# Services for Carers

Information about organisations working in the London Borough of Bexley who can provide help and support for you as a carer and for the person you look after

Carers' Support (Bexley)
The Manor House, Sidcup, DA14 6BY

Tel: 020 8302 8011

Email: <a href="mailto:info@carerssupport.org">info@carerssupport.org</a>
Website: <a href="mailto:www.carerssupport.org">www.carerssupport.org</a>

**July 2021** 

If you would like a translation of this document or the information in a different format, please call Carers' Support (Bexley) on 020 8302 8011.

Carers' Support (Bexley)

# How to use this Guide

All organisations listed in this Guide are in alphabetical order. If you know the name of the organisation you are looking for, they should be easy to find, but please remember that lots of organisations have the word "Bexley" in the title, and might put Bexley at the end of their name, rather than at the beginning.

If you are not looking for a particular organisation, but you are looking for a certain type of support, you need to look under "Organisations Listed by Category of Service" on page 9. For example, if you are looking for a break from caring, there are several organisations listed under "Carers' Breaks". You can then look up the entries for these organisations to find out more information, including their contact details. There might be a few different categories that would be appropriate to your situation.

If you still can't find the information or support you are looking for, then please contact us at Carers' Support (Bexley) and we will see if we can find it for you.

You can contact us by:

Telephone on 020 8302 8011
Email on info@carerssupport.org
Fax on 020 8300 3002
Letter at:
Carers' Support (Bexley)
The Manor House
Sidcup
DA14 6BY

# **Frequently Asked Questions**

#### Where do I get a wheelchair from?

Ask your GP to be referred for a wheelchair. You can also borrow/hire one from Age UK Bexley 0208 300 0883.

#### How do I get a key to the disabled toilets?

A 'Radar' key is available from Inspire Community Trust 020 3045 5100 Also at Bexleyheath Broadway Shopping Centre at the customer service point. There is a small charge for the key.

#### How do I apply for a Blue Badge?

Application forms available from Inspire Community Trust 020 3045 5100. You can also pick up the form from libraries across the Borough and the Civic Offices in Bexleyheath. They will also take in the completed forms and forward them to The Inspire Community Trust.

#### How do I apply for the Bexley Emergency LinkLine?

Call Taking Care on 020 3045 5400 or you can email the team at telecare @Taking Care .com

#### I'm a carer. Can I claim any welfare benefits?

Yes - but eligibility various according to age and circumstances. Call Carers' Support (Bexley) for advice (0208 302 8011).

# The person I care for uses incontinence pads and they fill up my dustbin too quickly for the fortnightly collection. Can I get help with this?

Yes, call Bexley Council 0208 303 7171 and ask for 'Clinical Waste'.

#### Is there a group for younger stroke survivors?

Yes, contact Different Strokes 0208 300 6642. Also check out other 'stroke' services with the Stroke Support Worker at Carers' Support (Bexley) on 0208 302 8011.

# How do I find out about adaptations to my home or arrange for rails and other equipment?

Call Staying Put 020 3045 4846 – this organisation can also help regarding grants for adaptations

#### I am a carer, how can I get a Carer's Assessment?

Call Bexley Council's Care Central on 020 3045 5159

#### I'm a carer and I need a break? Can anyone help?

Various organisations can provide breaks. Carers' Support (Bexley), Crossroads - listed in the directory.

# I'm a carer and I have a hospital appointment. I need someone to look after the person I care for whilst I attend?

Call Bexley Council' on 020 3045 5159, or Carers Support (Bexley) on 020 8302 8011

#### I'm a carer and very isolated. I really need someone to talk to?

Contact the 'In Touch' project at Carers' Support (Bexley) on 0208 302 8011

#### Is there a handyperson service for odd jobs?

Yes, call Age UK Bexley 0208 300 0883 or Staying Put on 020 3045 4846

#### Is there a service to fit smoke detectors?

Telephone the London Fire Brigade on 0208 555 1200 who can offer personal fire safety advice and fit smoke alarms where needed.

#### I've run out of Incontinence pads - how do I get further supplies?

You need to speak to the District Nursing Service, via your GP.

#### I need a dentist who will come to my home?

Call 020 8331 3950 – for service run by Bexley/Greenwich Care Trust. You will need to be referred by your GP or by your existing dentist if you have one.

#### What about an optician who will visit?

Some opticians will do this – best check with your regular optician who will advise. Usually there will be a charge for a home visit. Also call Carers' Support who have some information - 0208 302 8011

# Is there any help out there as regards transport for myself and the disabled person I care for?

Yes, BATS (Bexley Accessible Transport Scheme) 01322 311333 – should be able to help you find out what would suit you best.

# How do I arrange for collection of zimmers, commodes etc. which are no longer required?

Bexley Council Stores Department at Inspire Community Trust will arrange collection of equipment which was provided by Social Services Telephone 020 3045 5100.

#### I need some advice about getting a Stair lift?

Call Staying Put on 020 3045 4846

# Who can provide information about holidays for people with disabilities? Carers' Support (Bexley) have information about holidays. Call 0208 302 8011

#### I've heard about Motability vehicles - how do I get one?

To qualify you must receive the highest rate mobility component of Disability Living Allowance or Personal Independence Payment. For an information pack call 0300 456 4566 or check out the website www.motability.co.uk

#### Who can provide information about Direct Payments?

Contact Carers' Support (Bexley) on 020 8302 8011

#### Some Useful Numbers

- ➤ Queen Mary's Hospital Sidcup: 0208 302 2678
- ➤ Darent Valley Hospital, Dartford: 01322 428100
- ➤ Queen Elizabeth Hospital, Woolwich: 0208 836 6000
- ➤ Princess Royal University Hospital, Orpington: 01689 863000
- ➤ Bexley Council's Telephone Number: 020 8303 7777
- ➤ If your question for the council concerns care for someone in Bexley ring 'Bexley Social Services' direct on: 020 3045 5159

#### **Money Matters**

You could be entitled to more money:

- If you are sick or disabled you might be able to claim Disability Living Allowance (under 16), Personal Independence Payment (16-64) or Attendance Allowance (over 65).
- ➤ Your carer might be eligible for Carer's Allowance.
- ➤ If you are a pensioner on a low income you might qualify for Pension credit.
- ➤ You could qualify for reduced Council Tax and\or your Council Tax Band could be revised to a lower band if your home has been adapted because of disability.
- There are also some Council Tax discounts available for carers and people with mental impairment.

(Check out your entitlement with Carers' Support Information and Support Service 0208 302 8011)

#### Where to get free debt advice

Free confidential advice is available from the following organisations:

Christians Against Poverty (available to anyone of any faith or none). Tel: 01274 760720 www.capuk.org

StepChange Debt Charity: 0800 138 1111 www.stepchange.org

National Debtline: 0808 808 4000 www.nationaldebtline.co.uk

Debt Advice: 0800 043 4050 www.debtadvicefoundation.org

Shelter: 0808 800 4444 http://england.shelter.org.uk

Sidcup Debt Advice: 020 8269 8621 https://sidcupdebtadvice.org.uk/

Further information can also be found at: www.moneyadviceservice.org.uk

# **Useful websites / Telephone numbers**

Carers UK: www.carersuk.org 0207 378 4999

Carers Trust: www.carers.org 0844 800 4361

Independent Age: www.independentage.org
Free and impartial advice on home care, care homes,
NHS services, housing and other issues.
0800 319 6789

The Stroke Association: www.stroke.org.uk 0207 566 0300

Speakability: www.speakability.org.uk
A national charity dedicated to supporting and
empowering people with Aphasia and their carers.
0207 566 1516

Disabled Living Foundation: www.dlf.org.uk

A national charity providing impartial advice, information
and training on independent living

0207 289 6111

Motability: www.motability.co.uk

A car scheme for disabled people
0300 456 4566

Direct Mobility: <a href="www.directmobility.co.uk">www.directmobility.co.uk</a>
Short term hire and sale of mobility equipment
Freephone-0800 092 9322

# Organisations listed by our category of service

#### Addiction

Adfam

Al-Anon

Families Anonymous

The Pier Road Project

#### **Adults with Disabilities**

**Bexley Deaf Centre** 

Bexleyheath & District Club for the Disabled

Bridging the Gap SE

Crossroads Care South East London

**Inspire Community Trust** 

Choice Support

Motor Neurone Disease Association

#### Bereavement

Cruse Bereavement Care (Bexley Branch)

#### Carers' Breaks

Carers' Support (Bexley)

Crossroads Care South East London

Ellenor

# **Carers' Support Groups**

ADHD & ME

Alzheimer's Society (Bexley)

**Bexley Mencap** 

Bexley SNAP

Bridging the Gap

British Polio Fellowship

Carers' Support (Bexley)

Carers Support Service (Mind in Bexley)

Greenwich & Bexley Community Hospice

Irish Community Services

North Bexley Carers' Group

#### Children and families

ADHD & ME

Bexley Group for Therapeutic Riding

Bexley Mencap

**Bexley SNAP** 

**Bexley Voice** 

Bliss (The Premature Baby Charity)

