



Information from Counsel and Care: 24

counsel + care 
for older people, their families and carers

guide

Information: other useful organisations

This guide contains details about agencies and organisations which you may find useful. They will be able to provide further information about the issues you are interested in. If you are unsure who to contact, please call the Counsel and Care advice line on 0845 300 7585.

Please be aware that inclusion of organisations in this guide does not constitute a recommendation by Counsel and Care.

Counsel and Care is the national charity working with older people, their families and carers to get the best care and support. If you have found our service helpful, please consider making a donation or leaving a legacy in your Will. You can arrange either by telephoning 020 7241 8555 or using the secure service on our website www.counselandcare.org.uk.



www.counselandcare.org.uk
ADVICE LINE: 0845 300 7585 (local call rate)

Your donations, legacies and payroll giving enable Counsel and Care to get the best care and support for older people, their families and carers

Counsel and Care is a national charity; however the creation of the Scottish Parliament, and the Welsh and Northern Ireland Assemblies means there are differences in the ways each region cares for and supports older people. The information in this guide applies essentially to England although there may be similarities with Scotland, Wales and Northern Ireland.

We also produce five separate guides for both Scotland and Wales covering the community care assessment of need process; paying care home fees and making a formal complaint which are the key areas where the policy and legislation differ significantly to England. All of the guides we publish can be downloaded from www.counselandcare.org.uk/helping-you/guides or posted to you by calling our guide orderline on 020 7241 8522.

Contact details	Service provided
<p>The Abbeyfield Society Abbeyfield House 53 Victoria Street St Albans Hertfordshire AL1 3UW</p> <p>Tel.: 01727 857536 Email: enquiries@abbeyfield.com Website: www.abbeyfield.com</p>	<p>A volunteer-led charity providing housing with care to older people.</p>
<p>ACAS (Advisory Conciliation and Arbitration Service) Euston Tower 286 Euston Road London NW1 3JJ</p> <p>National advice line: 08457 474 747 Website: www.acas.org.uk</p>	<p>Offers employment resolution services and advice on employment rights to employers and employees.</p>
<p>Action for Advocacy Action For Advocacy PO Box 31856 Lorimore Square London SE17 3XR</p> <p>Tel.: 020 7820 7868 Email: info@actionforadvocacy.org.uk Website: www.actionforadvocacy.org.uk</p>	<p>This is a resource for advocacy groups and facilitates the growth of new schemes. They may be able to signpost to particular advocacy groups in a local area.</p>
<p>Action on Elder Abuse PO Box 60001 Streatham SW16 9BY</p> <p>Tel.: UK Helpline: 0808 808 8141 Irish Helpline: 1800 940 010 Email: enquiries@elderabuse.org.uk Website: www.elderabuse.org.uk</p>	<p>Action on Elder Abuse (AEA) works to protect, and prevent the abuse of, vulnerable older adults. This organisation runs a helpline in the UK and a helpline in Ireland.</p>
<p>Action for Blind People (South London) 14-16 Verney Road London SE16 3DZ</p> <p>Tel.: 0800 915 4666 Website: www.actionforblindpeople.org.uk</p>	<p>A national organisation will give advice and support to ensure blind and partially sighted people receive practical support in all aspects of their lives.</p>

<p>Advocacy Resource Exchange PO Box 225 Worcester Park KT4 9BG</p> <p>Tel.: 02380 234 904 Email: advocacyfinder@advocacyresource.org.uk Website: www.advocacyresource.net</p>	<p>Organisation which can locate advocacy resources in your local area.</p>
<p>Age Action Ireland (EIRE) 30/31 Lower Camden Street Dublin 2</p> <p>Tel.: +353 (1) 475 6989 Email: info@ageaction.ie Website: www.ageaction.ie</p>	<p>This organisation operates in Eire. It acts as a network of organisations and individuals including older people and carers of older people. It also campaigns for better policies and services for older people.</p>
<p>Age UK (combining Age Concern & Help the Aged) 207-221 Pentonville Road London N1 9UZ</p> <p>Tel.: Age UK Advice: 0800 169 65 65 Website: www.ageuk.org.uk</p>	<p>Age UK provides advice and information for older people through helplines, publications and online. Local Age UK or Age Concerns may be able to provide direct support through a range of services available.</p>
<p>Age Cymru Ty John Pathy 13/14 Neptune Court Vanguard Way Cardiff CF24 5PJ</p> <p>Tel.: Age UK Advice: 0800 169 65 65 Website: www.agecymru.org.uk</p>	<p>Age Cymru provides advice and information for older people about benefits and the health and social care system in Wales. Local Age UK or Age Concerns may be able to provide direct support through a range of services available.</p>
<p>Age NI 3 Lower Crescent Belfast BT7 1NR</p> <p>Tel.: Advice line: 0808 808 7575 Website: www.ageni.org.uk</p>	<p>Age NI provides advice and information for older people about benefits and the health and social care system in Northern Ireland. Local Age UK or Age Concerns may be able to provide direct support through a range of services available.</p>
<p>Age Scotland Causewayside House 160 Causewayside Edinburgh EH9 1PR</p> <p>Scottish Helpline for Older People: 0845 125 9732 Website: www.agescotland.org.uk</p>	<p>Age Scotland provides advice and information for older people about benefits and the health and social care system in Scotland. Local Age UK or Age Concerns may be able to provide direct support through a range of services available. The website has further contacts for North, East/Central, South and West Scotland.</p>

