

# Services for Carers

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

**August 2022**

We endeavour to keep information up to date but please be aware that some information may have changed. Please contact the provider/supplier for the most up to date information.

**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)  
Crayford Manor House, Crayford. DA1 4HB  
Tel: 020 8302 8011  
Email: [info@carerssupport.org](mailto:info@carerssupport.org)  
Website: [carerssupport.org](http://carerssupport.org)  
Twitter: @CSBex

# 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](mailto:info@carerssupport.org)**

**Letter at:**

**Carers’ Support (Bexley)**

**Crayford Manor House,**

**Crayford,**

**DA1 4HB**

# 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@TakingCare.com](mailto:telecare@TakingCare.com)*

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

*Yes - but eligibility varies 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 Bexley Council on 020 8303 7777 or 020 3045 5159 and ask for Adult Social Care to make a referral for an assessment*

## **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 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.

**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](http://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](http://www.capuk.org)

StepChange Debt Charity: 0800 138 1111 [www.stepchange.org](http://www.stepchange.org)

National Debtline: 0808 808 4000 [www.nationaldebtline.co.uk](http://www.nationaldebtline.co.uk)

Debt Advice: 0800 043 4050 [www.debtadvicefoundation.org](http://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](http://www.moneyadviceservice.org.uk)

## Useful websites / Telephone numbers

**Carers UK:** [www.carersuk.org](http://www.carersuk.org)  
0207 378 4999

**Carers Trust:** [www.carers.org](http://www.carers.org)  
0844 800 4361

**Independent Age:** [www.independentage.org](http://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](http://www.stroke.org.uk)  
0207 566 0300

**Speakability:** [www.speakability.org.uk](http://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](http://www.dlf.org.uk)  
*A national charity providing impartial advice, information  
and training on independent living*  
0207 289 6111

**Motability:** [www.motability.co.uk](http://www.motability.co.uk)  
*A car scheme for disabled people*  
0300 456 4566

**Direct Mobility:** [www.directmobility.co.uk](http://www.directmobility.co.uk)  
*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 charity for premature and sick babies.  
Crossroads Care South East London  
Dyslexia Association

Family Matters  
Homestart (Bexley)  
National Autistic Society (Bexley Branch)

### **Dementia**

Alzheimer's Society – Dementia Connect  
Dementia UK (Admiral Nurse Dementia Helpline)  
Diamond Jubilee Club

### **Domestic violence**

Bexley Women's Aid

### **Drop-ins**

Age UK Bexley  
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 charity for premature and sick babies.  
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)  
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

# A

## Ability Plus/Outlet

Categories: Physical/sensory impairment, Leisure  
Phone: 01322 476550 / 0800 046 1647  
Email: [bluewater@ability-plus.co.uk](mailto:bluewater@ability-plus.co.uk)  
Website: <https://www.ability-plus.co.uk>  
Facebook: @Abilitypluskent  
Twitter: @AbilityOutlet  
Instagram: Ability\_Plus  
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: 07442 137421/ 07552986887 (phone number is not a helpline)  
Email: [admin@adfam.org.uk](mailto:admin@adfam.org.uk)  
Website: [www.adfam.org.uk](http://www.adfam.org.uk)  
Facebook: @Adfamuk  
Twitter: @Adfamuk  
Address: 27 Swinton Street, London, WC1X 9NW  
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, a support forum and a map of local family support groups.

## **ADHD & ME**

Categories: Carers Support Groups, Children and Families

Phone: 07576 884579

Email: [adhdandme@icloud.com](mailto: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: [info@advocacyforall.org.uk](mailto:info@advocacyforall.org.uk)

Website: <https://www.advocacyforall.org.uk>

Facebook: @Advocacy4all

Twitter: @Biggervoice

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 (Between 10am and 4pm)  
Fax: 020 8300 2495  
E-mail: [accounts@ageukbexley.org.uk](mailto:accounts@ageukbexley.org.uk)  
Website: [www.ageuk.org.uk/bexley/](http://www.ageuk.org.uk/bexley/)  
Facebook: @AgeUKBexley  
Twitter: @AgeUKBexley  
Instagram: @ageukbexley  
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). 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](mailto:enquiries@al-anonuk.org.uk)  
Website: [www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)  
Facebook: @AlAnonFamilyGroupsUK  
Twitter: @AlAnonUKandEire  
Instagram: @alanonukandeire  
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.