Crossroads Care South East London

**Dyslexia Association** 

Family Lives

**Family Matters** 

Homestart (Bexley)

National Autistic Society (Bexley Branch)

#### **Dementia**

Dementia Connect; a personalised dementia support service from Alzheimer's Society

Dementia UK (Admiral Nurse Dementia Helpline)

Diamond Jubilee Club

#### **Domestic violence**

Bexley Women's Aid

#### **Drop-ins**

Age UK Bexley

Albany Park Seniors Club

British Polio Fellowship

Cruse Bereavement Care (Bexley Branch)

Greenwich & Bexley Community Hospice

Gujarati Samaj (Bexley)

Parkinson's Disease Society

#### **Education**

**Bexley Deaf Centre** 

Dyslexia Association

The Learning and Enterprise College Bexley (LECB)

Reinstate

U3A (University of the Third Age) Sidcup

# **Employment**

Bexley Twofold

Citizens Advice

Dyslexia Association

Re-Instate

# **Enduring illness**

British Polio Fellowship

Diabetes UK Bexley Support Group

Ellenor

Greenwich & Bexley Community Hospice

Parkinson's UK

#### **Ethnic minorities**

Belvedere Asian Women's Group

Gujarati Samaj (Bexley)

Vietnam Project (BCRE)

#### **Financial**

Citizens Advice

John Payne's Charity

#### Health

**Breast Cancer Now** 

Diabetes UK Bexley Support Group

Patient Experience Team at Bexley Clinical Commissioning Group

#### Housing

Bexley Community Housing Association (BECHA)

Citizens Advice

**Novus Homeshare** 

## Information and support

**BCU Life Skills Centre** 

**Bexley Deaf Centre** 

BLISS (The Premature Baby Charity)

Blind Veterans UK

**Breast Cancer Now** 

Carers' Counselling Service

Carers' Support (Bexley)

Dimbleby Macmillan Support Centre

Inspire Community Trust

Irish Community Services

Independent Age

London Fire Brigade

Macular Disease Society Support Group

Motor Neurone Disease Association

Patient Advice and Liaison Service (PALS)

Patient Experience Team at Bexley Clinical Commissioning Group

South East London Family Mediation

SSAFA Forces Help

## **Learning disability**

Advocacy for All

Bexley Down's Syndrome Association

**Bexley Mencap** 

Bexley Twofold

Bridging the Gap

Challenging Behaviour Foundation

Crossroads Care South East London

Friends of Carlton

**KASBAH** 

Larkfield with Hill Park Autistic Trust

**Taking Care** 

National Autistic Society (Bexley Branch)

Reinstate

Volunteer Support Project

# Legal issues

Citizens Advice

#### Leisure

Ability Plus/Outlet

Bexley Group for Therapeutic Riding

Bexleyheath & District Club for the Disabled

Diamond Jubilee Club

**Different Strokes** 

Disabled Christian Fellowship

Home Library Service

Library Service Bexleyheath

London Independent Complaints Advocacy

Macular Disease Society Support Group

National Autistic Society (Bexley Branch)

Parkinson's UK

U3A (University of the Third Age) Sidcup

#### Medical

Allergy UK

**British Red Cross** 

**British Thyroid Association** 

Headway (SE London/NW Kent)

London Independent Health Complaints Advocacy

Macular Disease Society Bexley Group

Motor Neurone Disease Association

The Pier Road Project

#### Mental health

Advocacy for All

Belvedere Asian Women's Group

Carers Counselling Service

Carers Support Service (Mind in Bexley)

Bexley Crisis Café

MCCH

Mind In Bexley

Re-Instate

Volunteer Support Project

#### Older people

Age UK Bexley

Diamond Jubilee Club

Evergreen Care UK

Gujarati Samaj (Bexley)

Independent Age

**Taking Care** 

## **Parenting**

South East London Family Mediation Bureau

# Physical/Sensory impairment

Ability Plus/Outlet

Arthritis Care (Bexley Branch)

**Bexley Deaf Centre** 

Bexleyheath & District Club for the Disabled

Crossroads Care South East London

**Different Strokes** 

Guide Dogs

Headway (SE London/NW Kent)

Inspire Community Trust

**KASBAH** 

**Taking Care** 

Motor Neurone Disease Association

Multiple Sclerosis Society

Remap

# Religion

Disabled Christian Fellowship

# **Respite Care**

See section on Carers' Breaks

#### **Stroke**

Carers' Support (Bexley)

**Different Strokes** 

Headway (SE London/NW Kent)

Inspire Community Trust

Speech and Language Therapy

Speakability

# **Transport**

Bexley Accessible Transport (BATS)

# Welfare benefits

Carers' Support (Bexley)

Citizens Advice

Irish Community Services

Mind In Bexley

# **Young Carers**

Imago Young Carers Bexley



#### **Ability Plus/Outlet**

Categories: Physical/sensory impairment, Leisure

Phone: 01322 476550 / 0800 046 1647

Address: Bluewater Shopping Centre, Greenhithe, BA9 9SJ Services Offered: This service is open weekdays 10am-8.30pm and

weekends 9am-7:30pm. If you want to hire out a wheelchair all day they would ideally like you to call them 48hours in advance as they do get busy. If you want to hire out a mobility scooter for 4hrs it is £7:50 if you have a disability and £9 if you don't have a disability. If you want to hire out a wheelchair it is £4:20 if you have a disability and £3:50 if you don't have a disability. You are also able to call up and

hire out a block of five wheelchairs if needed.

Adfam

Categories: Addictions

Phone: 0203 817 9410 (phone number is not a helpline)

Email: <a href="mailto:admin@adfam.org.uk">admin@adfam.org.uk</a>
Website: <a href="mailto:www.adfam.org.uk">www.adfam.org.uk</a>

Address: 120 Cromer Street, London WC1H 8BS.

Services offered: Adfam is a national charity working to improve life for

families affected by drugs and alcohol. They have a number of resources for family members on their website, including booklets offering information and advice and a map of local

family support groups.

ADHD & ME

Categories: Carers Support Groups, Children and Families

Phone: 07576 884579

Email: adhdandme@icloud.com

Facebook: ADHD & Me

Address: The Danson Centre, Brampton Rd, DA7 4EZ

Services offered: ADHD & ME is a group of parents of children with ADHD

supporting each other in the Bexley borough. The group is held on the first Monday of every month 9:30-12:30 at The Danson Centre. We are on Facebook too... some Monday dates are subject to change due to bank holidays or school term changes. Any changes are posted on the group (eg there is no August session). Anyone can ring for more

details or information and support

## **Advocacy for All**

Categories: Learning disability/Autistic Spectrum Disorders/Mental

Health

Phone: 0345 310 1812

E-mail: <a href="mailto:info@advocacyforall.org.uk">info@advocacyforall.org.uk</a>

Address: The Civic Centre, St Mary's Road, Swanley, Kent, BR8

7BU

Services Offered: Advocacy for All is an independent charity, providing

advocacy for adults with learning disabilities and/or Autistic Spectrum Disorders and Mental Health needs. Advocates who are trained and supervised enter into a partnership with a person with a learning disability on a one to one basis to sort out practical problems and uphold their views. Self-advocacy groups also run across Kent, providing a

safe and supportive environment for adults with

Asperger's/high functioning Autism. There is also a Young People's Advocacy project for 10-18 year olds, an IMCA service (Independent Mental Capacity Advocates), an NHS

Complaints Advocacy Service and a Bridge to

Independence which provides young people (16-25 years) who have ASC or ADHD with support around education

and work

#### **Age UK Bexley**

Categories: Older people

Phone: 020 8300 0883 (Between10am and 4pm)

Fax: 020 8300 2495

E-mail: <a href="mailto:accounts@ageukbexley.org.uk">accounts@ageukbexley.org.uk</a>
Website: <a href="mailto:www.ageuk.org.uk/bexley/">www.ageuk.org.uk/bexley/</a>

Address: Belvedere Community Centre, Mitchell Close, DA17 6AA

Services Offered: Information and Advice (helpline and advice desk).

Supported Information and Advice (support to older people in their own homes to put in place services to maintain their independence, where Social Services criteria not met). Handyperson Service – Small DIY jobs. Foot care Service – clinic and domiciliary nail-clipping service. Day Care Service – 1 Day Centre. Wheelchair Loan Service. Active living service (activities for isolated older people, including befriending cafés and activities such as Tai Chi and Football). Dementia Café. Men in Sheds scheme

# **Al-Anon Family Groups**

Categories: Addiction

Phone: 0207 593 2070-Admin.

Helpline: 0800 0086 811 (10am-10pm) Email: enquiries@al-anonuk.org.uk

Website: <a href="www.al-anonuk.org.uk">www.al-anonuk.org.uk</a>

Address: 57B Great Suffolk Street, London, SE1 0BB.

Services Offered: Al-Anon Family Groups provide support to anyone whose

life is, or has been affected by someone's else's drinking, regardless of whether that person is still drinking or not. Al-Anon believes alcoholism affects the whole family, not just

the drinker.

