



A Guide to **Neurological Services** in Somerset



A Guide to Neurological Services in Somerset

Although the content of this directory was as accurate as possible at the time of publication, inevitably, information will change, become out of date and inaccurate. Regrettably, because the SNA is a relatively small organisation with limited financial resources, we aren't in a position to provide annual updates to the paper or hard copy versions but we will be updating the version available to view on or download from our website. For this reason, and depending on the date of the copy that you are reading now, it may be worth visiting the website to be sure that you have the most up to date information possible.

Viewing the directory online or on a PC in PDF format also enables readers to adjust font size for easier reading. In Adobe Acrobat, for example, the most commonly available PDF reader, this can be achieved by clicking on the plus or minus symbols at the top of the screen.

www.somersetneuroalliance.org.uk

For further printed copies of this Guide please contact
sarah.gibson@sompar.nhs.uk or 07899 994524

Contents

Health & Social Care

1	Where can I get Information about my condition?	1
2	I want to learn more about my condition so I can manage it myself as much as possible. How could I do this?	1
3	Are there any specialist nurses/clinical specialists for my condition in Somerset?	5
4	How can I access a dietitian?	7
5	How can I access a speech and language therapist?	7
6	How can I access a psychologist or counsellor?	7
7	How can I access an Occupational Therapist and help with orthotics?	7
8	How can I access specialist palliative care services?	8
9	How can I access a physiotherapist?	8
10	How can I get help with care for my feet?	8
11	Is there anyone who can help with returning home after a stay in hospital?	9
12	Is there anyone who can co-ordinate my social care needs?	9
13	How can I access specialist continence services?	9
14	How do I get a wheelchair? Will I have to pay for it?	10
15	I am becoming increasingly disabled but wish to continue living independently within my own home. Are there any services or providers of equipment that could assist? How do I arrange such help?	10
16	Who should pay for tubing and other consumables within my home?	11
17	Am I eligible for free prescriptions?	12
18	I seem to be waiting a long time for assessments/appointments. Is there any way I can speed these up?	13
19	Who would help me record an Advance Decision to Refuse Treatment (ADRT)?	14
20	I cannot access my dentist's surgery anymore. Where can I get NHS dental care in an accessible setting?	14

Transport

21	Where can I get information and advice about driving (e.g. whether I can continue to drive)?	15
22	What happens when I contact the DVLA - will my licence be taken away?	15

23	What is the Motability scheme and am I eligible for it?	16
24	Where is the nearest regional driving assessment centre?	16
25	How do I buy an adapted vehicle?	16
26	Is there any financial help towards buying an adapted vehicle?	17
27	How can I choose the best type of mobility scooter? Where do I get one from?	17
28	Do local buses take wheelchairs and/or mobility scooters?	17
29	How do I get a powered wheelchair?	18
30	Where can I get a hoist to put my wheelchair in the boot of the car?	18
31	Which taxi firms provide a service for wheelchair users?	18
32	Am I eligible for a disabled person's rail card? How do I get one?	19
33	Am I eligible for free or subsidised bus travel?	19
34	Is there any financial help available for me to get to work?	20
35	Am I eligible for a Blue Badge and how do I apply for one?	20
36	Are there any other transport schemes in the county which may be able to help me?	21
37	It is difficult for me to get to hospital appointments, and the public transport is inaccessible/unavailable in my area. Am I eligible for transport to appointments? If so, how do I arrange this?	21

Leisure/Education

38	Do I get any concessions for (e.g.) swimming, evening classes?	22
39	Are there any pools particularly suitable for people with disabilities?	22
40	What facilities are in place to allow disabled people to pursue higher education opportunities?	22
41	I am finding it difficult to use my computer and it is my lifeline. Is there any practical or financial support available to help me?	23
42	I want to go on holiday, but I require carers to help me with my personal care whilst I am away. Where can I find out places which would be suitable?	23

Work

43	Who can advise me about being able to continue working?	24
44	Is there any financial help for my employer to adapt the workplace?	24
45	Where do I go if I think I am being discriminated against in the workplace because of my disability?	25

46	I am unable to continue working in the same role due to my disability. Who can I speak to about my legal rights, or about finding another job?	25
----	--	----

Finance/Forward Planning

47	I am now off sick from work due to my disability and cannot afford my rent. What can I do?	26
48	What benefits may I be entitled to?	26
49	What parts of my care will be free?	26
50	What elements of the care I need will be means-tested? Who do I contact to be means-tested - how long will it take?	27
51	How do I apply for a Disabled Facilities Grant?	28
52	Is there any other financial help available?	29
53	How do I apply for Continuing Health Care funding in Somerset?	30
54	What happens if I am not eligible for Continuing Healthcare funding and I wish to query the decision?	30
55	Where would I go to make a will? How much will it cost?	30
56	How do I establish a Lasting Power of Attorney? How much will it cost?	31

Personal Care/Daily Living

57	Where can I try out equipment such as bathing and toilet aids?	32
58	What equipment should be provided through health and social care services?	32
59	Where can I get a stair lift?	32
60	How do I get help with housework, gardening, simple DIY and larger adaptations?	32
61	Do I have any choice in home carers who come to the home?	33
62	Is there any way my spouse/family carer can have relevant training to help with their role?	33
63	What services are available for carers in Somerset?	34
64	How can my partner get a break from caring for me?	34
65	What can I do if I feel I have been a victim of crime?	35

Health and Social Care

1. Where can I get information about my condition?

Your Consultant, GP, therapist or specialist nurse should be able to provide you with comprehensive information about your condition. In addition most neurological conditions have a national organisation that represents the interests of people living with that condition. At the back of this booklet are contact details for each of these groups.

If you have difficulty accessing the information or service you require you can contact Somerset Partnership NHS Foundation Trust Patient Advice and Liaison Service (PALS) for information at:

**2nd Floor, Mallard Court
Express Park, Bristol Road
Bridgwater
TA6 4RN**

You can also telephone **01278 432022** at any time and leave a message. Alternatively, send an email to pals@sompar.nhs.uk

2. I want to learn more about my condition so I can manage it myself as much as possible. How could I do this?

If you are under the care of a consultant, specialist nursing or therapy team, please ask them for information in the first instance. The aim of therapy is to enable you to manage your condition as best you can yourself. This is done through education, advice and teaching you appropriate exercises and techniques

to maximise your movement and functional abilities and minimise the development of secondary problems.

If you aren't under the care of a therapy team at present and would like an assessment or review of your condition from a therapy perspective then please contact Somerset Direct who will make a referral for you to your local therapy team.

Within Somerset there are several different providers for Rehabilitation Services. The three main providers are:

Somerset Partnership NHS Foundation Trust

- This is a large community NHS Trust providing rehabilitation services in 13 community hospitals across Somerset (See Appendix B). Three of the hospitals have designated Stroke Units (South Petherton, Williton and Shepton Mallett) providing in-patient neuro-specialist therapy. A Stroke ESD (Early Supported Discharge) service is also run out of these sites covering the Somerset area ensuring stroke patients are supported and treated within their own homes as necessary on discharge from hospital. Patients are generally referred to ESD by the therapists at the acute Trust if discharged home from there, or by the stroke unit therapists in the community hospitals. All other occupational therapy and physiotherapy rehabilitation needs are assessed for and provided by a new integrated service called Independent Living Teams.

Independent Rehabilitation Teams

Adult rehabilitation has been redesigned to provide an integrated rehabilitation service. Known as Integrated Rehabilitation Teams (IRTs), the service is available to all adults who are having problems carrying out everyday activities and want to work towards enhancing their quality of life by improving their ability to do the things that matter to them. The team members come and see you in your home environment.

This is a new way of working in partnership, investing time and resources at the beginning of the patient's journey in order to fully understand the issues and difficulties and 'get it right first time'. This avoids duplication, passing the person between services and avoids clients having to re-access the service, saving resource in the long term. They also aim to support people to find their own solutions to enable them to lead their "good life" encouraging a self-managing ethos when they leave the service.

The teams consist of Care Workers, Health Occupational Therapists, Physiotherapists, and Rehabilitation Support Workers. The staff within the teams are supported by Clinical Specialist Therapists in differing conditions. This includes Clinical Specialist Physiotherapists both in Neurological Conditions and Stroke and Brain Injury, and Clinical Specialist OTs in Stroke and Brain Injury.

The team aims to:

- enable people to remain living independently at home for as long as possible
- prevent hospital admission for problems that could be managed in the community
- enable people to reach their optimal functioning irrespective of their

- circumstances, environment or diagnosis
- reduce the need for readmission to hospital after discharge
- encourage clients to take an active role in managing their condition

People they see

The teams see adults over 18 years of age, registered with a Somerset GP who require to be seen in their own environment. The service will focus on preventing unplanned admissions to hospital, facilitating discharge from these environments and maximising recovery from illness or injury:

- with a new diagnosis of a long term condition / neurological condition, for example, multiple sclerosis, Parkinson's, motor neurone disease
- recently discharged from hospital (for example, Musgrove Park Hospital, Yeovil District Hospital) who are continuing to improve or with ongoing difficulty with everyday activities
- with worsening mobility and those at risk of falling
- who are falling and have fall-related worries
- requiring a domiciliary visit because they are unable to leave their home

Referral to the service

Referrals are made by telephone enabling a conversation between professional and referrer to begin the understanding, clinical reasoning process and establish the urgency of response required.

- Open access / self-referral
- Patients can refer themselves for rehabilitation either independently or following a prompt from their GP or another health or social care professional
- Health and social care professionals can also refer directly

East 0300 323 0028. This includes, Yeovil, South Petherton, Langport, Chard, Crewkerne, Ilminster, Wincanton, Frome, Shepton Mallett, Wells and Glastonbury.

