

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
Accident and Emergency	
- Worcestershire Royal Hospital	01905 763333
- Alexandra Hospital, Redditch	01527 503030
Action for Blind People	0207 7328771 www.afbp.org
ADHD Midlands Helpline	01905 359707
Admiral Nurses (dementia care)	01386 502596
Adult & Community Services	0845 607 2000
Advocacy Services	
- Wyre Forest	01562 69681 www.wyreforestadvocacy.org
- BRAG	01527 520809 www.brag-info.org
Onside Independent Advocacy Service	01905 27525 www.onside-advocacy.org.uk
Age Concern	
- Bromsgrove & District	01527 570490
- Droitwich & District	01905 772126
- Herefordshire & Worcestershire	01905 726652
- Kidderminster & Wyre Forest	01562 827788
- Malvern	01684 560666
- Redditch	01527 584653
- Worcester City & District	01905 724294
- Worcestershire Carers Sitting Service	01905 726652
- National	0800 009966 www.ageconcern.org.uk
Anchor Retirement Housing 95	08457 75 85 www.anchorhousing.org.uk
Alzheimer's Society	
- Local	01905 763322
- National	020 7306 0606 www.alzheimers.org.uk
Autism West Midlands	0121 450 7575 www.autism.westmidlands

Benefits Agency	
- Kidderminster	01562 820688
- Redditch	01527 590000
- Worcester	01905 720300
	www.dwp.org.uk
Benefits Enquiry Helpline	0800 88 22 00
	www.adviceguide.org.uk
Big Print Newspaper	0800 12 40 07
	www.big-print.co.uk
British Association for Counselling and Psychotherapy	0870 443 5252
	www.bacp.co.uk
British Heart Foundation	020 7935 0185
	www.bhf.org.uk
British Humanist Society	020 7079 3580
	www.humanism.org.uk
British Red Cross	
- Worcester	01905 540400
	www.redcross.org.uk
Home From Hospital	
- Bromsgrove and Redditch	01527 488106
- Worcester	01905 760504
Medical Equipment Loans	
- Hereford & Worcestershire	01905 450400
British Telecom Age & Disability Service	0800 800150
	www.bt.com/age_disability
British Telecom Fault Repair Scheme	0800 800150
Calibre Audio Cassette Library	01296 432339
	www.calibre.org.uk
Card Network	0171 348 8020
	www.ceacard.co.uk
Care Aware Helpline (Older People)	08705 134925
	www.careaware.org.uk
Care & Repair England	0115 9506500
	www.careandrepair-england.org.uk
Carers UK	0808 808 7777
	www.carersuk.org
Carers Careline (Redditch)	01527 66177
Citizens Advice Bureau	
- Bromsgrove	01527 831480

- Droitwich	01905 795225
- Evesham	01386 443737
- Wyre Forest	01562 823953
- Malvern	01684 563611
- Redditch	01527 588880
- Worcester	01905 611371
- Tenbury Wells	01584 810860
	www.citizensadvice.org.uk
Commission for Social Care Inspection	0845 015 0120 www.csci.org.uk
Community Care Alarm Systems	
- Bromsgrove	01527 878297
- Redditch	01527 597402
- Worcester, Wychavon, Malvern	0845 130469
- Wyre Forest	01562 852196
Contact a Family (support for families of children with a disability)	0808 808 3555 www.cafamily.org.uk
Continence Foundation Helpline	020 7831 9831 www.peacehealth.org
Counsel and Care (Advice & help for older people)	0845 300 7585 www.counselandcare.org.uk
Crossroads - Caring for Carers	01788 573653 www.crossroads.org.uk
CRUSE Helpline	0870 167 1677 www.crusebereavementcare.org.uk
Deaf Direct	01905 746301 www.deafdirect.org.uk
Dental Emergency Information Line	01905 760090 www.smilespecialist.org.uk
Department of Health Publications Line	0870 155 5455 www.doh.gov.uk
Department for Work and Pensions Disability and Carers Service	01253 856123 www.dwp.gov.uk
DIAL (Disability Information Services)	
- North Worcestershire	0800 970 7202
- South Worcestershire	01905 27790
	www.dialuk.info
Diabetes UK	020 7424 1000 www.diabetes.org.uk
Disability Answers	01905 619219 www.disability-answers.info

