

# Information for carers

November 2022

## Do you look after someone?



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



WestBerkshire  
C O U N C I L

**Visit**  
**The West Berkshire Directory**

to search for local adult, families and special educational needs services, organisations and activities.



The West Berkshire Directory  
Your one-stop shop for help and support

**Adult Information**

The West Berkshire directory provides information, advice and support on a wide range of services in West Berkshire.

These services include where local groups or leisure activities are taking place, what help you can source to remain in your own home as well as care home information, supported living advice and much more

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

West Berkshire  
COUNCIL

**Throughout this booklet you can visit the relevant website by accessing links embedded in headings and company titles.**

Hard copies of this booklet are also available by contacting  
Adult Social Care on 01635 503050  
or email [adultcare@westberks.gov.uk](mailto:adultcare@westberks.gov.uk)

[Help for Carers, information on West Berkshire Council's webpage](#)

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

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## Section 1: Who are Carers?

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

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

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

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

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

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

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

To work out the best way forward to support you, a member of [West Berkshire Council's Adult Social Care team](#) will talk to you to understand what you want and need. You can read information on our [Support for Carers](#) web page.

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

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

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

and gain advice and useful information. For many carers the best form of help can be to make sure that the person they care for receives the help and support they are entitled to.

## Carer Assessment

If you provide necessary unpaid care or support to an adult, family member or friend, or someone aged 18 or over, you may be eligible for support. Adult carers that look after someone can request a free carer's assessment by accessing the following forms online:

- completing our [online enquiry](#)
- completing the [Carers 'Understanding your Needs'](#) information gathering form, a document which provides a range of questions / prompts that may help you consider your caring role.

If you prefer not to use our online services you can ask for an assessment by contacting the Adult Social Care teams on **01635 503050**.

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

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

## Preparing for a carer's assessment

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

Some things you may want to think about are:

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

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

## Support that may be available

Support that may help you and the person you care for include:

- carer's personal budget (usually a one-off direct payment)
- changes to equipment or adaptations to the home
- help with housework
- emotional support

This assessment is about your needs and wellbeing as a carer. The needs of the person you are caring for should be discussed in their own needs assessment. If your situation changes, for example you need more support, you can ask to be re-assessed.

## Eligibility criteria

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

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

Eligibility is based on identifying:

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

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

## Carers Support plan

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

## Paying for services

Respite services from West Berkshire Council are chargeable. The individual who is being cared for, as the recipient of the service, may be charged for respite services depending on their financial assessment.

## Transition from Children's Services

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

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

Further information is available on the Special Educational Needs and disabilities (Local Offer) section of the [West Berkshire Directory](#). Additional information on **Moving from children's social care to adult's social care** is available on the [NHS website](#)

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

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

### Reading & West Berkshire Carers Partnership

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

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

- Information, advice and guidance
- Carers Support Groups & Peer Support
- Events for carers
- Health and wellbeing support

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

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

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

### Local Carer Support Groups

For up to date details of Carer Support groups and meetings run by the Reading & West Berkshire Carers Partnership in the West Berkshire area, contact:

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

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

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

Also carer support groups are listed on The [West Berkshire Directory](#).

### Other support Groups

**MS Society (Newbury Branch)** Support and an understanding ear as to the challenges being faced. Contact Tamsin Hudson [tamsinhh@gmail.com](mailto:tamsinhh@gmail.com)

**Cancer Support Group for patients and carers, Hungerford** – held at The Hungerford Hub and Library. Meetings alternate between afternoons and evenings on the last Thursday of the month. Jenny Knight 01488 644671 or Yvonne Gillies 07888 399134

**Cancer Support Group for patients and carers, Thatcham** - held at the Parish Hall on the A4 Bath Road (opposite Forresters). Meetings every Thursday 10.30-11.30 am. Aileen 07702 289473 or Jane 07887 525058

Full Listing of carer support groups on [West Berkshire Directory](#).

## Organisations Providing Advice and Information

**Carers information from NHS UK** - Carers support and information online. Find advice on respite breaks, carers allowance and carers' assessments and information for Young Carers.

**Carers UK** -The voice of carers. Advice Line 0808 808 7777 (Mon & Tues 10.00am to 4.00pm) [Chat online on the Carers UK forum](#) email: [advice@carersuk.org](mailto:advice@carersuk.org)

### Citizens Advice West Berkshire

2nd Floor, Broadway House, 4-8 The Broadway, Northbrook Street, Newbury, RG14 1BA  
Telephone advice 01635 516605

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

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

Outreach - appointment only

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

### Crossroads Care Oxfordshire and West Berkshire

Offers a support service for carers. Do you need to go to the doctor, hospital or another appointment? Crossroads offer a Rapid Response Service providing care in emergencies. Help provided to all ages regardless of disability. Self-funded packages of care also provided. Newbury office: 01635 30008 or 07789700194, out of hours 07867 673063  
Regional office 01865 260280 email: [care@oxfordshirecrossroads.org.uk](mailto:care@oxfordshirecrossroads.org.uk)

### Dementia Friendly West Berkshire

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

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

## Help with transport and getting about / Blue badge

### Volunteer car schemes/Minibus

**Volunteer Centre West Berkshire** - If you find it difficult to use public transport – find your nearest Volunteer Centre, West Berkshire scheme below or ring 01635 49004 email: [info@vcwb.org.uk](mailto:info@vcwb.org.uk)

- [Volunteer Car and Driver Schemes](#) - provide transport to appointments of all kinds
- [Newbury and Thatcham Handybus](#) - takes groups of people on shopping trips and excursions 01635 37111 [handybus@vcwb.org.uk](mailto:handybus@vcwb.org.uk)
- [Newbury Shopmobility](#) - provides wheelchairs (loan or hire) & scooters for people to use in Newbury. **01635 523854**



## Local buses and other transport options

Find more information about local buses, trains, stations and other transport services near to your home, workplace or another location in West Berkshire. [Download a copy](#) of the District-wide travel guide.