## **Allergy UK**

Categories: Health  
Phone: 01322 619898  
E-mail: [info@allergyuk.org](mailto:info@allergyuk.org)  
Website: [www.allergyuk.org](http://www.allergyuk.org)  
Facebook: @allergyuk  
Twitter: @AllergyUK1  
Instagram: @allergy\_uk  
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 and a Facebook support group. Just search for “Official Allergy UK Support Group” on Facebook and it will come up.

## **Alzheimer’s Society – Dementia Connect**

Categories: Dementia  
Phone: 0333 150 3456 (Monday-Wednesday 9am-8pm, Thursday-Friday 9am-5pm, Saturday-Sunday 10am-4pm)  
Website: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)  
Email: [leanne.stephens@alzheimers.org.uk](mailto:leanne.stephens@alzheimers.org.uk)  
Facebook: @Alzheimer’s Society  
Twitter: @alzheimerssoc  
Instagram: @alzheimerssoc

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.

### **Arthritis Care (Bexley Branch)**

Categories: Physical/Sensory Impairment  
Phone: 020 8301 1864  
Mobile: 07952683582  
Email: [phil.hinton1@talktalk.net](mailto:phil.hinton1@talktalk.net)  
Website: <https://www.arthritisaction.org.uk/>

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](mailto:enquiries@aspens.org.uk)  
Facebook: @Aspens Charities  
Twitter: @AspensCharities  
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: [bculife@btconnect.com](mailto:bculife@btconnect.com)  
Website: [www.bculifeskills.org.uk](http://www.bculifeskills.org.uk)

Services Offered: Services suspended until further notice



### **Belvedere Asian Women's Group**

Categories: Ethnic minorities' and Mental health

Phone: 07466 484 199 - General enquiries

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, Thames Road, Dartford, DA1 5QJ.

Website: [www.bexleyct.co.uk](http://www.bexleyct.co.uk)

Email: [enquiries@bexleyct.co.uk](mailto:enquiries@bexleyct.co.uk)

Twitter: @bats\_ct

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/ 03300245598

E-mail: [enquiries@becha.org.uk](mailto:enquiries@becha.org.uk)

Website: [www.becha.org.uk](http://www.becha.org.uk)

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: [www.mindinbexley.org.uk](http://www.mindinbexley.org.uk)  
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: [info@bexleydeafcentre.co.uk](mailto:info@bexleydeafcentre.co.uk)  
Website: <https://www.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 they 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 the office, please leave a message on 01322 351122, they will then call you back to make arrangements with you. Also, they have just launched their new "Lend an Ear Befriending Service"

### **Bexley Down's Syndrome Group**

Categories: Learning disability  
Phone: 07708 067661  
Email: [info@BexleyDownsSyndrome.co.uk](mailto:info@BexleyDownsSyndrome.co.uk)  
Website: [www.bexleydownssyndrome.co.uk](http://www.bexleydownssyndrome.co.uk)  
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](mailto:office@bexleymencap.org.uk)

Facebook: @bexleymencap

Twitter: @BexleyMencap

Instagram: @bexleymencap

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](tel:07958626101)

Email: [bexleygujaratisamaj@hotmail.com](mailto:bexleygujaratisamaj@hotmail.com)

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: [admin@bexleysnap.org.uk](mailto:admin@bexleysnap.org.uk)  
Website: [www.bexleysnap.org.uk](http://www.bexleysnap.org.uk)  
Facebook: @bexleysnap  
Twitter: @SNAPBexley  
Instagram: @bexleysnap  
Address: Normandy SEND Hub, 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 8303 7777  
E-mail: [bexley.twofold@bexley.gov.uk](mailto:bexley.twofold@bexley.gov.uk)  
Website: [www.bexley.gov.uk/twofold](http://www.bexley.gov.uk/twofold)  
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](mailto:bexleyvoice@hotmail.co.uk)  
Website: [www.bexleyvoice.org.uk](http://www.bexleyvoice.org.uk)  
Address: Bexley Voice, Normandy SEND Hub, Normandy Children's 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  
Phone: 020 8301 1536 Helpline. Mon-Fri 9.30am -12.30pm  
E-mail: [admin@bexleywomensaid.org.uk](mailto:admin@bexleywomensaid.org.uk) or  
<http://helpline@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  
Phone: 020 8303 4826 (Please make enquiries during club hours on Mondays and Wednesday between 10am and 2.30pm or Tuesdays between 2.30pm and 4.00pm)

Email: [bexleyheathdisabled@hotmail.com](mailto:bexleyheathdisabled@hotmail.com)

Address: Barton Close, Bexleyheath, 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.