<p>Al Anon 61 Great Dover Street London SE1 4YF</p> <p>Tel.: 020 7403 0888 Email: enquiries@al-anonuk.org.uk Website: www.al-anonuk.org.uk</p>	<p>Al Anon family groups provide support to anyone who has been affected by someone else's drinking.</p>
<p>Alcoholics Anonymous General Service Office PO Box 1 10 Toft Green York YO1 7ND</p> <p>Helpline.: 0845 769 7555 Email: aanewcomer@runbox.com Website: www.alcoholics-anonymous.org.uk</p>	<p>An organisation which helps people who have alcohol dependency and who are seeking help. They can support people of all ages.</p>
<p>Alzheimer's Society Devon House 58 St Katherine's Way London E1W 1JX</p> <p>Tel: 020 7423 3500 Helpline- 0845 300 0336 Email: enquiries@alzheimers.org.uk Website: www.alzheimers.org.uk</p>	<p>Publishes leaflets and gives information and advice to people who live with dementia and their carers. Can provide details of local groups and campaigns on behalf of people with dementia.</p>
<p>Alzheimer's Scotland 22 Drumsheugh Gardens Edinburgh EH3 7RN</p> <p>Tel.: 0808 808 3000 Email: alzheimers@alzscot.org Website: www.alzscot.org</p>	<p>Publishes leaflets and gives information and advice to people who live with dementia and their carers in Scotland. Can provide details of local groups and campaigns on behalf of people with dementia.</p>
<p>Anchor Staying Put 2nd Floor 25 Bedford Street London WC2E 9ES</p> <p>Tel.: 0207 759 9100 Helpline-0845 140 2020 Email: contact@anchor.org.uk Website: www.anchor.org.uk</p>	<p>Provides guidance and assistance to carry out repairs, improvements, or adaptations necessary to help people living in England continue living in their own home.</p>

<p>Arthritis Care 18 Stephenson Way London NW1 2HD</p> <p>Helpline: 0808 800 4050 Email: info@arthritiscare.org.uk Website: www.arthritiscare.org.uk</p>	<p>This organisation provides information about arthritis through the helpline. It can also put people in touch with local groups which support both those with arthritis and their carers.</p>
<p>Benefit Enquiry Line 201 Red Rose House Lancaster Road Preston PR1 1HB</p> <p>Tel.: 0800 88 22 00 Website: www.dwp.gov.uk</p>	<p>Advice and information for people on a low income and with disabilities, along with their carers and representatives, about social security benefits and how to claim them.</p>
<p>Benefit Enquiry Line (Northern Ireland) Tel.: 0800 220 674</p>	<p>Can help with enquiries about benefits, benefits calculation, and completion of forms.</p>
<p>Bladder & Bowel Foundation Satra Innovation Park Rockingham Road Kettering NN16 9JH</p> <p>Tel.: 01536 533 255 Email: info@bladderandbowelfoundation.org Website: www.bowlandbladderfoundation.org</p>	<p>Produces quarterly newsletters and give information and support on continence issues.</p>
<p>Bridgefast Bridgefast Management Ltd Copenhagen Court 32 New Street Basingstoke Hampshire RG21 7DT</p> <p>Tel.: 0845 053 0089 Email: enquiries@bridgefast.co.uk Website: www.bridgefast.co.uk</p>	<p>An independent property and sales management company who will organise the sale of property belonging to people moving into a care home. They support people who have no carers or relatives to help them, but can also help carers do this.</p>
<p>British Association for Counselling and Psychotherapy BACP House 15 St John's Business Park Lutterworth Leicestershire LE17 4HB</p> <p>Tel.: 01455 883 316 Email: bacp@bacp.co.uk Website: www.bacp.co.uk</p>	<p>Membership organisation for counsellors. The BACP will provide a list of counsellors in your area.</p>

<p>British Heart Foundation Greater London House 180 Hampstead Road NW1 7AW</p> <p>Tel.: 020 7554 0000 Helpline- 0300 330 3311 Email: internet@bhf.org.uk Website: www.bhf.org.uk/</p>	<p>Gives advice and information about heart conditions, as well as funding research, education and care.</p>
<p>British Red Cross British Red Cross UK Office 44 Moorfields London EC2Y 9AL</p> <p>Tel.: 0844 871 1111 Email: information@redcross.org.uk Website: www.redcross.org.uk</p>	<p>They offer a range of services, including care in the home and transport assistance. Can provide details of loan services for equipment such as wheelchairs.</p>
<p>Care & Repair Cymru Norbury House Norbury Road Fairwater Cardiff CF5 3AS</p> <p>Tel.: 029 20576 286 Email: enquiries@careandrepair.org.uk Website: www.careandrepair.org.uk</p>	<p>Provides information about home improvements in Wales and how to arrange these if you have no local Home Improvement Agency in your area.</p>
<p>Care & Repair England The Renewal Trust Business Centre 3 Hawksworth Street Nottingham NG3 2EG</p> <p>Tel.: 0115 950 6500 Email: catrionasaxton@careandrepair-england.org.uk Website: www.careandrepair-england.org.uk</p>	<p>Provides information about home improvements in England and how to arrange these if you have no local Home Improvement Agency in your area.</p>
<p>Care & Repair Scotland 135 Buchanan Street Suite 2.5 Glasgow G1 2JA</p> <p>Tel.: 0141 221 9879 Email: forum@care-repair-scot.org.uk Website: www.careandrepairsotland.co.uk</p>	<p>Provides information about home improvements in Scotland and how to arrange these if you have no local Home Improvement Agency in your area.</p>

<p>Care Quality Commission (CQC) Finsbury Tower 103 - 105 Bunhill Row London EC1Y 8TG</p> <p>Tel.: 03000 61 61 61 Email: enquiries@cqc.org.uk Website: www.cqc.org.uk</p>	<p>New regulator of social care, health care and services for people detained under the Mental Health Act, from April 2009. Responsible for regulating and monitoring all services provided by care homes, home care agencies, hospitals and health services in England. Can also arrange for the investigation of complaints about these services.</p>
<p>Care Standards Inspectorate for Wales Care and Social Services Inspectorate Wales Cathays Park Cardiff CF10 3NQ</p> <p>Tel.: 01443 848 450 Email: cssiw@wales.gsi.gov.uk Website: www.cssiw.org.uk</p>	<p>Responsible for regulating and monitoring care services provided by care homes and home care agencies in Wales. Can also arrange for the investigation of complaints about these services.</p>
<p>Carers Allowance Unit Palatine House Lancaster Road Preston Lancashire PR1 1HB</p> <p>Tel.: 01253 856123 Website: www.dwp.gov.uk</p>	<p>Contact them for more details about Carers Allowance and making an application for this benefit.</p>
<p>Carers UK 20 Great Dover Street London London SE1 4LX</p> <p>Tel.: 0207 378 4999 CarersLine: 0808 808 7777 Email: info@carersuk.org Website: www.carersuk.org/Home</p>	<p>Provides advice, information and support to carers and can provide details of your local carers group.</p>