## Bus Passes for Older and Disabled People

Information about concessionary fares for eligible residents in West Berkshire. Apply online Concessionary Fares Team 01635 519800 email: [transport@westberks.gov.uk](mailto:transport@westberks.gov.uk)

## Disabled persons railcard

The Disabled Person's Railcard allows you to buy rail tickets at a discount of up to a third. Additional information on the 'Transport if you are Disabled' section on the Gov.UK website. <https://www.gov.uk/transport-disabled> alternatively visit the National Rail website to complete an application form for a railcard: [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)  
email: [railcardhelp@nationalrail.co.uk](mailto:railcardhelp@nationalrail.co.uk)  
Tel: 0345 605 0525 - 7.00am - 10.00pm Mon to Sun, minicom 0345 601 0132

## Safer Journey Cards

Easy to use travel cards for residents with hidden disabilities and mobility difficulties to show to the bus driver and to help them understand your journey needs. Contact: Transport Policy Team on **01635 519505** [lt@westberks.gov.uk](mailto:lt@westberks.gov.uk)

## Blue Badge application

Information on eligibility: 01635 503276 WBC Transport Services Team 01635 519394 [transport@westberks.gov.uk](mailto:transport@westberks.gov.uk)

## Out and about; accompanying a disabled person

Visiting places of interest - many places of interest, museums, theatres, sports venues, National Trust sites, offer discounted / free admission to a companion accompanying a disabled person. To save having to ask for **free entry** at a National Trust property, you can apply for an [Essential Companion](#) card in advance which will allow one or two carers access.

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

**Cinema Exhibitors' Association Card** - A national card for disabled people. It entitles the holder to one free ticket for a person accompanying them to the cinema. Valid for one year. 0239224 8545 Textphone 18001 023 9224 8545 <https://www.ceacard.co.uk/>

## Changing places toilets

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

## Toilet card

The 'Just Can't Wait' free toilet card uses the universally acknowledged toilet signage. Finding a toilet when out and about continues to be a priority for many people affected by a bladder or bowel problem. Download the 'Just can't wait card' app which provides a map showing the nearest toilet. General enquiries 0800 031 5406 email: [help@bladderandbowel.org](mailto:help@bladderandbowel.org)

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

## **RADAR keys to access public conveniences**

Offering disabled people independent access to locked public toilets around the country. Toilets fitted with National Key Scheme (NKS) locks can be found in shopping centres, pubs, cafés, department stores, bus and train stations and many other locations in most parts of the country. The scheme requires users to have a special Radar NKS key to gain access to accessible toilets.

**Locally** these are available from [Shopmobility](#), Northbrook multi-storey car park, Pembroke Rd, Newbury RG14 1AJ. 01635 523854. Open Mon to Sat 9.30am – 4.00pm. There may be a small charge.

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

## **Section 4: Emergency help / Emergency plans**

### **Carers' Emergency Card**

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

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

### **Emergency Services 999**

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

### **111**

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

### **Police**

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

### **Out of Hours Social Care Services**

West Berkshire Adult Social Care Services: in an emergency to do with social care only that cannot wait until the following day call 01344 351999

### **Mental Health support**

24 hr crisis support service for West Berkshire: 0800 129 9999. To contact CPE call - 0300 365 2000 (press option 2). Helping to support people who are experiencing mental health problems. The Common Point of Entry (CPE) takes all new and self referrals for mental health services and makes an initial screening assessment. Email [gateway@berkshire.nhs.uk](mailto:gateway@berkshire.nhs.uk)

## Utilities

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

### **Scottish & Southern Electricity Networks (SSE) & Thames Water**

**Priority Services Register.** You could be eligible if:

- You are deaf or hard of hearing
- You are disabled
- You have children under the age of 5 at home
- have problems making decisions that affect your daily life (such as dementia)
- You are blind or partially sighted
- You are chronically ill
- You are over 60 years of age
- are living with a mental health condition

Some of the benefits once you have registered:

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

You will be notified about any planned power cuts or essential maintenance in your area. To join the Priority Services Register call: From a landline **0800 294 3259**,  
Textphone: **0800 316 5457**

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

### **Thames Water**

Leakline on 0800 714 614

Public sewer blockage or flooding on 0800 3169 800 Textphone ([Use Relay UK](#)) for hard of hearing customers only for leaks and sewer blockage 18001 then number above, mobile numbers are not accepted via this number.

## Emergency Care Information for the cared for

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

## Emergency plan for the carer

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

## The Herbert Protocol - Keeping people with dementia safe

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

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

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

## Listening / support organisations

### Time To Talk

Free and confidential counselling service for young people aged 11 to 25.  
01635 760331 email: [hello@t2twb.org](mailto:hello@t2twb.org)

### Counselling Directory

List of counsellors and psychotherapists who are registered with a recognised professional body. Customer Service Team: 0333 325 2500

### Newbury Family Counselling Service

Free counselling service for parents & carer. 07717 591550. [nfcs.manager@googlemail.com](mailto:nfcs.manager@googlemail.com) for professional enquiries

**Eight Bells for Mental Health Support** in Newbury, Thatcham and surrounding areas  
07387 962220 Email: [coordinator@eightbellsnewbury.co.uk](mailto:coordinator@eightbellsnewbury.co.uk)

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

**No Panic** - practical help for carers 0300 772 9844

**Recovery in Mind** - Is a community organisation offering free-of-charge online courses to adults living in West Berkshire, to enable them to self-manage their own mental health and wellbeing. <https://recoveryinmind.org/> Email: [mail@recoveryinmind2016.com](mailto:mail@recoveryinmind2016.com)

**Rethink Mental Illness** – caring for someone with a mental illness.  
Advice line 0808 801 0525

**NHS Talking Therapies** for adults aged 17 and over

Team of advisers and therapists who can help you to overcome life's difficulties and problems and manage them better. Self referral. You must be registered to a GP in Berkshire. Stress control workshops. 0300 365 2000  
Email: [talkingtherapies@berkshire.nhs.uk](mailto:talkingtherapies@berkshire.nhs.uk)

### Relate Berkshire - Relationship counselling

Counselling for couples having difficulties in their relationship.  
0118 987 6161 email: [appointments.berkshire@relate.org.uk](mailto:appointments.berkshire@relate.org.uk)

**Newbury Samaritans** 58 West St Newbury, **Reading** 59A Cholmeley Rd, Reading  
Helpline 116 123 (this number is free to call) **0330 094 5717** (local call charges apply) or  
email: [jo@samaritans.org](mailto:jo@samaritans.org) Confidential helpline is always available - 24 hrs a day. There will always be a person there on the other end of the phone to listen to someone in crisis.