# **Albany Park Seniors Club**

Categories: Drop-ins

Phone: 01322 521219

Address: 76 Bridgen Road, Bexley, DA5 1JF.

Services offered: Club for anyone who is lonely. Thursday afternoon 1-3pm.

Entertainment and day trips are provided in the summer. The club is held at Hurst Community Centre, Hurst Road.

Just turn up and join in the fun.

Allergy UK

Categories: Health

Phone: 01322 619898
E-mail: info@allergyuk.org
Website: www.allergyuk.org

Address: Planwell House, LEFA Business Park, Edgington Way,

Sidcup, DA14 5BH

Services Offered: Practical advice and allergy support for sufferers and their

carers. Educational information available. Patient

information helpline. Dedicated helpline, support network and a Facebook support group. Just search for "Official Allergy UK Support Group" on Facebook and it will come

up.

# **Arthritis Care (Bexley Branch)**

Categories: Physical/Sensory Impairment

Phone: 020 8301 1864 Mobile: 07952683582

Email: phil.hinton1@talktalk.net

Services Offered: Social club held on first Thursday of every month at the

Welling Seventh Day Adventist Church, Kelvin Road,

Welling, DA16 2EH 1.15-3.30 pm. The club is also open to anyone who would like to come along to help. Information

leaflets etc. available from national office. Transport to and from club provided.

#### **Aspens Charities Ltd**

Categories: Learning Disability Phone: 01322 334 318

E-mail: enquiries@aspens.org.uk

Address: 8a Twigg Close, Erith, DA8 3LD

Services Offered: 6 bed supported living service. Also offer support to people

in their own home e.g. life skills. Social Group. Frank

House is a two-storey property, which provides

accommodation for six individuals with Autism, Learning Disabilities, and mental health conditions. • It is a 6 bed house • All bedrooms include a wash basin • It has a communal kitchen, dining room, lounges and accessible adapted toilets, showers and bathrooms. • There is an outside enclosed patio and garden area • There are close links with buses and trains and just a short walk away is a local leisure and sports centre and other amenities • There

is 1 sleep in night staff.

# B

#### **BCU Life Skills Centre**

Categories: Information and Support

Phone: 020 8301 3187

Address: Trinity Baptist Church, Trinity Place, Bexleyheath, DA6

7AY

Email: <u>bculife@btconnect.com</u>
Website: <u>www.bculifeskills.org.uk</u>

Services Offered: Services suspended until further notice

# Belvedere Asian Women's Group

Categories: Ethnic minorities' and Mental health Phone: 020 8311 5550 / 01322 435161

Address: Belvedere Community Centre, Mitchell Close, Belvedere,

DA17 6AA Every Wednesday 10.30am – 1.30pm

Services Offered: The Bexley Asian Women's Group is open to all Asian

women living and working in the London Borough of Bexley. It provides an opportunity for women to meet to discuss issues of concern to them and share their

experiences.

The Belvedere Asian Women's Group provides an

opportunity for Asian women to come together to socialise,

access information and advice on a range of issues and most importantly to have some time for themselves.

# **Bexley Accessible Transport (BATS)**

Categories: Transport Phone: 01322 311333

Address: Office 9, Thames Road Depot, Crayford, DA1 5QJ.

Website: <u>www.bexleyct.co.uk</u>

Email: <u>enquiries@bexleyct.co.uk</u>

Services offered: BATS runs an "Individual Transport Scheme" which

provides transport for individuals who have mobility problems that prevent them accessing public transport. The service is open to wheelchair users. This is a

membership scheme so a joining fee is required. Bookings should be made between 9.30 and 3.00 Monday – Friday and are accepted on a "first come first served" basis.

## **Bexley Community Housing Association (BECHA)**

Categories: Housing

Phone: 0203 866 5999

E-mail: <u>enquiries@becha.org.uk</u>

Website: <u>www.becha.org.uk</u>

Address: 21 Bourne Road, Bexley, Kent DA5 1LW.

Services Offered: Provide Social Housing to residents in the London Borough

## **Bexley Crisis Café**

Categories: Mental health

Phone No phone number for this service, just drop in

Website: <u>www.mindinbexley.org.uk</u>

Address: 2a Devonshire Road, Bexleyheath, DA6 8DS

Services Offered: The Bexley Crisis café is a safe and friendly place that you

can come to if you are experiencing severe emotional or psychological distress. It is a place to meet others with similar problems and to access mental health support and advice from mental health and wellbeing professionals. Open hours from 6pm to 10pm seven days a week.

# **Bexley Deaf Centre**

Categories: Sensory impairment, Information and Support, Education

Phone: 01322 351122

Email: <a href="mailto:info@bexleydeafcentre.co.uk">info@bexleydeafcentre.co.uk</a> (Bexleydeafcentre.com)

Address: 20 Whitehall Lane, Slade Green, DA8 2DH (fully accessible

with parking)

Services Offered: Bexley Deaf Centre is currently open from 10 am to 3 pm

Monday to Friday. For those wishing to collect Hearing Aid Batteries or for tubing and maintenance. Please be aware that we are working to strict government guidelines around

social distancing so wait times may be longer than usual. Thank you for your patience in these difficult times. If you are unable to get to our office, please leave a message on 01322 351122, We will then call you back to make

arrangements with you

# **Bexley Down's Syndrome Group**

Categories: Learning disability Phone: 07708 067661

Email: <a href="mailto:info@BexleyDownsSyndrome.co.uk">info@BexleyDownsSyndrome.co.uk</a>
Website: <a href="mailto:www.bexleydownssyndrome.co.uk">www.bexleydownssyndrome.co.uk</a>
Address: 34 Selkirk Drive, Erith, Kent, DA8 3QR

Services Offered: Affiliated to the Down's Syndrome Association. Assists in

schemes of services, research and educational

programmes. Supply of information to members. Aims to

assist people to better lives.

# **Bexley Mencap**

Categories: Learning disability, Carers support groups, Children and

**Families** 

Phone: 020 8303 6336

E-mail: office@bexleymencap.org.uk

Address: 19 Church Road, Bexleyheath, DA7 4DD

Services Offered: Bexley Mencap provides support and opportunities to

adults with learning disabilities and the people that care

about them, living in Bexley.

They offer a range of support, practical help and groups to enable people with a learning disability to live life to the full.

Services and groups include:

Social groups

Activity groups - music, dance, keep fit, gardening

Independent living support (1:1 support to help people to

remain independent at home)

Self-advocacy groups

Health groups and support at health appointments

Family support service including support for young people in

transition to adult services

Wheelchair access.

Open Monday - Friday 9am-5pm

## Bexley Samaj (Bexley)

Categories: Ethnic minorities Phone: 07958 626101

Email: <u>bexleygujaratisamaj@hotmail.com</u> Address: 18 Glengall Road, Bexleyheath, DA7 4AL

Services Offered: To provide religious, social, and cultural events for the Gujarati community. To offer support especially for young and older people.

#### **Bexley SNAP**

Categories: Children and Families and Carers' support groups

Phone: 01322 334192

E-mail: <a href="mailto:admin@bexleysnap.org.uk">admin@bexleysnap.org.uk</a>
Website: <a href="mailto:www.bexleysnap.org.uk">www.bexleysnap.org.uk</a>
Address: <a href="mailto:Normandy-SEND-Hub">Normandy-SEND-Hub</a>

Fairford Avenue

Barnehurst DA7 6QP

Services Offered: Information and advice for parents and carers on a variety

of disability issues including behaviour and educational needs. Early Year's project for pre-school children with delayed motor development and a new Sensory project for pre-school children with additional sensory needs. Leisure activities for disabled children aged 2 – 25 years with a significant physical disability, ASD, Learning Difficulties, Sensory Impairments and profound and multiple disabilities. Information and advice for parents and carers on a variety of disability issues including behaviour and educational needs. Clubs/short breaks for children and young people with additional needs from birth until the age of 25. These include an Early Year's service for pre-school children and a

variety of Saturday, afterschool and youth clubs.

# **Bexley Twofold**

Categories: Learning disability and Employment

Phone: 020 3045 4920

E-mail: <u>bexley.twofold@bexley.gov.uk</u>
Website: <u>www.bexley.gov.uk/twofold</u>

Address: Atrium Court, 104 High Street, Erith, Kent, DA8 1SL

Services Offered: Bexley Twofold is a supported employment service which

helps adults registered as having a learning disability to find

suitable paid employment.

**Bexley Voice** 

Categories: Children and Families

Phone: 07512 409936

E-mail: bexleyvoice@hotmail.co.uk www.bexleyvoice.org.uk Website:

Bexley Voice, Normandy SEND Hub, Normandy Children's Address:

Centre, Barnehurst, DA7 6QP.

Services Offered: The group's aim is to represent the views of families that

are living with a child/young person with Special Educational Needs or Disability (aged 0-25 years). Bexley Voice can offer support for parents around the planning and review of services. They are a central point for consultation by service providers and a forum for parents to raise issues. The group offer signposting to help or for advice and parent workshops on a range of topics relating to disability/additional needs. Please note that Bexley Voice is run mainly by volunteers and is only available during school term time. Telephone helpline available part-time Monday to Friday (term time). Please leave a message and they will endeavour to respond as soon as possible, or enquiries can be sent by email. Membership is free, via the website, for parent/carers and

professionals who work with SEND.

