/

Telephone: 0118 959 4242

Email: info@ageukberkshire.org.uk

The Ascot District Day Centre

Providing a home from home for the elderly of Sunninghill, Ascot and Sunningdale.

01344 624923

www.ascotdaycentre.co.uk

Berkshire Demcare

Berkshire Demcare is a care organisation focussed on supporting the needs and aspirations of people with a diagnosed dementia and their carers. The services provided include:

- Day Centre Care
- 'Berkshire Demcare Buddies' Befriending Service
- Training
- Specialist respite care at day centres

Berkshire Demcare's philosophy is to keep life as normal as possible for people with Dementia. People with diagnosed dementia are encouraged to use the abilities they still have to make informed choices how they spend their time in an interesting, stimulating and safe environment.

Telephone: 01295 722879

Email: info@bd-c.co.uk

COATS (Crowthorne Old Age To Teen Society)

Runs a centre in Crowthorne. It provides companionship, lunches, teas, activities, entertainment and services for local elderly people.

01344 773464

www.coatscrowthorne.org.uk

Sandhurst Day Centre

An independent day centre providing a meeting place for the active elderly and care for the less able.

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

Call: 01252 877 601

Support

Al-Anon (For Family & Friends of alcoholics)

Al-Anon offers understanding and support for families and friends of problem drinkers; this applies whether the alcoholic is still drinking or not. Self-Help groups for families and friends of alcoholics.

Telephone: 020 7403 0888

www.alanonuk.org.uk

Alzheimer Café Camberley

The Alzheimer Café meets in Camberley once a month offering support, advice and socializing for people with dementia and their carers.

Telephone: 07719 080368

Email: Camberley.alzheimercafe@aol.co.uk

Alzheimer Café Ascot and Bracknell

The Ascot and Bracknell Alzheimer Café is open the second Wednesday of every month in the evening. It is open to anyone looking to find out more about dementia. There is no need to book, just pop along. Complimentary refreshments are provided. For more information, please contact:

The Wagtail Centre, Lynwood Care Centre, Rise Road, Ascot, SL5 0FG

Telephone: 01344 298083

Email: ascotbracknell.alzheimercafe@aol.co.uk

Website: www.alzheimercafe.co.uk

Alzheimer's Coffee and Chat

Look-In Café, Great Hollands Square, Bracknell

Telephone: 01344 421292

Alzheimer's Singing Klub (ASK)

Meets at St Joseph's Church and offers singing and socialising opportunities for people with dementia and their carers. Former carers are also welcome. The group also has a weekly drop-in service for 'coffee and chat'.

St. Josephs Church, Stanley Walk, Bracknell RG12 1HA

Telephone: 01344 306951

Alzheimer's Society

Singing for the Brain is an opportunity for people with a diagnosis of dementia and their carers to enjoy music together. People don't need to be good singers, anyone can attend. Come along for an easy sing-along as well coffee and a chat. Singing for the Brain meets at: Langley Hall, Holy Trinity Church, Bracknell, RG12 1HD, Telephone: 07713 390714.

Alzheimer's Society

The Memory Café supports people with dementia and their carers and meets once a month for support and friendship. Telephone: 07713 390714

The Ark Trust

Information service for people who are disabled and their families and carers. Telephone: 01344 266 899
www.theark.org.uk

Ascot Area Alzheimers

Triple 'A' is a local voluntary organisation which provides a wide range of support such as:

- Local outings for small groups of people with dementia which provides respite for carers
- A monthly evening support group for carers with speakers on a range of relevant topics
- A monthly carers lunch and carers respite on a Sunday
- Social outings, quizzes, theatre trips and picnics

Telephone:

01344 621491

01344 486349

0118 977 2070

Website: www.ascotareaalzheimers.co.uk

Autism Berkshire

Support and advice group for children and adults with Autism and spectrum disorders. It provides help, advice and information to parents and professionals.

01189 5940594

www.autismberkshire.org.uk

Badhogs (Bracknell Area Deaf & Hard-of-hearing Support Group)

Anyone who is deaf / hard-of-hearing or has an interest in in the issues that impact the deaf / hard-of-hearing or want to work on your BSL skills.

www.badhogs.org

Berkshire Asbestos Support Group

Dedicated to providing support and advice for local sufferers of asbestos related illnesses and their families.