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

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

### Assistive Technology (AT)

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

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

- alarm medication reminders
- sensors to switch off gas

The Alzheimer's Society have a range of [useful products](#) for someone living with dementia.

**Which?** Guidance and advice on the right assistive technology to suit your needs.

### Telecare

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

- chair or bed sensors linked to a pager - these make an alarm call if you are out of bed for longer than a preset time
- pressure mats with sensors and placed beside a bed, chair or by a door - these send an alert to a monitoring centre if you get out of bed and don't return
- a wearable alarm, on a pendant, belt or a watch.

Both Telecare and Assistive Technology can be purchased privately.

Alternatively, your local NHS may pay for a telecare system as part of a continuing healthcare or intermediate care package, if you are eligible. [NHS continuing healthcare](#). Locally, [Safe and Well Berkshire](#) can help you choose daily living aids, or guide you to other local services which may help to make your life easier at home. They can also advise where you can try daily living aids. <http://www.safeandwell.co.uk/berkshire>

**Telehealth** - Telehealth typically involves electronic sensors or equipment that monitors vital health signs from home, or while on the move. This can mean fewer unplanned hospital or GP visits, and can significantly improve an individual's health and quality of life.

If you think telehealth would be beneficial to you, please speak to your GP.

**Smart home technology** uses phone networks and internet connections to enable you to manage a person's wellbeing and independence. The '[Which Later Life Care](#)' website provides guidance on the options available.

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

**Age UK pendant alarm service.** To buy or request a demonstration with PPP Taking Care 0800 011 3846

**NRS Healthcare** telephones and health alarms

**Sovereign Housing Association** – Careline 01635 279505, [careline@sovereign.org.uk](mailto:careline@sovereign.org.uk)

Alternatively search the **West Berkshire Directory** ‘Need help at home’ personal alarms/telecare’ category for a sample of providers.

## Equipment

### Buying your own equipment

Equipment is widely available online. You may like to visit a local equipment shop where you can often try before you buy.

### Help Choosing the Right Equipment

To work out what equipment would make life easier:

**Safe+Well Berkshire** – a service run by NRS Healthcare

Offers free advice and guides on a wide selection of equipment, assistive technology and telecare items. An Occupational Therapist can also come to your home (there is a charge for this service.) NRS Healthcare, Units 1, 2 & 3, Ely Road, Theale Commercial Estate, Theale, Berkshire RG7 4BQ 0118 903 2410

### AskSARA - Disabled Living Foundation (DLF) (part of Shaw Trust)

An online tool that helps you find useful impartial advice and products that make daily life easier. There is also a self-assessment tool that you can use to help you decide what equipment or adaptations may help you. This is promoted via CarersUK for carers.

<https://carersuk.livingmadeeasy.org.uk/>

### Remap Custom made equipment

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

### British Red Cross Society

Provide a short-term medical loan service, such as mobility aids, wheelchairs, kitchen equipment and household accessories. By arrangement only **Newbury** 0300 456 1914 option 2 **Reading** 0118 935 8236 [berks@redcross.org.uk](mailto:berks@redcross.org.uk)

**Newbury Shopmobility** - hire/loan wheelchairs and mobility scooters. 01635 523854 email [NewburyShopmobility@vcwb.org.uk](mailto:NewburyShopmobility@vcwb.org.uk)

You can find more information on equipment and assistive technology on the [West Berkshire Directory](#), use the filters to refine your search.

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

If no longer used, please arrange collection 0344 893 6960

## Section 6: Help from the NHS

### GP

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

### NHS

To find local health services near you – GPs, A&E hospitals, Dentists, Pharmacies, Opticians.

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

This includes anxious adults with learning and physical disabilities, complex medical problems or mental health difficulties, and frail older people. Referral required. 01635 273 428. Reading clinics: 0118 920 7529 (Northumberland Avenue) 0118 9422250 (Corwen Rd)

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

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

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

Thames Valley patient eligibility line Monday to Friday 7am to 7pm 0300 100 0015  
PTS cancellation line 0300 790 0143

### Information for carers of people going into hospital

What you can expect and how you can help and work with Royal Berkshire Hospital staff to get the best for the person you are an unpaid carer for, for example: you are entitled to a free car parking space. [Pick up a leaflet](#) from the hospital.

#### For people with a learning disability

<https://www.royalberkshire.nhs.uk/patients-and-visitors/disabled-patients/> You can also find easy read information on this webpage. Patient relations 0118 322 8338, Learning Disability Coordinator 0118 322 8159

[Hampshire Hospitals information](#)

#### For people with a mental illness

Rethink Mental Illness – [useful downloadable leaflet](#)

### Patient Information Point (PIP)

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

## Patient Relations

Free, informal, confidential help and advice for patients, carers and their families.  
0118 322 8338 email [PALS@royalberkshire.nhs.uk](mailto:PALS@royalberkshire.nhs.uk) for Royal Berkshire. Berkshire in general 01344 415600 email [PALS@berkshire.nhs.uk](mailto:PALS@berkshire.nhs.uk)

## Section 7: Taking a break and Respite

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

### Crossroads Care Oxfordshire and West Berkshire

Crossroads Care provides a trained carer to stay with someone at home while the carer has a break to go shopping or pursue a hobby. They also provide a service for children with a disability. Grant funding is available. Self funders and holders of personal budgets can also purchase care direct, donations welcomed. Care is assessed on an individual basis to suit the care needs.

