

Carers Directory

A directory of organisations which provide support to carers



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Note: In this directory, LBRuT refers to London Borough of Richmond upon Thames



All About Caring...

...in the London Borough of Richmond upon Thames

This directory is aimed at anyone who is caring for someone who lives in the London Borough of Richmond upon Thames.

The definition of being a carer can be very broad and differs from organisation to organisation. For the purpose of this directory a carer is...

someone who provides unpaid help to someone who could not manage without their support. This could be because they are ill, frail, have a physical disability, a learning disability or have mental health or substance misuse problems.

This directory is not aimed at carers who are paid and have a contractual agreement to provide care.

No directory will be able to list every potential service that is available to you. This directory aims to provide information about where to go for advice, information and support. The inclusion of a service or organisation does not mean it is endorsed or approved by Richmond Council or Richmond CCG.

Introduction

Who, what, why, when and where?

When someone close to you – a family member, a partner or a friend – is unable to support themselves, you can find that you take on increasing responsibility for their daily living.

The reason why someone is less able to cope can be varied; perhaps your parents are growing older and more frail; you may have a child who is born with additional needs; someone may have an accident or illness that causes a long- term disability or maybe someone develops a mental health condition like depression.

The impact of this can be far reaching and at times you may feel that you are unable to cope with the extra caring responsibilities you are faced with.

There are many services that you may be able to access to help you cope with your caring role. In addition the nature of the disability or condition of the person you are caring for will influence what information you need and where and from whom you can get specialist advice and support.

Many of the services you may be looking for will be provided to the person you are caring for to help with their needs – which will in turn help you to care for them. Equally, some services can be provided directly to you in your own right as a carer.

General Advice and Support

Carers Direct

National advice service providing guidance on all aspects of caring hosted by NHS Choices.

Carers Line: 0808 802 0202

Website: www.nhs.uk/carersdirect

Carers in Mind – Richmond Borough Mind (RB Mind)

Specialist service for families and friends supporting someone over 18 with mental health problems (not including dementia or Alzheimer's Disease). Carers in Mind offers one to one advice and guidance, support groups, social activities, a quarterly newsletter and psycho-education workshops. Carers must live in, or be supporting someone who lives in the London Borough of Richmond upon Thames (LBRuT).

Telephone, advice and support: 020 8940 7384

Website: www.rbmind.org/carers-in-mind-project.asp

Email: carers@rbmind.org

Carers Trust

The Carers Trust partnership provides action, help and advice through their website and a network of over 140 Carers Centres across the UK each providing local support and guidance to carers in their area. The Carers Trust also includes Crossroads Care which has a network of local offices which offer carers access to vital breaks by providing trained carer support workers who can take over caring responsibilities. The Carers Trust also campaigns on a national basis for carers' rights.

London Office Telephone: 0844 800 4361

Website: www.carers.org

Email: info@carers.org

Carers UK

National charity providing comprehensive information, advice and support to carers. Also provides guidance on national policy for carers, their benefits and rights. Campaigns on all issues that affect carers' rights.

Advice Line: 0808 808 7777

London Office Telephone: 020 7378 4999

Website: www.carersuk.org

Email: advice@carersuk.org

Community Independent Living Services (CILS)

CILS is a borough wide network which provides support, information, advice and activities to help people maintain their independence. The service is provided by partnerships known as GoLocal (led by Age UK) and The Community Partnership (led by Richmond AID and Integrated Neurological Services).

GoLocal provides information about local services, activities and events and offers support to people who want to participate in their local community.

For Barnes, Mortlake, East Sheen, Twickenham and Whitton contact GoLocal:

Telephone: 020 8973 1877

Website: www.golocal.org.uk

Email: hello@golocal.org.uk

The Community Partnership provides information, advice and well-being services across Teddington, The Hamptons, Richmond, Kew, Ham and Petersham. This includes befriending services, peer support groups, social activities and exercise classes.

For Teddington and The Hamptons

Telephone: 020 8831 6464

Website: www.commpartnership.co.uk

Email: richmondaid@commpartnership.co.uk

For Richmond, Kew, Ham and Petersham contact The Community Partnership:

Telephone: 020 3693 4000

Website: www.commpartnership.co.uk

Email: ins@commpartnership.co.uk

GovUK

GovUK is the website of the UK government providing information and online services for the public. It provides information from across government departments and elsewhere on topics ranging from completing your driving test and parental leave to finding a job or a local NHS service as well as specific information on caring.

Website: www.gov.uk

London Borough of Richmond upon Thames (LBRuT)

For general information about all services within the borough please see our website below.

Telephone: 020 8891 1411

Website: www.richmond.gov.uk

Email: customerservices@richmond.gov.uk

Richmond Carers Centre

A local voluntary organisation providing general advice, support and services to carers living in the London Borough of Richmond upon Thames. Richmond Carers Centre is a network partner of the Carers Trust and manages the Richmond Carers Hub service, a group of 9 charities contracted to provide services to carers in the London Borough of Richmond upon Thames.

Carers Support Line: 020 8867 2380

Website: www.richmondcarers.org

Email: info@richmondcarers.org

Richmond Carers Hub Service

The service includes a universal information and advice service, emotional support, financial and debt advice, short breaks and leisure programmes, a young carers service, training for carers, opportunities for carer engagement, carer awareness training for professionals and strategic leadership.

This service is provided by the Richmond Carers Centre in partnership with 8 other local organisations. These are:

- Addiction Support and Care Agency (ASCA)
- Alzheimer's Society
- Crossroads Care
- Ethnic Minorities Advocacy Group (EMAG)
- Grace Debt Advice
- Homelink
- Integrated Neurological Services
- Richmond Homes and Lifestyle Trust

For further information please see the carers hub website:

www.richmondchs.org

How to get in touch

Contact details for these organisations are on the above website and within this carers directory, or feel free to contact:

Richmond Carers Centre

Address: 5 Briar Road, Twickenham, TW2 6RB

Telephone: 020 8867 2380

Website: www.richmondcarers.org

Email: info@richmondcarers.org

Richmond Citizens Advice Bureau

Confidential and independent advice on: housing, benefits, debt, employment and other issues. Each bureau has different times of opening for walk-in sessions.

Telephone Advice Helpline Number: 0844 826 9700

Website: www.rcabs.org

Drop In Services available at CAB offices in Twickenham, Ham, Hampton, North Barnes and Sheen. See website or telephone for locations and drop-in times.

Richmond Neighbourhood Associations

There are several groups and associations which provide support to people in their local area. Some examples of support available are transport to medical appointments and social activities, shopping, befriending, social activities, practical support such as light gardening and other simple tasks.

Visit www.richmond.gov.uk/rna.pdf for the appropriate group to contact for the area you live in.

Your Own Health and WellBeing

Health Services

BackCare

A registered charity that aims to reduce the burden of back pain by providing information and support, promoting good practice and funding research.

Telephone / Helpline: 0845 130 2704 / 020 8977 5474

Website: www.backcare.org.uk

Email: info@backcare.org.uk

Chiropody (Podiatry)

The Hounslow and Richmond Community Health Trust Podiatry and Foot Health service assesses and treats a variety of conditions affecting the foot and lower limb. You need to be referred by your GP or other health or social care professional.

Telephone: 020 8614 5435

Website: www.hrch.nhs.uk/our-services/services-directory/services-in-richmond/podiatry-richmond

Email: podiatry@hrch.nhs.uk

Dentists

For advice on finding an appropriate local dental practice see:

Website: www.nhs.uk/Service-Search

Dental care is provided in community settings for adults and children with complex needs who have difficulty getting treatment in their high street dental practice for reasons other than cost. Patients will need to be referred to this service and may include those with mental health problems, severe learning difficulties or the elderly. For information contact:

Teddington Health & Social Care Centre
18 Queen's Road Teddington TW11 0LR
Telephone: 020 8614 5300

Telephone: 0300 311 2233 (NHS England Customer Contact Centre)

General Practitioners

Your GP should ensure that you have regular health checks, receive a free flu jab, and may be able to provide flexible appointment times, or home visits.

For advice on finding and registering with a local GP

Telephone: 0300 311 2233 (NHS England Customer Contact Centre)

Website: www.nhs.uk/Service-Search

Hounslow and Richmond Community Health Trust

Responsible for providing community health services for people living in the London boroughs of Hounslow and Richmond-upon-Thames.

Community healthcare covers most of the services that are provided outside of hospital or GP surgeries, delivering high quality care and providing a range of services for both adults and children including community nursing, health visiting, physiotherapy, nutrition and dietetics, health promotion and stop smoking services, speech and language therapy and occupational therapy. Some specialist services such as audiology, neuro-rehabilitation, continence services and continuing care are also provided.

Telephone: 020 8973 3000

Website: www.hrch.nhs.uk

Hospitals

West Middlesex Hospital

Telephone: 020 8560 2121

Website: www.west-middlesex-hospital.nhs.uk

Kingston Hospital

Telephone: 020 8546 7711

Website: www.kingstonhospital.nhs.uk

Queen Mary's Hospital, Roehampton

Telephone: 020 8487 6000

Website: www.stgeorges.nhs.uk

Teddington Memorial Hospital

Telephone: 020 8714 4000

Website: www.hrch.nhs.uk

NHS 111 Service

You can call 111 when you need medical help fast but it's not a 999 emergency. NHS 111 is a fast and easy way to get the right help, whatever the time.

NHS 111 is available 24 hours a day, 365 days a year. Calls are free from landlines and mobile phones.

Telephone: 111

Opticians

Eye tests are free for anyone over 60 or who suffers from diabetes, glaucoma or has a family history of glaucoma, registered blind or partially-sighted and should be available from opticians in the High Street. If you need to find your nearest optician please see the following link:

Website: www.nhs.uk/Service-Search

Home Visiting Services

If you are having trouble finding an optician or need a home visiting services please contact NHS England Customer Contact Centre

Telephone: 0300 311 2233

Pharmacies

Local pharmacies can offer some or all of the following services:

- Blood pressure checks
- Cholesterol tests
- Annual medication review
- Coordination of repeat prescription
- Prescription delivery service
- Help to stop smoking
- Advice and supply of community equipment - aids to daily living for people with disabilities

Speak to your local pharmacy for details.

To find pharmacies in the London Borough of Richmond:

Website: www.nhs.uk/Service-Search/

Richmond Clinical Commissioning Group

NHS Richmond Clinical Commissioning Group (CCG) is the organisation responsible for planning and buying (commissioning) health services for people living in the borough of Richmond. The CCG is a membership organisation, made up of all 30 GP practices in the borough of Richmond. This means that local GPs are making decisions about local health services by using their local knowledge to improve services and focus resources where there is greatest need.

Telephone: 020 8734 3000

Website: www.richmondccg.nhs.uk

Wellbeing Services

Emotional Support and Counselling Services

Sometimes it helps to talk about how you are feeling to someone who is not a member of your family or group of friends.

There are a number of organisations that can offer a variety of talking therapies that may be able to offer the support you are looking for. The cost for formal counselling varies.

You may seek help within the NHS and this can include general psychiatric and specialist psychotherapy services. Alternatively, you can also seek help with an agency specialising in bereavement counselling, or with a private therapist.

Consult your GP first, who will then either refer you directly for psychological treatment or to a local (general) psychiatric service.

Asian Family Counselling Service

Works with individuals, couples and families. All services are provided in Gujarati, Hindi, Urdu, Punjabi and English. Services include relationship counselling, family therapy, telephone counselling and self - help groups.

Telephone: 020 8813 9714 or 020 8571 3933

Website: www.asianfamilycounselling.org

Email: admin@asianfamilycounselling.org

British Association for Counselling and Psychotherapy (BACP)

BACP can provide advice on a range of services to help meet the needs of anyone seeking information about counselling and psychotherapy. This is a service which will enable potential clients to find a suitable counsellor with whom they feel comfortable, in their particular area.