Categories: Children and families, Information and support

Phone: 020 7378 1122

E-mail: [reception@bliss.org.uk](mailto:reception@bliss.org.uk) , [hello@bliss.org.uk](mailto:hello@bliss.org.uk) , [ask@bliss.org.uk](mailto:ask@bliss.org.uk).

Website: [bliss.org.uk](http://bliss.org.uk)

Address: 4th Floor, Maya House, 134-138 Borough High Street, London, SE1 1LB

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](mailto:membership@blindveterans.org.uk)

Website: [blindveterans.org.uk](http://blindveterans.org.uk)

Facebook: [@blindveteransuk](https://www.facebook.com/blindveteransuk)

Twitter: [@blindveterans](https://twitter.com/blindveterans)

Instagram: [@blind.veterans](https://www.instagram.com/blind.veterans)

LinkedIn: [@blind-veterans-uk](https://www.linkedin.com/company/blind-veterans-uk)

Registered Address: Blind Veterans UK: 3 Queen Square, London, WC1N3AR

Correspondence Address: Blind Veterans UK: 126 Fairlie Road, Slough, SL1 4PY

Services Offered: Blind Veterans UK is a charity which provides help and support to ex-servicemen and women who have lost their sight. To meet our ophthalmic criteria, an applicant needs to have visual acuities in both eyes of worse than 6/60. Generally, this means struggling to read the top letter of an eye chart. We also administer the Diana Gubbay Trust for the blind which supports members of the emergency services blinded on duty. We provide rehabilitation, training, practical advice and emotional support to help you rebuild your life after sight loss.

## **Breast Cancer Now**

Categories: Health and Information and support  
Phone: 0333 20 70 300/ 0345 077 1893  
E-mail: General Enquiries and Supporter  
Care: [hello@breastcancer.org](mailto:hello@breastcancer.org), or support services:  
<http://services@breastcancer.org>

Website: <http://www.breastcancer.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

Address: c/o The Carlton Centre, Carlton Road, Sidcup, Kent, DA14 6AH

E-mail: [info@btgse.co.uk](mailto:info@btgse.co.uk)

Website: [www.btgse.co.uk](http://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 quizzes 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**

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

Phone: [0800 043 1935](tel:08000431935)/ 01923 889 501

Address: [CP House, Otterspool Way, Watford WD25 8HR](#)

E-mail: [info@britishpolio.org.uk](mailto:info@britishpolio.org.uk)

Website: [www.britishpolio.org.uk](http://www.britishpolio.org.uk)

Facebook: @BritishPolioFellowship

Twitter: @Britishpolio

Instagram: @britishpolio

Services Offered: The British Polio Fellowship is a charitable organisation dedicated to supporting and empowering the 120,000 people in the UK living with the late effects of polio and post-polio syndrome (PPS). They provide information, welfare and support to those affected, to enable them to live full, independent and integrated lives and campaigns to raise awareness of PPS. They have members across the UK with branches and groups across the nation. They publish a seasonal newsletter, the bulletin; and campaign to raise awareness of PPS among healthcare professionals, members of parliament and the general public and supports the efforts of fellow Polio organisations in attempts to eradicate the disease worldwide.



## **British Red Cross**

Categories: Local Health and Crisis Response

Phone: Support line: [0808 196 3651](tel:08081963651) (Open 10am - 6pm every day), general enquires: 0344 871 11 11

Email: [contactus@redcross.org.uk](mailto:contactus@redcross.org.uk)

Website: [www.redcross.org](http://www.redcross.org)

Facebook: @BritishRedCross

Twitter: @BritishRedCross

Instagram: @BritishRedCross

Address: 44 Moorfields, London, EC2Y 9AL

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: [info@btf-thyroid.org](mailto:info@btf-thyroid.org)

Website: <http://btf-thyroid.org/>

Facebook: @British Thyroid Foundation

Twitter: @britishthyroid

Instagram: @britishthyroidfoundation

Address: Suite 12, One Sceptre House, Hornbeam Square North, Hornbeam Park, Harrogate HG2 8PB.

Services Offered: Evidence based information and support for thyroid patients and their families.