Crossroads Care has two three berth caravans in Somerset which take up to 8 people each. Unfortunately, they have no disabled access. Newbury: 01635 30008  
Oxford: 01865 260280 [care@oxfordshirecrossroads.org.uk](mailto:care@oxfordshirecrossroads.org.uk)

### Support with Confidence - Registered Care Providers - West Berkshire

Support with Confidence is a vetting service and directory of self-employed Personal Assistants. Through the scheme you can find PAs to provide you with additional support as well as respite care, so you can have a break. Tel: 07824 334644 or email [Supportwithconfidence@westberks.gov.uk](mailto:Supportwithconfidence@westberks.gov.uk)

### Bond Hotel in Blackpool

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

### Disability Holiday Guide

An on-line user-friendly, holiday inspiring website focusing on what's most important – your ability! email: [admin@disabilityholidaysguide.com](mailto:admin@disabilityholidaysguide.com)

### Duchess of Kent House

Full service hospice in Reading that cares for cancer patients and offers respite care to give relatives and carers a break during the illness. 0118 955 0400  
email: [enquiries.berkshirewest@sueryder.org](mailto:enquiries.berkshirewest@sueryder.org)

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

Respite breaks offered to people living with dementia or a disability fortnightly on Saturdays at The Phoenix Resource Centre, Newtown Road, Newbury RG14 7EB 01635 30008 email: [care@oxfordshirecrossroads.org.uk](mailto:care@oxfordshirecrossroads.org.uk)

**Jollydays holidays** for adults with mild to moderate learning disabilities. 01277 355565.  
[enquiries@jollydaysholidays.co.uk](mailto:enquiries@jollydaysholidays.co.uk)



### **The Jumbulance Trust**

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

**My Holiday Place** - Supported holidays in the South West for adults, teens and children with a learning disability. 01934 713840 or 07776 287766.

### **Revitalise**

National charity providing essential breaks for disabled people and carers. 0303 303 0145

**Seable holidays for blind & partially sighted**, disabled and wheelchair users  
The luxury of a holiday to suit your needs. 0203 375 6947

### **Traveleyes**

A commercial tour operator providing holidays for both blind and sighted travellers, disabled and wheelchair users. Tel 0113 887 6094

### **Yellow Submarine**

Is a registered charity that provides holidays for adults and children with learning disabilities across the South East. 01865 236119 [hello@yellowsubmarine.org.uk](mailto:hello@yellowsubmarine.org.uk)

**For additional holiday/break information visit the West Berkshire Directory using the following link: <https://directory.westberks.gov.uk>**

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

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

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

## **Section 8: Work**

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

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

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

## Flexible working and work life balance

If an employee is caring for someone (e.g. a child or adult) they have the legal right to ask for flexible working. [gov.uk/flexible working](https://gov.uk/flexible-working)

Informative guides are available from [Carers UK](#) resources page. You have the right to request flexible working if you are an employee with 26 weeks (6 months) continuous employment at the time you make an application.

Or visit [Age UK](#) to find: Balancing work and caring under the 'Help for carers looking after a loved one' section.

## Returning to work when your caring role has ended

Often when a caring role has ended you want to return to work but you have lost confidence and might want to consider training or volunteering. [Newbury College](#) run a number of Free online learning courses, but everyone has access to a personal tutor, which they can contact face-to-face or via Skype. . Tel 01635 845212 [distancelearning@newbury-college.ac.uk](mailto:distancelearning@newbury-college.ac.uk)  
[The National Careers Service](#) offers advice about careers and skills. 0800 100 900

[Reading College](#) - activate learning courses. 0800 612 6008

[Careers Springboard West Berkshire](#) is an excellent place to start for information and advice. Help with writing or improving your CV, improve your interview and phone skills, assistance working your way round the job market and much more. Check out the latest programme (join at any stage) and how to register 01635 254151  
[enquiries@careerswestberks.org.uk](mailto:enquiries@careerswestberks.org.uk).

[Community Learning Course](#) information from West Berkshire Council  
[acsteam@westberks.gov.uk](mailto:acsteam@westberks.gov.uk) 01635 519060

### [Newbury College](#)

Monks Lane, Newbury, Berkshire RG14 7TD. Courses in Work skills are available to suit different learners' needs. 01635 845000 [info@newbury-college.ac.uk](mailto:info@newbury-college.ac.uk)

[Volunteer Centre West Berkshire](#) has vacancies for an enormous range of volunteering activities on their West Berkshire Volunteer Opportunities List

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

## Section 9: Training for carers

[West Berkshire Council](#) can sometimes offer training to help you in your caring role, such as moving and positioning and back care. These courses are often free of charge.  
01635 519373 [training@westberks.gov.uk](mailto:training@westberks.gov.uk)

[British Red Cross](#) – First Aid Courses bookable online 0344 871 8000

[St Johns Ambulance](#) - Various training courses held in different locations. 0344 770 4800

[NHS](#) - Moving and handling advice.

[On-line training resource for Stroke carers](#) - This e-learning resource contains a set of topics which will provide on-line advice, support and information for informal carers.

**Grey Matter Learning** - Stroke awareness online training course

**Alzheimer's Society Learning Hub** Improve your knowledge and understanding of dementia through an online learning experience.

**Online training for Dementia carers** – The Social Care Institute for Excellence have developed e-learning modules which are aimed at anyone who comes into contact with people with dementia.

**Nutrition e-learning for carers** – understanding for both yourself and your cared for.

**Understanding Dementia** course offered by **Beechcroft** OPMHS, Hillcroft House, Rookes Way, Thatcham RG18 3HR to family and friends who are caring for people with dementia. The course is accessed through the NHS Memory clinic and families are invited to attend following the diagnosis appointment.