West 0300 323 0029. This includes, Taunton, Bridgwater, North Sedgemoor and West Somerset.

Musgrove Park Hospital - This is a large acute NHS Hospital Trust based in Taunton. It has neuro-specialist in-patient OTs and Physiotherapists who will assess your needs and provide appropriate rehabilitation whilst you are an in-patient at the hospital. It also has a neuro-specialist out-patient OT and Physiotherapy service in addition. This service is available for people with a neurological condition who are able to come in to the hospital to see the therapist. Referrals to the service may be made by your therapist from the ward, your Consultant or GP. If you have a query please contact the Therapy Department on 01823 344965 and leave a message requesting to speak to a neuro-specialist therapist.

Musgrove Park Hospital produce a comprehensive set of patient information leaflets which may be downloaded from: <http://www.musgroveparkhospital.nhs.uk/patients-and-visitors/patient-information-leaflets/?search=S>

Yeovil District Hospital - This is a large acute NHS Hospital Trust based in Yeovil. It has neuro-specialist in-patient OTs and Physiotherapists who will assess your needs and provide appropriate rehabilitation whilst you are an in-patient at the hospital. It also has a neuro-specialist out-patient OT and Physiotherapy service. This service is available for people with a neurological condition who are able to come in to the hospital to see the therapist. Referrals to the service may be made by your therapist from the ward, your Consultant or GP. If you have a query please contact the Therapy Department on **01935 384358** and leave a message requesting to speak to a neuro-specialist therapist.

In Somerset a comprehensive Stroke service is provided and includes hyperacute stroke care, specialist inpatient stroke rehabilitation, early supported discharge, providing stroke rehabilitation in people's homes and long term follow-up.

The Stroke Association provides an information, advice and emotional support service across Somerset. The service aims to support stroke survivors, their families and carers to regain as much independence and quality of life as possible. For more information or referrals telephone **01984 634276** (see Appendix A for The Stroke Association contact details).

People with a long term condition may also like to consider taking part in the NHS Expert Patient Programme (EPP). The EPP is a self-management programme for people who are living with a chronic (long-term) condition. The aim is to support people by:

- increasing their confidence
- improving their quality of life
- helping them manage their condition more effectively

It consists of six consecutive weekly sessions teaching a range of topics including:

- dealing with pain and extreme tiredness
- coping with feelings of depression
- relaxation techniques and exercises
- healthy eating
- communicating with family, friends and healthcare professionals
- planning for the future

The EPP is free of charge and open to anyone with a long-term condition. Your GP or another healthcare professional can give you more information on EPP and your nearest course.

ProActive Physical Activity - The Integrated Lifestyle Service manages the ProActive Physical Activity on Referral Scheme within Somerset. The scheme provides subsidised physical activity opportunities for clients with specific medical conditions.

The ProActive scheme receives referrals from healthcare providers (such as GPs, Physiotherapists, Nurses) throughout Somerset. On receiving these referrals the Integrated Lifestyle Service HUB will contact the client to explain the service and then offer the option(s) of a recognised ProActive scheme leisure provider.

How you can you access these services

To access the ProActive scheme the client will need to be referred by their health care professional e.g. Physiotherapist, GP, Nurse, or Health Trainer. The health care professional will fill in a ProActive referral form and send it into Integrated Lifestyle Service HUB. Once this is received you will be offered a choice of physical activity opportunities including Phase 4 Cardiac Rehabilitation.

Waiting time

They aim to contact all clients within 48 hours of receiving their referral.

Where you can access these services

The ProActive scheme can be accessed at 32 different leisure providers across the county.

Contacts

To contact the service please call
0800 412 5502

Referral forms should be sent to:

**Integrated Lifestyle Service inc. the Stop Smoking Service, Chard Hospital
Crewkerne Road
Chard
TA20 1NF**

Additional information

The Integrated Lifestyle Service encompasses the following services: Somerset Stop Smoking Service, Fresh Steps Health Trainer Service, ProActive Physical Activity on Referral Service, Somerset Health Promotion Resource Service and supports selected community health promotion projects.



Zing Somerset

Zing Somerset is a simple way to keep track of all your physical activity throughout each month. Simply sign in, pick your activity and log how many minutes you've done. You can find where your local facilities and classes are, find out about taster sessions and local opportunities to do physical activity, challenges are set if you need more encouragement and you can join a zing team if you want to do activity with friends or colleagues.

You can now log your activity minutes on the move by downloading the new Zing phone App.

Go to www.zingsomerset.co.uk and search for sports activities and facilities from the Zing database. You just need to type in your post code.

Fresh Steps Health Trainers - It can be hard to make change without some support. Health Trainers are fully trained in encouraging people to make healthier lifestyle changes. You can have up to 6 face to face sessions for FREE. Call **0800 412 5502** for further information.

Compass Disability Services is a user-led organisation with a Board of Trustees, who are elected by their users, is comprised of at least 80% disabled people. They work through consultation, representation and service provision in partnership with local government, the Health Service, Social Services, other voluntary sector and charitable organisations and anyone else who can benefit from their knowledge and expertise. They have a range of opportunities to become involved with the organisation and produce a useful quarterly magazine. They can be contacted at:

**Compass Disability Services,
Unit 11-12 Belvedere Trading Estate,
Taunton,
TA1 1BH**

e-mail: info@compassdisability.org.uk,
Tel: **01823 282823**
www.compassdisability.org.uk
(See also Section 63 - Compass Carers)

3. Are there any specialist nurses/ clinical specialists for my condition in Somerset?

The neurological specialist services in Musgrove Park Hospital can be contacted at the Neurological Department in the Neuroscience Centre of Musgrove Park Hospital, Taunton. This is located on the 1st floor of the Duchess Building.

Call **01823 342137** for further general information and advice or for the specific conditions below, contact:

Multiple Sclerosis:

Sheila Morrison (MS Specialist Nurse)
01823 344617

Epilepsy:

Teresa Smith (Epilepsy Specialist Nurse)
01823 342133

Parkinson's Disease Specialist Nurses:

Ann Trelloggen & David Green
(PD Specialist nurses)
pdteam@tst.nhs.uk or **01823 344435**
Katie Perry (Secretary)
01823 344900
Ruth Goodland - Yeovil Hospital.
01935 384875
ruth.goodland@ydh.nhs.uk

The Parkinson's nurses also see some patients with PSP and CBD.

Somerset Partnership NHS Foundation Trust has Specialist Nurses and Clinical Specialist therapists.

Specialist Community Parkinson's Nurses.

Sharon Robbins - West Mendip Hospital.
01458 836487
Sharon.Robbins@sompar.nhs.uk

Motor Neurone Disease:

Julia Spence (Community neurological rehabilitation nurse specialist)

01460 243362

Julia.spence@sompar.nhs.uk

Neurological Conditions:

Sarah Gibson

(Clinical Specialist Physiotherapist)

07899994524

Sarah.gibson@sompar.nhs.uk

Ralph Hammond

(Clinical Specialist Physiotherapist)

07774207097.

Ralph.hammond@sompar.nhs.uk

Stroke & Traumatic Brain Injury:

Lucy Spring (Clinical Specialist OT)

07798637518.

Lucy.spring@sompar.nhs.uk

Lynne Merrett

(Clinical Specialist OT)

Lynne.merrett@sompar.nhs.uk

Rob Kinder

(Clinical Specialist Physiotherapist)

07770273223.

Robert.kinder@sompar.nhs.uk

Stroke coordinators are health care professionals with a background in stroke care. They facilitate a smooth transfer from hospital to home, offer longer term support through advising on stroke prevention, medication, access to other agencies both voluntary and statutory and by being a source of information and education about stroke and the recovery process. The service can be accessed by phoning:

West Somerset 07825 420 484

Mendip 07795 304 696

South Somerset 07795 061 864

For more information go to the website:

http://www.sompar.nhs.uk/our_services/adult_services/stroke

Headway Somerset

Blackbrook Gate

Blackbrook Park Avenue

TAUNTON TA1 2PG

info@headwaysomerset.org.uk

Headway Somerset specialises in dealing with adults with an acquired brain injury. They have a team of experienced rehabilitation professionals offering support to victims of brain injury and their families. The service can be accessed by phoning: Hilary Dicks
01823 444829 or **07920852228**

The South West Neuromuscular Operational Delivery Network covers Muscular Dystrophy and related neuromuscular conditions. The first point of contact is their website:

www.swneuromuscularodn.nhs.uk

The website provides information including a map of the Southwest and details of where clinics are held, conditions covered by the network and office contact details.

0117 4141184/5.

Potential patients/clients can ring the Network Office to find out about the service, see if their condition fits the service criteria and if needed the appropriate Neuromuscular Advisor would then be asked to contact the person directly

4. How can I access a dietitian?

The quickest way to access dietician services in Somerset is to ask your GP/Consultant or Specialist Nurse for a referral to the service. Community matrons, community nurses and district nurses can also make referrals. For further information contact the community dietetic service on **01278 447407**.

5. How can I access a speech and language therapist?

Ask your GP or specialist nurse for a referral to a speech and language therapist. The Somerset Partnership NHS Trust has developed a specialist service for Speech and Language and there are many centres across the county that can provide therapy, your GP will refer you to the one nearest to you.

6. How can I access a psychologist or counsellor?

A range of support is available to people who have a neurological condition. As part of this, people may find it helpful to see a Psychologist or other mental health worker such as a counsellor who specialise in helping people and their families cope with the stresses and strains of such illnesses.

