

14. USEFUL CONTACTS

Please note: Not all organisations listed will be available 24 hours a day or seven days a week but most will have an answer phone facility for you to leave a message if they are not available at the time of your call.

AA (Automobile Association) Disability Helpline	0800 262050
Abbeyfield Society	01727 857536 www.abbeyfield.com
Access Centre (for social care)	0845 607 2000
Accident and Emergency	
- Worcestershire Royal Hospital	01905 763333
- Alexandra Hospital, Redditch	01527 503030
Action for Blind People (National helpline)	0800 915 4666 www.afbp.org
ADHD Information (via Contact a Family)	0808 808 3555 www.caf.org.uk
Admiral Nurses (dementia care)	0845 257 9406 www.fordementia.org.uk
Adult & Community Services	0845 607 2000 www.worcestershire.gov.uk
Advocacy Service	
- Onside Independent Advocacy Service	0844 2489248 www.onside-advocacy.org.uk

Age Concern

- Bromsgrove & District	01527 871840
- Droitwich & District	01905 772126
- Evesham	01386 422350
- Pershore	01386 555744
- Herefordshire & Worcestershire	01905 726652
- Kidderminster & Wyre Forest	01562 827788
- Malvern	01684 560666
- Redditch	01527 584653
- Worcester & District	01905 724294
- Worcestershire Carers Sitting Service	01905 726652
- National	0800 00 9966

www.ageconcern.org.uk

Anchor Retirement Housing	08457 758595 www.anchorhousing.org.uk
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Alzheimer's Society National Helpline	0845 300 0336 01905 221915 www.alzheimers.org.uk
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Autism West Midlands (General Information)	0121 450 7575 www.autismwestmidlands.org.uk
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Benefits Agency (Jobcentre Plus offices)	
- Evesham	01386 504200
- Malvern	01684 612500
- Kidderminster	01562 623800
- Redditch	01527 590000
- Worcester	01905 684600
- Bromsgrove	01527 483600
	www.jobcentreplus.gov.uk

Benefits Enquiry Helpline	0800 88 22 00 www.dwp.gov.uk
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British Association for Counselling and Psychotherapy
0870 443 5252
www.bacp.co.uk

British Heart Foundation
08450 708070
www.bhf.org.uk

British Humanist Society
020 7079 3580
www.humanism.org.uk

British Lung Foundation (Helpline)
- Midlands
08458 505020
0116 249 5780
www.lunguk.org

British Red Cross - Worcester
01905 450400
www.redcross.org.uk

Home From Hospital scheme
- Bromsgrove and Redditch
- Worcester
01527 488106
01905 760504

Medical Equipment Loans
- Worcestershire
01905 450400

British Telecom Age & Disability Service
-to report a fault
0800 800150
0800 800151
www.bt.com/age_disability

Calibre Audio Cassette Library
01296 432339
www.calibre.org.uk

Card Network
0845 1231292
www.ceacard.co.uk

Care Aware Helpline (Older People)
08705 134925
www.careaware.co.uk

Care & Repair -South Worcestershire
-Wychavon
-North Worcestershire
01905 721127
01386 565263
01527 534106
www.careandrepair-england.org.uk

Carers UK (Helpline)
0808 808 7777
www.carersuk.org

Carers Allowance Enquiries
01253 856123

Carers Careline (Redditch)
01527 66177

Citizens Advice Bureau
- Bromsgrove
- Droitwich
- Evesham
- Wyre Forest
- Malvern
- Redditch
- Tenbury Wells
- Worcester
01527 831480
01905 795225
01386 443737
01562 823953
01684 563611
0844 415 2221
01584 810860
01905 611371
www.citizensadvice.org.uk

Commission for Social Care Inspection (CSCI)
0845 015 0120
www.csci.org.uk

Community Care Alarm Systems (see Telecare)

Contact a Family
(support for families of children with a disability)
0808 808 3555

