

## Appendix 16

### Multi-agency contact details

#### National

Organisation	Descriptions	Contact Details
<b>ACTION ON ELDER ABUSE</b>	Works to protect, and prevent the abuse of, vulnerable older adults	0808 808 8141
<b>ALZHEIMERS SOCIETY</b>	Care and research charity	0207 423 3500
<b>COUNSEL AND CARE</b>	Advice and information to older people, their relatives and carers across the UK	0845 300 7585
<b>CARE QUALITY COMMISSION</b>	Independent regulator of health and social care in England	03000 616161
<b>FORCED MARRIAGE UNIT</b>	Joint-initiative with the Home Office	0207 008 0135
<b>NHS DIRECT</b>	Health advice and information service	0845 4647
<b>PUBLIC GUARDIANSHIP OFFICE</b>	Controls money and property on behalf of people who are not mentally capable of doing so themselves	020 7664 7300

#### Local

Organisation	Descriptions	Contact Details
<b>VOICEABILITY</b>	Supports people to speak up about what they want	020 8892 6559
<b>AGE CONCERN</b>	Advocacy support and Representation Advice	020 8940 9309 020 8940 8118
<b>ALZHEIMERS SOCIETY</b>	Care and research charity Local branch (Twickenham)	020 7306 0606 020 8892 7799
<b>RICHMOND CARERS CENTRE</b>	Information and access to services for unpaid carers	020 8867 2380
<b>CITIZENS ADVICE BUREAU</b>	Legal, Welfare & Benefits advice	020 8940 2501
<b>COMMUNITY DRUG AND ALCOHOL TEAM</b>	Specialist treatment service	020 8940 3331

<b>COMMUNITY MENTAL HEALTH TEAMS</b>	Specialist, community-focused, mental health and social care service to adults (18-75)	0203 513 3000 (Richmond) 0208 977 3156 (Twickenham)
<b>LEARNING DISABILITY TEAM</b>	Help people with a learning disability who are over 18 years old	020 8977 6881
<b>ETHNIC MINORITIES ADVOCACY GROUP (EMAG)</b>	Independent voluntary organisation	020 8893 9555
<b>HOUSING ADVICE TEAM</b>	Provides <i>advice</i> to residents	020 8891 7409
<b>ADULTS EMERGENCY DUTY TEAM (ADET)</b>	Provides out of hours emergency social work and homelessness service to all the adult user groups	020 8744 2442 0845 6007752 (MINICOM)
<b>MARAC</b>	Multi-Agency Risk Assessment Conference	020 8831 6198
<b>PATIENT ADVICE LIAISON SERVICE</b>	Provides patients, carers and their families with confidential advice, information and support	020 8973 3111 0800 953 0363
<b>POLICE COMMUNITY SAFETY UNIT</b>	Richmond	020 8247 7204
<b>RICHMOND ADVOCACY</b>	<i>Advocacy</i> for Mental Health	020 8744 9251
<b>RICHMOND AID</b>	Advice and Information on Disability	020 8831 6070
<b>RICHMOND COUNCIL for VOLUNTARY SERVICES</b>	Support body for the voluntary and community sector organisations	020 8255 8500
<b>RICHMOND MENCAP</b>	Support Children and Adults with Learning Disabilities and their family carers	020 8744 1923
<b>RICHMOND PRIMARY CARE TRUST</b>	Responsible for health services in Richmond	020 8973 3000
<b>RICHMOND VICTIM SUPPORT</b>	National charity giving free and confidential help to victims of crime, witnesses, their family, friends	020 7223 1234
<b>RICHMOND ACCESS TEAM</b>	First point of contact for all referrals and general enquiries about Adult Social Care	020 8891 7971
<b>DoLS TEAM</b>	Deprivation of Liberty Safeguarding Team.	020 8831 6318 0208 487 5026

Further information on Local Services can be found at [www.richmond.gov.uk](http://www.richmond.gov.uk)