Having a serious illness can be difficult to cope with for anyone. Some of these difficulties can be dealt with by the person themselves, with the help of their families/friends, or possibly with the support of their health care team (nurses, doctors etc.).

You can be referred by anyone in your health and social care team for mental health services. There are numerous community mental health teams across Somerset (see Appendix D at the back of this booklet for locations and contact details).

You can also self-refer through Somerset Partnership Talking Therapies by completing a form available at GP surgeries. Once your referral has been received an initial appointment to assess your needs should be expected within 2-4 weeks with a treatment plan commencing after 6 weeks.

For stroke patients counselling may be available through the Stroke Association.

7. How can I access an occupational therapist and help with orthotics?

If you feel you require rehabilitation from an OT then this can be accessed through the Intergrated Rehabilitation Teams (See question 2). These teams see patients with all diagnoses but do have neuro rehabilitation skills and support from Clinical Specialist Therapists who specialise in neuro-rehabilitation.

Somerset County Council operate Somerset Direct which provides information about all forms of care and support that you might require. They also have an Occupational Therapy Team who will offer advice and information as well as assessing what support you need and are entitled to. More information can be found at <http://www.somerset.gov.uk/adult-social-care/>

They can be contacted by;

Email: **adults@somerset.gov.uk**
Telephone: **0300 123 2224**
Fax: **01823 321380**

Opening Hours: Monday to Friday 8am to 6pm,
Saturdays 9am to 4pm, closed Sunday.

The Orthotics Service is responsible for the assessment and supply of equipment and appliances such as insoles, adapted shoes, leg splints and wrist supports. It can also be something more complicated such as a brace or calliper, depending on your individual needs.

A referral to the service can be made by a physiotherapist, Occupational Therapist or your GP.

8. How can I access specialist palliative care services?

Palliative care aims to help patients with life-threatening illnesses, and their families to achieve the best possible quality of life. This might include:

- Helping you to live as actively as possible
- Taking account of your emotional, social and spiritual needs, alongside your physical ones
- Supporting you and your family in coping with your illness and the choices you wish to make
- Providing good relief from pain and other distressing symptoms

Your GP or Consultant can refer you to the specialist palliative care services. It is often useful to make this referral early in your disease so that you can meet members of the team and find out what they can offer.

The Specialist Palliative Care Team for the Taunton & Somerset NHS Foundation Trust is based in Musgrove Park Hospital. There is also a Palliative care team based at Yeovil District Hospital.

Referrals can be made by any medical staff such as GPs or nurses and you or a carer can also request they refer you.

Telephone numbers for the teams can be found below:

Hospital Palliative Care Teams

Musgrove Park Hospital, Taunton: 01823 342646
Yeovil District Hospital: 01935 384557

St Margaret's Somerset Hospice also provide a full range of specialist palliative care services and can be contacted on **0845 070 8910**.

9. How can I access a physiotherapist?

If you feel you require rehabilitation from a physiotherapist then this can be accessed through the Intergrated Rehabilitation Teams (See question 2). These teams see patients with all diagnoses but do have neuro rehabilitation skills and support from Clinical Specialist Therapists who specialise in neuro-rehabilitation.

You can also search for private physiotherapists using the Chartered Society of Physiotherapists website:
<http://www.csp.org.uk>

10. How can I get help with care for my feet?

Across Somerset there is a Podiatry Service which provides specialist clinicians for foot care and biomechanics and orthotics assessment. Access to the service is via a GP or other healthcare professional referral.

Once referred you will be seen within 6 weeks or 7 days if urgent.

11. Is there anyone who can help with returning home after a stay in hospital?

Somerset County Council fund the British Red Cross to offer a Home from Hospital Service. The service volunteers van can give short-term practical and emotional support to help you get your confidence back and live independently after a stay in hospital, such as:

- Taking you home and helping you to settle in.
- Shopping for you.
- Collecting prescriptions and pensions.
- Sitting with you if your carer has to go out.

You can access this service by contacting the Home from Hospital Co-ordinator on **01823 273 707** or **0845 3315000**.

They can also be contacted at:

**Home from Hospital
British Red Cross
Red Cross House
Livingstone Way
Taunton TA2 6BD**

There is no charge for this service.

12. Is there anyone who can co-ordinate my social care needs?

Co-ordination of your social care (i.e. the support you need around the home to undertake daily activities) can be provided by Somerset Direct. To discuss your care needs, contact Adult Social Care via Somerset Direct at the County Council by calling **0300 123 2224**.

If you are in regular contact with a specialist nurse or therapist, they should have the overall picture about the care that you are receiving,

and will be able to liaise with other health professionals as required.

13. How can I access specialist continence services?

Somerset Partnership NHS Trust offers a specialist continence service across Somerset. They can offer advice and:

- carry out a detailed assessment and offer treatment/management options based on your individual needs
- offer you an individual care plan and promote self-care wherever possible
- give you a choice of a range of patient literature – for example pelvic floor exercises, bladder training
- provide education/ training to individuals, carers, external agencies

The service accepts self-referrals by calling **01935 848247**. Your GP, health care professional or carer can also refer you if necessary.

Whether or not you will receive free incontinence products such as pads and mattress protectors via the NHS will depend on the assessment of your needs, the specialist continence team can give you further information on this. You can also ask your GP or other healthcare provider to assess you. If eligible the products will be delivered direct to you.

Should you not be eligible you can buy VAT reduced incontinence products from chemists, supermarkets or online. For further information visit the bladder and bowel foundation website <http://www.bladderandbowelfoundation.org> or call their helpline on **0845 345 0165**. You can also visit the continence product advisor website <http://www.continenceproductadvisor.org> which offers

impartial, up to date advice on the best products and where to obtain them.

The Radar National Key Scheme key offers disabled people independent access to the 9,000 accessible locked toilets around the country. Radar keys are available from **Compass Disability**. Orders can be placed by calling **01823 282823**.

14. How do I get a Wheelchair? Will I have to pay for it?

If you need a wheelchair for long-term use (minimum four times a week for more than six months) and have a permanent disability, ask your GP to refer you to the wheelchair and seating service. This service provides wheelchairs, pressure cushions and specialist seating to all registered with a GP across Devon and Somerset. Clients must meet eligibility criteria based on clinical need. Assessments can be undertaken in your home if necessary.

All wheelchairs issued are provided on long-term loan and are maintained free of charge. The Service operates a voucher scheme which contributes to the cost of a wheelchair of higher specification, if required. The service is only for long term or permanent wheelchair users.

Short-term loans can be assessed by Occupational Therapists and are for three months or less.

If you would like to hire a wheelchair on a temporary basis please contact the Medical Equipment Loans Service run by British Red Cross on **0300 123 2224** or **01823 237700**.

Or write to:

**British Red Cross,
Red Cross House,
Livingstone Way,
Taunton
TA2 6BD**

If, having undergone your assessment, you find that you are not eligible for a wheelchair from the above services, and have to buy one, please contact **Somerset County Council PALS** on: **01823 356274** or at: **adults@somerset.gov.uk** for advice on suppliers and help with funding if needed.

15. I am becoming increasingly disabled but wish to continue living independently within my own home. Are there any services or providers of equipment that could assist? How do I arrange such help?

For all of your care needs and what would enable you to live most independently you can contact **Somerset Direct** on **0300 123 2224**.

Somerset County Council have also launched a service to help you look for advice and find equipment from local and national equipment providers to enable you to live more independently within your own home. The website is called **AskSARA** and it is a free, guided, self-assessment tool which has been designed with the Disabled Living Foundation. You can access the website at **www.somerset.gov.uk/asksara**

If you do not have access to the internet you can call **Somerset Direct** on **0300 123 2224** who can provide the same advice.

AskSARA details information and gives impartial advice covering areas such as:

- your home environment
- your health
- your daily living activities

For example, if you are having difficulties opening jars, you would select 'Preparing meals, eating and drinking' then you would select 'Opening Jars, tins, packages and bottles' where you will complete a very brief 'agree/disagree' questionnaire which will then provide you with the most appropriate equipment required for your needs which you can then choose to purchase (there is no contribution towards any purchase costs).

There is also a **Telecare** service providing various sensors and alarms that can alert a 24 hour care line where trained carers can take the necessary steps to help you (such as call a relative or alert emergency services). Contact your local Community Alarm Service provider for further details about the various equipment available to you and the costs - some equipment may be free of charge or subsidised.

Deane Helpline
Taunton Deane Borough Council, Control Centre, Kilkenny Court, Station Approach, Taunton, TA2 7QL.

Telephone: **01823 257185**

South Somerset Careline
South Somerset District Council, Petters House, Petters Way, Yeovil, BA20 1AS.

Telephone: **01935 479815**

Sedgemoor Lifeline
Sedgemoor District Council, Bridgewater House, Kings Square, Bridgewater, TA6 3AR.

Telephone: **01278 435776**

Mendip Helpline
Aster Living, Flourish House, 2 Cathedral Avenue, Wells, Somerset, BA5 1FD.

Telephone: **0333 400 8222**

Magna West Somerset
St Peter's House, Bridge Street, Williton, TA4 4NR.

Telephone: **0800 138 6107**

16. Who should pay for equipment for nursing care within my home?

If you require specific items e.g. tubing, dressings, incontinence pads, to meet an **assessed clinical need** they should be provided by the NHS. You will have to be assessed and meet eligibility criteria before you will receive the products. The source of the items will vary depending on the item but if you have any queries you should discuss them with your GP or other healthcare professional.