<p>The Cinnamon Trust 10 Market Square Hayle Cornwall TR27 4HE</p> <p>Tel.: 01736 757900 Email: admin@cinnamon.org.uk Website: www.cinnamon.org.uk</p>	<p>Provides information about keeping a pet in old age. Has details of care homes which will allow people to take pets, and can arrange for pets to be cared for if someone dies or can no longer look after them.</p>
<p>Citizens Advice Bureau (CAB)</p> <p>Website: www.adviceguide.org.uk</p>	<p>Details of your local CAB can be found on the website or in your local phone book. Each CAB provides free, independent and confidential advice on a wide range of issues, including benefits, debt and legal issues.</p>
<p>Community Legal Advice</p> <p>Tel. (for general advice): 0845 345 4 345 Tel. (to find a solicitor): 0845 608 1122 Website: www.clsdirect.org.uk</p>	<p>The Community Legal Service helps people find the right legal information and advice to solve problems. Counsel and Care is affiliated to the Community Legal Service.</p>

<p>Consumer Credit Counselling Service Wade House Merrion Centre Leeds LS2 8NG</p> <p>Helpline: 0800 138 11 11 Email: contactus@cccs.co.uk Website: www.cccs.co.uk</p>	<p>The charity provides free debt advice for people of all ages. Helpline advisers can offer immediate help, self-help material and access to counselling appointments. The service will help negotiate with lenders if necessary.</p>
<p>Consumer Direct</p> <p>Tel.: 08454 04 05 06 Website: www.consumerdirect.gov.uk</p>	<p>This organisation can give information and advice to consumers to help them choose the right products and services. They also deal with complaints about traders. They are funded by the OFT and delivered in partnership with LA Trading Standards services.</p>
<p>Contact the Elderly 15 Henrietta Street Covent Garden London WC2E 8QG</p> <p>Tel.: 0207 240 0630 Freephone-0800 716 543 Website: www.contact-the-elderly.org</p>	<p>A national voluntary organisation which provides companionship and outings for older people who live alone.</p>
<p>Counsel and Care Twyman House 16 Bonny Street London NW1 9PG</p> <p>Helpline: 0845 300 7585</p> <p>Email: advice@counselandcare.org.uk Website: www.counselandcare.org.uk</p>	<p>The national charity working with older people, their families and carers to get the best care and support. We provide personalised, in-depth advice and information, which informs our research and campaigning work.</p>
<p>Crossroads Caring for Carers 10 Regent Place Rugby Warwickshire CV21 2PN</p> <p>Tel.: 0845 450 0350 Website: www.crossroads.org.uk</p>	<p>Their services enable carers to have time to themselves and a break from their caring responsibilities. They have schemes in most parts of England and Wales, which provide a range of services to meet local needs.</p>

<p>Cruse - Bereavement Care PO Box 800 Richmond Surrey TW9 1RG</p> <p>Tel.: 0844 477 9400 Email: helpline@cruse.org.uk Website: www.crusebereavementcare.org.uk</p>	<p>Cruse offers advice and information on bereavement. It also publishes leaflets and has counsellors to answer letters and calls.</p>
<p>Disability Living Allowance and Attendance Allowance Unit Warbreck House Warbreck Hill Blackpool Lancashire FY2 0YE</p> <p>Tel.: 08457 123 456 Website: www.direct.gov.uk</p>	<p>Provides information about this non means-tested benefit for over-65s and can help you make a claim.</p>
<p>Dementia UK 6 Camden High Street London NW1 OJH</p> <p>Helpline: 0845 257 9406 Email: info@dementiauk.org Website: www.dementiauk.org</p>	<p>They can give support to carers of people with dementia. They also run the Admiral Nurse Service. This is a service specialised in caring for a person with dementia and is available in certain areas. The helpline is open on Tuesdays 10am-4pm and 6pm-9pm and on Thursdays 6pm-9pm.</p>
<p>Department for Work and Pensions Public Enquiry Office Room 112 The Adelphi 1-11 John Adam Street London WC2N 6HT</p> <p>Website: www.dwp.gov.uk</p>	<p>The government department which runs the pension system in the UK. You can contact them for benefits claim forms. If your enquiry is pension related call the Pension Services at 0845 60 60 265. If your enquiry relates to other benefits call the Benefit Enquiry line 0800 88 22 00.</p>
<p>Dignity in Dying 181 Oxford Street London W1D 2JT</p> <p>Tel.: 0870 777 7868 Email: info@dignityindying.org.uk Website: www.dignityindying.org.uk</p>	<p>Campaigns for patient choice at the end of life. Provides information and advice about end-of-life issues, including an advance decision toolkit.</p>

<p>Disabled Living Centres Council Redbank House 4 St. Chad Street Manchester M8 8QQ</p> <p>Tel.: 0870 7702 866 Website: www.assist.uk.org</p>	<p>Has information about Disabled Living Centres throughout the UK, and is the national voice for independent living. Disabled Living Centres give information and advice about products which can enable disabled and older people to live independently.</p>
<p>Disabled Living Foundation 380-384 Harrow Road London W9 2HU</p> <p>Helpline: 0845 130 9177 Email: info@dlf.org.uk Website: www.dlf.org.uk</p>	<p>Assists older and disabled people to find suitable equipment to help them achieve greater mobility and independence. Bathroom aids and adaptations can be bought directly from this website http://gus.dlf-data.org.uk/.</p>
<p>Disability Law Service 39-45 Cavell Street London E1 2BP</p> <p>Tel.: 020 7791 9800 Email: advice@dls.org.uk Website: www.dls.org.uk</p>	<p>Provides free telephone advice for disabled people, their families and carers. Provides specialist support for advocates and advisers of disabled people.</p>
<p>Eaga Eaga House Archbold Terrace Newcastle upon Tyne NE2 1DB</p> <p>Tel.: 0191 247 3800 Website: www.eagagroup.com</p>	<p>Information relating to getting grants for insulation and heating improvements, including the instalment of central heating. Administers the Warm Fronts Grants scheme.</p>
<p>Eldercare Solutions 2nd Floor Trevelyan House 7 Church Road Welwyn Garden City AL8 6NT</p> <p>Tel.: 01707 368 945 Email: advice@eldercaregroup.co.uk Website: www.eldercare-solutions.co.uk</p>	<p>Provides financial advice about paying for long-term care, including care fees payment plans. They can also support with the sale and management of properties that being sold to pay for care.</p>