Client Information Helpdesk Telephone: 01455 883 300

Website: www.bacp.co.uk

Email: bacp@bacp.co.uk

CRUSE – Richmond-upon-Thames

Cruse ~ Richmond upon Thames is a part of the national organisation Cruse Bereavement Care which exists to promote the well-being of bereaved people and to enable anyone bereaved by death to understand their grief and cope with their loss. Services are free to bereaved people. The charity provides support and offers information, advice, counselling, education and training services.

Telephone: 020 8876 0417

Website: www.cruiserichmonduponthames.org.uk

Email: info@cruiserichmonduponthames.org.uk

The Mulberry Centre

The Mulberry Centre is a drop-in centre for anyone affected by a diagnosis of cancer to visit for information, advice and support. A range of therapies and counseling are also available.

Telephone: 020 8321 6300

Website: www.themulberrycentre.co.uk

Email: info@themulberrycentre.co.uk

RB Mind Psychotherapy and Counselling Service

The service offers a range of different individual therapies on a longer-term basis. It operates a sliding scale of fees dependent upon income. Sessions are available during the day and early evening.

Telephone: 07592 416638

Website: www.rbmind.org/psychotherapy-and-counselling-service.asp

Email: counselling.admin@rbmind.org

Richmond Carers Centre – Wellbeing Service

12 weeks of free, one-to-one counselling for carers registered with Richmond Carers Centre. Counsellors are either fully qualified volunteers or students on placements. All students are fully supervised by their college or university.

Telephone: 020 8867 2380

Website: www.richmondcarers.org

Email: info@richmondcarers.org

Richmond Wellbeing Service

The Richmond Wellbeing Service is a free and confidential service for local people who experience depression, anxiety, sadness, anger, extreme shyness, obsessive behaviour, phobias, relationship difficulties or other psychological issues. It offers group workshops, counselling, self help courses, a range of talking therapies and computer-based therapies.

The service is run through a partnership between East London NHS Foundation Trust and Richmond Borough MIND.

Contact:

NHS Richmond Wellbeing Service

Richmond Royal Hospital

Kew Foot Road, Richmond upon Thames, TW9 2TE

Telephone: 020 8548 5550 / 020 3513 3266

Website: www.eastlondon.nhs.uk/Services/Other-Services/Richmond-Wellbeing-Service/Richmond-Wellbeing-Service.aspx

Complementary Therapies

Complementary therapies are used in conjunction with conventional medical treatment, and sometimes as an alternative medicine. Many complementary therapies take a holistic approach to healing, and so can be useful for treatment of conditions such as migraine, eczema, asthma, insomnia, low energy levels and stress, as well as promoting general good health and vitality. You can find local private salons offering a variety of complementary therapies that may suit your needs. Prices will vary dramatically so it is worth shopping around. The following are a number of low cost solutions.

The Mulberry Centre

Complementary Therapies Service accessible by anyone diagnosed with cancer and their carers.

Telephone: 020 8321 6300

Website: www.themulberrycentre.co.uk

Email: info@themulberrycentre.co.uk

Richmond Carers Centre – Wellbeing Service

Offers 12 weeks complementary therapies to any carer registered with them.

Telephone: 020 8867 2380

Website: www.richmondcarers.org

Email: info@richmondcarers.org

Other Health and Wellbeing Services

Active Living Programme

Please see the website link below for information about various programmes designed to improve health and wellbeing. These include:

- Health Walks
- Exercise referrals and other active programmes
- Links to Richmond's sports and fitness centres, parks and other open places where activities are organised.

Telephone: Live Well Richmond - 0208 487 1745

Website: www.richmond.gov.uk/wellbeing_and_lifestyle

Falls Prevention Classes

These classes are for people who have had falls, have a fear of falling, poor balance or mobility. Tutors use gentle movements to strengthen the leg, arm, back, ankle and pelvic floor muscles which help to improve balance and mobility. You can be referred into the falls prevention classes by your GP, a physiotherapist or occupational therapist. For more information contact the Exercise Referral & Falls Prevention Administrator.

Telephone: 020 8973 1080
Email: health@richmond.gov.uk

Health Walks

“Health walks” are free organised walks led by trained volunteers for people who are currently not very active but would like to do more. These gentle walks take place in groups and provide a safe and social atmosphere. The current walks are generally between 45-70 minutes long. People are encouraged to go at a pace that is comfortable for them. Shorter and slower walks are also available for beginners and those with limiting health conditions.

If you have any questions please get in touch with Hayley Burgoyne, Ramblers, Health Walks Coordinator.

Telephone: 07584 838 784
Email: hayley.burgoyne@ramblers.org.uk

Live Well Richmond

Live Well Richmond is a free health improvement service available to anyone over the age of 16 who either lives or is registered with a GP in Richmond. It offers free help and advice to help you develop a healthy lifestyle and improve your health and wellbeing.

Telephone: 0208 487 1745
Website: www.livewellrichmond.org.uk/richmond/
Email: info@livewellrichmond.org.uk

NHS Health Checks

Carers are recognised as a priority group for health checks and are encouraged to take advantage of this scheme. The NHS Health Check is for adults in England between the ages of 40 and 74. The programme aims to help prevent heart disease, stroke, diabetes, kidney disease and certain types of dementia.

For further information contact your GP or

Telephone: 020 8734 3093.

Website: www.richmond.gov.uk/nhs_health_check

Richmond Sports Centres

There are several Council managed sport and fitness centres and pools in Richmond upon Thames. Our fitness centres offer gym facilities, adult and junior programmes.

Teddington Sports Centre

Teddington School, Teddington, TW11 9PJ

Telephone and fax: 020 8977 0598

Orleans Park Sports Centre

Orleans Park School, Twickenham, TW1 3BB

Telephone: 020 8090 9695

Hampton Sport & Fitness Centre

Hanworth Road, Hampton, TW12 3HB

Telephone: 020 8090 0668

Shene Sports & Fitness Centre

Richmond Park Academy, East Sheen, SW14 8AT

Telephone: 020 8090 9630

Pools on the Park Richmond

Old Deer Park, Richmond, Surrey TW9 2SF

020 8940 0561

Whitton Sports and Fitness Centre

Closed for refurbishment at time of printing, please check website below for latest information.

General email enquiries for the above leisure sites:

leisure@richmond.gov.uk

Website for the above sites:

www.richmond.gov.uk/sports

Contact Telephone Number for London Borough of Richmond upon Thames: 020 8891 1411

Taking a Break or a Holiday

Respite Care

A break could be anything from taking an hour out of the caring regime, to taking enough time to take a holiday away. There are organisations that can help with many of the aspects of taking a break, from organising respite care, looking for accessible resorts to help with funding.

3H Fund

A charity that provides funding to help subsidise a range of group holidays for physically disabled people either with or without their carer. Provides the chance for the carer/family to have a break from their caring routine.

Telephone: 01892 860 207

Website: www.3hfund.org.uk

Email: info@3hfund.org.uk

Accessible Travel and Leisure

Tailor-made holidays for people with disabilities either with or without their carers.

Telephone: 01452 729 739

Website: www.accessibletravel.co.uk

Email: info@accessibletravel.co.uk

Calvert Trust

Accessible outdoor adventure holidays for people with disabilities in one of three UK based centres including family and carers breaks.

Telephone: 01598 763221

Website: www.calvert-trust.org.uk

Email: susan.riley@calvert-kielder.com

Chalfont Line

Offers escorted holidays around the world for wheelchair users or slow walkers.

Telephone: 01895 459 540

Email: holidays@chalfont-line.co.uk

Website: www.mencap.org.uk/organisations/chalfont-line-holidays

Chicks

Chicks is a national children's charity which provides free respite breaks in Devon and Cornwall for disadvantaged children aged 8 to 15 who would not otherwise be able to have a holiday: children who are young carers, live in poverty, or have lost parents. Children need to be referred by a professional working with them (social worker/teacher/carers centre). Transport costs are not included.

Telephone: 01822 811020,

Website: www.chicks.org.uk/

Disability Aid Trust

A charity that provides funding towards the cost of helpers to assist adults with disabilities on holiday and towards the cost of holidays for the person with a disability so that carers can have a break from their caring role.

Telephone: 0800 028 0647

Website: www.disabilityaidtrust.org.uk

Email: secretary@disabilityaidtrust.org.uk

Disabled Holiday Directory

Directory of accessible holiday accommodation in the UK and abroad.

Telephone: 0800 993 0796

Website: www.disabledholidaydirectory.co.uk

Email: enquiries@disabledholidaydirectory.co.uk

Enable Holidays

Tailor-made holidays for people with disabilities. All accommodation is assessed to ensure it is accessible and suitable for travelers with mobility impairments.

Telephone: 0871 222 4939

Website: www.enableholidays.com

Email: info@enableholidays.com

Family Holiday Association

Helps disadvantaged families to take a break through free holidays and grants. Families need to be on a low income, not had a holiday in the past 4 years, have at least one child of 3 years and over; and be referred by a professional support worker.

Applications are not accepted directly from families.

Telephone: 020 3117 0650

Website: www.familyholidayassociation.org.uk

Email: info@fhaonline.org.uk

Flying with Disability

Provides advice and information on travelling by air for people with a disability.

Website: www.flying-with-disability.org

Good Access Guide

An online guide to life, leisure and mobility which provides a directory of services for disabled people, older people, and anyone whose life is made easier by better access to goods, services and amenities.

Telephone: 01502 566 005

Website: www.goodaccessguide.co.uk

Happy Days Children's Charity

Funds and organises holidays, residential trips, days out and theatre trips. Helps low income families with a child who has special needs and is aged from 3 to 17. Offers help to those with learning difficulties, physical or mental disabilities and with acute, chronic or life limiting illnesses. Also helps young people who have been abused or neglected, witnessed domestic violence, been bereaved or act as carers for a parent or a sibling.

Telephone: 01582 755 999

Website: www.happydayscharity.org

Email: enquiries@happydayscharity.org

The Harriet Davis Seaside Holiday Trust for Disabled Children

Subsidised self-catering holidays in Pembrokeshire in fully adapted and equipped accommodation for families with a disabled child.

Telephone: 01834 845 197

Website: www.harriet-davis-trust.org.uk

Holidays With Help

Holidays for people with disabilities and their carers with support from trained and experienced helpers.

Telephone: 020 8390 9752

Website: www.holidayswithhelp.org.uk

Email: holidayswithhelp@btconnect.com

Homelink

Homelink is a nurse-led day respite centre for people who need specialist support because of age, disability, sensory loss or physical/mental illness. Provides local day respite care for older people with a disability enabling carers to receive support and have a well-earned day's respite.

Telephone: 020 8255 1993

Website: www.homelinkdaycare.co.uk

Email: info@homelinkdaycare.co.uk

Houseguests Unlimited

To enable child carers of a family member with disabilities to have a holiday to Disney World with their families in a specially adapted home.

Telephone: 020 8407 0760

Email: info@houseguestsunlimited.org.uk

The Kiloran Trust

A large house in west London where full time carers can have a subsidised fully catered holiday/break.

Telephone: 020 7602 7404

Website: www.kilorantrust.org.uk

Richmond Mencap

Mencap provide a number of short breaks and day schemes during school summer holidays for children and young people with learning disabilities. They also provide holidays for adults who use learning disability services who live in the London Borough of Richmond. These holidays provide much needed breaks not only for those who go on the holidays but also for their carers, giving everyone a chance for a bit of relaxation and rest. There are an assortment of holidays from activity based ones to more relaxing ones.