# C

## **Carers' Counselling Service**

Categories: Information and Support and Mental Health

Telephone: 01322 550764

Email: [CarersCounsellingAdmin@bexley.gov.uk](mailto:CarersCounsellingAdmin@bexley.gov.uk) or [carerscounsellingservice@bexley.gov.uk](mailto: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: [info@carerssupport.org](mailto:info@carerssupport.org)

Website: [www.carerssupport.org](http://www.carerssupport.org)

Twitter: @CSBex

Address: Crayford Manor House, Crayford. DA1 4HB

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, Devonshire Road Office: 020 8303

E-mail: [carers@mindinbexley.org.uk](mailto:carers@mindinbexley.org.uk), [info@mindinbexley.org.uk](mailto:info@mindinbexley.org.uk)

Website: <https://mindinbexley.org.uk/carers>

Address: 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: [www.challengingbehaviour.org.uk](http://www.challengingbehaviour.org.uk)  
Email: General Enquires: [info@thecbf.org.uk](mailto:info@thecbf.org.uk), information and support: [support@thecbf.org.uk](mailto:support@thecbf.org.uk)  
Facebook: @thecbf  
Twitter: @CBFdn  
Instagram: @cbfdn  
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 with severe learning disabilities with behaviours which may be described as challenging 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: [Jane.Munday@choicesupport.org.uk](mailto:Jane.Munday@choicesupport.org.uk)  
Website: [www.choicesupport.org.uk](http://www.choicesupport.org.uk)  
Facebook: @choicesupport  
Twitter: @Choice\_Support  
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: 0808 250 5709 (9.30am to 3.30pm Monday to Friday)

Email: <https://bexleycab.org.uk/contact-us/>

Website: [www.bexleycab.org.uk](http://www.bexleycab.org.uk)

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. In order to access citizens advice, use the phone service, email or write a letter to the above address.

All face-to-face appointments can only be obtained by telephone letter or email

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: Carers' respite/breaks, adult & parent carers, older people. Regulated personal care services.

Nonregulated Adult befriending services/ groups/ activities, Physical /Learning/ Sensory//Dementia/ Complex needs

Phone: 01322 336086, Out of office on call: (Emergencies only): 07950 226268

E-mail: [info@ccsel.org](mailto:info@ccsel.org)

Website: [www.ccsel.org](http://www.ccsel.org)

Twitter: @XroadsCareSEL

Facebook: Crossroads SEL

Instagram: @crossroadscarese142

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.

Older carers service providing welfare support, information/signposting, carers assessments and well-being groups.

Adult befriending service matched with volunteer befrienders at their own home or in the community. Social lunch groups/ activities

Adult Carers assessments undertaken

Children/young people assessments undertaken

Adult Frailty assessments undertaken

Service: We provide a range of regulated services from 1 hour to full packages of care, 365 days per year.

Carers can, if they so wish purchase/self-fund services if they are in receipt of Direct Payments/Individual or Personal Budgets

- Sleeping/Waking regulated overnight service in their own home
- Daytime/ evening breaks/ respite in their own home or in the community
- Supported/Independent Living Services
- Companionship
- Hospital appointments
- Light domiciliary cleaning tasks
- Older carers service.(65+) - Welfare support/assessments/ group well-being activities
- Adult Volunteer befriending service/ lunch groups
- Frailty practitioner - carers/family assessments

\*Some of our services are chargeable, including mileage or entry costs.

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

Categories: Bereavement and Drop-ins  
Phone: 020 8304 5245, National helpline: 080 8808 1677(Mondays and Fridays 9:30am-5pm, Tuesdays, Wednesdays and Thursdays 9:30am-8pm)

Email: [BexleyandBromley@cruce.org.uk](mailto:BexleyandBromley@cruce.org.uk)

**Services Offered:** **Due to Covid-19** all groups (except Walk and Talk Danson Park) and In Person meetings suspended until further notice. Currently only offering a telephone or zoom bereavement support service. In Person sessions when available again are held at: Queen Mary's Hospital, Sidcup - Daytime, early evenings and weekends, United Reformed Church, Bromley- Daytime and early evenings. Geddes Place Bexleyheath, 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. They also have a Walk and Talk group which meets once a week for a walk in Danson Park, Bexley, with some volunteers, please contact 020 8304 5245 for details and to register for the Bereavement Support Services including the Walk.