## Section 10: Young Carers

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

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

#### Young Carers

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

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

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

#### Contacting the Young Carers team

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

A family friend concerned about a young carer can make initial contact on behalf of the young person.

A GP, Care Manager or other professional can also make contact on your behalf.

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

For further information visit West Berkshire Council's Young Carers [web page](#)

## Section 11: Guide to financial support

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

### Getting help and advice

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

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

Further information can be found on the following topics on [West Berkshire Council's 'Charges for your Care' webpage](#)

- Charges for your care
- How much will I have to pay?
- What is a financial assessment?
- Charging Policies and Guidance Notes
- Care home placements and Top-Up payments
- Health funding
- Deferred payments
- Extra care and associated costs

***West Berkshire Council recommends that you take independent legal and/or financial advice. Find information on our [‘Planning how to pay for your future care’ web page](#)***

### Applying for financial support / welfare benefits yourself

[Jobcentre Plus](#), [Newbury](#), RG14 1JB and Reading RG1 1HD

Helpline 0800 169 0190, Textphone: 0800 169 0314

NGT text relay (if you cannot hear or speak on the phone): 18001 then 0800 169 0190

Video relay service for British Sign Language (BSL) users - check you can use the service

#### Leaving work to care for someone

If you are considering leaving work because it's difficult to combine employment and caring, it might be possible to change your working pattern and reduce your hours. Find useful information on the [Carers UK](#) website

#### Welfare benefits for carers [Gov.UK](#)

##### Carer's Allowance

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

For each week you get Carer's Allowance you may get [National Insurance credits](#).



## Pension Credit

This is an income based entitlement for people of pensionable age. If you are disabled or a carer you may be able to get an extra amount included in your Pension Credit.

**Pension Service helpline:** 0800 99 1234 Textphone: 0800 169 0133

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

## National Insurance Credits (Carer's Credits)

Carer's credit is a National Insurance credit that helps with gaps in your national Insurance record. Tel 0800 731 0297 or Textphone 0800 731 0317

Relay UK service Dial: 18001 then 0800 731 0297

## Benefits for Disabled, Vulnerable & Older People

### Universal Credit

Universal Credit is a payment to help with your living costs. You may be able to get it if you're on a low income or out of work. Whether you can claim depends on where you live and your circumstances. Tel: 0800 328 5644 Textphone: 0800 328 1344 [Relay UK](#) (if you cannot hear or speak on the phone): 18001 then 0800 328 5644

Citizens Advice can support you in the early stages of your claim. Search for your nearest office. <https://www.citizensadvice.org.uk/benefits/universal-credit/claiming/helpclaim/>

### Personal Independence Payment (PIP)

Call the Department for Work and Pensions (DWP) to make a new Personal Independence Payment claim. [DWP](#) - Personal Independence Payment claims

You may be able to get help with some of the extra costs caused by long term ill-health or disability. Telephone: 0800 917 2222 Textphone: 0800 917 7777 [Relay UK](#) (if you cannot hear or speak on the phone): 18001 then 0800 917 2222

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

### Disability Living Allowance (DLA)

DLA is being replaced by Personal Independence Payment (PIP) for disabled people. You can only [apply for DLA if you're under 16](#).

You can apply for:

- [PIP](#) if you're aged 16 or over and have not reached [State Pension age](#)
- [Attendance Allowance](#) if you're [State Pension age](#) or older and do not get DLA

If you already get DLA, your claim might end. You'll get a letter telling you when this will happen and how you can apply for PIP.

### If you already get Disability Living Allowance

[Disability Living Allowance \(DLA\)](#) is ending for people aged 16 to 64.

You can keep getting DLA if [you're under 16](#) or you were born on or before 8 April 1948 and have an existing claim.

You'll continue getting DLA until the Department for Work and Pensions (DWP) invites you to apply for PIP. You do not need to do anything until DWP writes to you about your DLA unless your circumstances change.

### Attendance Allowance

You can get Attendance Allowance if you've reached [State Pension age](#) and meet certain criteria. Attendance Allowance helps with extra costs if you have a disability severe enough

that you need someone to help look after you. AA Help Line 0800 731 0122 Textphone 0800 731 0317 [Relay UK](#) (if you cannot hear or speak on the phone): 18001 then 0800 731 0122

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

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

## Benefits / discounts to help with heating costs

**Winter Fuel Payment** - If you were born on or before 25 September 1956 you could get a Winter Fuel Payment to help towards heating costs. Most payments are made automatically in November or December.

**Cold weather payment** - These are one-off payments to help you pay for extra heating costs when it's very cold for a set period of time. You may get a Cold Weather Payment if you're getting certain benefits or Support for Mortgage Interest. The scheme runs from November to March.

If you do not receive your Cold Weather Payment - Tell your [pension centre](#) or [Jobcentre Plus office](#) if you think you should have received a Cold Weather Payment but you have not. Check if you can [get a payment in your area](#).

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

In West Berkshire you may be eligible for a grant if your household income after tax, Council Tax and energy costs is less than £35,000 per year, or if someone in your household receives benefits. <https://www.westberks.gov.uk/heat-berkshire> Residents looking to take advantage of these heating and insulation grants can call Heat the Home Counties on 01344 888 930, or visit the Heat the Home Counties website.

<https://www.heatthehomecounties.org.uk/apply-now>

## Help with the Cost of Living

[Government Help for Households information and advice](#)

[West Berkshire Council Support with the Cost of Living](#)

West Berkshire Cost of Living Hub 01635 503333 or email: [costofliving@westberks.gov.uk](mailto:costofliving@westberks.gov.uk)

## Housing Benefit & Council Tax Reduction

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

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

For further information please contact West Berkshire Council:

[Council Tax webpage](#) Telephone 01635 519520 (council tax)

[Housing Benefit webpage](#) Telephone 01635 519258 (benefits)

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

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

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

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

## Legal Matters

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

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

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

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

## Lasting Power of Attorney (LPA)

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

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

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

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

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

## Appointeeship

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

Contact the office of the Department of Work and Pensions who pays the current benefit.