Telephone: 020 8744 1923 (Richmond Mencap)

Website: www.richmondmencap.org.uk

Email: richmondmencap@bopenworld.com

The Ogilvie Trust

Runs the “Margaret Champney Rest & Holiday Fund” offering small grants for carers to take a break from caring while the person they care for is in respite care. Applications need to go through a social worker, community nurse or professional agency.

Telephone: 01394 388 746

Website: www.ogilviecharities.org.uk

Email: info@ogilviecharities.org.uk

Richmond Carers Centre

Helps adult and young carers registered with the organisation identify appropriate funding sources and help with applications where possible. This may be for financial support for carers to have regular or one off respite breaks, accessing education, training or holidays.

Telephone: 020 8867 2380

Website: www.richmondcarers.org

Email: info@richmondcarers.org

Richmond Crossroads

Provides respite breaks for carers of all ages. Professional skilled carer support workers perform the tasks normally carried out by the carer at home or at one of their outreach services such as the Caring Café or Saturday Club. The service is free to carers and aims to be flexible and responsive to carers' needs. Carers need to register and there is a waiting list.

Telephone: 020 8943 9421

Website: www.carers.org/local-service/richmond-and-kingston

Email: richmonduponthames@crossroads.org.uk

The Scout Holiday Homes Trust

Provides affordable family holidays at popular holiday sites, with specially adapted accommodation. These holidays are available to families, carers or groups who have a member with a physical or mental disability, or age related illness and to low-income or single-parent families. No Scouting connection is required.

Telephone: 020 8433 7290

Website: www.holidayhomestrust.org/

Email: scout.holiday.homes@scouts.org.uk

LBRuT Egerton Road Respite Care Home

Provides short breaks for people over 16 with learning disabilities subject to assessment by a health or social care professional to determine eligibility.

Website: www.richmond.gov.uk/egerton_road

Telephone Learning Disability Service: 020 8487 5315

LBRuT Shared Lives Scheme for People with Learning Disabilities or Dementia

Offers flexible respite care with dedicated Shared Lives approved carers in their own home; this may be for a few hours, nights or weeks.

Telephone: 020 8487 5396

Website: www.richmond.gov.uk/shared_lives

Email: sharedlives@richmond.gov.uk

Tourism for All UK

Provides information to the public, especially to older people and those with disabilities, about where their specific access needs can be met so that they can fully participate in travel and leisure.

Telephone: 0845 124 9971

Website: www.tourismforall.org.uk

Email: info@tourismforall.org.uk

Vitalise

Vitalise is a national charity providing short breaks and holidays (respite care) at accessible resorts for people with physical disabilities either with or without their carers.

Telephone: 0303 303 0145

Website: www.vitalise.org.uk

Email: info@vitalise.org.uk

Leisure Time

It may be difficult for you to consider any leisure time of your own if you become heavily involved in caring for someone. However, ensuring you have regular social contact can help a great deal with your own mental and physical health and wellbeing.

The Caring Café

Provides a supportive and friendly environment for people with dementia and their carers where they can meet for a light lunch in the company of others in a similar situation. The cafés are held every 1st and 3rd Saturday of the month and provide entertainments and respite. Carers support groups meet regularly and provide information and support for carers. The Caring Café is run by Crossroads Care in partnership with the Alzheimer's Society

Telephone: 020 8943 9421 (Richmond Crossroads)

Website: www.carers.org/local-service/kingston-uponthames/caring-cafe

London Borough of Richmond upon Thames (LBRuT)

The Local Authority provides a range of information, facilities and services that target leisure activities within the Borough. This includes information on:

- **Arts** – information on local activities and art galleries and events, like ARThouse open studios and Dance Richmond.
- **Sports** – information about sports and fitness centres, sport courses and sports grounds in the Borough.
- **Libraries** – information on library services within the Borough.
- **Parks and Open Spaces** – Find allotments, parks and children's facilities.
- **Local History and Heritage**
- **Tourism and Travel**
- **Leisure Card** – when you buy a card you will receive discounts/ special offers of around 10%.

**You can apply on line or download an application form at:
www.richmond.gov.uk/leisure_card or call 020 8831 6106**

**Carers registered with the Carers Hub are eligible for a Leisure Card at the discounted price of £6.00
Telephone Richmond Carers Centre on 020 8867 2380**

Further information for all the above can be found at:

www.richmond.gov.uk

Main Council Telephone: 020 8891 1411

Richmond Carers Centre

Social groups – monthly morning social group and quarterly evening social groups. Carers have the chance to meet with others in a friendly atmosphere to share their experiences.

Events and activities – various activities arranged throughout the year for carers (outings, Book Club, Art Group, Photo Group and other activities available).

Telephone: 020 8867 2380

Website: www.richmondcarers.org

Email: info@richmondcarers.org

Carers Go Free

There are a number of places that will allow free admission when a carer needs to escort a person who has a disability. It is always wise to ask if there is a discount for carers whenever you are out and about as each venue will have its own eligibility criteria.

Cinema Exhibitors Association Card

The person with a disability can apply for the CEA card. The card allows the bearer (who has to buy a full price cinema ticket) to get one ticket free of charge for whoever accompanies them and who can provide them with assistance.

Enquiries - CEA Card / general: 0845 123 1292

Website: www.ceacard.co.uk

Email: info@ceacard.co.uk

Chessington World of Adventure

Those who are able to provide documentary proof of disability (i.e. blue/ orange badge or similar) will be able to purchase discounted tickets for themselves and up to a maximum of two helpers.

Telephone: 0871 663 4477

Website: www.chessington.com/plan-your-trip/disabled-guide.aspx

National Trust

The admission policy admits the necessary companion or carer of a disabled visitor free of charge, on request, while the normal membership, or admission fee, applies to the disabled visitor. To save having to 'request' a companions free entry an 'Access for All Admit One Card' can be issued by the Supporter Service Centre. This card is made out in the name of the disabled person, not the companions, so there is not a restriction to taking the same person on each visit.

Telephone enquiries / Access for All Office: 01793 817 634

Website: www.nationaltrust.org.uk

Email: enquiries@nationaltrust.org.uk

Thorpe Park

Those who are able to provide documentary proof of disability (i.e. blue/ orange badge or similar) will be able to purchase discounted tickets for themselves and up to a maximum of two Helpers. Annual Pass Holders with a registered disability have the option of a free carer pass.

Telephone: 0871 663 1673 (Mon–Sun, 9am - 5pm)

Website: www.thorpepark.com/plan-your-visit/disabled-guide.aspx

Employment

Advisory, Conciliation and Arbitration Service (ACAS)

Whether you're an employer or an employee you can get free advice from the ACAS website or by calling the telephone helpline. Employers might also be interested in more specialised services, including training, workplace projects, conciliation and mediation. Specific areas of information relevant to carers include the right to apply for flexible working, and parents' and carers' time off

Telephone: 0845 747 4747 (Mon - Fri 08.00-20.00, Sat 09.00-13.00)
Website: www.acas.org.uk

Jobcentre Plus –Twickenham

Personal advisors offer support to people of working age to claim benefits, improve their skills and find a job,

Telephone: 0845 6060 234
Website: www.gov.uk/contact-jobcentre-plus
Address: 59-63 London Rd, Twickenham TW1 3SZ

Please see other entries in this directory for Richmond Citizens Advice Bureau (CAB) and Richmond AID for support to gain or maintain employment.

Education and Learning Opportunities

Caring with Confidence

The Caring with Confidence Programme gives carers a better understanding of the problems they may face as a carer and helps find new ways to tackle them. You can take part in a Caring with Confidence course through:

- free online interactive learning
- free self-study workbooks
- group sessions, if there are any available near you

Telephone: 0802 802 0202 (Carers Direct)

Website: www.nhs.uk/CarersDirect/carers-learning-online/Pages/Welcome.aspx

Education Welfare Service, Achieving for Children

Works alongside schools and other agencies to support families to overcome issues that may affect children and young people accessing education.

Telephone: 020 8487 5479

Website: www.richmond.gov.uk/education_welfare_services

Learndirect

This is a national helpline, offering free information and advice about learning and careers for anyone over 18. It is staffed by advisors who are experienced in training and education guidance and can help people through the learning maze.

Telephone: 0800 101 901

Website: www.learndirect.co.uk

Multiple Sclerosis Society

The MS Society's Carers Grant Fund gives personal development grants to carers for people with MS. These may be for courses to enable carers to get back into work, embark on a new career to fit in with their caring role, or develop other 'life skills' such as learning to drive.

Telephone: 020 8438 0700

Website: www.mssociety.org.uk

National Careers Service

Comprehensive website covering courses and learning, funding opportunities for further education, advice about careers, how to write CVs, traineeships, interviews, job profiles and online personal assistance.

Telephone: 0800 585 505 (freephone)

Website: nationalcareersservice.direct.gov.uk/Pages/Home.aspx

National Extension College

Provides a wide range of home study courses in vocational, academic and leisure subjects. The programmes offer adults the opportunity to study flexibly at their own pace so that learning can fit in with caring commitments.

General Telephone: 0800 389 2839

Website: www.nec.ac.uk

The Open University (OU)

The OU was founded to open up higher education to all, regardless of their circumstances, previous education or where they live. The OU has more disabled students than any other UK or European university - the flexible nature of OU study and their experience in using technology enables students with a wide range of disabilities including mental health issues to study with them each year. The OU enables carers to study flexibly to fit in with their other commitments.

Telephone: 0845 300 60 90

Website: www.open.ac.uk

Richmond Adult Community College (RACC)

Offers a wide range of courses for anyone over 16 years of age. RACC is dedicated to helping adults improve their existing personal or professional skills, or developing new ones through a comprehensive range of full and part-time courses. Concessions for carers are available for some courses.

Telephone: 020 8891 5907

Website: www.racc.ac.uk

Richmond Carers Centre

Provides a series of workshops throughout the year for carers who are registered with the Centre. Programmes are advertised in RCC's newsletter, every three months. Subjects range from specific information on illnesses/conditions, back care to stress management.

Telephone: 020 8867 2380

Website: www.richmondcarers.org

Skills Funding Agency

The Skills Funding Agency is a partner organisation of the Department for Business, Innovation and Skills (BIS). It funds and promotes adult further education (FE) and skills training in England, including Traineeships and Apprenticeships

Telephone: 0845 377 5000

Website: skillsfundingagency.bis.gov.uk

University of the Third Age (U3A)

Local U3As are learning cooperatives for older people who are no longer in full time work. They provide opportunities to share the knowledge, experience and skills of their own members who organise and provide interest groups to pursue learning not for qualifications, but for pleasure.

Telephone: 020 8466 6139

Website: www.u3a.org.uk

Black & Minority Ethnic Carers

African Positive Outlook (APO)

APO's aims and objectives are to relieve sickness and to preserve the good health of people of African descent living in London.

Services include: Drop-In Service, Health promotional awareness, Job Skills Training, TB Awareness Campaign, Domestic Violence support, Projects for Young People

Telephone: 020 8546 1671 / 4674

Website: www.africanpositiveoutlook.org.uk

Ethnic Minorities Advocacy Group (EMAG)

EMAG is an independent voluntary organisation working for equality and fairness for the black and ethnic minority communities living and working in the London Borough of Richmond upon Thames. There is a Minority Ethnic Elders Group run every Monday and Thursday between 10am and 1 pm at the Whitton Centre.

Project Support Worker Telephone: 020 8893 9000

Website: www.emaguk.org

MILAAP Multi-Cultural Day Centre

Multi-cultural day centre for older people from multi-cultural communities providing meals, social welfare, recreational and other activities for the borough of Kingston and surrounding boroughs.