Disability and Carers Service (Disability Living Allowance and Attendance Allowance)	08457 123456
Disabled Living Centre, Birmingham	0121 4644942
The Disabled Living Foundation	0845 130 9177 www.dlf.org.uk
Dystonia Helpline	020 7490 5671
Emergency Duty Team	01905 768020
Epilepsy National Society Helpline	01494 601400 www.epilepsynse.org.uk
Ethnic Access Link	01905 25121
Financial Advice (care for older people)	
- Care Aware Helpline	0870 513 4925
- Help the Aged Care Fees Advisory Service	0500 767476
- Nursing Home Advice Line	0800 998833
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
GURU (for children, young people & families)	01905 790560
Email:	childrensinfo@worcestershire.gov.uk
Headway	
- Worcester	01905 729729
- North Worcestershire	01299 878738
- National	0808 800 2244 www.headway.org.uk
Holiday Care Service (Tourism for All)	0845 1249971 www.tourismforall.org.uk
Home Farm Foods	0800 783 8753 www.homefarmfoods.co.uk
Hospitals	
- Kidderminster Hospital	01562 823424
- Bromsgrove Princess of Wales	01527 488058
- Evesham Community Hospital	01386 502345
- Tenbury Community Hospital	01584 502596
Help The Aged Seniorline	0808 800 6565 www.helptheaged.org.uk

Incontact (Just can't wait card)	0870 770 3246 www.incontact.org
Keep Able	0800 169 1609 www.keepable.co.uk
KIDS (working for children with special needs)	01905 790596
Kiloran Trust (holidays)	020 7602 7404
John Grooms Association (holidays)	020 7452 2000 www.johngrooms.org.uk
Law Society Find a Solicitor	www.lawsociety.org.uk/choosingandusing/findasolicitor.law
Learning & Skills Council Equality & Diversity Team	0870 900 6800 www.lsc.gov.uk
Learning Disabilities Helpline	0808 808 1111 www.learningdisabilitiesuk.org.uk
Leisure Link (Wyre Forest)	01299 828652
Library Service at Home	01386 554559
Lifestyles Worcestershire	01905 350686 www.worcslifestyles.btinternet.co.uk
Lone Parent Helpline	0800 018 5026
MACA (supports people with mental health needs & their carers)	020 7061 3400 www.maca.org.uk
Macmillan Nurses	0808 808 2020
MAVIS (Mobility Advice and Vehicle Information Service)	01344 661000 www.dft.gov.uk/accessjavis
ME Network	020 8373 6298 www.networkme.org.uk
Mencap	
- Local	01905 740500
- National	020 7454 0454 www.mencap.org.uk
Mental Health Network	01905 724583
MIND	
- Malvern	01684 574709
- Worcester	01905 22863
- Wyre Forest	01562 865035
- National Helpline	0845 766 0163 www.mind.org.uk