## **D**

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

Categories: Dementia  
Phone: 0800 888 6678 (9am-9pm Mon- Fri or 9am-5pm weekends)  
Email: [helpline@dementiauk.org](mailto:helpline@dementiauk.org)  
Facebook: @DementiaUK  
Twitter: @DementiaUK  
Instagram: @dementia\_uk  
Website: [www.dementiauk.org](http://www.dementiauk.org) (Can fill in a form to speak to a dementia specialist admiral nurse)

**Services Offered:** Dementia UK provides specialist dementia support for families through their Admiral Nurse service. When things get challenging or difficult for people with dementia and their families, Admiral Nurses work alongside them, giving the compassionate one-to-one support, expert guidance

and practical solutions that can be difficult to find elsewhere. 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.

### **Diabetes UK Bexley Support Group**

Categories: Health and Enduring illness  
Phone: 01322409312 (9am-9pm)  
Mobile number: 07775305110  
E-mail: [secretary@diabetesukbexley.com](mailto:secretary@diabetesukbexley.com)  
Website: [www.diabetesukbexley.com](http://www.diabetesukbexley.com)  
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 26<sup>th</sup> 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: 07956 356533  
E-mail: [neillathrope@aol.com](mailto:neillathrope@aol.com) and [info@differentstrokes.co.uk](mailto:info@differentstrokes.co.uk)  
Facebook: @Different Strokes Charity  
Twitter: @diffstrokes  
Address: Danson Youth & Community Centre, Brampton Rd, Bexleyheath, DA7 4EZ  
Website: [www.differentstrokes.co.uk](http://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: 07941424409  
E-mail: [http://dcf@sidcupbaptistchurch.org.uk](mailto:dcf@sidcupbaptistchurch.org.uk)  
Address: Sidcup Baptist Church, 167 Main Rd, Sidcup DA14 6PA  
Services Offered: Meets regularly on second Saturday of each month (except August) in the hall of Sidcup Baptist Church, Main Road, Sidcup, Entertainment, outings, events and leisure activities.

### **Dimbleby Macmillan Support Centre**

Categories: Information and Support  
Phone: 020 7188 5918  
Email: [DimblebyCancerCare@gstt.nhs.uk](mailto:DimblebyCancerCare@gstt.nhs.uk)  
Website: <http://macmillan.org.uk/>  
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](mailto:info@dyslexiawise.co.uk)  
Website: [www.dyslexiawise.co.uk/](http://www.dyslexiawise.co.uk/)  
Facebook: @Dyslexia Association of Bexley Bromley Greenwich & Lewisham  
Twitter: @dyslexiawise  
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



# E

## Ellenor

Categories: Enduring Illness, Carers Breaks

Phone: 01474 320007

E-mail: [info@ellenor.org](mailto:info@ellenor.org) / Any patient-sensitive information should be sent to: [http://TELH.Clinical-Admin@nhs.net](mailto:http://TELH.Clinical-Admin@nhs.net)

Website: [www.ellenor.org](http://www.ellenor.org)

Facebook: @ellenorcharity

Twitter: @ellenorcharity

Instagram: @ellenorcharity

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: [info@evergreencarebexley.org](mailto:info@evergreencarebexley.org)

Website: [www.evergreencareuk.org](http://www.evergreencareuk.org)

Address: Wilmington Community Church, Broad Lane, Dartford, DA2 7AQ

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.

A new elderberries centre in addition to our Belvedere one (which is open!). The new one is running on a Friday from 2 – 4pm at Baldwyns Baptist Church, Bexley (over 60s)

## F

### **Family Anonymous**

Categories: Addiction

Phone: 0207 498 4680 (Helpline)/ Telephone enquiries:  
02074984680

Email: [office@famanon.org.uk](mailto:office@famanon.org.uk)

Website: [www.famanon.org.uk](http://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 Matters**

Categories: All Ages

Phone: 01474 536661

E-mail: [admin@familymattersuk.org](mailto:admin@familymattersuk.org)

Website: [www.familymattersuk.org](http://www.familymattersuk.org)

Facebook: @familymattersuk

Twitter: @Family\_Matters

Address: 13 Wrotham Road, Gravesend, DA11 OPA

Services Offered: Family Matters is a registered Charity that provides specialist support services for all survivors of rape and sexual abuse in Kent.

**Therapy:**

Family Matters offers therapy to adults and children. The sexual violence can be recent or historic; it can be reported to police or not reported. As a charity our services are subject to funding and at present, we are funded to offer therapy to clients living within Kent or the London Borough of Bexley. Our therapy involves up to 12 one to one sessions (1 session a week for 50 minutes).