Telephone: 020 8547 2887

Website: <http://e-voice.org.uk/milaapcentre/>

Young People who are Caring

access

A free information service for anyone living in the London Borough of Richmond upon Thames who has a child or young person with a disability or additional need. Support and guidance is available for the whole family, including parents, grandparents and siblings.

Telephone: 020 8831 6076

Website: www.accessinfoservice.com

Email: info@accessinfoservice.com

Achieving for Children (previously LBRuT Children's Service)

For advice and support for young people who are caring contact:
Single Point of Access

Telephone: 020 8891 7969

Website: www.richmond.gov.uk/young_carers

Email: spa@richmond.gov.uk

Off the Record

Free confidential information, counselling and advice to young people.

Telephone: 020 8744 1644

Website: www.otrtwickenham.com

Email: info@otrtwickenham.com

Richmond Carers Centre

Young Carers Service

Offers one to one and group support to young carers, specialised sibling carers' support, tips and activities, residential breaks and access to funding.

Young Carers in Education

Provides a point of contact for schools and colleges and raises awareness of the needs of young carers.

Telephone: 020 8867 2383

Website: www.richmondcarers.org

Email: youngcarers@richmondcarers.org

Crossroads Care Richmond and Kingston upon Thames “Time Out”

For young carers with special needs, this project provides social outings and club activities at the Saturday Club. Referrals usually taken through Social Services, schools and voluntary organisations. Please call for more information.

Telephone: 020 8943 9421

Website: www.carers.org/local-service/kingston-upon-thames/time-out-project-young-carers-special-needs

YC Net

Web based service run by the Carers Trust offering advice and information to young carers on many aspects of caring and how to cope with caring. Includes web chats and online forums.

Telephone: (0844) 800 4361

Website: www.youngcarers.net

Email: help@carers.org

Youth Enquiry Service (YES), Achieving for Children

A one stop shop for young people aged 11 to 19 providing advice, information and guidance run by Achieving for Children. The YES aims to support young people through drop in sessions, outreach, workshops and events.

One Stop Shop – 0208 288 7505

Website: www.richmond.gov.uk/youth_enquiry_service

Email: Yes@richmond.gov.uk

Financial Advice and Support

For information about Carers Allowance and other benefits for carers and people being cared for please see below. When using the government's internet website www.gov.uk, choose the Benefits option and then the option for Carers and Disability Benefits.

Information for Carers:

www.gov.uk/browse/disabilities/carers

Benefits Enquiry Line

Telephone: 0800 88 22 00 Listen through answering message to hear options for benefit enquiries

Website: www.gov.uk

Benefits Help and Advice in Richmond

Richmond Council works **with Richmond Advice and Information on Disability (RAID)** and **Age UK Richmond** to run a service offering support and advice about state pensions and other benefits. The service is for older people and people of all ages with all kinds of disabilities, including physical and sensory impairments, mental health issues and learning difficulties and gives free, independent advice on how to claim benefits and deal with any queries you have about benefit payments. It can help you to understand which benefits you're entitled to claim and explain how you can appeal if you think decisions made about your benefits are incorrect. The service includes confidential benefit checks and help to fill in forms for all the following benefits:

- Pension Credit
- Income Support
- Incapacity Benefit or Employment and Support Allowance
- Disability Living Allowance or Attendance Allowance
- Jobseekers Allowance
- Housing Benefit or Council Tax Reduction
- Child Tax Credit and Child Benefits or Working Tax Credit
- Carers Allowance or Carers Premium

Please contact:

Age UK Richmond (supporting older people)

Telephone: 0845 600 1090

Website: www.ageuk.org.uk/richmonduponthames/our-services/benefits-advice/

Email: welfarebenefits@ageukrichmond.org.uk

Richmond Aid (supporting people with disabilities)

Telephone: 020 8831 6080

Website: www.richmondaid.org.uk/servicesdisabled/benefits-service/

Email: benefits@richmondaid.org.uk

Carers Allowance Unit

Telephone: 0845 608 4321

Website: www.gov.uk/carers-allowance-unit

Email: cau.customer-services@dpw.gsi.gov.uk

Citizens Advice Bureau

Confidential and independent advice on: housing, benefits, debt, employment and other issues. There are local CAB offices in Richmond, Sheen, Ham, Hampton and North Barnes. For local opening times and telephone numbers please see the website or telephone the central advice line below.

Website: www.rcabs.org.uk (Local) or www.adviceguide.org.uk (National)

Telephone: 0844 826 9700

Monday to Thursday 10 am to 3 pm

Grace Debt Advice

Provides specialised financial, benefits and debt advice for carers and those they care for in Richmond upon Thames. Grace Debt Advice is part of the Carers Hub Service in Richmond.

Telephone: 020 7183 4456

Website: gracedebtadvice.org

Email: advice@gracedebtadvice.org

Grants, Bursaries and Loans

There are many potential sources of funding to help carers and the person you are caring for. It is important to research these carefully to ensure you meet any specific eligibility criteria.

If you want help for the person you care for you should first speak to Social Services to see if there is any statutory obligation for them to provide assistance and whether there will be any charge for this. Once you have done this try speaking to local or national voluntary organisations that cover the specific condition/disability the person may have. The following is a list of some of the organisations that may be able to help.

Hampton Fuel Allotment Charity

Local grant-giving charity for families on low incomes or benefits to help with fuel bills or essential household items.

Telephone: 020 8941 7866

Website: www.hfac.co.uk

Local Assistance Scheme

This scheme provides emergency grants for those in special need and with no other means of support and is managed on behalf of the London Borough of Richmond by Northgate Public Services.

Telephone: 020 3324 0381

Website: www.richmond.gov.uk/local_assistance_scheme

London Borough of Richmond upon Thames

Disabled Facilities Grants (DFGs) are available for work that is needed to help a disabled person live more independently in their own home.

If the adaptations are for an adult – Telephone: 020 8891 7971

If the adaptation is for children (under 18) –

Telephone: 020 8831 6470

Website: www.richmond.gov.uk/disabled_facilities_grants

Home Improvements Agency

The Home Improvement Agency provides assistance from a team of surveyors, caseworkers and administrative staff who have considerable experience of helping homeowners and private tenants to arrange home repairs, adaptations or improvements and help with finding appropriate finance.

Telephone: 020 8891 7436

Website: www.richmond.gov.uk/home_improvement_agency

Multiple Sclerosis Society

The MS Society's Carers Grant Fund gives grants to carers for people with MS, of all ages, within two categories; leisure (including sports equipment, music lessons, gardening equipment, and school trips for young carers) and personal development (including courses to enable carers to get back into work, embark on a new career to fit in with their caring role, or develop other 'life skills' such as learning to drive).

Telephone: 020 8438 0700

Website: www.mssociety.org.uk

Richmond Carers Centre

Richmond Carers Centre can access a number of grants via its national network on behalf of carers who need financial assistance. The sources of funding are diverse and it will require research to identify suitable funding. Contact the Carers Support Line for details..

Telephone: 020 8867 2380

Website: www.richmondcarers.org

Email: info@richmondcarers.org

Richmond Parish Lands Charity

Local charity that provides grants for those in crisis and to help pay fuel bills for pensioners in receipt of benefits. Applications on behalf of individuals have to be made by health and social care support teams or the Citizens Advice Bureau

Telephone: 020 8948 5701

Website: www.rplc.org.uk

Legal Advice and Support

Civil Legal Advice (part of Gov.uk)

This website provides guidance around eligibility for legal aid. Whether or not you are eligible for legal aid, suggestions are offered for alternative legal advice contact points.

Telephone: 0845 345 4 345

Website: www.gov.uk/civil-legal-advice

Citizens Advice Bureau

Confidential and independent advice on: housing, benefits, debt, employment and other issues. Each bureau has different times of opening for walk-in sessions.

Telephone Advice Helpline Number: 0844 826 9700

Website: www.rcabs.org

Drop In Services available at CAB offices in Twickenham, Ham, Hampton, North Barnes and Sheen. See website or telephone for locations and drop-in times.

A Voice for Carers and Carers Involvement

Carers, Families and Friends Reference Group South West London and St George's Mental Health NHS Trust (SWLStG)

A quarterly reference group for carers of people using mental health services provided by SWLStG, responsible for monitoring the ten SWLStG carers standards.

Contact Carers in Mind for more information

Telephone: 020 8940 7384

Email: carers@rbmind.org

Carers Rights Day

A national awareness day promoting the rights of carers across the UK. Coordinated nationally by Carers UK, many local organisations which provide support to carers hold local events. Usually held at the end of November.

Telephone: 020 7378 4999

Website: www.carersuk.org

For local information contact The Carers Hub

Telephone: 020 8867 2380

Carers Radio Online

An online radio for carers worldwide – listen to podcasts, recorded programmes and news about the carers agenda in UK, USA, New Zealand and Australia.

Website: www.carersworldradio.com

Email: production@carersworldradio.com

Carers Self Advocacy Group

Monthly meetings supported by RUILS (see p69) as part of Richmond Advocacy Service.

Telephone: 020 8831 6083

Website: www.ruils.co.uk

Email: richmondadvocacy@ruils.co.uk

Carers Week

A national awareness week aimed at raising the profile of carers across the UK. Coordinated nationally by Carers UK, many local organisations that provide support to carers will hold local events. Usually held in mid-June.

Telephone: 020 7378 4999

Website: www.carersuk.org

For local information contact Richmond Carers Centre

Telephone: 020 8867 2380

Community Involvement

Users and Carers Group: a group comprising Carer Members and User Members of borough committees, whose mandate is to promote involvement of users and carers in decision-making. It also acts as a focus group and makes submissions to local and national consultations

If you are interested in getting involved, contact the Community Involvement Coordinator at Richmond Council for Voluntary Services.

Telephone: 020 3178 8785

Website: www.richmondcvcs.org.uk

Email: involvement@richmondcvcs.org.uk

Mental Health Carers Development Group

A working group run by Carers in Mind (RB Mind) for mental health carers and professionals from South West London St George's Mental Health NHS Trust, Richmond Council, Richmond Clinical Commissioning Group, Richmond CVS and Carers in Mind to discuss, develop and monitor a co-ordinated local action plan for mental health carers.

Telephone: 020 8940 7384

Email: carers@rbmind.org

POhWER Independent Advocacy Service

Advocacy means having someone who will express your views and wishes, secure your rights and represent your interests. Advocates act only according to the wishes of the person they are speaking for and do not try to influence their choice of action.

POhWER is working in partnership with local charities, Ruils and Taking Control, to deliver independent advocacy for adults in the London Borough of Richmond upon Thames.

Free Telephone: 0300 200 0022

Website: www.pohwer.net

Email richmond@pohwer.net

Help for the Person Being Cared For

Coping with Diagnosis/Prognosis

Alzheimer's Society, South West London

Provides specialist information, guidance and support for people and families affected by Alzheimer's disease and other types of dementia. Includes carers support groups, and outings specifically for people with dementia and their carers.

Telephone: 020 8877 0033

Website: www.alzheimers.org.uk (National Web site)

Email: swlondon@alzheimers.org.uk

Attention Deficit Disorder (AD/HD) Support Group

Local and informal support for parents and families caring for people with Attention Deficit/ Hyperactivity Disorder. The group holds regular monthly meetings as well as offering advice and information.

Telephone: 020 8952 2800

Website: www.addiss.co.uk (National Web site)

Email: info@addiss.co.uk

Beating Bowel Cancer

Information and advice about bowel cancer and online forums for people with bowel cancer and their carers.

Helpline: 08450 719 300 (Lo Call rate)

Website: www.beatingbowelcancer.org

Breathe Easy (British Lung Foundation)

Support for people suffering from lung conditions including chronic obstructive pulmonary disease (COPD).