**Bexley Women's Aid** 

Categories: Domestic violence

020 8301 1536 Helpline. Mon-Fri 9.30am -12.30pm Phone:

E-mail: admin@bexleywomensaid.org.uk

Address: P.O. Box 25, Bexleyheath, DA7 4BS

Services Offered: BWA provides safe, temporary accommodation for women

and children escaping domestic violence. Residents receive practical and emotional support. Community service offers advice and advocacy sessions, support

groups, life skills training and vocational training. Outreach

services for children and young people.

**Bexleyheath & District Club for the Disabled** 

Categories: Adults with Disabilities and Physical/Sensory Impairment 020 8303 4826 (Please make enquiries during club hours Phone:

on Mondays and Wednesday between 10am and 2.30pm

or Tuesdays between 2.30pm and 4.00pm)

Email: bexleyheathdisabled@hotmail.com Address: Barton Close, Bexlevheath, DA6 8JP

Services offered: The club is open on Mondays and Wednesdays (10.00 -

3.00) for various social activities and on Tuesday

afternoons (2.30pm-4.30pm) for entertainment. A garden

and patio are available and the building is fully accessible throughout.

## Bliss, the Special Care Baby Charity

Categories: Children and families, Information and support

Phone: 020 7378 1122 E-mail: ask@bliss.org.uk

Website: bliss.org.uk

Address: 2<sup>nd</sup> Floor, Chapter House, 18–20 Crucifix Lane, London,

SE1 3JW

Services Offered: Bliss is the premature and sick baby charity. It champions

the rights of every baby born premature or sick to receive the best care. For advice and support families can call 0808

801 0322.

#### **Blind Veterans UK**

Categories: Information and Support,

Phone: 0800 389 7979

E-mail: membership@blindveterans.org.uk

Website: blindveterans.org.uk

Address: Blind Veterans UK, 12-14 Harcourt Street, London, W1H

4HD

Services Offered: Support for blind veterans to lead independent and fulfilling

lives by helping them with our in-depth expertise,

experience and full range of services.

#### **Breast Cancer Now**

Categories: Health and Information and support

Phone: 0333 20 70 300

E-mail: info@breastcancernow.org Website: www.breastcancernow.org

Address: Breast Cancer Now, Ibex House, 42 - 47 Minories, London

EC3N 1DY

Services Offered: Breast Cancer Now is steered by world-class research and

powered by life-changing care. They are there for

anyone affected by breast cancer, the whole way through, providing support for today and hope for the future. The free services include support over the phone with a nurse or with a volunteer who has had similar experiences, welcoming online forums, reliable information and online support groups. Call the Helpline 0808 800 6000, lines open Monday-Friday, 9am-4pm, Saturday, 9am-1pm.

## **Bridging the Gap**

Categories: Carers' support groups, Learning disability and Adults with

Disabilities

Phone: 020 8300 5444/07557 278215/07847205819

c/o The Carlton Centre, Carlton Road, Sidcup, Kent, DA14 Address:

6AH

info@btgse.co.uk E-mail: Website: www.btgse.co.uk

Services Offered: Support for adults on the Autistic Spectrum and their

friends, relatives and carers, especially those with

Asperger Syndrome. Support is offered to anyone, with or

without learning difficulties and with or without a

diagnosis. Two events a month at the Carlton Centre, Carlton Road, Sidcup. Peer led discussion group on the second Wednesday of the month from 8pm – 10pm. Diverse topics and lots of fun. Social club on the last Wednesday of each month from 8pm until 10pm. On offer music, table tennis, snooker, Wii sports/dance, sensory room, nail painting as well as guizzes and table games. All are welcome: parents, carers, siblings and friends, from

transition up (although under 18's must be

accompanied). Refreshments are available. We now have a lunch club which meets in a pub in Bexleyheath every Thursday lunch time. Contact needs to be made with us for full details. Also there is a small group who go ten pin bowling on a regular basis and again contact needs to be made in order to have full details. We now have an allotment in Sidcup which is half vegetable growing and half wildlife sanctuary. Managed and maintained by a team of members. All welcome. Various subsidised trips and events during the year including coach trip to the seaside, BBQ, Sausage sizzle, pool

competition & photographic competition.

# **British Polio Fellowship**

Carers' support groups Drop-ins, Enduring illness Categories:

Phone: 0800 043 1935 or 01923 281090

The Xchange, Wilmington Close, Watford, WD18 0FQ Address:

info@britishpolio.org.uk E-mail: www.britishpolio.org.uk Website:

Services Offered: Support for polio sufferers and their carers. Provides

personal welfare support. Social activities. News-sheet. Promotion of immunization programmes within UK. Regular

and social group meetings. Advice given.

#### **British Red Cross**

Categories: Medical

Phone: 0208 944 0246

Email: London\_enquiries@redcross.org.uk

Website: <a href="www.redcross.org">www.redcross.org</a>

Address: 28 Worple Road, Wimbledon, SW19 4EE

Services Offered: First Aid training courses, emergency response, support to

vulnerable people after a hospital stay, refugee services &

destitution support for asylum seekers.

## **British Thyroid Foundation**

Categories: Medical

Phone: 01423 810093

Email: <u>info@btf-thyroid.org</u>

Website: btf-thyroid.org

Address: Suite 12, One Sceptre House, Hornbean Square North,

Hornbeam Park, Harrogate HG2 8PB.

Services Offered: Reliable information and support for thyroid patients and

their families.

# C

## **Carers' Counselling Service**

Categories: Information and Support and Mental Health

Telephone: 01322 550764

Email: <u>CarersCounsellingAdmin@bexley.gov.uk</u> or

carerscounsellingservice@bexley.gov.uk

Address: 64 Wolsley Close, Crayford, Dartford, Kent, DA1 4BE

Services Offered: A counselling service for carers of people living in Bexley.

If required, the service can be provided in the carer's own home. Sessions are held at Worsley House. Carers are able

to self-refer.

# Carers' Support (Bexley)

Categories: Carers' breaks, Information and support, Welfare benefits,

Stroke and Carers Support Groups

Phone: 020 8302 8011 (general) 020 8302 6579 (Respite)

Fax: 020 8300 3002

E-mail: <a href="mailto:info@carerssupport.org">info@carerssupport.org</a>
Website: <a href="mailto:www.carerssupport.org">www.carerssupport.org</a>

Twitter: @CSBex

Address: The Manor House, Sidcup, DA14 6BY

Services Offered: Advice on welfare benefits and help to complete claim

forms; carers support groups; newsletter and information pack for carers; one to one emotional support for carers and former carers who are under stress and isolated; dedicated worker to support carers of stroke survivors; free respite at

home service providing live-in support by full-time

volunteers, to people in their own homes, to give a carer a break for up to 2 weeks; support workers to provide help with housework, shopping, or anything else required

(chargeable service). The Information and Support Project can be contacted directly on the email address above. Lead agency for the Carers Wellbeing Hub (a group of voluntary organisations working in partnership to provide support and services for carers). Carers can meet with a member of staff who will help to identify their support needs and then put them in touch with services that can support them in their caring role, either provided by Carers Support (Bexley) or by

other charities/voluntary organisations.

## **Carers Support Service (Mind in Bexley)**

Categories: Carers' Support Groups, Mental Health

Phone: Carers' Service (24hr answerphone) 0203 912 0030

E-mail: carers@mindinbexley.org.uk

Website: <a href="https://mindinbexley.org.uk/carers">https://mindinbexley.org.uk/carers</a>

Address: Devonshire Road Office: 020 8303 8932 2a Devonshire

Road, Bexleyheath, DA6 8DS

Services: IAPT, Community Connect, Breathing Space, Office

Administration and Accounts

# **Challenging Behaviour Foundation**

Categories: Learning Disability

Phone: 01634 838 739, Family Support Line: 0300 666 0126

Website: <u>www.challengingbehaviour.org.uk</u>

Email: <a href="mailto:info@thecbf.org.uk">info@thecbf.org.uk</a>

Address: The Old Courthouse, New Road Avenue, Chatham, Kent,

ME4 6BE.

#### Services Offered:

The Challenging Behaviour Foundation is a charity for children and adults with severe learning disabilities and behaviour described as challenging, referring to a wide range of behaviours which may include aggression, self-injury, inappropriate or socially disruptive behaviours. This organisation focuses on helping those with severe learning disabilities to access the right support to live a full and active

life in their local community.

The Foundation provides information about understanding and supporting children and adults whose behaviour challenges, and can offer practical information about challenging behaviour for family carers and professionals. Their resources are free to families and available to purchase for professionals.

## **Choice Support**

Categories: Adults with Disabilities, Mental Health.