**ISVA:**

Family Matters provide Independent Sexual Violence Advisors (ISVA'S) support for both children and adults. The ISVA's are specially trained to provide impartial emotional and practical support tailored to the needs of the survivor. Assistance is offered to help survivors through the criminal justice system, from reporting to police through to court. Information, support and signposting can still be provided even if the sexual violence has not been reported to the police.

As a charity our services are subject to funding and at present, we are funded to offer the ISVA service to survivors living within Kent.

**Friends of Carlton**

Categories: Learning Disability

Phone: 020 8302 4619

Email: [friendsofcarlton@yahoo.co.uk](mailto:friendsofcarlton@yahoo.co.uk)

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 note at present no social functions are running due to Covid restrictions and are not expected to restart until at least Spring 2022. This situation is under review constantly

## G

### **Greenwich and Bexley Community Hospice**

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

Phone: 020 8312 2244

E-mail: [info@gbch.org.uk](mailto:info@gbch.org.uk) / If query relates to a patient or carer, email [http://gbch.referrals@nhs.net](mailto:http://gbch.referrals@nhs.net)

Website: [www.communityhospice.org.uk](http://www.communityhospice.org.uk)

Facebook: @Greenwich & Bexley Community Hospice

Twitter: @gbchospice

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: 0800 781 1444

E-mail: [information@guidedogs.org.uk](mailto:information@guidedogs.org.uk)

Website: <https://www.guidedogs.org.uk/>

Facebook: @Guide Dogs UK

Twitter: @guidedogs

Instagram: @guidedogsuk

Services Offered: The charity Guide Dogs provides services for people who are blind or partially sighted.

## H

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

Categories: Physical/sensory impairment, Medical, Stroke

Phone: 0203 058 1020

Fax: 020 8185 7775

E-mail: [info@headwayselnwk.co.uk](mailto:info@headwayselnwk.co.uk)

Website: [www.headwayselnwk.co.uk](http://www.headwayselnwk.co.uk)

Facebook: @Headway- the brain injury association

Twitter: @HeadwayUK

Instagram: @headway\_uk

Address: Shrewsbury House Community Centre, Bushmoor Crescent, London SE18 3EG

Services Offered: Headway SELNWK provides services to survivors of traumatic and acquired brain injury, including survivors of stroke. Early Intervention Service and Carer and Family support service, Services include Early Intervention Service in conjunction with Kings College Hospital. Social Rehabilitation Services run from Shrewsbury House, Greenwich and Deptford Hubs, Community Support (1:2:1 support) Carer and family support, digital services including group sessions and 1:2:1 support. Headway SELNWK also offer Volunteer and Student placement opportunities.

You can refer into our Services via our on-line referral form [www.headwayselnwk.co.uk](http://www.headwayselnwk.co.uk)

### **Home Library Service - Bexley**

Categories: Leisure

Phone: 0203 045 4565

E-mail: [librarycommunityservices@bexley.gov.uk](mailto:librarycommunityservices@bexley.gov.uk)

Website: [www.bexley.gov.uk/libraries](http://www.bexley.gov.uk/libraries)

Address: Community Library Service, c/o Central Library, Townley Road, Bexleyheath, DA6 7HJ

020 8303 7777 ask for libraries

[LibraryCommunityServices@bexley.gov.uk](mailto:LibraryCommunityServices@bexley.gov.uk)

Services Offered: This is a free service for residents of Bexley who are unable to reach and use their local library.

### **Imago Young Carers Bexley**

Category: Young Carers

Phone: 0300 111 1110

Email: [youngcarers@imago.community](mailto:youngcarers@imago.community)

Website: <http://www.imago.community/children-and-young-people/Bexley-Young-Carers>

Facebook: @Imago Community

Twitter: @imagocommunity

Instagram: @imagocommunityuk

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: [info@inspirecommunitytrust.org](mailto:info@inspirecommunitytrust.org)

Website: [www.inspirecommunitytrust.org](http://www.inspirecommunitytrust.org) (Have an enquiry? Can submit via the website)

Address: Inspire Community Trust, 20 Whitehall Lane, Slade Green, DA8 2DH

Services offered: Occupational Therapist offering in-home equipment assessments from £40; Day Care; Short Breaks; Sensory Support services for hearing and sight difficulties; Support with managing Direct Payments and Individual Budgets for children; Transport advice for Taxi Card and assessments for Blue Badges and Freedom Passes; Physical Disability Registration; NHS Wheelchair Service for Bexley and Greenwich boroughs' residents; Radar Keys sold. 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: [office@irishcommunityservices.org.uk](mailto:office@irishcommunityservices.org.uk)  
Facebook: @IrishCommServ  
Twitter: @IrishCommServ  
Address: Irish Community Centre, The Irish Centre, 2B Devonshire Road, Bexleyheath, DA6 8DS.