<p>Elderly Accommodation Counsel 3rd Floor 89 Albert Embankment London SE1 7TP</p> <p>Tel.: 0207 820 1343 / 0800 377 707 Email: enquiries@eac.org.uk Website: www.housingcare.org</p>	<p>Information and advice about all forms of accommodation including care homes and housing with care for older people to rent or buy in all parts of the United Kingdom.</p>
<p>Energy Saving Trust 21 Dartmouth Street London SW1H 9BP</p> <p>Tel.: 0800 512 012 Website: www.energysavingtrust.org.uk</p>	<p>Can provide information about energy grants and discounts available for older people, as well as energy efficient measures you can take.</p>
<p>Equality and Human Rights Commission</p> <p>Helpline- 0845 604 6610</p>	<p>Guide you through the rights you have and the situations in which they apply.</p>
<p>The Far East Prisoners of War Association National Welfare Adviser Steve Cairns OBE 136 Taunton Road North Petherton Bridgewater Somerset TA6 6NN</p> <p>Tel.: 01278 663 127 Email: fepow@btinternet.com Website: www.fepow.org.uk</p>	<p>The association provides help and advice to Far Eastern prisoners of war and provides a welfare service. They may also be able to provide small grants.</p>
<p>Financial Services Authority 25 The North Colonnade Canary Wharf London E14 5HS</p> <p>Consumer helpline.: 0300 500 5000 Website www.fsa.gov.uk</p>	<p>An independent non-governmental body which regulates the financial sector including companies providing financial plans for pensions and payment of care home fees.</p>

<p>Fold Staying Put Fold Housing Trust 3-7 Reburn Square Holywood County Down BT18 9HZ</p> <p>Tel.: 02890 428314 Email: info@foldgroup.co.uk Website: www.foldgroup.co.uk</p>	<p>Coordinating body for home improvement agencies in Northern Ireland.</p>
<p>Foundations Bleaklow House Howard Town Mill Glossop Derbyshire SK13 8HT</p> <p>Tel.: 0845 864 5210 Email: foundations@cel.co.uk Website: www.foundations.uk.com</p>	<p>This is the national coordinating body for Housing Improvement Agencies, and can locate an agency in your local area.</p>
<p>Friends of the Elderly 40-42 Ebury Street London SW1W 0LZ</p> <p>Tel: 0207 730 8263 Email: enquiries@fote.org.uk Website: www.fote.org.uk</p>	<p>Has day centres and care homes. Also provides home care and charitable help in certain parts of the UK.</p>
<p>General Medical Council (GMC) 350 Euston Road London NW1 3JN</p> <p>General enquiries: 0845 357 8001 Email: gmc@gmc-uk.org Website: www.gmc-uk.org</p>	<p>Will investigate when it is alleged that doctors are not fit to practice. Will not deal with other complaints but these can be directed to the Health Service Ombudsman.</p>

<p>General Social Care Council (GSCC) Goldings House 2 Hay's Lane London SE1 2HB</p> <p>Tel: 0845 0700630 Email: registration@gsc.org.uk Website: www.gsc.org.uk</p> <p><u>Northern Ireland Social Care Council</u> 7th Floor, Millennium House Great Victoria Street Belfast BT2 7AQ</p> <p>Tel 02890 417600 Email info@niscc.n-i.nhs.uk Web www.niscc.info</p> <p><u>Scottish Social Services Council</u> Compass House Discovery Quay 11 Riverside Drive Dundee DD1 4NY</p> <p>Tel 01382 207101 Information service 0845 6030891 Email enquiries@sssc.uk.com Web www.sssc.uk.com</p> <p><u>Care Council for Wales</u> 6th Floor, West Wing South Gate House Wood Street Cardiff CF10 1EW</p> <p>Tel 029 2022 6257 Email info@ccwales.org.uk Web www.ccwales.org.uk</p>	<p>A non-departmental public body responsible for social work codes of practices and setting standards of conduct for social care workers and their employers. It is possible to check a social worker's registration online via the GSCC website.</p>
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<p>The Health Service Ombudsman The Parliamentary and Health Service Ombudsman Millbank Tower Millbank London SW1P 4QP</p> <p>Tel.: 0345 015 4033 Email: phso.enquiries@ombudsman.org.uk Website: www.ombudsman.org.uk</p>	<p>Will investigate complaints about NHS care that cannot be resolved at a local level.</p>
<p>Holiday Care (Tourism for all) The Hawkins Suite Enham Place Enham Alamein Andover SP11 6JS</p> <p>Tel.: 0845 124 9971 Email: info@tourismforall.org.uk Website: www.holidaycare.org.uk</p>	<p>Provides information about transport, accommodation, visitor attractions, activity holidays and respite care establishments particularly relating to the needs of older people.</p>
<p>Home Heat Helpline</p> <p>Tel.:0800 33 66 99 Website: www.homeheathelpline.org</p>	<p>Offers impartial advice to low income households about what can be done to help people keep their home warm and well-insulated during the winter. The helpline is also dedicated to helping people who experience fuel poverty.</p>
<p>Home Improvement Trust 7 Mansfield Road Nottingham NG1 3FB</p> <p>Tel.: 0115 934 9511 Email: info@hitrust.org Website: www.improvementtrust.fsbusiness.co.uk</p>	<p>May be able to help if you want to release equity specifically to pay for repairs, improvements or adaptations.</p>
<p>Homeshare Association (NAAPS)</p> <p>6 The Cotton Exchange Old Hall Street Liverpool L3 9LQ</p> <p>Tel.: 0151 227 3499 Email: Deborah@naaps.org.uk Website: www.naaps.org.uk</p>	<p>Coordinated by the National Association of Adult Placement Schemes, they can match a 'homesharer' with a tenant who provides an agreed amount of support in exchange for housing.</p>