Phone: 01322 341123

Email: <u>Jane.Munday@choicesupport.org.uk</u>

Website: <a href="https://www.choicesupport.org.uk">www.choicesupport.org.uk</a>

Address: 19 Bushey Court, Hazel Road, Slade Green, DA8 2LN Services Offered: One to one support for up to 3 months for adults with

mental health needs or who are on the Autistic Spectrum (ASD), but may not be eligible for support from the Local Authority. Support is aimed at maximising independence. Monthly support group for people with ASD which can still be accessed when the one to one support has come to an

end. Please note: Clients must have a Bexley GP.

#### **Citizens Advice**

Categories: Employment, Financial, Housing, Legal Issues, and Welfare

**Benefits** 

Phone: 01322 517150

Website: <u>www.bexleycab.org.uk</u>

Address: 42 Pier Road ERITH DA8 1TA, plus outreach at Central

Library, Bexleyheath and Sidcup Libraries.

Services Offered: Free impartial advice and guidance to individuals who live,

work or study within the London Borough of Bexley. Drop in advice and guidance sessions in Erith (42 Pier Road), at Central Library Bexleyheath and Sidcup Library. Telephone advice line. Opening times at Erith are:, Mon, Tues, Wed, Fri 1.30-3.30 and Thurs 10.00-1.00 & 1.30-3.00pm. Open Door drop-in sessions in Erith: Mon, Tues, Wed, Fri 9.30-12.30. Closed Thurs. No appointments required. Open door drop in sessions at Bexleyheath Library: Monday & Thursday 10am-

1pm-, and at Sidcup Library on Tuesday 10am-1pm.

#### **Crossroads Care South East London**

Categories: Adults with Disabilities, Carers' Breaks, Children and

Families, Learning disability, Physical/Sensory impairment

Phone: 01322 336086
E-mail: info@ccsel.org
Website: www.ccsel.org
Twitter: @XroadsCareSEL
Facebook: Crossroads SEL

Instagram: @crossroadscaresel42

Address: Pier Road Centre, 42 Pier Road, Erith, DA8 1TA

Services Offered: Trained staff providing a range of regulated personal care

services to carers of adults, older people, children and young people with disabilities in their own home or in the

community.

24/7; 365 days per year.

Individuals can purchase/self-fund directly or through

Direct Payments/Individual Budgets

- Sleeping/Waking overnights

- Supported/Independent Living Services,

- Short breaks/respite for carers

- Older carers service.(65+) - Activities

- Volunteer adult befriending service

- Information and signposting

- Carers café based in Eltham

- Social groups for carers/ older people

- Adult Befriending service

# **Cruse Bereavement Care (Bexley & Bromley Area)**

Categories: Bereavement and Drop-ins

Phone: 020 8304 5245

Services Offered: Due to Covid-19 all groups and face to face meetings

suspended until further notice. In addition, currently only offering a telephone or zoom bereavement support service. Counselling sessions are now held during the daytime and early evening at: Queen Mary's Hospital, Sidcup - Daytime, early evenings and weekends; United Reformed Church, Bromley, Daytime and early evenings. Geddes Place Cruse Bereavement Friendship Group 1.30-3.30pm, Thursday; In exceptional circumstances i.e. infirmity a home visit may be offered. There are two bereavement support groups, which are held once a month between 7pm and 9pm, at venues in Bromley and Erith. We also have a Walk and Talk group which meets once a week for a walk around Danson Park, Bexley, with some of our volunteers, please contact 020

8304 5245 for details.



# Dementia Connect; a personalised dementia support service from Alzheimer's Society

Categories: Dementia

Phone: 0333 150 3456

Website: https://www.alzheimers.org.uk/dementiaconnect

Email: <a href="mailto:leanne.stephens@alzheimers.org.uk">leanne.stephens@alzheimers.org.uk</a>

Address: Wolsley House, Wolsley Close, Crayford, DA1 4BE Services Offered: Dementia Connect is a free personalised service that

connects anyone affected by dementia to the support they need, when they need it. Not just people with dementia but their carers, family and friends too. Dementia Connect is endorsed by the NHS Long Term Plan, recognising its role improving dementia care and support alongside other healthcare organisations. Specialist Dementia Advisers provide direct support as well as signposting to other local services. They know it's never easy for a patient to tell their story. That's why they only ever ask them to tell it once. Support line opening hours: Monday – Wednesday 9:00am – 8:00pm, Thursday – Friday: 9:00am – 5:00pm, Saturday

- Sunday: 10:00am - 4:00pm

# **Dementia UK (Admiral Nurse Dementia Helpline)**

Categories: Dementia

Phone: 0800 888 6678 (9am-9pm Mon- Fri or 9am-5pm weekends

Email: <a href="mailto:helpline@dementiauk.org">helpline@dementiauk.org</a>
Website: <a href="mailto:www.dementiauk.org">www.dementiauk.org</a>

Services Offered: Admiral Nurses provide specialist dementia support. When

things get challenging or difficult, Admiral Nurses work alongside people with dementia, their families and professionals; giving them one-to-one support and

expect guidance and practical solutions. To speak directly to an Admiral Nurse please contact the Admiral Nurse Dementia helpline by either e-mail or phone. You can also visit the Dementia UK website where you will find further information and advice. There are Admiral Nurses working across Kent but currently not in the South East London

areas like Bexley and Bromley

## **Diabetes UK Bexley Support Group**

Categories: Health and Enduring illness Phone: 01322409312 (9am-9pm)

Mobile number: 07775305110

E-mail: secretary@diabetesukbexley.com

Website: <u>www.diabetesukbexley.com</u>

Address: 46 Woodside Road, Barnehurst, Kent, DA7 6JZ.

Services Offered: For people with diabetes and their carers. Mutual support,

sharing information about diabetes and good practice in care and treatment. Meetings 3<sup>rd</sup> Friday of each month (August excluded), 7.00pm at the United Reformed Church, Geddes Place, Bexleyheath, DA6 7DJ. Visiting speakers.

#### **Diamond Jubilee Club**

Categories: Leisure, Older People and Dementia

Phone: Eileen: 020 8856 5499 or Carol: 01322 447705

Address: 17 Upland Road, Bexleyheath, Kent DA7 4NR (With effect

from Tuesday 26th June, DJC will be held at 17 Upland

Road, DA7 4NR and every month thereafter.)

Services Offered: A club offering musical entertainment and reminiscence on

the last Tuesday of the month from 10.30 -12.15. Aimed at the over 65's although anyone is welcome, including people with dementia and their carers. There is no need to book

although if you are new to the club it is advisable to

telephone to check the dates, as these occasionally have to

change.

#### **Different Strokes**

Categories: Leisure, Physical/Sensory impairment, Stroke

Phone: 0208 303 9530 Mobile: 07769777000

E-mail: neillathrope@aol.com

Address: Danson Youth & Community Centre, Brampton Rd,

Bexleyheath, DA7 4EZ

Website: www.differentstrokes.co.uk

Services Offered: This Fun, Friendly and Supportive group for younger stroke

survivors meets every Wednesday from 2-4pm for an

exercise class followed by refreshments. Social meetings,

outings, daytrips, guest speakers. Also on Facebook-

Different Strokes-London South East.

# **Disabled Christian Fellowship**

Categories: Leisure and Religion

Phone: 020 8300 9998 E-mail: dfjcole@gmail.com

Address: 6 County Gate, New Eltham, SE9 3UB

Services Offered: Meets regularly on second Saturday of each month (except

August) in the hall of Sidcup Baptist Church, Main Road, Sidcup, from 2.00-4.30pm. Entertainment, outings, events

and leisure activities.

## **Dimbleby Macmillan Support Centre**

Categories: Information and Support

Phone: 020 7188 5918

Address: Guy's Cancer at Queen Mary's Hospital, Frognal Avenue,

Sidcup, DA14 6LT

Services Offered: Cancer information, support and signposting for counselling

and benefits advice. Referral criteria may apply.

Opening hours vary, please call 020 7188 5918 for up to

date information.

# Dyslexia Association of Bexley, Bromley, Greenwich and Lewisham

Categories: Education, Children and families, Employment

Phone: 020 8315 2526 (Admin.)

Helpline: 0300 999 1800 and also an Adult Helpline – 07762 265 827

which is available Monday to Wednesday, 5pm-7pm

E-mail: info@dyslexiawise.co.uk

Website: <a href="www.dyslexiawise.co.uk">www.dyslexiawise.co.uk</a> / Also on Facebook and Twitter –

search full title

Address: Community House, South Street, Bromley, BR1 1RH Services Offered: Support group for dyslexic families, parents, children,

adults, teachers, healthcare professionals, etc. Guidance on

special needs in school, statutory assessment and Education, Health and Care (EHC) Plans, dyslexia

screenings and have an adult group.

Meetings, newsletters, assistance and information.

Telephone helpline and befriending service.



**Ellenor** 

Categories: Enduring Illness, Carers Breaks

Phone: 01474 320007
E-mail: info@ellenor.org
Website: www.ellenor.org

Address: Ellenor, Coldharbour Road, Gravesend, Kent, DA11 7HQ.