Services offered: Telephone support. Advice and information on a wide range of issues including welfare benefits, all ages.

- ICS Choir Thursday 1pm, weekly, 2B Devonshire Road
- Carers group for Carers and Cared for Chat Group: Friday 11.30am weekly online
- Craft Group – Tuesdays 10am – 12pm – 2B Devonshire Road
- Tea cake clubs – Thursday 12pm -2.30pm – Glyndon Community Centre, Plumstead, SE18 - £5
- Good news Café – Monday 3pm – weekly online at present
- Free Legal Advice Sessions – Advance booking required
- Home Footcare Service – Book through office - Paid for service
- Walks – Woolwich – Tuesday 1.30pm, Danson – Friday 1.30pm call 0208 854 4466 for more details
- Relaxation session – Monthly 11am – 1pm on Mondays at 2b, Devonshire Road
- 1:1 complimentary therapy- Monday Mornings
- Lunch Club – Home cooked meal – Tuesdays – Progress Hall, Eltham - 12pm – 3pm -£6 Booking essential – call 0208 854 4466 – Debbie
- Chair based Exercise 11am – online

## **Independent Age**

Categories: Older people and Information and support

Phone: 020 7605 4200

Fax: 020 7605 4201

Email: [charity@independentage.org](mailto:charity@independentage.org)

Helpline: 0800 319 6789

Website: <http://www.independentage.org/>

Facebook: @Independent Age

Twitter: @IndependentAge

Instagram; @independentage

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.

## J

### **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.

## K

### **KASBAH - Supporting Disabled People towards Independence**

Categories: Physical /Sensory Impairment, Learning Disability

Phone: 01474 536501

E-mail: [admin@kasbah.org.uk](mailto:admin@kasbah.org.uk)

Website: [www.kasbah.org.uk](http://www.kasbah.org.uk)

Address: 7 The Hive, Northfleet, Kent, DA11 9DE

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 Northwest 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. 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: [centrallibrary@bexley.gov.uk](mailto:centrallibrary@bexley.gov.uk)  
Website: [www.bexley.gov.uk/libraries](http://www.bexley.gov.uk/libraries)  
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 02030453603  
E-mail: [ros.shaw@lecb.ac.uk](mailto:ros.shaw@lecb.ac.uk)  
Address: 5 Brampton Road, Bexleyheath, Kent DA7 4EZ Services  
Website: [www.lecb.ac.uk](http://www.lecb.ac.uk)  
Facebook: @lecbexley  
Twitter: @LECBexley

Instagram: @lecbexley

Services Offered: Contact Ros Shaw (020 3045 3603) Financing college courses, welfare and counselling. Special needs advice via Sarah Meredith on 020 3045 3593. 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: [smokealarms@london-fire.gov.uk](mailto:smokealarms@london-fire.gov.uk)

Website: [www.london-fire.gov.uk/safety/carers-and-support-workers/](http://www.london-fire.gov.uk/safety/carers-and-support-workers/)

Facebook: @London Fire Brigade

Twitter: @LondonFire

Instagram: @londonfirebrigade

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.

## **M**

### **Macular Society Bexley Group**

Categories: Medical, Information and Support

Phone: 0208 856 8954

Email: [ajnmac@aol.co.uk](mailto:ajnmac@aol.co.uk)

Website: <https://www.macularsociety.org/support-group/bexley-support-group/>

Facebook: @Macular Society

Twitter: @MacularSociety

Address: Hurst Community Centre, Room 3 Hurst Place, BEXLEY, Kent DA5 3LH

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: 020 8303 8932/ Wellbeing line: 0808 196 3896  
E-mail: [info@mindinbexley.org.uk](mailto:info@mindinbexley.org.uk)  
Website: [www.mindinbexley.org.uk](http://www.mindinbexley.org.uk)  
Facebook: @Mind In Bexley  
Twitter: @mindinbexley  
Instagram: @mindinbexley  
Address: Devonshire Road Office- 2a Devonshire Road,  
Bexleyheath, DA6 8DS  
Services: IAPT, Community Connect, Breathing Space, Office  
Administration and Accounts