Continence Foundation Helpline
0845 3450165
www.continence-foundation.org.uk

Counsel and Care (Advice & help for older people)
0845 300 7585
www.counselandcare.org.uk

Countrywide Mobility Service Ltd 01905 29950

Crossroads - Caring for Carers 01905 729293
www.crossroads.org.uk

CRUSE Helpline 0844 4779400
www.crusebereavementcare.org.uk

Deaf Direct 01905 746301
www.deafdirect.org.uk

Dental Emergency Information Line 01905 760090
www.worcestershirehealth.nhs.uk

Department of Health Publications Line 0870 155 5455
www.dh.gov.uk

Department for Work and Pensions
-Carers Allowance 01253 856123
-Disability Living Allowance &
Attendance Allowance 08457 123456
www.dwp.gov.uk

DIAL (Disability Information & Advice Line) www.dialuk.info
- North Worcestershire 0800 970 7202
www.nwdial.org.uk
- South Worcestershire 01905 27790
www.dialsworcs.org.uk

Diabetes UK Careline 0845 1202960
www.diabetes.org.uk

Disability Answers 01905 619219

Disabled Living Centre, Birmingham 0121 4644942

The Disabled Living Foundation 0845 130 9177
www.dlf.org.uk

Dystonia Society Helpline 0845 458 6322

Emergency Duty Team 01905 768020

Epilepsy National Society Helpline 01494 601400
www.epilepsynse.org.uk

Ethnic Access Link 01905 25121

Family Information Service 01905 790560
www.worcestershire.gov.uk/familyinfo

Financial Advice (care for older people)
- Care Aware Helpline 0870 513 4925
- Nursing Home Advice Line (NHFA) 0800 998833

Forum of Mobility Centres 0800 559 3636
www.mobility-centres.org.uk

Gateway Clubs (leisure clubs for people with a learning disability)
01905 740500
www.mencap.org.uk

Government info websites
- Carers www.direct.gov.uk/carers
- Disability www.direct.gov.uk/disability

Headway
 - National 0808 800 2244
 - South Worcestershire 01905 729729
 - North Worcestershire 01299 878738
www.headway.org.uk

Help The Aged Seniorline 0808 800 6565
www.helptheaged.org.uk

Holiday Care Service 0845 1249971
www.holidaycare.org.uk

Hospitals
 - Kidderminster Hospital 01562 823424
 - Bromsgrove Princess of Wales 01527 488000
 - Evesham Community Hospital 01386 502377
 - Tenbury Community Hospital 01584 810643
 - Worcester Royal Hospital 01905 763333
 - Alexandra Hospital Redditch 01527 503030
 - Malvern Community Hospital 01684 612600
 - Pershore Hospital 01386 502070

Incontact (Just can't wait card) 0870 770 3246
www.incontact.org

Keep Able 0800 169 1609
www.keepable.co.uk

Kiloran Trust (holidays) 020 7602 7404
www.kilorantrust.org.uk

Lasting Powers of Attorney 0845 330 2900
www.guardianship.gov.uk

Learning & Skills Council Equality & Diversity Team 0870 900 6800
www.lsc.gov.uk

Learning Disability Helpline (Mencap) 0808 808 1111
www.mencap.org.uk

Leisure Link (Wyre Forest) 01299 828652

Library Service at Home 01386 554559

Lifestyles Worcestershire 01905 756067
www.worcestershire-lifestyles.org.uk

Livability 020 7452 2000
www.livability.org.uk

Lone Parent Helpline 0800 018 5026
www.loneparenthelpline.info

Together working for wellbeing (supports people with mental health needs & their carers) 020 7780 7300
www.together-uk.org

Macmillan Cancer Line (Macmillan Nurses and groups) 0808 808 2020
www.macmillan.org.uk