0800 8840720 www.berkshireasbestosupport.org

Berkshire Multiple Sclerosis Therapy Centre

Provide therapies, information and practical and emotional support for people with Multiple Sclerosis, their carers and families in Berkshire

0118 901 6000 www.bmstc.org

Berkshire Vision Supporting the Visually impaired

Aims to enable and support visually impaired people in Berkshire to live safely and independently and to enhance their quality of life.

0118 987 2803 www.berkshirevision.org.uk

Bracknell Active Retired Association

Social club for persons aged 50 and over.

01344 447424 www.acbf.org.uk/BARA.php

Bracknell Forest Hoarding Disorders Support Group

Anyone suffering from Hoarding Disorder or is living with, or caring for those suffering from this disorder are welcome to attend.

07542 910676 <http://www.ocdaction.org.uk/support-group/bracknell-forest-hoarding-disorders-support-group>

Bracknell Friday Stroke Club

Welcomes membership from people affected by stroke in need of friendship and support.

01344 442717 www.stroke.org.uk

Bracknell Tuesday Stroke club

Social club for people who have suffered a stroke and for their carers.

01344 429098 www.stroke.org.uk

Bracknell Forest Mental Health Carers Group

Information and advice for carers of people with mental health issues. Contact Barbara Briggs on 01344 451656.

Brain Tumour UK

Provide support, information and awareness for those affected. Local branch Farnborough.

0808 800 0004 www.thebraintumourcharity.org

British Kidney Patient association

Free counselling and support service available every Tuesday and Wednesday. Ring for an appointment. Grants for holidays for patients and relatives.

01420 541424 www.britishkidney-pa.co.uk

Brittle Bone Society (Working with people with Osteogenesis Imperfecta)

Provides advice and information on Brittle Bone disease and a quarterly newsletter. Help is available in financial hardship cases; short to medium term loan of specialist equipment; offer local meetings throughout the country and support research. Two part-time Therapists also visit families throughout the UK.

01382 204446 www.brittlebone.org

Cardiomyopathy Association

Support services for people with Cardiomyopathy and their families.

0800 0181024 www.cardiomyopathy.org

Carers Trust

National organisation providing help, advice and support services to carers.

www.carers.org

Carers UK

National organisation providing help, advice and support services to carers.

www.carersuk.org

Carers UK Bracknell Branch

Support and information for carers.

Contact Barbara Briggs on 01344 451656. Briggs-Barbara@sky.com

Crohns & Colitis Berkshire Group

Provides general information about inflammatory bowel diseases for those suffering from these diseases and to offer support to those affected by these diseases and their families and friends.

0845 130 6815 www.crohnsandcolitis.org.uk

CRUSE Bereavement Care

Provide free advice, information and support to adults, young people and children who are struggling to cope with grief arising from bereavement.

01344 411919 www.cruse.org.uk

Cystic Fibrosis Trust - Berkshire

Provides support, welfare benefits advice and information for people with cystic fibrosis, parents, families and professionals.

0300 373 1000 www.cysticfibrosis.org.uk

Dementia Advisor

Advice and support for people diagnosed with dementia and their carers. Contact Karen White on 01344 823220. Karen.White@berkshire.nhs.uk

East Berkshire Down Syndrome Support Group (EBDSSG)

Support to other parents and carers, to make life a little bit easier. We really understand Down Syndrome and have lots of tips and helpful advice to share.

07786 554781 www.ebdssg.org.uk

East Berkshire Ostomy Club

A friendly social group that meets to support people living with a stoma. Contact Jackie Dudley on 01344 426652. Jackie.Dudley@sky.com.

The Forgetters

The Forgetters is a social gathering for people with a diagnosis of dementia and their carers. The Forgetters meet regularly for social outings, lunches and get-togethers.

Telephone: 01344 423809

Huntington's Disease Association

Support for those with Huntington's Chorea, and their families/carers/friends. Local support groups.

0151 3315444 www.hda.org.uk

Involve

Provide information, advice and support to the community and voluntary sector. They also run a befriending scheme for local vulnerable, isolated or lonely people.