<p>Housing Mobility and Exchange Service</p> <p>Tel.: 0845 021 2020 Email: customer.services@homes.org.uk Web: www.direct.gov.uk/socialhousing</p>	<p>This is an organisation which works with Registered Social Landlords and local authorities offering a range of services to help tenants move house. This includes people who have special needs or disabilities.</p>
<p>IFA Promotions 2nd Floor 117 Farringdon Rd London EC1R 3BX</p> <p>Email: contact@ifap.org.uk Website: www.unbiased.co.uk</p>	<p>Holds details of Independent Financial Advisors throughout the UK.</p>
<p>Independent Age 6 Avonmore Road London W14 8RL</p> <p>Tel.: 020 7605 4200 Website: www.independentage.org.uk</p>	<p>Can assist older people on low incomes by providing regular and emergency grants, aids and adaptations, and help with care home fees.</p>
<p>Independent Living</p> <p>Website: www.independentliving.co.uk/</p>	<p>Provides information about aids and adaptations for use in the home.</p>
<p>The International Pension Centre Tyneview Park Newcastle Upon Tyne NE98 1BA</p> <p>Tel.: 0191 218 7777</p>	<p>This is a team within the Department for Work and Pensions which can deal with overseas enquiries about UK benefits for overseas customers.</p>
<p>Intune 207 – 221 Pentonville Road London N1 9UZ</p> <p>Tel: 020 7239 1991 Website: www.intunegroup.co.uk</p>	<p>Financial advice service offering a range of products for older people. Can provide quotations and information about home, car and travel insurance and personal finances.</p>
<p>Jobcentre Plus</p> <p>Website: www.jobcentreplus.gov.uk</p>	<p>Holds Social Fund loan forms and grant forms. There are local offices and telephone numbers around the country, look in your local telephone directory to find your nearest office.</p>

<p>Joint Council for the Welfare of Immigrants 115 Old Street London EC1V 9RT</p> <p>Tel.: 020 7251 8708 Email: info@jcwi.org.uk Website: www.jcwi.org.uk</p>	<p>Advice, information and representation on immigration, refugee issues and nationality. The helpline is open on Tuesday and Thursday from 2-5pm.</p>
<p>Local Government Ombudsman (LGO) PO Box 4771 Coventry CV4 0EH</p> <p>Tel.: 024 7682 1960 Email- advice@lgo.org.uk Website: www.lgo.org.uk</p>	<p>Investigates complaints about council Social Services. The complaints must generally have been through the Social Services' complaints procedures before the LGO will take on a case. From April 2010, the LGO will take on the role of investigating complaints for those who pay for their care in full (self-funders).</p>

Macmillan Cancer Support

89 Albert Embankment
London
SE1 7UQ

Tel.: 0808 808 00 00

Website: www.macmillan.org.uk

Marie Curie Cancer Care (England)

89 Albert Embankment
London
SE1 7TP

Tel.: 0207 599 7777

Website: www.mariecurie.org.uk

Email enquiries accepted via above website using
their online email form

Marie Curie (Scotland)

14 Links Place
EH6 7EB

Tel.: 0131 561 3900

Marie Curie (Wales)

Block C Mamhilad House
Mamhilad Park Estate
Pontypool
Torfaen
NP4 0HZ

Tel.: 01495 740 888

Marie Curie (NI)

60 Knock Road
Belfast
BT5 6LQ

Tel.: 0289088 2060

A national charity which works to improve the quality of life of people living with cancer.

A UK charity whose main purpose is to support people with cancer but also provide assistance to others with life limiting illnesses. The service is free of charge to patients and their families.

<p>Mind (National Association for Mental Health) 15-19 Broadway London E15 4BQ</p> <p>Info Line: 0845 766 0163 Email: contact@mind.org.uk Website: www.mind.org.uk</p>	<p>They can give advice on any issues surrounding mental health and mental illness to individuals and their carers. Provides a number of useful factsheets.</p>
<p>Motability Wheelchair and Scooter Scheme Route 2 Mobility Newbury Road Enham Alamein Andover Hampshire SP11 6JS</p> <p>Tel.: 0845 607 6260 Website: www.motability.co.uk</p>	<p>Holds details of mobility schemes for the disabled. These schemes can arrange adapted cars or electric wheelchairs for people receiving mobility allowance.</p>
<p>MRSA Action UK</p> <p>Tel.: 01337 841098 Website: www.mrsaactionuk.net</p>	<p>Aims to raise public awareness and to influence Government and healthcare providers in the challenge to prevent MRSA and all healthcare associated infections.</p>
<p>National Care Association 45-49 Leather Lane London EC1N 1TJ</p> <p>Tel.: 0207 831 7090 Email: info@ncha.gb.com Website: www.nca.gb.com/</p>	<p>Provides information for care professionals and members of the public about the independent care sector.</p>
<p>National Centre for Independent Living 4th Floor, Hampton House 20 Albert Embankment London SE1 7TJ</p> <p>Tel.: 020 7587 1663 Email: info@ncil.org.uk Website: www.ncil.org.uk</p>	<p>An organisation run by and for disabled people promoting independent living and the use of Direct Payments. Provides information on personal assistance schemes across the United Kingdom.</p>