Telephone: 03000 030 555

Website: www.lunguk.org

British Heart Foundation

Provides information and advice on anything heart-related and for people living with a heart condition.

Telephone: 0300 330 3322

Website: www.bhf.org.uk

Diabetes UK – Richmond and Twickenham Voluntary Group

Information and support for people with diabetes.

Website: www.DUKRT.org.uk

Email: member@DUKRT.org.uk

HIV – Terrence Higgins Trust

Provides information and advice, services and emotional support about HIV and AIDS.

Telephone: 0845 1221 200

Website: www.tht.org.uk

HIV – National Aids Trust

Information and helpful resources for people living with HIV.

Telephone: 020 7814 6767

Website: www.nat.org.uk

Integrated Neurological Services (INS)

Provides long term therapeutic and social support to people in the local community with neurological conditions, including Parkinson's Disease, Multiple Sclerosis and stroke, and offers support to their carers.

Telephone: 020 8755 4000

Website: www.ins.org.uk

Macular Degeneration Society

Information, advice and support for those with macular degeneration and other sight problems. Local Richmond Support Group meets last Tuesday of every month.

Telephone: 0300 3030 111

Website: www.macularsociety.org

Middlesex Association for the Blind

Provides advice, support and computer training for people with a visual impairment and support to carers.

Telephone: 020 8423 5141

Website: www.aftb.org.uk

The Mulberry Centre

The Mulberry Centre offers information, advice and support within a non-clinical and welcoming environment to all those affected by the diagnosis of cancer.

Telephone: 020 8321 6300

Website: www.themulberrycentre.co.uk

Email: info@themulberrycentre.co.uk

Multiple Sclerosis Society

Offer socials, outings, counselling, transport and a regular newsletter for people with MS

Telephone: 020 8542 1712

National Helpline: 0808 800 8000

Website: www.mssociety.org.uk and www.mssociety.org.uk/near-me/branches/richmond-and-kingston-branch

Parkinson's UK

UK-wide network of information and support workers offering one-to-one information and emotional support to people with Parkinson's, their families and carers. Other support and services available too.

National Helpline: 0800 800 0303

Richmond Support Group Telephone: 020 8977 1846

Website: www.parkinsons.org.uk

Richmond Advice & Information on Disability (Richmond AID)

Provides information, advice and support to people with disabilities and their carers. RAID produces a Disability Information Guide, fact sheets and a newsletter.

Telephone: 020 8831 6080

Website: www.richmondaid.org.uk

Richmond Borough Mind (RB Mind)

Provides services for people experiencing mental health problems and their families. Services include peer led activity groups, a referral only project for people using SWLStG mental health services, a counselling service, an ecotherapy project, a carers project for families and friends and opportunities for volunteering. RB Mind delivers the Richmond Wellbeing Service in partnership with East London Foundation NHS Trust

Telephone: 020 3513 3404

Website: www.rbmind.org

Richmond and Kingston ME Group

Self-help group which supports people with ME/CFS and their families and carers. The group meets twice a month, has a bi-monthly newsletter, a telephone helpline, and an email support/chat group.

Telephone: 07984 860 309 (answerphone)

Website: www.richmondandkingstonmegroup.org.uk

Richmond MENCAP

Offer a range of welfare, social, educational, leisure and holiday services to people of all ages with a learning disability and their families/carers.

Telephone: 020 8744 1923

Website: www.richmondmencap.org.uk

Shooting Star House Children's Hospice

Offers a range of care services for children and young people with life-limiting conditions and their families. Includes short breaks (respite care), day care, outreach care, family support and therapies and end of life care.

Telephone: 020 8783 2000

Website: www.shootingstarchase.org.uk

South West London Stroke Club MOVING ON

Provides support, advice, recreation and other leisure activities to people who have had a stroke, their carers and families with the aim of improving their quality of life.

Telephone: 020 8979 5877

Website: www.ourhealth.southeastcoast.nhs.uk

Twickenham Hearing Support Club

Offers information, lip reading instruction, social events and support for people with impaired hearing.

Telephone: 020 8570 3772

Website: www.hearingsupport.org

Visually Impaired Society of Richmond (VISOR)

Provides advice and support, social events, outings, sports and computer training for people with visual impairments and their guests.

**Telephone: Mondays (Sheen Lane Center, Sheen): 020 8487 5082
or 020 8487 5301**

Website: www.visor.org.uk

Email: visor.daac@yahoo.co.uk

Caring for an adult – general

LBRuT Adult Social Care Access Team

The Adult Social Care Access Team is the first point of contact for all referrals and general enquiries about Adult Social Care and for an initial assessment to assess eligibility for social care support.

Telephone: 020 8891 7971

Website: www.richmond.gov.uk/adult_access_team

Email: adultsocialservices@richmond.gov.uk

Hestia Housing and Support – Direct Payments

If the person you care for is eligible for social care support and given a Direct Payment you may need help with finding a Personal Assistant.

Hestia provides a Personalisation Support Service for people eligible for a Direct Payment. Hestia can help people with support planning, brokerage (setting up a support plan), employing a Personal Assistant (PA) and self-managing a Direct Payment.

Contact Hestia:

**Citibase, Mortlake Business Centre
20 Mortlake High Street, SW14 8JN**

Telephone: 020 3642 4630

Website: www.hestia.org

Email: richmondsds@hestia.org

REMPLOY

Assistance with getting ready for and finding employment for adults with support needs including:

- People with mental health/substance misuse issues
- People with learning disabilities
- People with physical disabilities/sensory impairment
- People with autistic spectrum conditions

Other eligibility criteria may apply.

Telephone: 0300 456 8102

Website: www.remploy.co.uk/partners/Who-we-partner-with/richmond-works.ashx

Caring for an adult – older people

Age UK

Age UK Richmond upon Thames is an independent charity working across the borough to improve the quality of life for older people. They offer a wide range of services including a telephone helpline, a Handyperson Service, help with money matters and benefits, computer training and three social centres in Barnes, Twickenham and Whitton.

Telephone : 0845 600 1090

Website: www.ageuk.org.uk/richmonduponthames

Email: info@ageukrichmond.org.uk

Handy Person Service – Age UK

Undertakes small DIY, minor repair jobs, adaptations and safety and security checks. Also provides a gardening service and IT tuition.

Telephone: 020 8876 0620 / 0800 917 9980

Website: www.ageuk.org.uk/richmonduponthames/our-services/handyperson-service

Email: handyperson@ageukrichmond.org.uk

Social Centres – Age UK

The Social Centres provide social activities, learning opportunities, healthy living activities and information and advice for people over 50 years of age.

Twickenham Wellbeing Centre

Arragon Road, Twickenham TW1 3NH Telephone: 020 8538 9254

Barnes Green Centre

The Green, Church Road, Barnes SW13 9HE

Telephone: 020 8876 2377

Whitton Social Centre

111a Kneller Road, Whitton TW2 7DT

Telephone: 020 8894 4963

Website: www.ageuk.org.uk/richmonduponthames/

Telephone: 0845 600 1090

Social Day Centres

There are many Day Centres, Luncheon Clubs and friendship groups around Richmond run by local community or voluntary organisations.

Social day centres are for older people who do not have specialist needs, but would like to socialise and take part in activities.

Some of these are listed below:

Linden Hall – Telephone: 020 8941 2373

Elleray Hall – Telephone: 020 8977 0549

The Avenue Club – Telephone: 020 8948 8807

LBRuT Specialist Day Centres

Facilities for people who need long-term therapy or support, rehabilitation or recuperation, either for dementia or for physical disability or frailty. Assessment by a health or social care professional will be required to determine eligibility to attend a centre. Please contact the Adult Social Care Access Team (Telephone: 020 8891 7971) to arrange an assessment. The centres are:

Woodville Centre – a specialist day centre in Ham for older people with dementia.

Telephone: 020 8948 0911

Website: www.richmond.gov.uk/woodville_centre

Sheen Lane Centre – a specialist day centre for older people with a physical disability or sensory impairment.

Telephone: 020 8876 1706

Website: www.richmond.gov.uk/sheen_lane_day_centre

Caring for an adult – physical disability

Disabled Living Foundation (DLF)

A national charity that provides impartial advice, information and training about daily living aids equipment and assistive technology.

Telephone: 0300 999 0004

Website: www.dlf.org.uk

Email: info@dlf.org.uk

Richmond Advice and Information on Disability (Richmond AID)

Provides support to disabled people, their families and carers by providing services such as the Advice Service, Richmond SPADE (our gardening service), the Benefits Service and support with employment and training.

Telephone: 020 8831 6070/6080

Website: www.richmondaid.org.uk

Email: info@richmondaid.org.uk

RUILS (Richmond Users Independent Living Scheme)

A user-led charity made up of older and disabled people who believe in the idea of self-help and living independently – arranges outings and assists with recruiting personal assistants for people with disabilities.

Telephone: 020 8831 6083

Website: www.ruils.co.uk

Email: info@ruils.co.uk

LBRuT Specialist Day Centre – Access Project

The Access Project - a specialist Day Centre in Whitton for people aged 18 to 65 with a physical disability or sensory loss to access further education, physical therapies and activities, explore employment opportunities and meet other people. Assessment by a health or social care professional will be required to determine eligibility to attend. Please contact the Adult Social Care Access Team (Telephone: 020 8891 7971) to arrange an assessment.

Telephone: 020 8898 3858

Website: www.richmond.gov.uk/the_access_project

Caring for an adult – Sensory Impairment

London Borough of Richmond upon Thames

General information about extra help available with travel for those with a physical or sensory impairment.

Telephone: 020 8891 7971 – Adult Social Care Access Team

Website: www.richmond.gov.uk/transport_and_access

Visually Impaired Society of Richmond (VISOR)

Offers advice and support, social events, outings, sports and computer training for people with visual impairments and their guests

Telephone: 020 8487 5082 or 020 8487 5301

Website: www.visor.org.uk

Email: visor.daac@yahoo.co.uk

Caring for a person with a Learning Disability

LBRuT Learning Disability Service

Provides specialist care, help and support for adults (over the age of 18) with learning disabilities and their carers in the London Borough of Richmond.

Telephone: 020 8487 5315

Website: www.richmond.gov.uk/learning_disability_service

Email: customerservices@richmond.gov.uk

Richmond Homes and Lifestyle Trust

Provides a wide range of activities and weekend breaks for adults with learning disabilities who live at home with their parents/ carers. Also provides supported living and residential accommodation for people with learning disabilities.

Telephone: 020 8977 5447

Website: www.rhlt.org.uk

Email: info@rhlt.org.uk

Richmond Mencap

Offer a range of welfare, social, educational, leisure and holiday services to people of all ages with a learning disability and their families/carers.

Telephone: 020 8744 1923

Website: www.richmondmencap.org.uk

Email: laura@richmondmencap.org.uk

Supporting a Person with a Mental Illness or Disorder

Alzheimer's Society, South West London Branch

Covers the boroughs of Richmond, Wandsworth and Kingston though services vary across each borough. Provides advice, support, social contact, companion scheme, support groups and a newsletter to people with dementia and their carers.

Telephone: 020 8877 0033

Website: www.alzheimers.org.uk

Email: swlondon@alzheimers.org.uk

Bipolar UK

Provide a range of services to enable people affected by bipolar and associated illnesses to take control of their lives. A local support group meets monthly in Twickenham.

Telephone: 020 7931 6480

Website: www.bipolaruk.org.uk

Email: info@bipolaruk.org.uk

Depression Alliance

Provide information packs and publications for people affected by depression. Two local support groups meet monthly in Richmond and Twickenham.

Telephone: 07801 240186

Website: www.depressionalliance.org

Kingston Advocacy Group (KAG)

KAG provide free independent mental health advocacy (IMHA) support for anyone from Richmond who is detained under the Mental Health Act.