If you feel you should receive free equipment you can request an assessment from your GP or other healthcare professionals who will arrange it for you.

17. Am I eligible for free prescriptions?

The current (as of 1st April, 2014) prescription charges are:

- **£8.05** for a standard prescription
- A three monthly Prescription Prepayment Certificate (PCC) is **£29.10**. This saves you money if you need four or more items in three months.
- A 12 month certificate is **£104.00** and saves money if 13 or more items are needed in 12 months.

PPCs are available by 10 monthly direct debit instalment payments. The prescription prepayment certificates allow anyone to obtain all the prescriptions they need for £2 per week.

You can get free NHS prescriptions if, at the time the prescription is dispensed, you:

- are 60 or over
- are under 16
- are 16-18 and in full-time education
- are pregnant or have had a baby in the previous 12 months and have a valid maternity exemption certificate (MatEx)
- have a specified medical condition and have a valid medical exemption certificate (MedEx)
- have a continuing physical disability that prevents you from going out without help from another person and have a valid MedEx
- hold a valid war pension exemption certificate and the prescription is for your accepted disability
- are an NHS inpatient

You are also entitled to free prescriptions if you or your partner (including civil partners) are named on, or are entitled to, an NHS tax credit

exemption certificate or a valid HC2 certificate (full help with health costs), or you receive either:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Pension Credit Guarantee Credit

To apply for a MedEx you must have one of the following conditions:

- a permanent fistula (for example, caecostomy, colostomy, laryngos-tomy or ileostomy) which needs continuous surgical dressing or an appliance;
- a form of hypoadrenalism (for example, Addison's Disease) for which specific substitution therapy is essential;
- diabetes insipidus and other forms of hypopituitarism;
- diabetes mellitus, except where treatment is by diet alone;
- hypoparathyroidism;
- myasthenia gravis;
- myxoedema (that is, hypothyroidism which needs thyroid hormone replacement);
- epilepsy which needs continuous anticonvulsive therapy;
- a continuing physical disability which means you cannot go out without the help of another person; or
- cancer and are undergoing treatment for:
 - cancer;
 - the effects of cancer; or,
 - the effects of cancer treatment.

You can only get a certificate if you have a condition on the list. Ask for an application form FP92A available at doctor's surgeries, complete parts 1 and 2 then return to your doctor's surgery for it to be signed and sent

for approval. The certificate should be sent to you promptly and will last for five years starting from one month before the application is received. You can call **0300 330 1341** if you have any queries.

18. I seem to be waiting a long time for assessments/appointments. Is there any way I can speed these up?

If you feel you have been waiting too long or are having difficulty finding or accessing the service you require then please contact the **PALS** (Patient Advice and Liaison) **service**. **Each organisation has a PALS service.**

So, if you are enquiring about:

- A community NHS service please write to:
PALS
2nd Floor, Mallard Court
Express Park, Bristol Road
Bridgwater
TA6 4RN

You can also telephone **01278 432022** at any time and leave a message. Alternatively, send an email to **pals@sompar.nhs.uk**

- A Musgrove Park Hospital service please write to:
PALS
Old Building
Musgrove Park Hospital
Taunton
TA1 5DA

You can also telephone **01823 343536** Monday to Friday 08.30-16.30 or leave a message anytime and they will ring you back as soon as they can. You could also send them an email on **pals@tst.nhs.uk**

- A Yeovil District Hospital service please write to:
PALS
Level 3
Yeovil District Hospital
Higher Kingston
Somerset,
TA21 4AT

You can also telephone **01935 384706** at any time and leave a message. Alternatively, send an email to **pals@ydh.nhs.uk**

- For Social Services please contact
0300 123 2224.

If you are waiting for an outpatient appointment with a hospital consultant, and it is your first appointment, you should speak to your GP in the first instance. With the help of your GP you may be able to choose an alternative hospital with a shorter waiting time.

If you have already been seen as an outpatient and are waiting for a follow-up appointment and think that this is taking too long you may also like to contact the Secretary of the consultant seen.

19. Who would help me record an Advance Decision to Refuse Treatment (ADRT)?

If you wish to record an ADRT it is strongly advisable to talk through all relevant treatments with the health professional leading your care so that you are fully aware of your condition, the treatments and what they do.

To complete an ADRT you MUST be over 18 years of age and have the mental capacity to do so. They can be verbal or written down but if you wish to refuse treatment that will save your life then this MUST be written down, signed by yourself and witnessed.

There are numerous organisations that can offer advice and help with ADRTs.

The NHS provide information on their website at <http://www.nhs.uk/Planners/end-of-life-care/Pages/advance-decision-to-refuse-treatment.aspx>

In addition, some of the neurological support organisations have information about ADRTs which can be sent to you or downloaded from the internet, e.g. the Motor Neurone Disease Association produces a very good standard form on which you can record any Advance Decisions to refuse treatment. If you would like a copy you can download it at:

<http://www.mndassociation.org/Resources/MNDA/Life%20with%20MND/ADRT%20Pack.pdf>

Or you can phone **08457 626262** or e-mail mndconnect@mndassociation.org

There is also a website www.adrtnhs.co.uk with comprehensive information.

20. I cannot access my dentist's surgery anymore. Where can I get NHS dental care in an accessible setting?

Details of local dental services and particularly those with accessible facilities and those dentists willing to provide domiciliary dental services can be found by contacting the Somerset Dental Helpline on **0300 123 7691**.

Alternatively you can contact the service via e-mail at dentist4u@sompar.nhs.uk

Transport

21. Where can I get information and advice about driving (e.g. whether I can continue to drive)?

You must tell the DVLA if you have, or have ever had, a medical condition or an impairment that may affect your driving.

You can contact the DVLA regarding medical conditions at:

Drivers Medical Enquiries

Telephone: 0300 790 6806

Fax: 0845 850 0095

Lines open: Monday to Friday, 8am to 5:30pm

Saturday, 8am to 1pm

Write to:

Drivers Medical Enquiries

DVLA

Swansea

SA99 1TU

If you hold a current driving licence and have a 'notifiable' medical condition or disability, you must tell the DVLA right away. You should not wait until your licence is due for renewal.

You must also tell the DVLA if your medical condition or disability has become worse since your licence was issued or if you develop a new medical condition or disability.

'Notifiable' medical conditions and disabilities include epilepsy, strokes and other neurological conditions, mental health problems, physical disabilities and visual impairments.

For a list of 'notifiable' conditions as defined by the DVLA you can view <https://www.gov.uk/health-conditions-and-driving>

The medical standards of fitness to drive are available to all medical practitioners. If your doctor, in accordance with these standards, has advised you that you should not drive you may wish to surrender your licence.

If you have Multiple Sclerosis, Motor Neurone Disease or Huntington's Disease you must complete a questionnaire form CN1. If you have Parkinson's disease you must complete form PK1. Both these forms will allow the government medical adviser to contact your doctor and assess your capacity to drive. The forms are available from your doctor's surgery or online at

http://www.direct.gov.uk/en/Motoring/DriverLicensing/MedicalRulesForDrivers/DG_10010623

22. What happens when I contact the DVLA - will my licence be taken away?

The DVLA aim to make a decision within three weeks. However, this could be longer if they need to contact your GP or ask you to undergo further assessments. The DVLA advise that you check with your GP to see if you can continue driving whilst you are waiting for the decision.

Once your medical disability or condition has been assessed by the DVLA you will be informed if you can keep your licence, require

a new one, adapt your vehicle or discontinue driving.

You can be granted a shorter licence of 1, 2, or 3 years which will be reviewed at the end of the allotted time.

If it is decided that you can no longer drive you'll be given a medical reason why you must stop driving and be told if and when you can reapply for your licence. You'll also be sent a notice that explains your right to appeal against the decision.

23. What is the Motability scheme and am I eligible for it?

The Motability Scheme is organised by Motability, a charity that aims to provide financial support for mobility issues. It can help with the lease or purchase of an adapted car or other vehicle.

You are eligible for the scheme if you receive either the Higher Rate Mobility Component of Disability Living Allowance (HRMC DLA), the Enhanced Rate of the Mobility Component of Personal Independence Payment (EMC PIP), the War Pensioners' Mobility Supplement (WPMS) or the Armed Forces Independence Payment (AFIP).

Contact the Motability Scheme on **0300 456 4566** or via their website at **<http://www.motability.co.uk/>**

24. Where is the nearest regional driving assessment centre?

Regional Driving Assessment Centres give practical and independent advice and assessment to disabled drivers and passengers. The staff there will assess your ability to drive, advise you about vehicles that might suit you and about any adaptations you may need.

They are well informed on motoring and disability issues generally. Talk to them about any mobility problems you have.

A standard driver assessment costs £80 or may be free through the Motability Scheme (See Q24 for details).

The nearest centre for Somerset is:

**The Vassall Centre
Gill Avenue
Fishponds
Bristol
BS16 2QQ**

Telephone: **0117 965 9353**

E-mail: **mobserv@thisisliving.org.uk**
www.thisisliving.org.uk

25. How do I buy an adapted vehicle?

Firstly, it is best to get advice from your nearest Regional Driving Assessment Centre (see question above). You may also find the Research Institute for Consumer Affairs (Rica) website helpful - **www.rica.org.uk**

If you are buying your vehicle under the Motability scheme (question 23), you may find the dealer nearest to you on their website. Go to **<http://motability.directenquiries.com/Motability/finddealer.aspx>** and simply enter your postcode or alternatively you can telephone them on **0845 456 4566**.