## **Motor Neurone Disease Association – Northwest Kent Branch**

Categories: Medical  
Phone: 01322 228169 or call the helpline on 0808 802 6262  
Email: [mndconnect@mndassociation.org](mailto:mndconnect@mndassociation.org)  
Website: [www.mndassociation.org](http://www.mndassociation.org)  
Facebook: @MND Association  
Twitter: @mndassoc  
Instagram: @mndassoc  
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: 07467817902 and 07467815986  
Email: [bexley@mssociety.org.uk](mailto:bexley@mssociety.org.uk)  
Website: <https://www.mssociety.org.uk/care-and-support/local-support/local-groups/bexley-dartford-and-gravesend-group>  
Facebook: @MS Society UK  
Twitter: @mssocietyuk  
Instagram: @mssocietyuk  
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.  
MS Exercise Class- Monday 10:45-11:45 at Cascades  
Leisure Centre  
Coffee Morning: The second Tuesday of the month from 10:30am at Ruxley  
Garden Centre

# N

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

Categories: Learning disability, Children and families, Leisure  
Phone: 07826 950496  
Email: [bexley@nas.org.uk](mailto:bexley@nas.org.uk)  
Website: [www.bexleynas.co.uk](http://www.bexleynas.co.uk)  
Facebook: @National Autistic Society  
Twitter: @Autism  
Instagram: @nationalautisticsociety  
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](mailto:enquiries@novus-homeshare.org.uk)  
Website: [www.novus-homeshare.org.uk](http://www.novus-homeshare.org.uk)  
Twitter: @NovusHomeshare  
Facebook: @NovusHomeshare  
Twitter: @NovusHomeshare  
Instagram: @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](mailto:Brian.leach7@ntlworld.com)

Website: <https://localsupport.parkinsons.org.uk/provider/bexley-and-dartford-branch>

Facebook: @Parkinson's UK

Twitter: @ParkinsonsUK

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: [oxl-tr.pals@nhs.net](mailto:oxl-tr.pals@nhs.net)

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](mailto:oxl-tr.qmh-pals@nhs.net)

Address: Queen Mary's Hospital, Frognaal 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: [bexccg.contactus@nhs.net](mailto:bexccg.contactus@nhs.net)

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: 01322 438 155

E-mail: [info@re-instate.co.uk](mailto:info@re-instate.co.uk)

Website: <http://www.re-instate.co.uk/>

Facebook: @Re-Instate

Twitter: @ReinstateLtd

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, autistic adults, 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. A key part of the employment offer is the Early Intervention project which seeks to support individuals to prevent mental health deteriorating.

### **Remap (Equipment Solutions)**

**Categories:** Physical/Sensory Impairment  
**Phone:** Chair: 07780 366130 The Community Hub  
**E-mail:** [londonsouthremap1@gmail.com](mailto:londonsouthremap1@gmail.com)  
**Website:** <https://londonsouth.remap.org.uk/>  
**Facebook:** @Remap  
**Twitter:** @RemapUK  
**Instagram:** @remapuk  
**Address:** D9 Chaucer Business Park, Kemsing, Sevenoaks, Kent TN15 6YU

**Services Offered:** Skilled volunteers 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: [http://enquiries@selfmb.org.uk](mailto:enquiries@selfmb.org.uk)  
Website: [www.selfmb.org.uk](http://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: [themeatons@yahoo.co.uk](mailto:themeatons@yahoo.co.uk)  
Website: [www.stroke.org.uk](http://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: [oxl-tr.BCHS-NeuroTeam@nhs.net](mailto:oxl-tr.BCHS-NeuroTeam@nhs.net)  
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](mailto: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.

## **T**

### **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: 0203 045 5159  
Email: [screeners@bexley.gov.uk](mailto:screeners@bexley.gov.uk)  
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: [slm-tr.PierRoadProject@nhs.net](mailto:slm-tr.PierRoadProject@nhs.net)  
Website: <https://prpbexley.org.uk/>  
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+.

# U

## **U3A (University of the Third Age) Sidcup**

Categories: Education, Leisure

Phone: 020 8850 2046

Email: [sapplegate@btinternet.com](mailto:sapplegate@btinternet.com)

Facebook: @u3auk

Twitter: @u3a\_UK

Instagram: @u3auk

Address: New Community Church, Station Road, Sidcup

Services Offered: Promotes well-being of “3<sup>rd</sup> 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.

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

*Carers' Support (Bexley)*

*Téléphone: 020 8302 8011*

*E-mail: [info@carerssupport.org](mailto:info@carerssupport.org)*

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