Motability Helpline	0845 456 4566 www.direct.gov.uk
Multiple Sclerosis Trust	01462 476700 www.mstrust.org.uk
National Family Cover Network (carers of adults with learning disability)	0117 9302608 www.familycarers.org.uk
National Federation of Shopmobility UK (NFSUK)	08456 442446 www.justmobility.co.uk/shop
National Home Fees Agency (NHFA)	01865 733000 www.hsbcpensions.co.uk/nhfa/index.asp
NHS (inc search for nearest services)	www.nhs.uk
NHS Direct	0845 46 47 www.nhsdirect.nhs.uk
Outside Clinic (Domiciliary Optician Service)	0500 295245
PALS - Patient Advice and Liaison Service	
- Worcestershire Royal Hospital (Acute)	01905 760860
- Alexandra Hospital, Redditch (Acute)	01527 507992
- Wyre Forest Primary Care Trust	01562 82632
- Redditch & Bromsgrove PCT	01527 507040
- South Worcestershire PCT	0800 9177919
- Worcestershire Mental Health Partnership NHS Trust	01905 681517 www.dh.gov.uk
Parent Partnership Services	01905 765913 www.ppsworcs.co.uk
ParentsCentre	www.parentscentre.gov.uk
PARIS (Public Autism Resource and Information Service)	0115 911 3360 Email: Paris@nas.org.uk
Parkinson's Disease Society	080 8800 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 Booklets order line	0845 731 3233
PoHWER/ICAS	
- Birmingham & the Black Country ICAS	0845 120 3748
- Coventry, Warwickshire, Herefordshire & Worcestershire ICAS	0845 337 3056 www.pohwer.net

Pressure Point (support for someone else's drug misuse)	0800 652 9694
Princess Royal Trust for Carers	020 7480 7788 www.carers.org
Public Guardianship Office	0845 330 2900 www.guardianship.gov.uk
RAC (Royal Automobile Club)	0800 550550 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
Relatives and Residents Association	020 7359 8148 www.relres.org
Remap GB (aids and adaptations)	0845 130 0456 www.remap.org.uk
Rethink Advice Service	
- Local	01905 330424
- National	0845 456 0458
	www.rethink.org
R.N.I.B West Midlands	0121 665 4200 www.rnib.org.uk
Royal British Legion	01905 621934
SANELINE	0845 767 8000 www.sane.org.uk
St John Ambulance	01905 359512 www.sja.org.uk
Samaritans	
- Local	01905 21121
- National	0845 790 9090
- Website	www.samaritans.org.uk
Social Services	0845 607 2000 www.worcestershire.gov.uk/socialservices
Social Services Emergency Duty Team	01905 768020
SCOPE (Cerebral Palsy Helpline)	0808 800 3333 www.scope.org.uk
Silent Call Guard	0870 4443969

Space (Information, advice and support for young people about alcohol and drugs)	0800 169 6064
Stroke Association	
- Local	01905 778781
- National	0845 303 3100
	www.stroke.org.uk
Telephone Preference Scheme	0800 398893
	www.tpsonline.org.uk
The Card Network (Cinema Card)	0151 3488020
	www.ceacard.co.uk
The Parent Centre	www.parentcentre.gov.uk
Tripscope (Travel arrangements)	0845 758 5641
	www.tripscope.org.uk
TV Licensing	0870 241 6468
	www.tvlicensing.co.uk
Veterans Agency (for war veterans and their dependants)	0800 169 3458
	www.veteransagency.mod.uk
Vitalise (holidays)	020 7017 3420
	www.vitalise.org.uk
Volunteer Bureaus	
- Worcester Volunteer Centre	01905 24741
	www.worcestervolunteercentre.org.uk
WaASP (group for adults of children with Aspergers syndrome)	01684 564622
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.co.uk
Worcestershire Association of Carers	01905 26500
	www.carersworcs.org.uk
Worcestershire Carers' Unit	0800 389 2896
	http://www.worcestershire.whub.org.uk/home/wcc-social-carers.html
Worcestershire County Council	01905 763763
	www.worcestershire.gov.uk
Health Overview and Scrutiny Committee	01905 766606

Worcester Disability Sports Group	01905 722317
Worcester Housing & Benefits Advice Centre	01905 612774
Worcestershire HUBS/Customer Contact Centres	
- Bromsgrove	01527 881288
- Droitwich	01905 794272
- Evesham	01386 443322
- Kidderminster	01562 732928
- Malvern	01684 862151
- Pershore	01386 565000
- Redditch	01527 534123
- Worcester	01905 722233
Worcestershire Young Carers	01905 799691
	Email: youngcarers@yss.org.uk

Please contact *Worcestershire Association of Carers* for amendments of details.
 With thanks to our NEW College Social Work Student, Donna Clifton, for help with
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