Telephone: 020 8549 1028

Website: www.kag.org.uk

Email: rights@kag.org.uk

Richmond Works

Supports people with mental health problems who want to enter employment. Services aim to help people gain the skills and expertise they need to get ready for work. Requires referral from South West London St George's Mental Health NHS Trust, Richmond Wellbeing Service or from a GP.

Telephone: 020 8840 8833

Website: www.twiningenterprise.org.uk/help_for_you/richmond

Email: richmond@twiningenterprise.org.uk

Richmond Borough Mind

Local independent charity promoting good mental health for everybody and campaigning for positive change. Services include peer led activity groups, a referral only project for people using mental health services, a counselling service, an ecotherapy project, a carers project for families and friends and opportunities for volunteering. RB Mind delivers the Richmond Wellbeing Service in partnership with East London Foundation NHS Trust.

Telephone: 020 3513 3404

Website: www.rbmind.org

Email: info@rbmind.org

Richmond Wellbeing Service

The Richmond Wellbeing Service is a free and confidential service for local people who experience depression, anxiety, sadness, anger, extreme shyness, obsessive behaviour, phobias, relationship difficulties or other psychological issues. It offers group workshops, counselling, self-help courses, a range of talking therapies and computer-based therapies.

NHS Richmond Wellbeing Service

Richmond Royal Hospital

Kew Foot Road, Richmond upon Thames, TW9 2TE

Telephone: 020 8548 5550 / 020 3513 3266

Website: www.eastlondon.nhs.uk/Services/Other-Services/Richmond-Wellbeing-Service/Richmond-Wellbeing-Service.aspx

Service User Network for people with personality disorders (SUN)

The SUN Project is a service for people who experience emotional and behavioural difficulties, sometimes referred to as personality disorder. The project aims to help people feel less isolated and overwhelmed by emotions or problems. It also aims to help people to learn better coping skills and reduce harmful behaviours such as self injury, drug and alcohol use. The project runs groups every day in the area where people meet with others to give and receive support and practical help and advice. SUN is supported by South West London and St George's Mental Health NHS Trust.

Telephone: 020 3513 5558

Website: www.sunswlondon.nhs.uk

Email: SUN.project@swlstg-tr.nhs.uk

Sound Minds

Sound Minds is a user led charity and social enterprise in Battersea transforming the lives of people experiencing mental ill health through participation in arts activities. The services they offer include sessions in music technology, production and recording, DJing, visual arts, movie making and editing, drama, and poetry, and other arts projects. Sound Minds services can be accessed by using a personal budget provided through South West London and St George's Mental Health NHS Trust.

Telephone: 020 7207 1786

Website: www.soundminds.co.uk

Email: staff@soundminds.co.uk

South West London and St George's Mental Health NHS Trust

Mental health services in the London Borough of Richmond Upon Thames are provided by South West London and St George's Mental Health NHS Trust.

Telephone: 020 3513 5000

Website: www.swlstg-tr.nhs.uk/advice-support/for_carers_and_families/

Still Building Bridges

An established user led group where service users and their partners can take part in social activities, workshops, coffee clubs and outings. Suitable for service users who are in volunteering or employment.

Telephone: 020 8878 9427

Email: helenjudithrobinson@blueyonder.co.uk

Together As One

A free drop in service in Twickenham run by clients and volunteers for anyone experiencing loneliness or social isolation, particularly as a result of mental health issues.

Telephone: 07504 824657

Website: www.togetherasone.co.uk

Email: carolajebo@hotmail.co.uk

Caring for a person with drug and alcohol issues

Addiction Support and Care Agency

Supports individuals, families and the community to overcome alcohol and drug misuse through prevention and treatment. Offers a range of interventions including counselling, group work and holistic therapies in two sites at Richmond and Kingston.

Telephone: 020 8940 1160 (Richmond Centre)

Website: www.addictionsupport.co.uk

Email: info@addictionsupport.co.uk

Adfam

The website offers information and help to the families of those with drug and alcohol problems.

Telephone: 020 7553 7640

Website: www.adfam.org.uk

Al-Anon Family Groups

For those worried about the effects of alcohol on friends or family.

Telephone: 020 7403 0888

Website: www.al-anonuk.org.uk

Alcoholics Anonymous

General information, support and help for those who think they may have a problem with alcohol or friends and family who are worried about them.

Telephone: 0845 769 7555

Website: www.alcoholics-anonymous.org.uk

LBRuT Community Drug and Alcohol Team (CDAT)

A joint team of health and social care professionals providing specialist assessments, advice, information, counselling, and access to rehabilitation/treatment for people with drug or alcohol problems for people over 18 and living in the Borough of Richmond upon Thames.

Telephone: 020 3513 3361

Website: www.richmond.gov.uk/drug_and_alcohol_support

Frank

Provides Information, advice and facts about drugs for young people, families and carers, including an A-Z of drugs.

Telephone: 0300 123 6600

Website: www.talktofrank.com

KCA Richmond

KCA Richmond offers free counselling to people whose lives are affected by drugs and/or alcohol. The service provides short term, focused and specialist counselling in a safe, friendly and confidential setting. It offers help to find solutions that are practical, realistic and achievable, as well as counselling for couples and families who are affected.

Telephone 020 8948 7259

Website: www.kca.org.uk

Richmond DAIS

DAIS (Drugs, Alcohol, Intervention and Support) is an open access service for all Richmond residents who may be experiencing difficulties with any drugs or alcohol. They also welcome and support friends and family of drug and alcohol users who may be affected by their substance misuse. This service is voluntary and confidential

Telephone: 020 8891 0161

Website: http://cri.org.uk/dais_richmond

Young People's Substance Misuse Service (Kingston & Richmond)

This service offers both targeted and specialist advice to young people under the age of 18 who are either at risk of or mis-using substances, and/or support for their parents/carers where required.

Telephone: 0208 547 6920

Website: www.richmond.gov.uk/ypsms

Caring for people with HIV/AIDs

The Cara Trust

Welfare and support services for people living with or affected by HIV.

Telephone: 020 7243 6147

Website: www.caralife.com

Body and Soul

Peer and professional support and information for children, young people and families affected by HIV and AIDs.

Telephone: 020 7923 6880

Website: www.bodyandsoulcharity.org

NAZ Project London

Sexual health and HIV/AIDS prevention and support services to South Asians, Muslims, Africans, Portuguese and Spanish speakers.

Telephone: 020 8741 1879

Website: www.naz.org.uk

Positively UK

Peer support and developing and delivering services. Monthly group for African men and women living with HIV.

Telephone: 020 7713 0222

Website: www.positivelyuk.org

South London HIV Partnership

HIV health support, advice, advocacy, peer support and counselling.

Telephone: 020 7160 0949

Website: www.slhp.org.uk

Caring for a Child with Additional Needs

access information for families of children with disabilities

Comprehensive information for families and carers about support available for those looking after children with additional needs, including education, benefits, grants, help with transport and getting around, events and activities, and lots more.

Telephone: 020 8831 6076

Website: www.accessinfoservice.com

Crossroads Care Richmond and Kingston – Saturday Young Peoples Clubs

This club runs every Saturday in school term time for children with disabilities and additional needs who are aged 8 to 16 and who are residents of Richmond borough. The Saturday club provides a supportive environment for these children to enable their carers to have a break and the children to have fun in their own club.

A Transition Project is being piloted for young people currently attending the Saturday Club who reach the age of 16. The project will

support these young people until aged 21 and help them to gain skills needed to seek further training, volunteering or employment.

Telephone: 020 8943 9421

Website: www.carers.org/local-service/richmond-and-kingston

Downs Syndrome Association

Provides information and support on all aspects of living with Downs Syndrome to all who need it. Provides a helpline and advice on benefits, education and health; local support groups.

Telephone: 0333 1212 300

Website: www.downs-syndrome.org.uk

Email: info@downs-syndrome.org.uk

Family Information Service (Achieving for Children)

Offers information and advice to the community on a range of topics in relation to children and young people. Includes childcare options, funding information and advice for parents of children with additional needs, out of school and holiday activities and support groups.

Telephone: 020 8831 6298

Email: fis@richmond.gov.uk

Website: www.richmond.gov.uk/fis

Children with Disabilities Services, Achieving for Children

Support to families and children who meet eligibility criteria. This includes information, advice, activities and the following services:

- **Befriender and domiciliary care scheme** – offers children and young people opportunities to access leisure activities out in the community and/or support in their own homes
- **Crofters Activity Service** – a broad range of clubs and schemes for disabled children and young people including after-school clubs, weekend clubs and play schemes during school holidays.
- **Family link service** – providing overnight support to children with a disability in the home of a recruited Family Link Carer.

Telephone: 020 8831 6470

Website: www.richmond.gov.uk/disabled_childrens_service

Email: customer.services@richmond.gov.uk

Further information available from website:

www.richmond.gov.uk/help_and_advice_for_parents_and_carers

Windham Nursery and Jigsaw Unit

The Jigsaw Unit provides specialist pre-school education for up to eight children who are identified as having social and communication disorders. Windham Nursery can take up to 39 children with disabilities for term-time activities.

Telephone: 020 8831 6060

Website: www.windham.richmond.sch.uk

The Windham Croft Centre – 16 Windham Road, Kew TW9 2HP

Me too & co

Provides social activities and workshops for children with additional needs, and their siblings. Also provides information, support and advice to families and carers.

Telephone: 07946 646 033

Website: www.metooandco.org.uk

Email: info@metooandco.org.uk

National Attention Deficit Disorder Information and Support Service (AD/HD Support Group)

Offers information and resources for parents and families caring for people with Attention Deficit/Hyperactivity Disorder.

Telephone: 020 8952 2800

Website: www.addiss.co.uk (National site)

Email: info@addiss.co.uk

Portage Service

Portage is a free home teaching service for pre-school children with Special Educational Needs and/or Disabilities and their families.

Telephone: 020 8831 6111

Website: www.portage.org.uk

Email: info@portage.org.uk

Richmond Arts Service

Octagon Club is a weekly art club for young people with disabilities and additional needs aged 11 to 17 and is run in partnership with Crofters. The Transitions Art Group is for young people with disabilities and additional needs aged 18-30 years old.

Where: Orleans House Gallery

When: Various times

www.richmond.gov.uk/art_clubs_and_holiday_activities

Richmond Parent Carers Action Group

An independent forum, set up in the borough of Richmond-upon-Thames by parents of children with additional needs, in order to help influence the development of services provided by the local authority for their children.

Telephone: 07946 646033

Website: www.rpcag.org.uk

Email: info@rpcag.org.uk

Richmond upon Thames Inclusive Sport and Exercise (RISE)

Promoting sports and exercise for disabled people of all ages. Find out about inclusive and disability-specific sports and exercise activities for 16 to 25 year olds. Contact Richmond's Sports Development Team on:

Telephone: 020 8831 6133

Website www.richmond.gov.uk/rise

Email: leisure@richmond.gov.uk

Community Equipment - Aids to daily living

What is Community Equipment?

Community equipment helps millions of people every year to live more independently in their own homes. It is prescribed by Occupational Therapists (OTs), physiotherapists or other social care or health staff.

Community equipment can either be simple aids to assist with daily living tasks (such as walking, eating, and going to the toilet) or more complex equipment such as beds, hoists and bath lifts.