Motability also produces a very useful booklet 'Choosing Your Car' available for download from **www.motabilitycarscheme.co.uk** even if you are not buying your car through their scheme this booklet is full of very useful facts, tips and suggestions.

26. Is there any financial help towards buying an adapted vehicle?

The Motability Scheme can help you with leasing or buying a car if you're getting the higher rate of the mobility component of Disability Living Allowance (DLA) or enhanced PIP. Motability offers a wide selection of vehicles for no more than the cost of your weekly mobility allowance. They have around 250 cars available with no advance payment.

Other financial help may be available from local branches of national charitable organisations. View the directory in Appendix A for details.

27. How can I choose the best type of mobility scooter? Where do I get one from?

Scooters and buggies are not available through the Wheelchair Service, which means that potential users will need to purchase them privately and there are a huge range of suppliers. It is therefore very important to get as much independent advice as possible about the range of scooters and buggies available. Comprehensive advice is available for free from the Disabled Living Foundation (DLF). They can be contacted on the details below or they run a helpline **open weekdays 10am - 4pm on 0300 999 0004** or e-mail **helpline@dlf.org.uk** **www.dlf.org.uk**

**Disabled Living Foundation,
Ground Floor,
Landmark House,
Hammersmith Bridge Road,
London
W6 9EJ**

Telephone: **0207 289 6111**

(9am - 5pm, Mon - Fri)

E-mail: **info@dlf.org.uk**

The DLF also has a website - **livingmadeeasy.org.uk** - which has a wide range of information about all aspects of equipment for daily living. Visit - **http://www.livingmadeeasy.org.uk/scenario.php?csid=386** - for useful advice and information about choosing a mobility scooter.

Assistance with funding may be possible from various charitable bodies. They can also be purchased through Motability by offsetting some or all of your Disability Living Allowance/ PIP.

28. Do local buses take wheelchairs and/or mobility scooters?

Wheelchairs can be accommodated on most modern local buses but this may not be the case for mobility scooters. To check whether the buses on your local route are suitable for wheelchairs contact Somerset County Council's Transport department on:

**Transporting Somerset
PPC302, Somerset County Council,
County Hall,
Taunton,
Somerset
TA1 4DY**

Telephone: **0845 345 9155**

Email: **transport@somerset.gov.uk**

Opening Hours: Weekdays, 8am to 6pm,
Saturday 9am to 4pm, Closed Sunday.

Some bus operators are now allowing mobility scooters on low-floor buses adapted to carry wheelchairs. To use this service you will need to obtain a permit. Firstgroup which operates some services in Somerset require passengers to be assessed both on the type of scooter and their ability to control it. If they are satisfied that they meet the requirements a permit will be granted. To speak to an advisor and arrange

an assessment contact **01173 736671** or write to

**First
Enterprise House,
Easton Road,
Bristol
BS5 0DZ**

First also provide 'Safe Journey Cards' and 'Better Journey Cards' which passengers can show the driver which advises the driver that the passenger has a particular problem. The cards can be downloaded from the First website: http://www.firstgroup.com/ukbus/bristol_bath/bus_access/safe_journey_card/

Shop mobility schemes exist to provide wheelchairs and/or scooters for use in shopping centres in the following Somerset towns. It is advisable to telephone in advance for information and availability etc.

Taunton	01823 327900
Yeovil	01935 475914
Weston-super-Mare	01934 420410
Street (Clarks Village)	01458 440155
Bridgwater	01278 434254

29. How do I get a powered wheelchair?

Please see question 14. Powered wheelchairs may be provided by the NHS Wheelchair Service after assessment of your needs. You may be eligible for help with buying one through their Voucher Scheme.

Rica offer extensive information about the range of powered wheelchairs available <http://www.rica.org.uk/content/scooter-powered-wheelchair-search>

30. Where can I get a hoist to put my wheelchair in the boot of the car?

If you are unable to lift your wheelchair into a car or if you have a heavy scooter or wheelchair, there are various types of equipment to help get it in the car:

- hoists which lift a manual or powered wheelchair into the boot of a vehicle
- rooftop hoists which winch a manual wheelchair up and on to the roof of a car
- racks which carry a wheelchair on the back of a car
- trailers and ramps.

Whatever type of equipment you want, it is worth talking to a Regional Driving Assessment Centre (see question 24 for contact information) about how the various alternatives available may suit you.

Hoists are usually installed by vehicle adaptation firms or by their local dealers. The suppliers listed on the Rica website - www.rica.org.uk/motoring-services - should be able to tell you about fitting agents and provide details of local dealers.

31. Which taxi firms provide a service for wheelchair users?

The Accessible Countryside for Everyone (ACE) website - http://www.accessiblecountryside.org.uk/southwest/somerset/somerset_taxis.html - provides a list of taxi/private hire companies who claim to offer wheelchair friendly vehicles (see Appendix F).

Taxi firms are regulated by local councils; you should be able to get information about which ones accept wheelchairs by calling your local council licensing department on:

Mendip District Council

0300 303 8588

Sedgemoor District Council

0845 408 2540

South Somerset District Council

01935 462462

Taunton Deane Borough Council

01823 356356

West Somerset District Council

01634 703704

32. Am I eligible for a disabled person's railcard? How do I get one?

You are eligible for a disabled railcard if you:

- Are registered as having a visual impairment
- Are registered as deaf or using a hearing aid
- Have epilepsy and either:
- Have repeated attacks even though you receive drug treatment; or
- Are currently prohibited from driving because of your epilepsy
- Receive Attendance Allowance
- Receive Personal Independence payments
- Receive Disability Living Allowance (low or high rate mobility or middle/high rate personal care)
- Receive Severe Disablement Allowance
- Receive War Pensioner's mobility supplement
- Receive War or Service Disablement Pension for 80% or more disability
- Are buying or leasing a vehicle through Motability Scheme

You can apply for a railcard online at <http://www.disabledpersons-railcard.co.uk/buy-a-railcard> or telephone **0345 605 0525** or

Disabled Persons Railcard Office

PO Box 11631

Laurencekirk

AB30 9AA

If you have difficulty with walking and need assistance at the railway station, it is possible to pre-book assistance with the relevant railway company (e.g. First Great Western).

33. Am I eligible for free or subsidised bus travel?

Anyone in England who is 'eligible disabled' can receive a free bus pass for travelling on journeys between 9am and 11pm weekdays and all day weekends and public holidays.

You are 'eligible disabled':

- if you are blind or partially sighted
- if you are profoundly or severely deaf
- if you are without speech
- if you have a disability, or have suffered an injury, which has a substantial and long-term adverse effect on your ability to walk
- if you do not have arms or have long-term loss of the use of both arms
- if you have a learning disability or
- if you have applied for the grant of a licence to drive a motor vehicle under Part III of the Road Traffic Act 1988, but your application was turned down because of section 92 of the Act (physical fitness) but not if it was because of persistent misuse of drugs or alcohol

You need to apply for the pass through Somerset County Council at:

**Transporting Somerset
PPC302, Somerset County Council,
County Hall,
Taunton,
Somerset
TA1 4DY**

Telephone: **0845 345 9155**

Or you can download an application form at:

<http://www.somerset.gov.uk/roads-parking-and-transport/public-transport/apply-for-a-concessionary-bus-pass/>

You will need to return the completed forms with relevant documents and a passport sized photo. The pass should be sent to you within 10 working days.

34. Is there any financial help available for me to get to work?

Access to Work might pay towards the cost of getting to work if you cannot use public transport. You may be eligible for help if you are:

- in a paid job
- unemployed and about to start a job
- unemployed and about to start a Work Trial
- self-employed

Your disability or health condition stops you from being able to do parts of your job.

Your disability or health condition may not have a big effect on what you do each day, but may have a long-term effect on how well you can do your job.

Contact Access to Work at:

Telephone: **0345 268 8489**

Textphone: **0345 608 8753**

Email: **atwosu.london@jobcentreplus.gsi.gov.uk**

Alternatively, ask the Disability Employment Adviser (DEA) at your local Job Centre about Access to Work.

35. Am I eligible for a Blue Badge and how do I apply for one?

The Blue Badge scheme is designed to give eligible people the ability to park close to the facilities and services they need to use, so as to improve their lifestyle, independence and freedom of choice. You can get a badge without further assessment if you:

- receive the higher rate of the mobility component of the Disability Living Allowance
- receive a Personal Independence Payment for being unable to walk further than 50 metres (a score of 8 points or more under the 'moving around' activity of the mobility component)
- are registered blind (severely sight impaired)
- receive the War Pensioner's mobility supplement
- are a severely disabled service person or veteran who is compensated under the new Armed Forces Compensation Scheme (AFCS)
- have received a lump sum benefit within tariff levels 1-8 of the Armed Forces and Reserve Forces (Compensation) Scheme and has been certified as having a permanent and substantial disability which causes inability to walk or very considerable difficulty in walking

You can get a badge following an assessment if you:

- have a permanent disability that means you can't walk or have considerable difficulty walking
- have a severe disability in both your upper limbs, you regularly drive a motor vehicle and that you are unable to operate, or have considerable difficulty operating, all or some types of on-street parking equipment
- are a child under the age of 3 who needs medical equipment with you at all times that cannot easily be transported, or if you are affected by unstable medical conditions and may require emergency treatment

To find out if you can have a Blue Badge, phone **Somerset Direct** on **0845 345 9133** or check online at: <https://www.gov.uk/apply-blue-badge>

If you phone Somerset Direct, the person who takes your call will ask you for some information and will be able to tell you if you can have a Blue Badge. They will be able to make the application for you straight away so you will not have to fill in a form. They will write to you explaining what to do next. You will be asked to send a photograph for the back of your badge.