Services Offered: Ellenor children's service provides hospice at home care to

babies, children and young adults with life threatening or life limiting illness. All services are supported by access to 24hr

telephone advice from registered children's nurses, counselling and bereavement support, chaplaincy and respite care. All care is provided free of charge to patients and their families, in some circumstances families are able to use their direct payments to access ongoing respite care

through Ellenor. Across north Kent, Ellenor provides specialist nursing and medical care to people of all ages living with a life threatening illness, at home, in care homes and in the hospice at Gravesend. Ellenor children's service also provides hospice care across the London boroughs of Bexley, Maidstone, Tunbridge wells, Tonbridge, Sevenoaks and surrounding villages. Also offers a range of support services to Carers of both adults and children through their

Wellbeing Service, contactable on 01474 320007.

## **Evergreen Care UK**

Categories: Older people Phone: 01322 431765

E-mail: <a href="mailto:info@evergreencarebexley.org">info@evergreencarebexley.org</a>
Website: <a href="mailto:www.evergreencarebexley.org">www.evergreencarebexley.org</a>

Address: 22 The Pantiles, Bexleyheath DA7 5HD

Services Offered: Evergreen Care UK seeks to serve older and vulnerable

adults by improving their circumstances through advocacy,

friendship and practical support. The service includes befriending- a weekly visit from a volunteer to alleviate

loneliness. Home support- to assist with cleaning, shopping, laundry, meals and well-being calls and offers a dedicated

Home Support Worker (chargeable service). Trusted

Trades- database of trusted traders, based on

recommendations and feedback to help ensure you receive

a reliable and quality service. Lifeline 24- a Telecare

service. Call Evergreen about their new service Elderberries

held at Baptist Church, 50 Nuxley Road, Belvedere DA17 5JG this is a new centre provided by Evergreen Care UK for older people to meet, build friendships and have light refreshments and a hot meal. Elderberries will be open every Monday from 10am to 2pm (except Bank Holidays) and will have a Vintage Tea atmosphere. Elderberries is open to anyone over the age of 60yrs + who enjoys socialising with others and want a safe place to meet. Help and advice can be obtained from the staff on services and events taking place across the borough. We hope to reopen on 16th August 2021.

F

#### **Family Anonymous**

Categories: Addiction

Phone: 0207 498 4680 (Helpline)
Email: office@famanon.org.uk
Website: www.famanon.org.uk

Address: Doddington & Rollo Community Association, Charlotte

Despard Avenue, Battersea, London, SW11 5HD.

Services offered: Meetings are for Families and Friends of those with a Drug

or Related Behaviour Problem. Call the Helpline or visit the

Website for information and the discussion forum.

**Family Lives** 

Category: Children and Families

Phone: 07811 689115

Email: lisap@familylives.org.uk

Address: St Augustines Children's Centre, St Augustines Road,

Belvedere, DA17 5HP.

Services Offered: Works specifically with families with at least one pre-school

child and has a range of services including a team of 50

home visiting volunteers

They also have a team of play staff who deliver play work across three Children's Centre localities (Danson Children's

Centre, West Street, and St Augustine's Children's Centres), and also bite size parenting sessions from

venues. Closing October 2021

#### **Family Matters**

Categories: Children and families

Phone: 01474 536661 01474 537392 (Helpline)

E-mail: <a href="mailto:admin@familymattersuk.org">admin@familymattersuk.org</a>
Website: <a href="mailto:www.familymattersuk.org">www.familymattersuk.org</a>

Address: 13 Wrotham Road, Gravesend, DA11 OPA

Services Offered: Therapy and Helpline. Therapy is for adult and child

survivors of rape and sexual abuse.

#### Friends of Carlton

Categories: Learning Disability Phone: 020 8302 4619

Email: <u>friendsofcarlton@yahoo.co.uk</u>

Address: Carlton Day Centre, Carlton Road, Sidcup, DA14 6AH Services Offered: Support to parents and other carers of adults who have a

Learning Disability and attend Carlton Day Centre. Run a calendar of social events for enjoyment and raising funds in support of the centre activities. Membership and events are

open to all. (Wheelchair access) Please call before

attending as currently only have limited numbers due to

Covid restrictions.



# **Greenwich and Bexley Community Hospice**

Categories: Enduring illness, Carers' support groups and Drop-ins

Phone: 020 8312 2244 E-mail: info@gbch.org.uk

Website: <u>www.communityhospice.org.uk</u>

Address: 185 Bostall Hill, Abbey Wood, London, SE2 OGB

Services Offered: Community Café drop-in for patients and carers or those

who are recently bereaved, every Friday, 10.00am to

12.30pm. Specific carers' support groups are also available

please see the website for details.

## **Guide Dogs**

Categories: Physical/sensory impairment

Phone: 0345 143 0213

E-mail: london@guidedogs.org.uk

Website: www.guidedogs.org.uk/londonteam

Services Offered: The charity Guide Dogs provides services for people who

are blind or partially sighted.



# **Headway (SE London/NW Kent)**

Categories: Physical/sensory impairment, Medical, Stroke

Phone: 020 8185 7775

E-mail: <a href="mailto:info@headwayselnwk.co.uk">info@headwayselnwk.co.uk</a>
Website: <a href="mailto:www.headwayselnwk.co.uk">www.headwayselnwk.co.uk</a>

Address: Shrewsbury House Community Centre, Bushmoor

Crescent, London SE18 3EG

Services Offered: Headway provides services to survivors of traumatic and

acquired brain injury, including survivors of stroke. Services include social rehabilitation, carer and family support, digital services including group sessions and in person services run from Shrewsbury House and Mulberry Centre (Deptford)

as well as one-to-one Community Support.

**Home Library Service - Bexley** 

Categories: Leisure

Phone: 0203 045 4565

E-mail: librarycommunityservices@bexley.gov.uk

Website: <a href="www.bexley.gov.uk/libraries">www.bexley.gov.uk/libraries</a>

Address: Community Library Service, Sidcup Library, Hadlow Road,

Sidcup, Kent, DA14 4AQ.

Services Offered: This is a free service for residents of Bexley who are

unable to reach and use their local library.

I

# **Imago Young Carers Bexley**

Category: Young Carers Phone: 0300 111 1110

Email: youngcarers@imago.community

Website: <a href="http://www.imago.community/children-and-young-">http://www.imago.community/children-and-young-</a>

people/Bexley-Young-Carers

Address: John Spare House, 17-19 Monson Road, Tunbridge Wells,

Kent, TN1 1LS

Services offered: Imago Young Carers aim to reduce the negative and

highlight the positive impact of being a carer such as

increased resilience, empathy, non-judgmental attitude and

caring nature.

Imago Young Carers delivers a support service to anyone

aged 8-18 living in Bexley who is taking on caring responsibilities for a family with a long-term illness, disability, mental health or substance misuse issue.

Enables Young Carers aged 8-18 to receive some respite from their caring responsibilities, socialize with their peers and receive tailored support. Provides social groups for Young Carers called Workshops as well as in school drop ins, one to one work and information, advice and guidance.

# **Inspire Community Trust**

Categories: Adults with Disabilities, Information and Support,

Physical/sensory impairment, Stroke,

Phone: 020 3045 5100 Fax: 01322 345416 Minicom: 01322 334716

E-mail: <a href="mailto:info@inspirecommunitytrust.org">info@inspirecommunitytrust.org</a>
Website: <a href="mailto:www.inspirecommunitytrust.org">www.inspirecommunitytrust.org</a>

Address: Inspire Community Trust, 20 Whitehall Lane, Slade Green,

DA8 2DH

Services offered: Disability Equipment Shop, Occupational Therapist offering

in-home equipment assessments from £36; Homecare service, Day Care; Short Breaks; Sensory Support services for hearing and sight difficulties; Support with managing Direct Payments and Individual Budgets for adults and children; Transport advice for Taxi Card and assessments for Blue Badges and Freedom Passes;

Physical Disability Registration; Support with care planning, access to personal assistants/support workers; Moving &

Handling Assessments and Advice by Qualified

Occupational Therapists; NHS Wheelchair Service; Radar Keys sold. Open weekdays 9am to 5pm. Fully accessible building and facilities with free onsite parking. They also have their Living Solutions and Mobility Shop open in 50/50A High Street Sidcup for people to buy their own equipment at competitive prices. They have trained advisers for assisting the customers with appropriate equipment purchase for promoting independence and improving the quality of their lives.

## **Irish Community Services**

Categories: Carer Support Group, Information and Support, Welfare

**Benefits** 

Phone: 020 8854 4466 Fax: 020 8854 2992

E-mail: <u>carersmanager@irishcommunityservices.org.uk</u>

Address: Irish Community Centre, The Irish Centre, 2B Devonshire

Road, Bexleyheath, DA6 8DS.