To arrange an assessment to find out whether you or the person you care for are eligible please contact the Access Team:

Telephone : 020 8891 7971

Text Telephone: 18001 020 8891 7971

Email: adultsocialservices@richmond.gov.uk

A prescription for equipment will be issued to those who meet the eligibility criteria which can be taken to accredited retailers or the prescriber may arrange delivery if the equipment is complex. To find out more please see:

www.richmond.gov.uk/equipment_for_the_home

Careline and Telecare

Telecare/Careline and emergency alarms are 24 hour emergency monitoring systems that can help older and vulnerable people to remain living independently and safely in their own homes. They can be used for people who have a medical condition and can offer security and peace of mind. Telecare can also provide other sensors to

give early warning of natural gas, smoke, extreme heat, flood, a fall or whether someone has left the property or managed to get in or out of bed safely.

The service is available to anyone over the age of 18 with illness, sight or hearing loss or a physical or learning disability. It's also useful for people in the early stages of dementia, at high risk of falling or having just come out of hospital. It's particularly useful for those living alone who wish to remain living independently in their own home.

To find out more visit:

www.richmond.gov.uk/telecare

If you don't qualify for help from Adult Social Care, you can purchase the same service privately.

Additional Aids Mobility

80 High Street, Whitton, Middlesex, TW2 7LS

Telephone: 020 8755 0022

LBRuT Adult and Community Services

Contact the **Access Team** for further information or to be referred for an occupational therapy assessment or a Telecare assessment.

Telephone : 020 8891 7971

Text Telephone: 18001 020 8891 7971

Email: adultsocialservices@richmond.gov.uk

Alternative Advice and Suppliers of Community Equipment

There are local and national specialist shops that offer equipment for sale/hire and can be found either through your local telephone directory or by searching online. There are retailers accredited in Richmond who have been trained to offer advice and supply equipment. These are:

C Goode Pharmacy

22 London Road, Twickenham, Middlesex, TW1 3RR
Telephone: 020 8892 1614

Crossroads Pharmacy

334 Staines Road, Twickenham, Middlesex, TW2 5JP
Telephone: 020 8755 1952

Day Lewis Pharmacy

1 Cross Deep Court, Twickenham, TW1 4AG
Telephone: 020 8892 1526

Kanset Pharmacy

177 Ashburnham Road, Ham, Surrey, TW10 7NR
Telephone: 020 8948 0601

Minal Pharmacy

9-11 High Street, Whitton, Middlesex, TW2 7LA
Telephone: 020 8894 7933

OPT4MOBILITY Limited

9 / 11 The Causeway, Teddington, Middlesex, TW11 0HA
Telephone: 020 8943 8890
FREEphone: 0800 1955803

Richmond Pharmacy

82-86 Sheen Road, Richmond, Surrey, TW9 1UF
Telephone: 020 8940 3930

Richmond Advice and Information on Disability (Richmond AID)

Offers advice and information about equipment for people with disabilities.

Telephone: 020 8831 6080
Website: www.richmondaid.org.uk
Email: info@richmondaid.org.uk

Springfield Pharmacy

124 Sheen Road, Richmond, Surrey, TW9 1UR
Telephone: 020 8940 2304

St Margaret's Pharmacy

38 Crown Road, St Margaret's, Twickenham, Middlesex, TW1 3EH
Telephone: 020 8892 2434

Teddington Pharmacy

113 Stanley Road, Teddington, TW11 8UB
Telephone: 020 8977 2391

There are independent occupational therapists who can advise you privately regarding your equipment needs. The College of Occupational Therapists can provide a list of independent Occupational Therapists.

Telephone 0800 389 4873
Website: www.cot.co.uk

Wheelchairs

There are a number of specialist shops/suppliers available, including the local shops listed under the “Community Equipment” section. Always ensure you are able to use the wheelchair safely and understand maintenance requirements, insurance cover, how to assemble, and check that it would fit in your car. Be especially careful when you choose electric wheelchairs and scooters. The Disabled Living Foundation produce a leaflet called ‘Choosing an electric wheelchair’ - please contact them on the number below.

If a wheelchair is required for long term use you can approach your GP, consultant or therapist to be referred to the local Wheelchair Service for a free long term loan. The standard wheelchairs on offer may not always be your preference and you can obtain NHS vouchers up to the cost of the standard wheelchair to be used as part payment of a wheelchair you prefer.

British Red Cross

Provides short term loan of wheelchairs and other mobility aids.

Telephone: 0844 871 1111

Website: www.redcross.org.uk

Email: information@redcross.org.uk

Disabled Living Foundation

National organisation offering advice on equipment.

Telephone: 020 7289 6111

Website: www.dlf.org.uk

Email: info@dlf.org.uk

Richmond Advice and Information on Disability

Local organisation offering advice on equipment.

Telephone: 020 8831 6080

Website: www.richmondaid.org.uk

Email: info@richmondaid.org.uk

Wheel Chair Service (Queen Mary's Hospital)

Ask your GP or therapist to refer you to the Wheelchair Service at Queen Mary's Hospital, Roehampton Lane

Telephone: 020 8487 6084

Website: www.stgeorges.nhs.uk/service/community-services/wheelchair-service-and-rehabilitation-engineering

Transport

The borough has a number of schemes and services designed to help you get around. In addition, a number of national organisations run schemes giving good discounts to older people. These schemes are administered by The Accessible Transport Unit (ATU) at LBRuT – contact them for full details on the numbers below. The Social Clubs can sometimes provide transport to and from your home. Contact the Club Manager for details.

The Accessible Transport Unit (ATU)

Telephone: 020 8831 6096 / 6312 (general enquiries)

Website: www.richmond.gov.uk/accessible_transport_unit

Dial-a-Ride (or DAR)

Door-to-door transport service for people with mobility problems who are unable to use mainstream public transport services. You must have a permanent or long-term disability which makes you unable, or virtually unable, to use mainstream public transport services some or all of the time and you need to be a member of Dial-a-Ride to use the service. Trips must be booked in advance

Telephone: 0343 222 7777

Website: www.tfl.gov.uk/dial-a-ride

RaKAT – Richmond and Kingston Accessible Transport

A voluntary organisation funded by London Borough of Richmond upon Thames and Royal Borough of Kingston upon Thames. RaKAT provides high quality low cost accessible transport services for charities, voluntary and community organisations based in the boroughs of Richmond and Kingston upon Thames.

Telephone: 020 8481 0031

Website: www.rakat.org.uk

Email: info@rakat.org.uk

Directory of Organisations and Index

Accessible Transport Unit (ATU)

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Telephone: 020 8831 6191 / 6312 / 6097 (general enquiries)

Email: accessibletransport@richmond.gov.uk

Website: www.richmond.gov.uk/accessible_transport_unit

Address: Disability Action and Advice Centre, 4 Waldegrave Road,
Teddington TW11 8HT

Achieving for Children (previously LBRuT Children's Service)

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Single Point of Access

Telephone: 020 8891 7969

Email: spa@richmond.gov.uk

Website: www.richmond.gov.uk/children_and_family_care

Addiction Support and Care Agency

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Telephone: 020 8940 1160

Website: www.addictionsupport.co.uk

Email: info@addictionsupport.co.uk

Address: 233 Lower Mortlake Rd, Richmond TW9 2LL

Additional Aids Mobility

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Telephone: 020 8755 0022

Website: www.aamobility.co.uk

Email: aamobility@btconnect.com

Address: 80 High Street, Whitton TW2 7LS

Adfam

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Telephone: 020 7553 7640

Website: www.adfam.org.uk

Adult and Community Services

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Telephone: 020 8891 7971

Website: www.richmond.gov.uk/adult_social_care

Email: adultsocialservices@richmond.gov.uk

Advisory, Conciliation and Arbitration Service

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Telephone: 08457 47 47 47 (Helpline) (Mon-Fri 08:00-20:00;
Sat 09:00-13:00)

Website: www.acas.org.uk

Age UK Richmond upon Thames

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Telephone: 0845 601 1149 (Richmond office)

Website: www.ageuk.org.uk/richmonduponthames/

Email: info@ageukrichmond.org.uk

Address: Suite 301, 3rd Floor, Parkway House, Sheen Lane, East Sheen, London SW14 8LS

Al-Anon Family Groups p77

Telephone: 020 7403 0888

Website: www.al-anonuk.org.uk

Alcoholics Anonymous p78

Telephone: 0845 769 7555

Website: www.alcoholics-anonymous.org.uk

Alzheimer's Society, South West London p57,72

Telephone: 020 8877 0033

Website: www.alzheimers.org.uk

Email: swlondon@alzheimers.org.uk

Asian Family Counselling Service p16

Telephone: 020 8813 9714 or 020 8571 3933

Website: www.asianfamilycounselling.org

Email: admin@asianfamilycounselling.org

BackCare p11

Telephone: 0845 130 2704

Website: www.backcare.org.uk

Address: 16 Elmtree Road, Teddington TW11 8ST

Bipolar UK

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Telephone: 020 7931 6480

Website: www.bipolaruk.org.uk

Email: info@bipolaruk.org.uk

British Association of Counselling and Psychotherapy

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Telephone: 01455 883300 (General Enquiries)

Text: 01455 5502

Website: www.bacp.co.uk

Email: bacp@bacp.co.uk

British Heart Foundation

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Telephone: 0300 330 3322

Website: www.bhf.org.uk

Carers Direct

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Carers Line: 0808 802 0202

Website: www.nhs.uk/carersdirect

Careline/Telecare

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Telephone: 0845 600 7413

Website: www.richmond.gov.uk/telecare

Email: careline@richmond.gov.uk

Carers in Mind Project (RB Mind) p6,55

Telephone, 020 8940 7384

Website: www.rbmind.org/carers-in-mindproject.asp

Email: carers@rbmind.org

Carers Trust p6

Telephone: 0844 800 4361

Website: www.carers.org

Email: info@carers.org

Carers UK p7

Telephone: 0808 808 7777 / 020 7378 4999

Website: www.carersuk.org

Email: advice@carersuk.org

Chessington World of Adventure p35

Telephone: 0871 663 4477

Website: www.chessington.com

Citizens' Advice Bureau p10,48,52

Telephone: 0844 826 9700 (Centralised Telephone Advice),
020 7833 2181 (general enquiries)

Website: www.rcabs.org or www.citizensadvice.org.uk

Community Drug and Alcohol Team (CDAT) p78

Telephone 020 3513 3361

Website: www.richmond.gov.uk/drug_and_alcohol_support

Croft Centre, The

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Telephone: 020 8831 6470

Website: www.richmond.gov.uk/disabled_childrens_service

Email: dct@richmond.gov.uk

Address: 16 Windham Road, Richmond TW9 2HP

Crossroads Care (Richmond and Kingston)

p30,32,44,81

Telephone: 020 8943 9421

Website: www.carers.org/local-service/richmond-and-kingston

Email: richmonduponthames@crossroads.org.uk

CRUSE – Richmond upon Thames

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Telephone: 020 8939 9530 (Central Office)

Telephone: 020 8876 0417 Richmond Office

Website: www.cruiserichmonduponthames.org.uk

Email: info@cruiserichmonduponthames.org.uk

Community Independent Living Services (CILS)

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For Barnes, Mortlake, East Sheen, Twickenham and Whitton
contact GoLocal:

Telephone: 020 8973 1877

Website: www.golocal.org.uk

Email: hello@golocal.org.uk

For Richmond, Kew, Ham and Petersham contact
The Community Partnership:

Telephone: 020 3693 4000

Website: www.commpartnership.co.uk

Email: ins@commpartnership.co.uk

For Teddington and The Hamptons

Telephone: 020 8831 6464

Website: www.commpartnership.co.uk

Email: richmondaid@commpartnership.co.uk

Complaints and Compliments

Telephone: 020 8891 7937

Email: socialservices.complaints@richmond.gov.uk

Website: www.richmond.gov.uk/complaints

Address:

The Complaints Manager, Adult and Community Services,
London Borough of Richmond,
Civic Centre 3rd floor, 44 York Street, Twickenham TW1 3BZ