Tel: 0800 169 0190, Textphone 0800 169 0314. Or Citizens Advice: 08300 222 5941

<http://citizensadvicewestberkshire.org.uk/>

## Court of Protection

The Court of Protection make decisions on financial or welfare matters for people who cannot make decisions at the time they need to be made (they 'lack mental capacity').

South East Regional Hub, Reading County & Family Court, 160-163 Friar Street, Reading RG1 1HE. 0118 987 0500 Email: [courtofprotection.reading.countycourt@justice.gov.uk](mailto:courtofprotection.reading.countycourt@justice.gov.uk)

<https://www.gov.uk/courts-tribunals/court-of-protection>

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

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

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

## Section 12: Property adaptations

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

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

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

### Disabled Facilities Grant (DFG)

Grants of up to £30,000 are available for work that's needed to help a disabled person live more independently in their own home. The grants are available whether you own your home or are renting. You may have to contribute towards the cost of the work needed unless you receive certain means-tested benefits, or the application is for a disabled child. If you can't afford your contribution, we can advise you on other options. An Occupational Therapist must recommend any adaptations that you may need. To request an OT assessment contact Adult Social Care on 01635 503050. For further information regarding a DFG application contact the Home Improvement Officer on 01635 519680

### Home Repair Assistance Grant (HRA)

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

### Flexible Home Improvement Loan

A secured loan available for home owners aged 60 years or older to make your home warmer, safer or more secure. Contact the Home Improvement Agency Officer on 01635 519680

### Sovereign Housing tenants

Sovereign may be able to install minor aids such as grab rails, lever taps or small ramps.

If you need a more complex adaptation an Occupational Therapist will need to assess what works are needed. Contact Disabled Adaptations Team, 0300 5000 926



## Section 13: End of life

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

### End of Life Care and Planning

End of life does not normally begin earlier than one year before death. However, in some cases there is sudden illness. In all cases, subject to the person's consent, the beginning is marked by a comprehensive assessment of supportive and palliative care needs. ([End of Life Care Guide available on the NHS UK website](#))

#### Sue Ryder – Duchess of Kent hospice support team

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

#### Macmillan Cancer Support

Understanding what will happen, the Macmillan support team can help you understand what will happen in the last few weeks, days, and at the end of life. Need to talk?  
[Call free](#) 0808 808 00 00. 7 days a week, 8am-8pm

#### Marie Curie – care for terminally ill patients

End of life care is about caring for people who have an advanced, progressive and incurable illness so they can live as well as possible until they die. If you would like care and support in your home from a Marie Curie nurse you should contact your district nurse or GP  
0800 0902309 email: [supporter.relations@mariecurie.org.uk](mailto:supporter.relations@mariecurie.org.uk) Online chat with an adviser also available.

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

**Hospice UK** - Information and advice

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

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

Caring for someone with an illness can be very rewarding, but it can also be challenging and sometimes upsetting. You may feel resentment and guilt, and experience stress and depression. It is better to face your feelings than ignore them, as they may be causing you discomfort, and may get worse.

#### Making decisions about future care

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

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

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

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

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

For more information, visit <http://www.respectprocess.org.uk> or email [ReSPECT@royalberkshire.nhs.uk](mailto:ReSPECT@royalberkshire.nhs.uk)

*The above information is available on the [Royal Berkshire NHS Foundation Trust website](#).*

## What to do when someone dies

[Step by step guide](#) on what to do when someone dies from GOV.UK.

### Death certificate

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

### Registering a death

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

**West Berkshire:** Shaw House, Church Rd, Newbury, RG14 2DR 01635 279233

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

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

Call to book an appointment 0118 937 3533

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

### Funeral arrangements

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

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

## When you are no longer a carer

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

### Support Groups

#### Cruse Bereavement Support

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

#### Compassionate Friends

This organisation offers support to bereaved parents and their families after the death of a child of any age. 0345 123 2304 [helpline@tcf.org.uk](mailto:helpline@tcf.org.uk)

#### Barnabas Bereavement Group

Shaw Church Centre, Newbury  
Every Wed morning 10am to 12noon in the church centre. Contact 01635 40450

#### Bereavement Advice Centre

Supports and advises people on what they need to do after a death. Bereavement Advice Centre. Tel 0800 634 9494 Mon to Fri

### Bereavement Support Payment

You may be able to claim a payment if your husband, wife or civil partner died in the last 21 months. Additional criteria provided on the website. **Bereavement Service helpline**  
Telephone: 0800 151 2012. Textphone: 0800 731 0464. [Relay UK](#) (if you cannot hear or speak on the phone): 18001 then 0800 151 2012

### Benefits and financial support when someone dies - [GOV.UK](#)

#### Mail

[Helping to stop unwanted direct mail to the deceased](#) – The Bereavement Register

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

The Bereavement Register, FREEPOST RTEU-JSHJ-LCTZ, 1 Newhams Row, London SE1 3UZ. Tel: 020 7089 6403 email: [help@thebereavementregister.org.uk](mailto:help@thebereavementregister.org.uk)  
Automated phone line registration service: 0800 082 1230

## Section 14: Other sources of help and support

There is a huge amount of information available on the internet. It can sometimes be difficult to find the right website or know if the information you are looking at is reliable. Throughout this document we have tried to provide links to the local organisations and activities that we have listed. This is just a short list of additional resources available to help you.