Services offered: Carers' Support Group – 1st Wednesday of the month at St

Nicholas Church Hall, 66A Whetstone Road, Kidbrooke,

SE3 8PZ 11am-12pm. Telephone support. Monthly

reminiscence group for carers and cared for with memory or

cognitive issues. Befriending Scheme. Advice and information on a wide range of issues including welfare benefits. Lunch Clubs 12 – 2.30pm (Monday to Friday) – provide a home cooked Irish meal, entertainment, guest speakers. Services are available for residents in the London Boroughs of Bexley, Greenwich and Lewisham. They also run a project, "Your Life Through Songs" to capture the memories of the those with memory loss. New Carers group for Carers and Cared for: 3rd Wednesday of the month

for Carers and Cared for: 3rd Wednesday of the month 12pm-1.30pm United Reform Church, Geddes Place

Bexleyheath DA6 7DJ

#### **Independent Age**

Categories: Older people and Information and support

Phone: 020 7605 4200 Helpline: 0800 319 6789

Website: www.independentage.org

Address: Independent Age, 18 Avonmore Road, London, W14 8RR Services Offered: Provide free services to enable older people to find the care

they need, remain independent, choose the right place to live, stay connected with others, and more. Our free

services comprise of:

Regular Visits - a trained, regularly supported and DBS checked volunteers make free weekly or fortnightly visits to

homes of older people for a friendly chat.

Information and Advice

They give free, confidential advice over the telephone for older people, their families and carers on issues such as getting help at home, adaptations, care assessments, paying for care, staying in touch with other people and welfare benefits. Regular phone calls. Referrals and self-referrals to all services can be made by calling Freephone line on 0800 319 6789 Monday to Friday 8.30am to 6.30pm, Saturdays 9am to 1pm - Sundays and bank holidays closed.

# John Payne's Charity

Categories: Financial

Phone: 020 8298 7336 Fax: 020 8298 7312

Address: Fosters Primary School, Westbrooke Rd, Welling, DA16

1PN

Services Offered: Offers financial assistance in region of £50 - £100 to help

those in need or hardship or distress. Beneficiaries must live in the Ancient Parish of East Wickham (which includes the Parishes of St Michael East Wickham and St. Mary welling) and/or in the DA16 postcode area. Applications should be made in writing to the above address or can be made by a Social or Health Care Professional on your behalf. Trustees

normally meet in March and October.



# KASBAH - Supporting Disabled People towards Independence

Categories: Physical /Sensory Impairment, Learning Disability

Phone: 01474 536501

E-mail: <a href="mailto:admin@kasbah.org.uk">admin@kasbah.org.uk</a>
Website: <a href="mailto:www.kasbah.org.uk">www.kasbah.org.uk</a>

Address: 27-27A East Kent Avenue, Northfleet, Kent, DA11 9HU Services Offered: KASBAH Disability Information Advice Line (DIAL),

provides generic advice on disabilities, negotiating through the complex benefit system, incorporating a form filling service in North West Kent. Provided by a team of volunteer specialist advisers, the project is supported by a DIAL Advice Manager. They also offer information, support and empowerment on all topics relating to disability to KASBAH members across Kent. KASBAH had six residential sites across North West Kent and Medway. Within these projects,

they can offer support and training in all aspects of daily

living, promote independence, improve social

communication and interaction skills within peer groups and offer budgeting, travel training and problem solving support. They now have the ability to provide individually tailored respite services within their projects. This could be a simple short session with a focused activity or an over stay. These services are available to young vulnerable adults, between the ages of 18-35 who have a physical and/or learning disability and have the potential to live independently within the correct support setting.

L

Library

Categories: Leisure

Phone: 020 8303 7777

E-mail: <u>centrallibrary@bexley.gov.uk</u>
Website: <u>www.bexley.gov.uk/libraries</u>

Address: Central Library, Townley Road, Bexleyheath, DA6 7HJ Services Offered: Range of books, books on CD's and MP3 & DVD's. Local

information. Provides FREE access to the Internet and office-based computer packages. Free WiFi access (for internet/Wi-Fi use, a library card is required). Local Studies and Archive Centre. Wheelchair access. There is a home

library service for housebound readers. Also there is a

tourist information centre.

Adult activities offered such as: Games Club, Coffee &

Conversation and Reading groups.

The Learning and Enterprise College Bexley (LECB)

Categories: Education

Phone: 020 3045 5176, Best to Contact Ros Shaw direct on 020

8298 2727

E-mail: ros.shaw@lecb.ac.uk

Address: 5 Brampton Road, Bexleyheath, Kent DA7 4EZ Services

Website: www.lecb.ac.uk

Services Offered: Contact Ros Shaw (020 8298 2727) Financing college

courses, welfare and counselling. Special needs advice via Sarah Meredith on 02082982828. Student welfare advice and student counselling, also administering the college discretionary learning fund which assists learners on low incomes with a range of financial help e.g. childcare, kit for

courses, travel etc. via Ros Shaw on 020 3045 5176.

**London Fire Brigade** 

Categories: Information and Support

Phone: 0800 028 4428 Text/SMS: 44786 002 1319

E-mail: <u>smokealarms@london-fire.gov.uk</u>

Website: <a href="www.london-fire.gov.uk/safety/carers-and-support-workers/">www.london-fire.gov.uk/safety/carers-and-support-workers/</a>
Services Offered: Specialist fire safety advice for carers, based on the cared-

for person's home and individual needs during a free home

fire safety visit. Free installation of smoke alarms.

**London Independent Health Complains Advocacy Service (IHCAS)** 

Categories: Medical

Phone: 0300 456 2370 Fax: 0300 456 2365 Minicom: 0300 456 2364

NHS complaints advocacy: 0203 5535960

Text: Text pohwer to 81025 with your name and number

E-mail: pohwer@pohwer.net

Website: www.pohwer.net

Address: POhWER, PO Box 14043, Birmingham, B6 9BL

Services Offered: POhWER is an independent advocacy charity whose

mission is "To enable our clients' voices to be heard, speaking for them when they can't and supporting them

when they can." One service they provide is the

Independent Health Complaints Advocacy Service (IHCAS).

IHCAS is a free, independent and confidential service offering advocacy support to people who want to make a formal complaint about the NHS and/or the care they have received.



#### **Macular Society Bexley Group**

Categories: Medical, Information and Support

Phone: 0208 856 8954 Email: <u>ajnmac@aol.co.uk</u>

Services Offered: The group meet at Hurst Community Centre, Hurst Road,

Bexley, on the last Monday of each month (except bank holidays) from 10am – 12 midday. There are speakers on subjects of interest for those with a visual impairment caused by a Macular condition, and also on topics of general interest. A chance to meet and make new friends

while learning to cope with failing eyesight.

## Mind in Bexley

Categories: Mental health, Welfare benefits

Phone: See below

E-mail: <u>info@mindinbexley.org.uk</u>
Website: <u>www.mindinbexley.org.uk</u>

Address: Devonshire Road Office: 020 8303 8932 2a Devonshire

Road, Bexleyheath, DA6 8DS

Services: IAPT, Community Connect, Breathing Space, Office

Administration and Accounts

#### **Motor Neurone Disease Association – North West Kent Branch**

Categories: Medical

Phone: 0808 802 6262

Email: mndconnect@mndassociation.org

Website: www.mndassociation.org

Services Offered: Information, advice and support to people living with motor

neurone disease and their carers.

# **Bexley Dartford and Gravesend MS Society**

Categories: Physical /Sensory impairment

Phone: 020 8306 7050

Email: bexley@mssociety.org.uk

Website: www.mssociety.com

Services Offered: Provides help, information and support to all people

affected by MS. Monthly support meetings usually on 1<sup>st</sup> Saturday of each month, 3-5pm at Inspire Centre, 20

Whitehall Lane, Slade Green, DA8 2DH.



# **National Autistic Society (Bexley Branch)**

Categories: Learning disability, Children and families, Leisure

Phone: 07826 950496

Email: <u>bexley@nas.org.uk</u>

Services Offered: Provides leisure and social activities for families of a child

on the autistic spectrum, including swimming with inflatables and flumes, Youth Club for teenage children, Make and Bake sessions, fun days with

entertainers, theatre trips. family summer holiday club,

Christmas party and Trampoline sessions.

#### **North Bexley Carers Group**

Categories: Carers' support groups

Phone: 0208 473 7367

Address: 55 Cherbury Close, North Thamesmead, SE28 8PQ

Services Offered: Meetings held fortnightly on Wednesday 12.45-2.45pm, at

Lambert Court, 246 Park Crescent, Erith. To provide support, advice and information for carers. Occasional speakers, social activities, outings. Wheelchair access.

#### **Novus Homeshare**

Categories: Housing/Homeshare

Phone: 0330 0882 225

Address: 376-378 Pinner Road, North Harrow, Middlesex, HA2 6DZ

Email: enquiries@novus-homeshare.org.uk

Website: www.novus-homeshare.org.uk

Twitter: @NovusHomeshare

Facebook: facebook.com/NovusHomeshare

Services Offered: Novus Homeshare is a charity that helps to match people

who want or need a little bit more support or companionship at home with those who need somewhere to live and are willing to help for at least 10 hours per week. Homeshare is an affordable service that helps people to stay living in their

own home, whilst being able to keep their

independence. Both parties therefore mutually benefit from

such scheme.

Tasks may include: cooking, DIY, doing the laundry, gardening, help with electronics, shopping, overnight security and companionship. Homeshare provides peace of mind to family members by reassuring them that their relatives are not alone as someone stays overnight with them.