<p>National Council for Palliative Care The Fitzpatrick Building 188-194 York Way London N7 9AS</p> <p>Tel.: 020 7697 1520 Email: enquiries@ncpc.org.uk Website: www.ncpc.org.uk</p>	<p>The umbrella organisation for all those who are involved in providing, commissioning and using palliative care and hospice services in England, Wales and Northern Ireland.</p>
<p>NHFA (Nursing Home Fees Agency) NHFA Freepost (SCE12765) St Leonards House Mill Street Eynsham Oxford OX29 4JX</p> <p>Advice Line.: 0800 99 88 33 Email: enquiries@nhfa.co.uk Website: www.nhfa.co.uk</p>	<p>The NHFA are independent financial advisors who can provide information about care home fees and funding a place in a care home. They can also advise on long-term insurance policies for care home fees.</p>
<p>NHS Direct Riverside House 2a Southwark Bridge Road London EC1V 9NR</p> <p>Tel.: 0845 46 47 Website: www.nhsdirect.nhs.uk/</p>	<p>Provides information about NHS treatments and services. Health advice and diagnosis can be obtained via the telephone helpline. Can also give you details of your local Primary Care Trust or Strategic Health Authority.</p>
<p>NHS 24 Tel.: 08454 24 24 24 Website: www.nhs24.com</p>	<p>Provides a telephone health advice and information service for people in Scotland.</p>
<p>Nursing and Midwifery Council 23 Portland Place London W1B 1PZ</p> <p>Tel.: 020 7637 7181 Website: www.nmc-uk.org</p>	<p>The regulatory body for the nursing and midwifery profession.</p>
<p>Office of Fair Trading Enquiries Unit Office of Fair Trading Fleetbank House 2-6 Salisbury Square London EC4Y 8JX</p> <p>Tel.: 0845 404 0506 Email: enquiries@oft.gsi.gov.uk Website: www.oft.gov.uk</p>	<p>Gives advice about trading laws and buyers' rights including care home contract terms and conditions.</p>

<p>Office of Public Guardian and the Court of Protection Office of the Public Guardian Archway Tower 2 Junction Road London N19 5SZ</p> <p>Tel.: 0300 456 0300 Email: customerservices@publicguardian.gsi.gov.uk Website: www.publicguardian.gov.uk</p>	<p>Arranges for the finances of someone who lacks mental capacity to be secured and spent on their behalf.</p>
<p>Older People’s Advocacy Alliance (OPAAL) Beth Johnson Foundation Parkfield House 64 Princes Road Hartshill Stoke on Trent ST4 7JL</p> <p>Tel.: 01782 844036 Email: jo@bjf.org.uk Website: www.opaal.org.uk</p>	<p>OPAAL can provide details of local advocacy organisations, and provide strategic direction for the growth of new advocacy groups.</p>
<p>Parkinson’s Disease Society 215 Vauxhall Bridge Road London SW1V 1EJ</p> <p>Tel.: 0808 800 0303 Email: enquiries@parkinsons.org.uk Website: www.parkinsons.org.uk</p>	<p>Advice and information for people with Parkinson’s disease and their carers. Also has information about local support groups.</p>
<p>Patients Association PO Box 935 Harrow Middlesex HA1 3YJ</p> <p>Tel.: 0845 608 4455 Website: www.patients-association.com</p>	<p>Provides patients with an opportunity to raise concerns and share experiences of healthcare. Can provide advice and support about making a complaint about health care services.</p>
<p>Penderel’s Trust Seven Stars Estate Wheler Road Whitley Coventry CV3 4LB</p> <p>Tel.: 0845 0500 862 Email: enquiries@penderelstrust.org.uk Website: www.penderelstrust.org.uk</p>	<p>Staff can support service users who have been given a Direct Payment by social services for their care. This support include advice about employer’s liability insurance, recruitment, management of care money and information about paying staff. The head office number can put individuals in contact with support.</p>

<p>Pension Credit Application Line Tel.: 0800 99 1234</p>	<p>To apply for Pension Credit, or to deal with enquiries about Pension Credit.</p>
<p>The Pension Service Telephone- 0845 301 3011 Website: www.thepensionservice.gov.uk</p>	
<p>Pensions and Overseas Benefits Directorate Overseas Department Tyneview Park Whitley Road, Benton Newcastle-Upon-Tyne NE98 1BA</p> <p>Tel.: 0191 218 7777 (from abroad +44 191 218 7777) Website: www.dwp.gov.uk</p>	<p>Can help with enquiries about moving abroad or back to the UK, and the arrangements for benefits. Can also deal with issues affecting the payment of benefits to those who live overseas.</p>
<p>The Pension Tracing Service</p> <p>Tel.: 0845 6002 537 Online form: www.thepensionservice.gov.uk/atoz/atozdetailed/tracingform.asp.</p>	<p>Can help locate pension funds which people may have lost contact with. Can be used to find private pensions, occupational and personal pension schemes. The service is free of charge.</p>

Pet Fostering Service Scotland

Tel.: 01877 331496

Website: www.pfss.org.uk

**Princess Royal Trust for Carers
London Office**

Unit 14, Bourne Court

Southend Road

Woodford Green

Essex

IG8 8HD

Tel: 0844 800 4361

Fax: 0844 800 4362

Email: info@carers.org

Glasgow Office

Charles Oakley House

125 West Regent Street

Glasgow

G2 2SD

Tel: (0141) 221 5066

Fax: (0141) 221 4623

Email: infoscotland@carers.org

Northern Office

Suite 6, Oak House,

High Street,

Chorley PR7 1DW

Tel: (01257) 234 070

Fax: (01257) 234 105

Email: infochorley@carers.org

Wales Office

Victoria House

250 Cowbridge Road East

Canton

Cardiff

CF5 1GZ

Tel: 02920 221788

Email: infowales@carers.org

Provides temporary assistance for elderly pet owners and their pets if the owner needs to go into hospital or can no longer look after their animal.

Provide information and advice on a wide range of issues concerning carers and the individuals they care for. They have a number of Carers centres across the UK. Enquiries and advice is also provided through dedicated advice lines and their interactive websites.