Mail Preference Service 0845 703 4599
www.mpsonline.org.uk

Mavis (Mobility advice and vehicle Info service) 0800 559 3636

ME Network 020 8373 6298
www.networkme.org.uk

Mencap
 - Local 01905 740500
 - National 0800 808 1111
www.mencap.org.uk

Mental Health Network 01905 724583

MIND
 - Evesham & Pershore 01386 502486
 - Malvern 01684 574709
 - Wyre Forest 01562 865035
 - National Helpline 0845 766 0163
www.mind.org.uk

Motability Helpline 0845 456 4566
www.motability.co.uk

Multiple Sclerosis Trust 01462 476700
www.mstrust.org.uk

National Autistic Society (Helpline) 0845 070 4004
www.nas.org.uk

National Centre for Independent Living 020 7587 1663
www.ncil.org.uk

National Family Carer Network 0117 930 2608
 (Carers of adults with learning disability)
www.familycarers.org.uk

National Federation of Shopmobility UK (NFSUK) 08456 442446
www.shopmobilityuk.org

National Home Fees Agency (NHFA) Advice Line 0800 998833
www.hsbcpensions.co.uk/nhfa

National Rail (Information for disabled passengers) 08457 484950
www.nationalrail.co.uk

NHS Direct 0845 46 47
www.nhsdirect.nhs.uk

Oak House Foods (Home Farm Foods) 0800 783 8753
www.oakhousefoods.co.uk

Outside Clinic (Community Opticians) 0800 854477
www.outsideclinic.com

PALS & Patient Services
 - Worcestershire Acute Hospitals NHS Trust 01527 512177
 - Wyre Forest Redditch & Bromsgrove 0800 0665512
 - Worcester City, Wychavon & Malvern Hills 0800 9177919
 - Worcestershire Mental Health Partnership NHS Trust
 01905 681517
www.worcspct.nhs.uk

Parent Partnership Services 01905 727940
www.ppsworcs.co.uk

Parents Centre www.parentscentre.gov.uk

Parkinson's Disease Society 0808 800 0303
www.parkinsons.org.uk

Partners in Care (people with mental health problems)
 0207 2352351
www.partnersincare.co.uk

Penderels Trust 01299 253225
www.penderelstrust.org.uk

Pension Service 0845 6060 265
www.thepensionservice.gov.uk

PoHWER/ICAS 0845 337 3056
www.pohwer.net

Pressure Point (support for someone else's drug misuse)
0800 6529664

Princess Royal Trust for Carers 0844 800 4361
www.carers.org

Public Guardianship Office 0845 330 2900
www.guardianship.gov.uk

RAC (Royal Automobile Club) 08705 722722
www.rac.co.uk

RADAR - Key scheme and holiday guides 020 7250 3222
www.radar.org.uk

Rail Travel 08457 484950
www.nationalrail.org.uk

Red Cross 01905 760504

Relatives and Residents Association 020 7359 8136
www.relres.org

Remap GB (aids and adaptations) 0845 130 0456
www.remap.org.uk

Rethink Advice Service 0845 456 0455
www.rethink.org

R.N.I.B West Midlands 0845 766 9999
www.rnib.org.uk

Royal British Legion Helpline 08457 725 725
-Local office 01905 621934

SANELINE 0845 767 8000
www.sane.org.uk

St John Ambulance 01905 359512
www.sja.org.uk

Samaritans
- Local 01905 21121
- National 08457 90 9090
www.samaritans.org.uk

Social Services now *Adult & Community Services* 0845 607 2000
www.worcestershire.gov.uk

SCOPE (Cerebral Palsy Helpline) 0808 800 3333
www.scope.org.uk

SCROLL (Special Children's Roll) 01905 765725

Shopmobility 01905 610523

Space (Information, advice and support for young people about alcohol and drugs) 0800 169 6064

SpeakEasy N.O.W 01905 774247
www.speakeasynow.co.uk

Stroke Association 0845 303 3100
www.stroke.org.uk

Telecare (through Worcestershire County Council) 0845 607 2000

or Bromsgrove Lifeline 01527 881375
 Redditch Lifeline 01527 64252
 Worcestershire Telecare 0845 130 1469
 Wyre Forest Community Housing 01562 733069