They will also tell you if you cannot have a badge and explain why.

36. Are there any other transport schemes in the county which may be able to help me?

There are a wide range of community and accessible transport services within Somerset. Transport is provided for community groups and people whose needs are not met by normal public transport.

Somerset County Council fund the SLINKY service which provides door-to-door services for those with difficulty accessing normal public transport or their own transport.

There are also various other community schemes where volunteers provide transportation assistance.

For more information contact:

**Transporting Somerset
PPC302, Somerset County Council,
County Hall,
Taunton,
Somerset
TA1 4DY**

Telephone: **0845 345 9155**

Email: transport@somerset.gov.uk

Opening Hours: Weekdays, 8am to 6pm,
Saturday 9am to 4pm, Closed Sunday.

37. It is difficult for me to get to hospital appointments, and the public transport is inaccessible/unavailable in my area. Am I eligible for transport to appointments? If so, how do I arrange this?

Please see question 36 for community transport options.

If you have a medical need and want to check if you are entitled to NHS free hospital transport please phone the **NHS Patient Transport Advice Centre** on **01278 727444** between 9.30am and 4.30pm, Monday to Friday or email transport@somerset.nhs.uk.

Leisure/Education

38. Do I get any concessions for (e.g.) swimming, evening classes?

Concessions are widely available throughout Somerset for a wide variety of local authority run leisure and education activities for people with disabilities. Each local Council within Somerset applies different charges and operates different concessionary rates. In each case it's worth contacting your local authority leisure and education departments for current details (See Appendix E for contact details).

39. Are there any sports centres or swimming pools particularly suitable for people with disabilities?

Most sports centres and pools in Somerset are fully accessible for disabled people, with hoists to assist entry into and out of the water. Not all run disabled only sessions. You can contact your local council for more information (See Appendix E).

Strode Swimming Pool in Street on **01458 443918** run disabled only swim sessions. Trinity Sports and Leisure Centre in Bridgwater on **01278 429119** also run disabled only swim sessions.

The 1610 sports centres in the area also all have disabled access with the King Alfred centre in Burnham and the Shepton Mallet centre running a 'Strawberry Club' for those with learning difficulties and disabilities. Visit **www.1610.org.uk** for more information.

Somerset Activity and Sports Partnership also offer information about disability sports,

view their website **www.sasp.co.uk** for further information or contact their disability manager on **01823 653990**.

40. What facilities are in place to allow disabled people to pursue higher education opportunities?

Disability Rights UK provide information and support for anyone interested in higher education. They run a helpline **0800 328 5050** or you can e-mail **students@disabilityrightsuk.org**

Somerset Skills and Learning is an organisation backed by Somerset County Council providing further education courses in the region. They also have several advisors and centres across Somerset who can give advice and information, including about funding, to anyone seeking to pursue higher education opportunities.

For general enquiries and further information contact:

Telephone: **0845 688 0488**

Email: **generalenquiries@somerset.gov.uk**

If you are a student in higher education you may also be entitled to a Disabled Student's Allowance (DLA) which can help pay towards various costs such as specialist equipment you may need or a personal assistant. Your higher education provider should be able to provide you with all the details you need or you can visit GOV.UK's website - **<https://www.gov.uk/disabled-students-allowances-dsas/overview>** - for further information.

41. I am finding it difficult to use my computer and it is my lifeline. Is there any practical or financial support available to help me?

AbilityNet is a national charity helping disabled adults use computers and the internet by adapting and adjusting their technology. Their special expertise is ensuring that whatever your age, health condition, disability or situation you find exactly the right way to adapt or adjust your ICT to make it easier to use. They will send you a questionnaire to assess your needs and they hold a bank of equipment which they can give out on long-term loan. The service is free to individuals and they have a tremendous success rate.

To contact AbilityNet telephone their general enquiry line on **0800 269545**.

42. I want to go on holiday, but I require carers to help me with my personal care whilst I am away. Where can I find out places which would be suitable?

The national charitable organisations which represent the interests of people with neurological conditions such as the MS Society, Parkinson's UK and the MND Association all have help line numbers. Each organisation has a wealth of experience and knowledge of advising people regarding practical issues with their own specific conditions. All keep details of places which are offering suitable holiday accommodation and personal care support.

Telephone numbers for all the organisations can be found in [Appendix A](#) at the back of this booklet.

There is also a national charitable organisation which provides holiday information to anyone with extra needs:

Tourism for All
7A Pixel Mill
44 Appleby Road
Kendal
Cumbria LA9 6ES
Telephone: **0845 124 9971**
E-mail: **info@tourismforall.org.uk**

Before going on holiday it is necessary to review what insurance you will need to have in place to cover your clinical needs. It is advisable to approach the charities listed above to obtain further information and support.

Work

43. Who can advise me about being able to continue working?

Your GP and Consultant can give you specific advice about your condition and your ability to continue full or part time employment. 'Access to Work' a government scheme established to help those affected by a disability or health condition will also be able to advise you. An Access to Work adviser can speak to you and your employer to reach a decision about the best support for you. In most cases, this can be done over the telephone, but a visit can be arranged if necessary.

Sometimes specialist advice may be needed, which the Access to Work adviser will help to arrange. For example, your adviser may arrange for a specialist organisation to complete an assessment and recommend appropriate support. (See question 34 for contact details of Access to Work.)

Also, in each Jobcentre Plus, there are Disability Employment Advisors who can help you if you are seeking work, or are unemployed. Contact your local Jobcentre Plus at:

**Hanover House
Northgate
Bridgwater
TA6 3HG**

Telephone: **0345 604 3719**

**Kingsway Precinct
Frome
BA11 1QW**

Telephone: **0345 604 3719**

**The Avenue
Minehead
TA24 5SH**

Telephone: **0345 604 3719**

**Brendon House
High Street
Taunton
TA1 3NY**

Telephone: **0345 604 3719**

**Federated House
Hendford
Yeovil
BA20 1UU**

Telephone: **0345 604 3719**

**Chamberlain Street,
Wells,
BA5 2PJ.**

Telephone: **0845 604 3719**

44. Is there any financial help for my employer to adapt the workplace?

The amount of help which you may receive from Access to Work will vary depending on how long you have been employed, what support you need and whether you are self-employed.

Access to Work can pay up to 100% of the approved costs of adaptations if you are:

- unemployed and starting a new job
- self-employed
- working for an employer and have been in the job for less than six weeks

Whatever your employment status, Access to Work will also pay up to 100% of the approved costs to help with:

- support workers
- fares to work
- communication support at interview

Access to Work pays a proportion of the costs of support if all of the following apply to you:

- you're working for an employer
- you've been in the job for six weeks or more
- you need special equipment or adaptations to premises

45. Where do I go if I think I am being discriminated against in the workplace because of my disability?

If you think you are being discriminated against in the workplace you should seek expert advice. Your local Citizens Advice Bureau (CAB) can help you and provides specialist employment rights advice. Their service is free, impartial and independent. There are numerous CAB offices in Somerset. Some are listed here:

Mendip (Shepton Mallet) CAB	0844 411 1444
Sedgemoor CAB	01278 455236
Taunton CAB	01823 282235
South Somerset CAB	01935 421167

West Somerset is covered by the **West Somerset Advice Bureau** and can be contacted on - **01634 704624**

You can also visit the CAB website at <http://www.citizensadvice.org.uk/>

The Disability Law Service (DLS) is a registered national charity providing free and confidential legal advice for disabled people.

They can be contacted at:

Disability Law Service
C/O Real
First floor, Jack Dash House
2 Lawn House Close
London
E14 9YQ

Telephone: **020 7791 9800**

E-mail: advice@dls.org.uk

www.dls.org.uk

ACAS - The Advisory, Conciliation and Arbitration Service provides advice to both employees and employers regarding any employment issues. Contact their helpline on **0300 123 1100** or visit their website - www.acas.org.uk

If you are a member of a Trade Union contact your local union representative as they can provide free advice and representation.

46. I am unable to continue working in the same role due to my disability. Who can I speak to about my legal rights, or about finding another job?

In terms of your legal rights please see Question 45 above.

To find another job your first point of contact should be Access to Work (Questions 34 & 43)

Finance/Forward Planning

47. I am now off sick from work due to my disability and cannot afford my rent. What can I do?

Housing and Council Tax Benefit is available to help people who can no longer afford their rent and council tax. Eligibility criteria are complex, however, anyone with a limited income (even if you or your partner are working full time) and savings of less than £16,000 - (at 2014) can apply for help.

Visit the government website <https://www.gov.uk/housing-benefit> for more information about housing benefit.

The scheme is administered by the district councils in Somerset and you should contact them for advice, information and application procedures. Their contact details can be found in [Appendix E](#).

Your local council may also be able to provide a **Discretionary Housing Payment (DHP)** which can assist in meeting rent costs.

48. What benefits may I be entitled to?

There are a selection of benefits which you may be entitled to and this depends on individual circumstances. Those people with a disability will usually claim one or more of the following:

- Disability Living Allowance or Personal Independence Payment (PIP)
- Attendance Allowance
- Employment and Support Allowance

You may also be entitled to:

- Carer's allowance
- Industrial injuries disablement benefit
- Tax credits
- Jobseeker's allowance
- Income support
- Pension credit
- Universal Credit
- Child tax credit
- Help with housing costs and council tax

Rules are complex and some benefits are paid at different rates depending on the extent of your disability.

Your entitlement to one benefit can also be affected by other benefits you may be claiming.