# P

# Parkinson's UK (Bexley and Dartford Branch)

Categories: Enduring illness and Leisure

Phone: 0208 306 5973

E-mail: Brian.leach7@ntlworld.com

Services Offered: Support group covering the Bexley and Dartford areas.

General advice and information available. Social meetings They now meet on the second Wednesday of the month at Mick Jagger Centre and also now meet in Roberts Hall (Christ Church Bexleyheath) on the fourth Thursday

afternoon of the month. Outings including, trips and meals. Parkinson's Disease Nurse Specialists are available to Bexley and Dartford residents and a Local Advisor in both areas can help members to apply for various benefits they

may be entitled to. Wheelchair access.

# Patient Advice and Liaison Service (PALS) - Oxleas

Categories: Information and support,

Phone: 0800 917 7159 E-mail: <u>oxl-tr.pals@nhs.net</u>

Address: Oxleas NHS Foundation Trust, Pinewood House, Pinewood

Place, Dartford, DA2 7WG

Services Offered: Free confidential advice and information for patients and

carers who have questions or concerns about the Mental Health Services in Bexley. Pals also cover forensic services at the Bracton. Community Services, Children and Young people's services to Greenwich and Bexley available. They also cover the mental health and (healthcare in most) in the

Kent prison services.

Patient Advice and Liaison service (PALS) - Queen Mary's Hospital

Categories: Mental health, Information and support, Medical, Health

Phone: 0800 917 7159

Email us at: oxl-tr.qmh-pals@nhs.net

Address: Queen Mary's Hospital, Frognal Avenue, Sidcup, DA14 6LT Services Offered: Oxleas NHS Foundation NHS Trust Patient Advice and

Liaison Service (PALS) is a service we offer at Queen Mary's as there are several NHS organisations. We have a dedicated PALS service to help people using all of the services at the hospital and this managed by Oxleas NHS

Foundation Trust.

PALS is a free, confidential service helping patients, families and carers to deal with concerns about treatment

and care at Queen Mary's.

**Opening times:** Monday to Friday, 9am to 4pm - When we are not available to take your call, there is an answer machine. If you leave a message, we will aim to call you back within one working day.

**Patient Experience Team at Bexley Clinical Commissioning Group** 

Categories: Health, Information and support

Phone: 0800 328 9712

E-mail: <u>bexccg.contactus@nhs.net</u>

Address: 2 Watling Street, Second Floor West, Bexleyheath, DA6

7AT

Services Offered: Free confidential service which can provide information on

health services commissioned by the Bexley Clinical

Commissioning Group. The Patient Experience Team will listen to your concerns, questions or suggestions regarding services they commission, or they will signpost you to other relevant organisations who can assist you in resolving your

problems or finding support for services they do not commission. Office hours: 9.00 – 5.00 Monday – Friday.

R

Re-Instate

Categories: Mental health, Employment, Learning Disability, Training

Phone: 0203 645 1508 – The Employment Service

01322 438 155- The Community Hub

E-mail: info@re-instate.co.uk Website: www.re-instate.co.uk

Address: St John's Hall, 194 West Street, Erith, DA8 1AN

Services Offered: Re-Instate is a charity working to improve employment

opportunities, quality of life and well-being for

disadvantaged people in the London Borough of Bexley including people experiencing mental ill-health, people with learning disabilities and young people. Living well is a project run by Re-Instate that supports adults with learning disabilities and autistic adults to play an active role in their local community. Our program 'Five ways to Living Well', which is based on the New Economics Foundation's Five Ways to Well-being - Connect, Be Active, Take Notice, Keep Learning and Give, will support people to achieve their life goals and can be met by the comprehensive range of activities, groups and classes. Re-Instate's Employment Service supports local people who have experienced mental ill-health as part of Bexley's Recovery and Wellbeing Service run in partnership with Mind in Bexley. The service includes job retention, preparing for and finding new jobs, support with volunteering and training.

#### Remap (Rehabilitation Engineering Movement Advisory Panels)

Categories: Physical/Sensory Impairment

Phone: Chair: 07780 366130 The Community Hub

E-mail: <a href="mailto:londonsouthremap1@gmail.com">londonsouthremap1@gmail.com</a>
Website: <a href="mailto:https://londonsouth.remap.org.uk/">https://londonsouth.remap.org.uk/</a>

Address: London South Remap, c/o Remap 2010, D9 Chaucer

Business Park, Kemsing TN15 6YU

Services Offered: Skilled volunteer's custom make, or adapt equipment for

local disabled people, helping them achieve their goals and a better quality of life. London South is one of many independent self-funding groups, which come together under the umbrella of the registered national charity Remap 2010. To find out more you can contact them directly, or ask someone else e.g. a relative, your

occupational therapist, other healthcare professional, to

contact Remap on your behalf.

S

# South East London Family Mediation Bureau

Categories: Information and Support

Phone: 020 8315 7460

Email: enquiries@selfmb.org.uk

Website: www.selfmb.org.uk

Address: The Stables, 1 North Street, Bromley, BR1 1SB

Services Offered: A not for profit organisation offering Family Mediation for

separating or divorcing couples in relation to

children/financial/property matters and for inheritance disputes, care of elderly relatives and other family issues. Free mediation may be available for those on benefits or a

low income.

**Speakability** 

Categories: Stroke

Phone: Paul Meaton on 07815 295960

E-mail: <u>themeatons@yahoo.co.uk</u>

Website: www.stroke.org.uk

Address: Meetings are now on Tuesday weekly in the Magill

Seminar Room, Ground Floor, Main Building, Queen

Mary's Hospital

Services Offered: Speakability Aphasia Self-help Groups are run by and for adults who have Aphasia (speech and language problems caused by a stroke, brain injury or

neurological incident).

**Speech and Language Therapy** 

Categories: Stroke

Phone: 02039107092

Email: <u>oxl-tr.BCHS-NeuroTeam@nhs.net</u>

Services Offered: The Speech and Language Therapy team offer individual

and group treatment where appropriate for people with communication difficulties following stroke. If you would like to be referred to the department, please contact your GP. In addition, 'Friday Club' and 'Speakability' are long term

social support groups (not therapy) for people with

communication difficulties, and accept referrals from the

SLT department.

**SSAFA** 

Categories: Information and Support

Phone: 0208 639 0495

E-mail: LondonSE.Branch@ssafa.org.uk

Services Offered: A range of practical support and financial assistance for

Service, Ex-service men, women and their families. i.e.: Respite holidays, white goods, furniture, house/garden

repairs, removal costs, wheelchairs, stair lifts, etc.

## **Taking Care**

Categories: Older People, Learning Disability, Physical/Sensory Impairment,

mental health, Dementia, Long term illness, domestic violence, end of life/palliative, substance misuse, children

Phone: 020 3045 5400

Email: <u>screeners@bexley.gov.uk</u>
Website: <u>taking.care/bexleyreferral</u>

Address:

Services: Taking Care are the UK's largest personal alarm provider

and are the London Borough of Bexley's chosen Telecare provider, working in partnership with the Council to provide the Assistive Technology service for residents of Bexley. Personal Alarms for peace of mind. 24/7 help at the press of

a button.

## The Pier Road Project

Categories: Addiction, Medical Phone: 01322 357940

Email: <u>slm-tr.PierRoadProject@nhs.net</u>

Website: <a href="https://prpbexley.org.uk/">https://prpbexley.org.uk/</a>

Address: Erith Health Centre, 50 Pier Road, Erith, DA8 1RQ

Services offered: Drug and Alcohol Service for Residents living in the London

Borough of Bexley aged 18+.



# U3A (University of the Third Age) Sidcup

Categories: Education, Leisure Phone: 020 8850 2046

Email: george.murrell@btinternet.com

Address: New Community Church, Station Road, Sidcup

Services Offered: Promotes well-being of "3rd Agers" by sharing skills,

knowledge, experience and keeping the mind and body

active. Monthly meetings with speakers and group

activities. Annual subscription (£18.00). The group meet on

the 3<sup>rd</sup> Thursday of each month at 2pm in the New

Community Church, Station Road, Sidcup. Please call in at a meeting for more information.



# **Volunteer Support Project**

Categories: Mental health, Learning disability

Phone: 01322 524 682

E-mail: vspworker@bvsc.co.uk

Website: www.bvsc.co.uk

Address: Bexley Voluntary Service Council, Crayford Manor House,

Mayplace Road East, Crayford, Kent, DA1 4HB

Services Offered: Provides access and assistance for people with mental

health problems, or a learning disability to undertake

voluntary work in their local community. A worker provides encouragement and assistance and offers as much support as the volunteer needs to enable them to find and carry out

their chosen voluntary work.

This booklet is produced by Carers' Support (Bexley), a registered charity supporting carers, with funding from Bexley Council.

Carers' Support (Bexley)



Carers' Support (Bexley) The Manor House Grassington Road Sidcup DA14 6BY

Telephone: 020 8302 8011 Fax: 020 8300 3002

E-mail: info@carerssupport.org

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