<p>Public Concern at Work Suite 301 16 Baldwin Gardens London EC1N 7RJ</p> <p>Tel.: 020 7404 6609 Email: helpline@pcaw.co.uk Website: www.pcaw.co.uk</p>	<p>Gives a free confidential 'whistleblowing' advice to people with concerns about malpractice at work. You can remain anonymous.</p>
<p>Public Services Ombudsman for Wales 1 Ffordd yr Hen Gae Pencoed CF35 5LJ</p> <p>Tel.: 01656 641 150 Email: ask@ombudsman-wales.org.uk Website: www.ombudsman-wales.org.uk</p>	<p>The Ombudsman considers complaints about public bodies in Wales, including local government, the NHS and GPs, and the National Assembly for Wales.</p>
<p>RAF Benevolent Fund 67 Portland Place London W1B 1AR</p> <p>Helpline.: 0800 169 2942 Email: info@rafbf.org.uk Website: www.rafbf.org/</p>	<p>Provides assistance to current and ex-RAF servicemen and women, and their families. This includes charitable assistance.</p>
<p>The Royal Air Forces Association (RAFA) 1171/2 Loughborough Road Leicester LE4 5ND</p> <p>Tel.: 0116 266 5224 Email: welfare@rafa.org.uk Website: www.rafa.org.uk</p>	<p>Provides advice and support for RAF airmen and women, their families and dependents as well as arranging for short respite breaks for carers and residential and sheltered housing.</p>
<p>The Royal National Institute for the Blind 105 Judd Street London WC1H 9NE</p> <p>Helpline.: 0303 1239 999 Email: helpline@rnib.org.uk Website: www.rnib.org.uk</p>	<p>Offers information, advice and support for people in the UK who have sight problems including talking books and other equipment. It campaigns to eradicate eye disease and can put you in touch with specialist services and give details of local support groups and services.</p>

<p>The Royal National Institute for the Deaf 19-23 Featherstone Street London EC1Y 8SL</p> <p>Helpline.: 0808 808 0123 Textphone: 0808 808 9000 Email: informationline@rnid.org.uk Website: www.rnid.org.uk</p>	<p>Campaigns on behalf of people with hearing impairments. Also offers advice, information and support for these people including sign language services.</p>
<p>The Royal Naval Benevolent Trust Castaway House 311 Twyford Avenue Portsmouth PO2 8RN</p> <p>Tel: 023 9269 0112 Email: rnbt@rnbt.org.uk Website: www.rnbt.org.uk</p>	<p>Provides financial advice and grants for older people, including supplementing incomes. Also runs a care home specifically for ex-Servicemen of the Royal Navy.</p>
<p>The Relatives and Residents Association 24 The Ivories 6-18 Northampton Street London, N1 2HY</p> <p>Tel.: 0207 359 8136 Email: info@relres.org Website: www.relres.org</p>	<p>Offer information and support to all involved in long term care.</p>
<p>The Rowan Organisation Eliot Park Innovation Barling Way Nuneaton CV10 7RH</p> <p>Tel.: 0845 608 8048 Website: www.therowan.org</p>	<p>A national organisation of disabled people which provides disabled people with access to information, services and resources in order to increase their opportunity for independence and enable them to make informed choices about their future.</p>

<p>Royal British Legion 199 Borough High Street London SE1 1AA</p> <p>LegionLine.: 0845 725 725 Website: www.britishlegion.org.uk</p>	<p>Charity offering help to ex-service men and women and their families.</p>
<p>Royal British Legion's Ex-Service Homes Referral Agency 199 Borough High Street London SE1 1AA</p> <p>Tel.: 08457 725 725</p>	<p>Can assist in finding a care home placement for an ex-Serviceman or woman.</p>
<p>Royal Commonwealth Ex-Services League 199 Borough High Street London SE1 1AA</p> <p>Tel.: 0203 207 2413 Website: www.commonwealthveterans.org.uk</p>	<p>Assist ex-servicemen and women through charitable funding.</p>
<p>Saga Long Term Care Funding Advice Service</p> <p>Tel.: 0800 056 6101 Website: www.saga.co.uk/ltc</p>	<p>Provides free impartial advice and information about care home fees and funding a place in a care home. They can also advise on long-term insurance policies for care home fees.</p>
<p>ScotsCare 37 King Street London WC2E 8JS</p> <p>Helpline: 0800 652 2989 Email: info@scotscare.com Website: www.scotscare.com</p> <p>Scottish Commission for the Regulation of Care Compass House Discovery Quay 11 Riverside Drive Dundee DD1 4NY</p> <p>Tel.: 0845 603 0890 Website: www.carecommission.com/</p>	<p>A charity for Scottish people of all ages living in London providing advice and support on a range of issues including housing and homelessness, befriending and social isolation. May also be able to provide financial support. They run a number of homes in London.</p> <p>Responsible for regulating and monitoring care services provided by care homes and home care agencies in Scotland. Can also arrange for the investigation of complaints about these services.</p>

<p>Scottish Independent Advocacy Alliance (SIAA) Melrose House 69a George Street Edinburgh EH2 2JG</p> <p>Tel.: 0131 260 5380 Website: www.siaa.org.uk</p>	<p>SIAA promotes the development of independent advocacy organisations in Scotland. It can help find local advocacy groups in your area.</p>
<p>Scottish Public Services Ombudsman 4 Melville Street Edinburgh EH3 7NS</p> <p>Tel : 0800 377 7330 Email: ask@spsso.org.uk Website: www.scottishombudsman.org.uk</p>	<p>Will consider complaints about public bodies, including the NHS and local government organisations.</p>
<p>Scottish Veterans Residences Whiteford House 53 Canongate Edinburgh EH8 8BS</p> <p>Tel.: 0131 556 0091 Email: info@svronline.org Website: www.svronline.org</p>	<p>Residential accommodation for ex-servicemen in Scotland. Provides low to medium dependency support in shared homes.</p>
<p>Service Personnel and Veterans Agency Norcross Thornton Cleveleys Lancashire FY5 3WP</p> <p>Helpline.: 0800 169 22 77 From overseas: +44 1253 866043 Email: veterans.help@spva.gsi.gov.uk Website: www.veterans-uk.info/</p>	<p>This agency can advise those who were in armed service, as well as their spouses. They can process claims for war pensions and lump sum payments.</p>
<p>Shelter 88 Old Street London EC1V 9HU</p> <p>Tel.: 0808 800 4444 Email: info@shelter.org.uk Website: www.shelter.org.uk</p>	<p>Provides advice and information for those with housing problems. Campaigns for decent housing for all.</p>