### AbilityNet

Free IT & smartphone support for the elderly and people with disabilities.  
0800 048 7642 email: [enquiries@abilitynet.org.uk](mailto:enquiries@abilitynet.org.uk)

### Abuse – safeguarding advice from West Berkshire Council

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

### Age UK Berkshire

Information, support and essential services for over 50's  
0118 959 4242 email: [info@ageukberkshire.org.uk](mailto:info@ageukberkshire.org.uk)

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

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

### Arthritis Matters (Reading)

Support to those who suffer from arthritis, irrespective of age, gender or race. Tai Chi, hydrotherapy classes & social events. 0118 9776172 [info@arthritismattersreading.co.uk](mailto:info@arthritismattersreading.co.uk)

### Berkshire Vision

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

### Community Furniture Project

Everyone can buy recycled furniture. Unit F, Hambridge Rd Ind Estate, Bone Lane, Newbury RG14 5SS (Mon-Sat 9-5.00pm) 01635 43933. email: [enquiries@cfpnewbury.org](mailto:enquiries@cfpnewbury.org)

### Continence Advisory Service/Clinic

Confidential telephone advice and specialist clinics where expert assessment and a variety of continence treatments are provided. If you suffer from continence issues, you can refer **yourself** by calling 01189 495146 or you can contact your GP. For general enquiries 01189 495145 Email [continence@berkshire.nhs.uk](mailto:continence@berkshire.nhs.uk)

### DeafPLUS

Charity providing an advocacy service, employment and money advice helplines, a variety of training programmes and help with equipment. Tel: 0207 790 6147 email: [info@deafplus.org](mailto:info@deafplus.org)

## **Discount card**

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

## **Domestic Abuse**

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

**Berkshire Women's Aid Helpline** – for women experiencing domestic abuse. 0808 801 0882. Calls to this helpline are free from landlines and mobile phones within the UK and do not appear on itemised bills. Email [helpdesk@bwaid.org.uk](mailto:helpdesk@bwaid.org.uk)

## **Domestic abuse services – A2Dominion**

Support for all types of abuse including emotional, psychological, sexual, physical, financial, coercive control and honour-based violence. 0800 731 0055 (10am to 7pm). For 24 hour service National Helpline: 0808 2000 247 email [DAS@a2dominion.co.uk](mailto:DAS@a2dominion.co.uk)

**Men's Advice Line** – for male victims of domestic abuse. 0808 801 0327. email: [info@mensadviceline.org.uk](mailto:info@mensadviceline.org.uk)

## **Falls Prevention**

While falling used to be related to ageing and often went untreated, we now know that many things can be done to prevent falls. Falls are the biggest cause of hospital admission, but there are some simple steps that can be taken to reduce the risk of this happening. West Berkshire Council's [webpage](#) provides advice and guidance to help you reduce your risk of falls.

## **Foodbanks**

West Berks Foodbank 01635 813390. Crisis foodline 01635 760560 email: [info@westberks.foodbank.org.uk](mailto:info@westberks.foodbank.org.uk)

## **Healthwatch West Berkshire**

Healthwatch West Berkshire's role is to gather views, listen, report and take your voice to those who commission and deliver services. 01635 886210 email: [contact@healthwatchwestberks.org.uk](mailto:contact@healthwatchwestberks.org.uk)

## **Headway Thames Valley**

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

## **Hearing Dogs for Deaf People**

Tel: 01844 348100 (voice and minicom) email: [info@hearingdogs.org.uk](mailto:info@hearingdogs.org.uk)

## **Hidden disabilities Sunflower Lanyard Scheme for adults or children**

The Hidden Disabilities Sunflower lanyard allows everyone with hidden disabilities to choose to be subtly visible when they need to be. Recognised in airports, supermarkets and many more outlets. Email: [customersupport@hiddendisabilitiesstore.com](mailto:customersupport@hiddendisabilitiesstore.com)



## Hoarders Support Group

Practical support as well as expert advice. <https://hoardingdisordersuk.org/support/>  
Jo Cooke 0330 133 2310 info@hoardingdisordersuk.org

## Hospitals

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

## Hospital Discharge (Joint Care Provider Services) – Social care assessment

**Assessing prior to hospital discharge** - If the person you care for requires support following admission onto a ward, you **must** ensure that the hospital staff discuss with you any difficulties you face at home in your caring role. [West Berkshire Council's hospital discharge team](#) will also need to carry out an assessment **before** the cared for person leaves hospital. Hospital Discharge Team 01635 292120

## Link Up

Employment opportunities and training for adults with learning disabilities.  
Slater Centre Unit E, Hambridge Road Industrial Estate, Bone Lane, Newbury, RG14 5SS  
01635 778120 email: jane.hall@wbmencap.org

## Macmillan Cancer Relief

### Online forum for carers

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

## Meal deliveries

**Fair Close Centre** – hot meals delivered in West Berkshire and North Hampshire, Mon to Fri only. 01635 40488/41294 email: [hello@fairclosecentre.org](mailto:hello@fairclosecentre.org)

**Meals** delivered by qualified carer to Pangbourne, Purley on Thames, Tilehurst and Caversham. 5 days a week, Saturday meals delivered on Friday. Meals are freshly cooked each morning, delivered chilled ready to be reheated in an oven or can be re-plated and microwaved. Happy to reheat and serve the meal for those unable to do so for themselves, or do not have carers to do so, if delivery time is appropriate. Julie Kalus 07719472100

**Oakhouse Foods - Thames Valley Branch** 01189 756565 Email:  
[ThamesValley@oakhousefoods.co.uk](mailto:ThamesValley@oakhousefoods.co.uk)

**Wiltshire Farm Foods** - Frozen meals delivered to your home once a week.  
01635 298044 for a brochure and a menu.

## MIND for Mental Health support

Charity providing advice and support to anyone with a mental health problem. General info  
**0300 123 3393** For Hearing or speech impaired Infoline call: 18001 0300 123 3393  
[info@mind.org.uk](mailto:info@mind.org.uk) Mind online community

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

07760 854975 email: [ReadingMND@hotmail.com](mailto:ReadingMND@hotmail.com) National Helpline 03457 62 6262

## **Multiple Sclerosis Society**

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

Reading, Wokingham & District office: 07932 508899 email: [reading@mssociety.org.uk](mailto:reading@mssociety.org.uk)  
Newbury Branch: 07555 600 252 email: [newbury@mssociety.org.uk](mailto:newbury@mssociety.org.uk)

## **Newbury Cancer Care**

Support and advice to cancer patients and their families residing in West Berkshire. Offering hospital transport, financial aid and overnight nursing care.