01344 304404 www.involve.community

Macmillan Cancer Relief Berkshire

Provide practical, medical, emotional and financial support and push for better cancer care.

0808 800 0000 www.macmillan.org.uk

Macular Society Bracknell Support Group

Age-related macular degeneration is the largest cause of sight loss in the developed world. Support group based in Bracknell.

01344 485377 / 0300 30 30 111 www.macularsociety.org

ME Association Berkshire support Group

To support M.E. sufferers and their families. Local support groups are a place for people to get together over a cup of coffee.

01280 818968 www.meassociation.org.uk

Multiple Sclerosis Society Bracknell Branch

A chance to meet other people for mutual support and friendship. Contact 0794 971 8234.

Muscular Dystrophy Campaign - Bracknell and Wokingham Branch

A support group for people with muscular dystrophy and their families. Offers information and advice.

01344 776871 www.muscular dystrophyuk.org

New Hope

Support for people with drug and/or alcohol problems. A support group for family/carers is also provided.

01344 312360

Parkinson's UK Bracknell & District Branch

Provide help for people affected with Parkinson's and who live in and around Bracknell.

01276 850286 www.bracknellparkinsons.org

Rethink - Bracknell Community Support

National mental health membership charity that works to help everyone affected by severe mental illness to recover a better quality of life. Local Branch – Bracknell.

0118 9892653 www.rethink.org

Royal Voluntary Service Berkshire

Volunteers across Berkshire who offer help and support so older people can stay independent at home.

01628 636 098 www.royalvoluntaryservice.org.uk

Samaritans Bracknell

A help and support organisation for anyone who would like help and a sympathetic ear, and to befriend the suicidal, despairing or lonely.

01344 455556 www.samaritans.org

SANE UK mental health charity

Support and information to anyone coping with mental illness and their carers.

0300 3047000 www.sane.org.uk

Smoke Free Life Berkshire

Smokefreelife Berkshire is a free service from Solutions 4 Health providing help and support to stop smoking.

0800 622 6360 www.smokefreelifeberkshire.com

Stroke co-ordinators

The community stroke co-ordinator will support people who have had strokes and their family / carers achieve greater independence

01344 306177 / 07712 853579 eastberkshire@stroke.org.uk

Thames Hospice

Thames Hospicecare is a day support care centre providing therapy to cancer sufferers. It is an information centre on cancer and will treat people with other life threatening illnesses. Monday, 9am - 5pm, is an information drop-in for patients, carers and families.

01753 842121 www.thameshospice.org.uk

Thames Valley Positive Support (AIDS/HIV)

Offer practical and emotional support to people living with HIV, their families, partners and carers.

01628 603400 www.tvps.org.uk

Tuesday Stroke Club

Contact Meryl Law on 01344 429098.

Friday Stroke Club

Contact Freda Crookall on 01344 422717.

Wokingham, Bracknell and Districts Mencap

Works to improve the lives and opportunities for people with learning disabilities and their families.

Contact 01344 868076

www.wokinghammencap.org/

YPWD Young people with dementia

To assist in filling this gap in provision for those with young onset dementia and their family and carers. Our aim is to provide meaningful respite that works with current provision over the working week. Run group sessions in Bracknell area.

0118 9495286

www.ypwd.info

Useful Contacts

Bracknell Forest Council	01344 352 000
Bracknell Forest Council Adult Social Care Health and Housing	01344 351 500
Bracknell Urgent Care Centre	01344 551 100
Citizen's Advice Bureau (CAB) - Bracknell	03444 111 306
Community Team for People with a Learning Disability	01344 354 466
Community Mental Health Team	01344 351 630
Community Mental Health Team for Older Adults	01344 823 220
Healthwatch Bracknell Forest	01344 266 911
NHS	111
SIGNAL 4 Bracknell Forest Carers	01344 266 088

Acknowledgements

Bracknell Forest council website www.bracknell-forest.gov.uk

Bracknell Forest Dementia Directory

<http://www.bracknell-forest.gov.uk/Dementia-directory.pdf>

Berkshire Carers Service – Caring in Bracknell Forest

Bracknell Forest helping you Stay Independent Guide

<http://www.bracknell-forest.gov.uk/helping-you-stay-independent-guide.pdf>