Visit GOV.UK's benefits information webpage for further details - <https://www.gov.uk/browse/benefits>

As it is a complex area you may wish to seek independent advice on what you may be entitled to claim. Contact your local Citizen's Advice Bureau for assistance (See Question 45 for contact information).

49. What parts of my care will be free?

In general, all health services (apart from dentistry and opticians' services) are free. In contrast, there is a charge for most social care services, depending on your ability to pay.

If you have significant or complex health needs, you may be eligible for NHS Continuing Healthcare (CHC) funding.

This is the name given to a package of care which is arranged and funded solely by the NHS for individuals outside of hospital who have ongoing healthcare needs. You can receive Continuing Healthcare in any setting, including your own home or a care home.

NHS Continuing Healthcare is free, unlike help from social services for which a financial charge may be made depending on your income and savings.

If you are found to be eligible for NHS Continuing Healthcare in your own home, this means that the NHS will pay for healthcare (e.g. services from a community nurse or specialist therapist) and personal care (e.g. help with bathing, dressing and laundry). In a care home, the NHS also pays for your care home fees, including board and accommodation.

Anyone assessed as having a high level of health care needs may receive NHS Continuing Healthcare. It is not dependent on a particular disease, diagnosis or condition, nor on who provides the care or where that care is provided. Once eligible for NHS Continuing Healthcare, **your care will be funded by the NHS** but this is subject to review, and should your care needs change the funding arrangements may also change.

If you are not eligible for NHS Continuing Healthcare, the local authority will discuss with you whether you may be eligible for support from them. If you are not eligible for NHS Continuing Healthcare but still have health care needs, then the NHS may still pay for part of the package of support. This is sometimes known as a 'joint package' of care. One way in which this is provided is through NHS-funded nursing care.

With 'joint packages' you may be asked to contribute financially towards the social care part of the 'package', depending upon your income and savings. There is no charge for the NHS part of a joint package of care.

Whether or not you are eligible for NHS Continuing Healthcare, you are still able to make use of all of the other services from the NHS in your area in the same way as any other NHS patient.

You should receive NHS-funded nursing care if:

- you are resident within a care home that is registered to provide nursing care, and
- you do not qualify for NHS Continuing Healthcare but have been assessed as requiring the services of a registered nurse.

Most individuals will not need to have a separate assessment for NHS-funded nursing care if they have already been considered for NHS Continuing Healthcare as this process will give sufficient information to judge the need for NHS-funded nursing care.

50. What elements of the care I need will be means-tested? Who do I contact to be means-tested - how long will it take?

Social Care services, such as help with washing, dressing, feeding and leisure activities, are available from Somerset County Council and in a variety of settings including your home. However, your needs will have to be assessed and part of this assessment process includes means testing. Some people will be entitled to all their costs paid whilst others with savings may have to pay the full cost of the care they receive. Most will fall between these two points and will have to pay a contribution towards the costs of their care.

Social Care commonly means:

- Residential and nursing care
- Temporary or respite care
- Services you receive in your own home (Home Care) or at a Day Centre

When you enquire about receiving services you will be asked about your circumstances so that you get a proper assessment of your needs.

Waiting times for assessments vary greatly according to demand, for an assessment and further information on current waiting times you will need to contact the **Adult Social Care Team at Somerset County Council** on **0300 123 2224**.

For the financial assessment, a specialist from the Financial Assessment and Benefits team (FAB) at Somerset County Council will talk with you to discuss what, if any, contribution you will need to make towards your care needs. They can also help with making sure you are receiving the correct benefits you are entitled to. Anyone with savings over **£23,250** (2014/15 level) will most likely not receive any help toward their care costs until their savings drop to this threshold. The FAB team can be contacted on **0300 123 2224**.

Those that are on a low-income will not have to pay for means-tested services. The Government has set these limits based on basic Income Support / Pension Credit level plus an extra 25% of this. For example, a single pensioner will not have to pay any charge for Care and Support at Home if their income is below £185.44 a week, or someone aged between 25 and 59 (receiving high rate Disability Living Allowance care/enhanced Personal Independence Payment) will not have to pay any charge if their income is below £148.75 a week.

51. How do I apply for a Disabled Facilities Grant?

A Disabled Facilities Grant is a local council grant to help towards the cost of adapting your home to enable you to continue to live there. A grant is paid when the council considers that changes are necessary to meet your needs, and that the work is reasonable and practical.

You can claim if you, or someone living in your property, is disabled. A grant can be used for adaptations to give you better freedom of movement into and around your home and/or to provide access to essential facilities within it.

If you are disabled, acceptable types of work include:

- widening doors and installing ramps
- providing or improving access to rooms and facilities - for example, by installing a stair lift or providing a downstairs bathroom
- improving or providing a heating system which is suitable for your needs
- adapting heating or lighting controls to make them easier to use
- improving access to and movement around the home to enable you to care for another person who lives in the property, such as a child

An occupational therapist will assess your needs and make recommendations for adaptations that are necessary and appropriate to your circumstances and can recommend the type of adaptation(s) needed.

The amount paid is usually based on a financial assessment - a 'means test' - of your average weekly income in relation to your outgoings. Means testing will take into account savings above a certain limit.

Certain benefits including Disability Living Allowance/PIP and Income Support are generally ignored.

If you have a partner, your combined income will be assessed jointly. Capital is included in the means test. Depending on the outcome of this assessment the amount of financial assistance offered can vary from 0 to 100% of the cost. Contact **Somerset Direct** on **0300 123 2224** for further details or your local district council (See Appendix E).

You may also be entitled to a reduction in council tax under the disability reduction scheme. This makes sure disabled people do not have to pay more council tax if they require a bigger property or have to adapt their property because of their disability.

In order to qualify, the home must have at least one of the following features:

- An additional bathroom or kitchen in the property which is needed by the disabled person.
- A room (other than a bathroom, kitchen or toilet) needed by and mainly used by the disabled person.
- Enough space in the property for the disabled person to use a wheelchair indoors.

The extra room does not have to have been specially built, and it can be an existing room, but it must be of major importance to the wellbeing of the person with the disability and extra or additional to what a person would ordinarily need.

If you do qualify your council tax bill will be reduced to the lower band than it is currently on, so if it was a band D it will now be charged as a band C. To apply for the reduction contact your local council (See Appendix E). You may need to provide additional supporting information along with your claim, such as a doctor's letter.

52. Is there any other financial help available?

You can apply for a **Budgeting Loan** - These are interest free loans to help people who have been on a qualifying benefit for at least 26 weeks to help with intermittent expenses for particular items to which it may be difficult to budget, allowing the cost to be spread over time.

You may also choose to receive **Direct Payments** - This is a scheme supported by Somerset County Council, provided by an organisation called Enham. Direct Payments are money paid to people with assessed care needs so that they can choose, arrange and pay for their own care services. Direct Payments make it possible to have more choice and control over the type of help and support needed.

Direct Payments are means tested and are only available for those that have been assessed to have a care need. For further information contact **Somerset Direct** on **0300 123 2224**. Some other financial help may be available from charitable sources. Access to these funds can depend on a number of criteria and there are a variety of different charities offering financial support. In the first instance it is recommended that you contact the help desk or information line for your neurological condition or you could contact Turn2us.

Turn2us is a free service that helps people in financial need to access welfare benefits, charitable grants and other financial help. The Turn2us Grants Search database contains information on over 3,000 charitable funds offering welfare and education grants, as well as other support and services.

Visit their website: http://www.turn2us.org.uk/grants_search.aspx

53. How do I apply for Continuing Healthcare funding in Somerset?

In the first instance a healthcare professional such as a nurse or doctor could carry out an initial 'screening tool' before you leave hospital or a social worker may do it whilst making a care assessment once at home. This establishes if your needs are of a level that may make you eligible for Continuing Healthcare funding.

After the initial screening the clinical commissioning group (CCG) for Somerset will contact you to confirm whether or not you have been referred for a full assessment of your care needs with a view to providing Continuing Healthcare funding.

This full assessment will be conducted by a multidisciplinary team and they will look at all aspects of your care needs. They will then make a recommendation to the CCG about your eligibility for the funding.

The CCG will then review the information and contact you to let you know whether you are eligible or not. If you are eligible the CCG will provide you with further information. The Somerset Clinical Commissioning Group can be contacted at:

**Wynford House
Lufton Way
Yeovil**

**Somerset
BA22 8HR**

Telephone: **01935 384000**

Email: enquiries@somersetccg.nhs.uk

54. What happens if I am not eligible for Continuing Healthcare funding and I wish to query the decision?

If you are not eligible then the CCG will refer you to your local authority who can discuss what support they may be able to offer.

If you are unhappy about the decision to not proceed you to a full assessment after the 'screening tool' then you can ask the CCG to reconsider the decision. If you disagree with the eligibility decision made by the CCG after the full assessment then you can ask the CCG for an independent review of your case (See [question 53 for contact details](#)).

55. Where would I go to make a Will? How much will it cost?

Most High Street Solicitors will provide a Will writing service and it's well worth shopping around for the best price. Many can also arrange a home visit in order to take your instructions in respect of your estate. Some people can get this free or at a reduced cost however you must be aged over 75 and satisfy a means test requirement. Any solicitor offering advice under the Legal Advice and Assistance Scheme can give you more information about this.

In addition to Solicitors there are certain commercial Will writing companies who advertise locally (see your Yellow Pages). Costs will vary.

You may also like to see the following useful website: www.makingawill.org.uk

It is also possible to write your own Will and you should seek professional advice on how to do this and how to obtain the necessary forms. The **Citizens Advice Bureau** (see [Question 45](#) for details) can give you more information about this. Information on this subject is also available from the various neurological charities.