Telephone Preference Scheme 0845 070 0707
www.tpsonline.org.uk

The Card Network (Cinema Card) 0845 123 1292
www.ceacard.co.uk

The Independent Living Fund 0845 601 8815
www.ilf.org.uk

The Outside Clinic(optician) 0500 295 245

Together UK (supports people with mental health needs & their carers) 020 7780 7300
www.together-uk.org

TV Licensing 0844 800 6790
www.tvlicensing.co.uk

Veterans Agency (for war veterans and their dependants) 0800 169 2277
www.veteransagency.mod.uk

Vitalise (holidays) 0845 345 1972
www.vitalise.org.uk

Volunteer Bureau

- Evesham Volunteer Centre 01386 40165
www.eveshamvolunteers.org.uk
- Malvern Volunteer Centre 01684 580638
www.communityaction.org.uk
- Pershore Volunteer Centre 01386 554299
www.pershorevolunteers.org

- Worcester Volunteer Centre 01905 24741
www.worcestervolunteercentre.org.uk

- Volunteer Centre Wyre Forest 01562 67008
www.communityactionwf.org.uk

WaASP (for adults of children with Aspergers syndrome)
 07518 365 212
www.waasp.org

Wiltshire Farm Foods

- Local 01384 898770
- National 0800 773773
www.wiltshirefarmfoods.com

Winter Fuel Payment Helpline 0845 915 1515
www.thepensionservice.gov.uk/winterfuel

Worcestershire Association for the Blind 01905 723245
www.wabsight.org.uk

Worcestershire Association of Carers 01905 26500
www.carersworcs.org.uk

Worcestershire Carers' Unit HUB Helpline 0800 389 2896
www.worcestershire.gov.uk/carers

Worcestershire County Council

- Worcestershire Hub (for general enquiries) 0800 389 2896
- Social Care 0845 607 2000
www.worcestershire.gov.uk
- Family Information Services 01905 790560
www.worcestershire.gov.uk/familyinfo

Worcester Aids Foundation 01905 611602
www.worcesteraidsfoundation.org.uk

Worcester Disability Sports Group	01905 722317
Worcester Housing & Benefits Advice Centre	01905 612774
Worcestershire Access Centre & HUBS	
- Worcestershire Hub (for general enquiries)	0800 389 2896
- Access Centre (for social care enquiries)	0845 607 2000
- Bromsgrove Contact Centre	01527 881288
- Droitwich	01905 794272
- Evesham	01386 443322
- Wyre Forest	01562 732928
- Malvern	01684 862151
- Pershore	01386 565000
- Redditch	01527 64252
- Worcester	01905 722233
Worcestershire Primary Care Trust	01905 760000
	www.worcestershirehealth.nhs.uk
Worcester Wheels- Community transport	01905 724274
Worcestershire Young Carers	01299 252320

Please contact *Worcestershire Association of Carers* for amendments

If you need help communicating in English, please contact: *Ethnic Access Link* Tel: 01905 25121. For more information on translation an alternative formats, please see the back page.

USEFUL NUMBERS

DOCTOR	
NURSE	
LOCAL HOSPITAL	
A & E	
SOCIAL WORKER	
ADULT & COMMUNITY SERVICES	0845 607 2000
ADULT & COMMUNITY SERVICES OUT OF HOURS	01905 768020
WORCESTERSHIRE CARERS' UNIT	0800 389 2896
WORCESTERSHIRE ASSOCIATION OF CARERS	01905 26500
NHS DIRECT	0845 4647
ORDNANCE SURVEY GRID REFERENCE	

This document can be made available in other languages and alternative formats (large print, audio tape and computer disk) on request from *Worcestershire Association of Carers* on 01905 610977 or by emailing: [mail @carersworcs.org.uk](mailto:mail@carersworcs.org.uk)