<p>Shopmobility PO Box 6641 Christchurch BH23 9DQ</p> <p>Tel.: 08456 442 446 Email: info@shopmobility.org Website: www.shopmobilityuk.org</p>	<p>Gives advice about aids and mobility scooters available to people with a disability. The website can be searched to find local outlets.</p>
<p>The Society of Chiropodists and Podiatrists Head Office 1 Fellmonger's Path Tower Bridge Road London SE1 3LY</p> <p>Tel.: 020 7234 8620 Website: www.feetforlife.org</p>	<p>The Society represents practising chiropodists and podiatrists. They can offer foot care advice and advise on locating a local practice.</p>
<p>Soldiers, Sailors and Airmen's Families Association (SSAFA) 19 Queen Elizabeth Street London SE1 2LP</p> <p>Tel.: 0845 1300 975 Email: info@ssafa.org.uk Website: www.ssafa.org.uk</p>	<p>A national charity helping serving and ex-Service men, women and their families, including widows and widowers in need. Runs a network of local groups.</p>
<p>Solicitors for the Elderly Room 17 Conbar House Mead Lane Hertford Herts SG13 7AP</p> <p>Tel.: 0870 0670282 Email: admin@solicitorsfortheelderly.com Website: www.solicitorsfortheelderly.com/</p>	<p>A national association of solicitors, barristers and legal executives who provide comprehensive and independent legal advice for older people, their family and carers.</p>
<p>The Stroke Association Stroke Information Service 240 City Road London EC1V 2PR</p> <p>Helpline: 0845 3033 100 Email: info@stroke.org.uk Website: www.stroke.org.uk</p>	<p>Funds research into stroke and associated disability. Can provide information about how to cope with a stroke, and supports carers through community services, information services and welfare grants.</p>

<p>TaxAid</p> <p>Tel.: 0845 120 3779</p>	<p>This is a charity which provides free advice to older people who cannot afford to pay for financial advice. They can advise about all tax issues affecting older people.</p>
<p>The Tenant Services Authority (Housing Corporation)</p> <p>Tel.: 0845 230 7000</p> <p>Website: www.tenantservicesauthority.org</p>	<p>Regulator of social housing the UK. They can provide lists of sheltered housing schemes.</p>
<p>Third Age Employment Network 207-221 Pentonville Road London N1 9UZ</p> <p>Tel: 020 7843 1590 Email: info@taen.org.uk Website: www.taen.org.uk</p>	<p>Provides signposting for older people looking for work. They can advise about employment, training and career development issues.</p>
<p>Turn2us</p> <p>Tel- 0808 808 2000</p> <p>Website- www.turn2us.org.uk</p>	<p>An organisation offering information about charitable help.</p>
<p>United Kingdom Home Care Association (UKHCA) Group House 2nd Floor 52 Sutton Court Road Sutton Surrey SM1 4SL</p> <p>Tel.: 0208 288 5291 Website: www.ukhca.co.uk</p>	<p>The independent representative of providers of domiciliary care. Can provide information about local agencies.</p>
<p>Victim Support</p> <p>Helpline.: 0845 30 30 900 Email: supportline@victimsupport.org.uk Website: www.victimsupport.org.uk</p>	<p>Provide support for the victims of crime. Regional office details are available on their website, or in your local telephone directory.</p>
<p>Vitalise 12 City Forum 250 City Road London EC1V 8AF</p> <p>Tel.: 0845 345 1972 Website: www.vitalise.org.uk</p>	<p>This is a national charity which provides holidays for disabled and visually impaired people. It enabled carers to have a break, and also provides opportunities for volunteering.</p>

<p>Volunteering England Regents Wharf 8 All Saints Street London N1 9RL</p> <p>Tel.: 0845 305 6979 Email: volunteering@volunteeringengland.org Website: www.volunteering.org.uk</p>	<p>This charity can provide details of local voluntary centres recruiting volunteers.</p>
<p>War Widows' Association c/o 199 Borough High Street London SE1 1AA</p> <p>Tel.: 0845 2412 189 Website: www.warwidowsassociation.org.uk</p>	<p>A campaigning organisation which represents war widows and dependents to ensure better services for those who experience bereavement of someone who served in the Armed Forces and died as a result of this Service.</p>
<p>Warm Front Tel.: 0800 316 2805 Email: enquiry@eaga.co.uk Website: www.warmfront.co.uk</p>	<p>The body which provides grants for heating and insulation improvements in England.</p>
<p>Winter Fuel Payments Helpline Tel.: 08459 15 15 15 Website: www.thepensionersservice.gov.uk/winterfuel/helpline.asp</p>	<p>For information and advice about the Winter Fuel Payments scheme.</p>
<p>Witness 32-36 Loman Street London SE1 0EH</p> <p>Helpline.: 08454 500 300 Email: info@witnessagainstabuse.org.uk Website: www.popan.org.uk/</p>	<p>Advises and supports people who have been abused by health or social care professionals and aims to prevent future abuse.</p>
<p>Women's Royal Voluntary Service Garden House Milton Hill Steventon Abingdon OX13 6AD</p> <p>Tel.: 029 2073 9000 Website: www.wrvs.org.uk</p>	<p>Practical support for older and disabled people.</p>

Our advice workers can advise on a wide range of issues affecting older people, their families and carers. Counsel and Care produce a range of guides which can be downloaded from our website www.counselandcare.org.uk, or requested by calling our guide order line on 020 7241 8522.

This guide is not a full explanation of the law and is aimed at people over 60.

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