01635 31542 email: [office@newburycancercare.org.uk](mailto:office@newburycancercare.org.uk)

## **Parkinson's Disease - Newbury branch**

Support, advice and information to people with Parkinson's, carers, families and friends.

07413 605937 email: [newburyparkinsons@gmail.com](mailto:newburyparkinsons@gmail.com)

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

A national fostering service is provided for pets whose owners face a spell in hospital. The Cinnamon Trust also provides long term care for pets whose owners have died or moved to residential accommodation which will not accept pets. 01736 757 900

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

You can send books and letters in braille, large print or audio, and mobility aids such as white canes, first class and free of charge. Packages must be unsealed, marked 'Articles for the Blind', and show a return address. 0345 607 6140

## **Remap**

Providing free custom-made disability equipment that is not available to go out and buy.

email: [Berks.CaseOfficer@remapgroups.org.uk](mailto:Berks.CaseOfficer@remapgroups.org.uk) 07790 127123

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

National Society for visually impaired people offers support and information. Also a Talking Books library service. 030 31 23 99 99 email: [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk)

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

Previously known as 'Action on Hearing Loss'. For practical information and advice on hearing loss, or if you are profoundly deaf. Freephone Information Line: 0808 808 0123

Freephone Textphone 0808 808 9000. **Relay UK** 18001 then 0808 808 0123 email: [information@rnid.org.uk](mailto:information@rnid.org.uk)

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

Providing information and advice, advocacy and communication services.

Text Phone: 0300 688 2525, Text phone 0300 688 2527, email: [info@royaldeaf.org.uk](mailto:info@royaldeaf.org.uk)

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

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

**Sensory Needs Team** at West Berkshire Council - 2 booklets - **Managing with Sight Loss** and **Managing with deafness or hearing loss**

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

Provides a safe and secure online social networking site similar to Facebook, dedicated to providing a space for people in West Berkshire who are supporting someone with a Mental Health Problem. Only Relatives and Carers of those who have been treated for a Mental Health problem in Berkshire can join – no one else can. To join SHaRON, please ask your Care Manager.

## Sport in Mind

Berkshire based charity that uses sport and exercise to promote mental wellbeing and improve the lives of people experiencing mental health problems. Activities at various locations in Berkshire. 0118 947 9762 [info@sportinmind.org](mailto:info@sportinmind.org)

## Stroke Care for Newbury & West Berks

**Family Support Service** - Hospital & home visiting, information and assessment of individual needs. Contact Fiona Forrest 01635 529360 email: [Fee.strokecare@gmail.com](mailto:Fee.strokecare@gmail.com)

**Carer Support** - Information, advice, fellowship & support to partners & carers of stroke survivors, Contact Fiona Forrest 01635 529360 email: [Fee.strokecare@gmail.com](mailto:Fee.strokecare@gmail.com)

## Thames Valley Autism Alert Card - Berkshire Autistic Society

Available to anyone with an Autism Spectrum Condition subject to supporting documentation being sent. It will help those presented with a card, know how to help the card holder. 40 Caversham Road, Reading RG1 7EB 0118 959 4594, [contact@autismberkshire.org.uk](mailto:contact@autismberkshire.org.uk)

## The Advocacy People (previously known as seAp West Berkshire)

Advocacy in West Berkshire is available to you if you are an older person, a carer, a person with a disability or a mental health illness. Tel: 0300 444 9000 [info@theadvocypeople.org.uk](mailto:info@theadvocypeople.org.uk)

## The Silverline Helpline for Older People

- a sign-posting service linking in to varied services that exist around the country;
- a befriending service to combat loneliness;
- and a means of empowering those who may be suffering abuse and neglect, if appropriate to transfer them to specialist services to protect them from harm.

0800 470 80 90 email: [info@thesilverline.org.uk](mailto:info@thesilverline.org.uk)

**West Berkshire Learning Disability Partnership Board** big bi-monthly meetings are held for adults with learning disabilities, carers, parents, adult social care, service providers and community support groups.

ALSO **It's My Life Group** A self-advocacy network supporting members to gain confidence, learn new skills and campaign to make things better for people with learning disabilities living in **West Berkshire**. Regular meetings, drop-in sessions and workshops. Tel: 07912 309 122 or email: [alex.osterritter@theadvocypeople.org.uk](mailto:alex.osterritter@theadvocypeople.org.uk) for further info

## West Berkshire Mencap

Mencap Centre, Enborne Gate, Enborne Rd, Newbury, RG14 6AT 01635 41464. Learning and leisure activities for adults with a Learning Disability, support for families and carers. email: [info@wbmencap.org](mailto:info@wbmencap.org)

## West Berkshire Therapy Centre

A specialised therapy gym for people with disabilities in West Berkshire and surrounding areas. Exercise is proven to help many conditions such as stroke, multiple sclerosis, parkinsons and arthritis. Tel: 01635 864561 email: [info@westberkshiretherapycentre.org.uk](mailto:info@westberkshiretherapycentre.org.uk)

## **Wheelchair clinic – Royal Berkshire Hospital**

Referrals via a Consultant, GP or registered Health Care Professional. The wheelchair service will only provide wheelchairs to users who are unable to mobilise and who require the wheelchair indoors. It is unlikely a NHS Wheelchair Service will be able to provide equipment on a temporary loan. 0118 322 6706 or 0118 322 7017 (8:00am to 12.30pm)

## **Wheelchair loan/hire**

[British Red Cross](#) Newbury 0300 456 1914 option 2 to make an arrangement or to book a delivery. Reading 0118 935 8236

[Newbury Shopmobility](#) - Volunteer Centre West Berkshire 01635 523854

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

**West Berkshire Council**

**Adult Social Care**

Market Street  
Newbury  
RG14 5LD

T 01635 503050

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