Depression Alliance

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Telephone: 07801 240186

Website: www.depressionalliance.org

Dial-a-Ride (or DAR)

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Telephone: 0343 222 7777

Website: www.tfl.gov.uk/dial-a-ride

Disabled Living Foundation

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Telephone: 0845 130 9177 / 020 7289 6111 / 0300 999 0004
(Helpline)

Website: www.dlf.org.uk

Email: info@dlf.org.uk

Downs Syndrome Association

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Telephone: 0333 1212 300

Website: www.downs-syndrome.org.uk

Emergency Out of Hours for Adult Social Care

Telephone: 020 8744 2442

Minicom: 0845 600 7752

Type Talk: 1800 1 020 8744 9414

Ethnic Minorities Advocacy Group (EMAG)

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Telephone: 020 8893 9000

Website: www.emaguk.org

Email: info@emaguk.org

Good Access Guide

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Telephone: 01502 566 005

Website: www.goodaccessguide.co.uk

GovUK

p8,46,52

Website: www.gov.uk

Grace Debt Advice

p48

Telephone: 020 7183 4456

Website: www.gracedebtadvice.org

Email: advice@gracedebtadvice.org

Hampton Fuel Allotment Charity

p49

Telephone: 020 8941 7866

Website: www.hfac.co.uk

Hestia Housing and Support – Direct Payments

p64

Telephone: 020 3642 4630

Website: www.hestia.org

Email: richmondsds@hestia.org

Holidays

For organisations which can help - please see pages 24-32

Homelink

p28

Telephone: 020 8255 1993 / 1992 (between 9am – 3pm)

Website: www.homelinkdaycare.co.uk

Email: info@homelinkdaycare.co.uk

Address: St. Augustine's Day Respite Care Centre, c/o St.
Augustine's Vicarage, Hospital Bridge Road,
Twickenham TW2 6DE

Hospitals

West Middlesex Hospital

Telephone: 020 8560 2121

Website: www.west-middlesex-hospital.nhs.uk

Kingston Hospital

Telephone: 020 8546 7711

Website: www.kingstonhospital.nhs.uk

Queen Mary's Hospital, Roehampton

Telephone: 020 8487 6000

Website: www.stgeorges.nhs.uk

Teddington Memorial Hospital

Telephone: 020 8714 4000

Website: www.hrch.nhs.uk

Hounslow and Richmond Community Health Trust

p13

Telephone: 020 8973 3000

Website: www.hrch.nhs.uk

Integrated Neurological Services (INS)

p59

Telephone: 020 8755 4000

Website: www.ins.org.uk/

Email: admin@ins.org.uk

Address: 82 Hampton Road, Twickenham TW2 5QS

Jobcentre Plus

p37

Telephone: 0845 604 3719 (Twickenham office)

National Insurance Registrations Helpline: 0845 915 7006

Claim for benefit: 0800 055 6688

Looking for a job: 0845 6060 234

Website: www.gov.uk/contact-jobcentre-plus

Kingston Advocacy Group (KAG)

p73

Telephone: 020 8549 1028

Website: www.kag.org.uk

Email: rights@kag.org.uk

Address: Kingston Office, KAG Advocacy , Siddeley House, 50 Canbury Park Road, Kingston upon Thames, Surrey KT2 6LX.

Learndirect

p39

Telephone: 0800 101 901

Website: www.learndirect.co.uk

Live Well Richmond

p21

Telephone: 0208 487 1745

Website: www.livewellrichmond.org.uk/richmond/

Email: info@livewellrichmond.org.uk

London Borough of Richmond upon Thames (LBRuT)

p8,31,33,50,64,68-71,78,85-87

Telephone: 08456 122 660 (Main switchboard)

Website: www.richmond.gov.uk

Email: customer.services@richmond.gov.uk

Mencap – see Richmond Mencap

Me too & co

p84

Telephone: 07946 646 033

Website: www.metooandco.org.uk

Email: info@metooandco.org.uk

Middlesex Association for the Blind

p60

Telephone: 020 8423 5141

Website: www.aftb.org.uk

Email: info@aftb.org.uk & online email form

MILAAP Multi-Cultural Day Centre

p42

Telephone: 020 8547 2887

Website: <http://e-voice.org.uk/milaapcentre/>

Mulberry Centre, The

p17,19,60

Telephone: 020 8321 6300

Website: www.themulberrycentre.co.uk

Email: info@themulberrycentre.co.uk

Address: West Middlesex University Hospital, Twickenham Road, Isleworth TW7 6AF

Multiple Sclerosis Society

p39,50,60

Telephone: 020 8438 0700

Website: www.mssociety.org.uk

National Careers Service p39

Telephone: 0800 585 505 (freephone)

Website: www.nationalcareersservice.direct.gov.uk/Pages/Home.aspx

National Extension College p40

Telephone: 0800 389 2839 (main switchboard)/01223 400 200

Website: www.nec.ac.uk

Email: info@nec.ac.uk & online email form

National Trust p36

Telephone enquiries / Access for All Office: 01793 817 634

Website: www.nationaltrust.org.uk

Email: enquiries@nationaltrust.org.uk

Off the Record p43

Telephone: 020 8744 1644

Website: www.otrtwickenham.com

Email: info@otrtwickenham.com

The Open University (OU) p40

Telephone: 0845 300 60 90

Website: www.open.ac.uk

Opticians p14

Website: www.nhs.uk/Service-Search

Telephone: 020 8335 1400

Parkinson's UK

p61

National Helpline: 0800 800 0303

Richmond Support Group Telephone: 020 8977 1846

Website: www.parkinsons.org.uk

Patient Advice and Liaison Service (PALS)

For services offered by Hounslow and Richmond Community Healthcare NHS Trust to Hounslow and Richmond area:

Telephone: 020 8630 2923 / 0800 953 0363

Website: www.hrch.nhs.uk/patients/pals/

Email: pals@hrch.nhs.uk

For services commissioned by Richmond Clinical Commissioning Group including community health services, mental health services and continuing care:

Telephone: 020 8734 3001

Email: RICCCG.richmondpals@nhs.net

Pharmacies – see p15,88-89

POhWER Independent Advocacy Service p56

Free Telephone: 0300 200 0022

Website: www.pohwer.net

Email: richmond@pohwer.net

RaKAT – Richmond and Kingston Accessible Transport

p94

Telephone: 020 8481 0031

Website: www.rakat.org.uk

Email: info@rakat.org.uk

Address: North Kingston Centre, Richmond Road,
Kingston upon Thames, KT2 5PE

REMPLOY

p65

Telephone: 0300 456 8102

Website: [www.remploy.co.uk/partners/Who-we-partnerwith/
richmond-works.ashx](http://www.remploy.co.uk/partners/Who-we-partnerwith/richmond-works.ashx)

Richmond Adult Community College (RACC)

p40

Telephone: 020 8891 5907

Website: www.racc.ac.uk

Richmond AID

p46-47,61,69,92

Telephone: 020 8831 6070 / 6080 / 07984 215 835

Website: www.richmondaid.org.uk

Email: info@richmondaid.org.uk

Address: 4 Waldegrave Road, Teddington TW11 8HT

Richmond Borough Mind (RB Mind)

p18,53,61,73

Telephone: 020 3513 3404

Website: www.rbmind.org

Email: info@rbmind.org

Address: Richmond Healthcare Hamlet, Kew Foot Road,
Richmond, Surrey, TW9 2TE

Richmond Carers Centre p9,18,20,30,41,44,51

Telephone: 020 8867 2380

Website: www.richmondcarers.org

Email: info@richmondcarers.org

Address: 5 Briar Road, Twickenham TW2 6RB

Richmond Clinical Commissioning Group p15

Telephone: 020 8734 3000

Website: www.richmondccg.nhs.uk

Richmond Council for Voluntary Services (RCVS) p55

Telephone: 020 3178 8785

Website: www.richmondcvcs.org.uk

Email: involvement@richmondcvcs.org.uk

Richmond Homes and Lifestyle Trust p71

Telephone: 020 8977 5447

Website: www.rhlt.org.uk/4531.html

Email: info@rhlt.org.uk

Address: 5-7 Cedars Road, Hampton Wick, KT1 4BG

Richmond Mencap p29,62,71

Telephone: 020 8744 1923 (Richmond Mencap)

Website: www.richmondmencap.org.uk

Email: richmondmencap@btopenworld.com

Address: 342 Richmond Rd, Twickenham, Middlesex TW1 2DU

Richmond Parish Lands Charity

p51

Telephone: 020 8948 5701

Website: www.rplc.org.uk

Address: The RPLC, The Vestry House, 21 Paradise Road,
Richmond, TW9 1SA

Richmond Parent Carers Action Group

p85

Telephone: 07946 646033

Website: www.rpcag.org.uk

Email: info@rpcag.org.uk

Richmond Sports Centres

Teddington Sports Centre

Teddington School, Teddington, TW11 9PJ

Telephone and fax: 020 8977 0598

Orleans Park Sports Centre

Orleans Park School, Twickenham, TW1 3BB

Telephone: 020 8090 9695*

Hampton Sport & Fitness Centre

Hanworth Road, Hampton, TW12 3HB

Telephone: 020 8090 0668

Shene Sports & Fitness Centre

Richmond Park Academy, East Sheen, SW14 8AT

Telephone: 020 8090 9630

Pools on the Park Richmond

Old Deer Park, Richmond, Surrey TW9 2SF

020 8940 0561

Whitton Sports and Fitness Centre

Closed for refurbishment at time of printing, please check website below for latest information.

General email enquiries for the above leisure sites:

leisure@richmond.gov.uk

Telephone: 020 8891 1411

Website: www.richmond.gov.uk/sports

Richmond Wellbeing Service

p18,74

NHS Richmond Wellbeing Service

Richmond Royal Hospital

Kew Foot Road, Richmond upon Thames, TW9 2TE

Telephone: 020 8548 5550 / 020 3513 3266

Website: www.eastlondon.nhs.uk/Services/Other-Services/Richmond-Wellbeing-Service/Richmond-Wellbeing-Service.aspx

RUILS

p54,69

Telephone: 020 8831 6083

Website: www.ruils.co.uk

Email: info@ruils.co.uk

Shooting Star House Children's Hospice p62

Telephone: 020 8783 2000

Website: www.shootingstarchase.org.uk

Service User Network for people with personality disorders (SUN)

p74

Telephone: 020 3513 5558* / 020 8772 5558

Website: www.sunswlondon.nhs.uk

Email: SUN.project@swlstg-tr.nhs.uk

South West London Social Stroke Club MOVING ON

p63

Telephone: 020 8979 5877

Website: www.stroke.org.uk/support/sw-londonstroke-club-moving

Email: strokeinfo@aol.com

Thorpe Park

p36

Telephone: 01932 577123 (Guest Services Department) /
0871 663 1673

Website: www.thorpepark.com

Address: THORPE PARK, Staines Road, Chertsey KT16 8PN

University of the Third Age (U3A)

p41

Telephone: 020 8466 6139

Website: www.u3a.org.uk

Visually Impaired Society of Richmond (VISOR)

p63,70

Telephone Mondays (Sheen Lane Center, Sheen): 020 8487 5082
or 020 8487 5301

Website: visoruk.50webs.com / www.visor.org.uk website is
under new development in 2012.

Email: visor.daac@yahoo.co.uk

Address: Disability Action and Advice Centre, 4 Waldegrave
Road, Teddington TW11 8HT

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- RCVS
- Carers who participated in carers meetings, forums and conferences
- RB Mind

Where to find us

**London Borough of Richmond on Thames
Civic Centre
44 York Street
Twickenham TW1 3BZ**

www.richmond.gov.uk/carers

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