56. How do I establish a Lasting Power of Attorney? How much will it cost?

A Power of Attorney is generally made to ensure that a loved one and/or relative can look after your affairs and best interests once you lack the mental capacity to do this yourself. They are made in advance and therefore can give you tremendous peace of mind that, should the worse happen, your chosen attorney will always be able to look after your best interests. If a person already lacks the necessary mental capacity then they will be unable to create a valid Power of Attorney. However, concerned relatives can ask the Court of Protection to make decisions on behalf of someone who is having difficulties in making decisions themselves.

Some people will have an Enduring Power of Attorney and if this is the case it is still a valid and useful document. However, from April 2008 Enduring Powers of Attorney were replaced by a new system of Lasting Powers of Attorney (LPAs) which are designed to increase the level of security and introduce certain

checks and balances into the Power of Attorney system.

There are two basic types of LPA, one which is designed to help if you want to make arrangements for your financial affairs and another if you want to make arrangements for your wellbeing and health.

There is a fee for lodging a LPA with the Public Guardian's Office. The forms are fairly straightforward to complete, however if you feel you need some help then contact your local Citizens Advice Bureau (see [Question 45](#)).

For further information view the GOV.UK webpage - <https://www.gov.uk/browse/births-deaths-marriages/lasting-power-attorney> - Where you can also complete the forms online if you wish.

Personal Care/Daily Living

57. Where can I try out equipment such as bathing & toilet aids?

The right equipment can make a big difference to your ability to live independently in your home. It's a good idea to get specialist advice and to always try out equipment before you buy it.

Somerset County Council's AskSARA service (see question 15 for details) may be useful for viewing equipment and providing information on where you might be able to try it. You can also call **Somerset Direct** on **0300 123 2224** for advice on equipment.

Assist UK are an organisation that run Disabled Living Centres across the country. They offer a chance to view and try out products. Visit their website - <http://www.assist-uk.org/> - for more information. The nearest Disabled Living Centres to Somerset are:

**The Vassall Centre,
Bristol,
BS16 2QQ**

Telephone: **0117 965 9353**

E-mail: mobserv@thisisliving.org.uk

Or,

**Independent Living Centre,
St. George's Road,
Semington,
Wiltshire
BA14 6JQ**

Telephone: **01380 871 007**

E-mail: welcome.ilc.semington@googlemail.com

58. What equipment should be provided through health and social care services?

Some equipment may be provided after an assessment of your needs by an Occupational Therapist. This may include bathing aids and grab rails or other personal care aids. To make a request for assessment please contact **Somerset Direct** on **0300 123 2224** or talk to your GP or District Nurse.

59. Where can I get a stair lift?

If you feel that you may need a stair lift, it is recommended that you first seek the advice of an Occupational Therapist (see question 7). She/he will be able to assess your needs fully and advise you whether this is the best option longer-term, depending on your diagnosis and abilities.

Some people may be eligible for a Disabled Facilities Grant towards the cost of installing a stair lift (see question 51).

Stair lifts can be obtained from a number of local suppliers.

60. How do I get help with housework, gardening, simple DIY and larger adaptations?

Somerset County Council help to fund Aster Living Care and Repair who provide home improvement services. They provide all aspects of help and support such as drawing plans and obtaining quotes. They also hold a list of reliable contractors who will conduct the work.

Advice and information is provided free of charge but they may have to charge for the technical work. They do help find financial information and support for any work that is carried out. Contact **Somerset Direct** on **0300 123 2224** for further details and information or contact Aster Living direct at:

**Aster Living Care and Repair
Flourish House
2 Cathedral Avenue
Wells
Somerset
BA5 1FD**

Telephone: **01749 832016**

Aster also provide a subsidised handyperson service called **Handihelp** which helps with smaller repairs and general maintenance. There is a charge for this service and they can provide a quotation beforehand if you wish to seek alternative help. Contact **Somerset Direct** on **0300 123 2224** or:

Handihelp

Telephone: **0333 400 8299**

Email: **Handihelp@asterliving.co.uk**

61. Do I have any choice in home carers who come to the home?

You may have a home carer provided directly by your Adult Care Team at Somerset County Council. Whilst they cannot guarantee you a choice of provider, if you have particular preferences they will try to accommodate them. They will also do their best to provide services that fit in with your way of life and your cultural needs.

If you are eligible for Direct Payments, you may be able to recruit carers yourself. Alternatively, you may have paid for a home carer that is provided through an agency. If you have any preferences or concerns, you should discuss this with the agency in the first instance.

All home care agencies in England are regulated and inspected regularly by the Care Quality Commission. This guarantees certain minimum standards of service. Home care agencies must also conduct police checks on all employees who will be working with older and/or disabled people.

62. Is there any way my spouse/ family carer can have relevant training to help with their role?

Somerset Partnership NHS Trust run various courses to help carers in their role. Contact:

**Jan Chamberlain, Carers Services
Administrator,
Somerset Partnership,
The Bridge,
Priory Park,
Glastonbury Road,
Wells,
BA5 1TJ T**

Telephone: **01749 836633**

Email: **janet.chamberlain@sompar.nhs.uk**

63. What services are available for carers in Somerset?

As a carer you are entitled to a Carers' Assessment in your own right and continued support from a range of services available. Carers of people with physical health problems have a right to request a Carer's Assessment from Somerset County Council. Please telephone **Somerset Direct** on **0300 123 2224** or visit the Somerset County Council website for further information www.somerset.gov.uk/adult-social-care/carers/carers-in-somerset/

Specialist carers support services are provided by Compass Carers. Compass Carers is the first dedicated support service for carers across Somerset, offering information, advice and guidance as well as emotional support, signposting, training, and a telephone support service for un-paid carers. They can be contacted at:

**Compass Disability Network,
Unit 11-12 Belvedere Trading Estate,
Taunton,
TA1 1BH**

Telephone: **01823 255911**
Email: info@compasscarers.org.uk,
www.compasscarers.org.uk

The Carers' Services Team for Somerset Partnership will assess carers of patients with physical problems but are based within Community Mental Health Teams across Somerset. The Carers' Services Team can be contacted by telephone.

CAWs (Care Assessment Workers) for Adults

Mendip	01749 836597
Taunton	01823 368396
South Somerset	01935 428420
SomersetCoast	01278 720238

Older Persons CAWs:
Mendip & South Somerset
Telephone: **01935 428420 / 01749 836736**
or **07596 220097**

Carers of people with mental health problems receiving services from Somerset Partnership NHS Foundation Trust can request a carers' assessment and access specialist carers' services provided by the Trust. Details can be found at www.somersetcarers.org or telephone **01749 836606 / 01749 836633**.

Carers UK Taunton and South Somerset can be contacted on **07737432153** or emailed at info@carersukwestsouthsomerset.org.uk. Alternatively the **Carer's UK National Advice Line** can be contacted on **0808 8087777** between **10.00-12.00** and **14.00-16.00** on a **Wednesday and Thursday**.

64. How can my partner get a break from caring for me?

You can contact the Council's Adult Social Care Services department at:

Email: adults@somerset.gov.uk
Contact no: **0300 123 2224** or **0845 345 9122**

They can provide any information and advice that you might need. There is a sitting service which provides qualified carers to come and assist your carer. Such as accompanying you to appointments or staying with you whilst your carer goes out, view - <http://www.somerset.gov.uk/adult-social-care/carers/carers-in-somerset/> - to find out more.

It is sometimes also possible for you to spend time away in a care home for a residential short break. You can find lists of care homes at - http://www.carechoices.co.uk/e_books/somerset.html

You can also use support groups in the area (see question 63 above for further details).

It is sometimes possible for you to use Direct Payments to cover the costs of breaks for you and your carer (see question 52 for information.)

65. What can I do if I feel I have been a victim of crime?

If you have been a victim of crime or you know someone who you think is being targeted because of their disability contact your local police station and report the incident as a suspected Hate Crime, the police will then prioritise the incident. You can also contact **999** in an emergency or **101** if raising a concern and again quote the incident as a suspected Hate Crime where you feel the victim has been targeted because of their disability.

The Disability Independent Advisory Group (DIAG) is a network of volunteers who work with and advise Avon & Somerset Police on all matters relating to disability. If you wish to contact them to flag up any issues or to join the group please contact Sumita Hutchison on Sumita.hutchison@avondandsomerset.police.uk

Appendix A

Directory of National Services

All Neurological Conditions

Somerset Neurological Alliance

www.somersetneuroalliance.org.uk

Brain and Spine Foundation

Information and support about all neurological conditions

Helpline 0808 808 1000

helpline@brainandspine.org.uk

Brain and Spinal Injury Charity (BASIC)

Helpline 0870 750 0000

enquiries@basiccharity.org.uk

www.basiccharity.org.uk

Contact a Family

The charity holds an index of specific conditions and rare disorders.

Helpline 0808 808 3555

www.cafamily.org.uk

NeuroSupport

(formerly Mersey Neurological Trust)

Provide non-medical information and support to people with neurological conditions.

0151 298 2999

info@neurosupport.org.uk

www.neurosupport.org.uk

Sue Ryder Care

Provides neurological care centres.

0845 050 1953

info@sueryder.org

www.sueryder.org

Specific Neurological Conditions

If your neurological condition is not listed, please contact one of the charities on the previous page that deal with all neurological conditions. They will be able to suggest the charity most suited to your needs.

Acoustic Neuroma

British Acoustic Neuroma Association

Freephone 0800 652 3143

admin@bana-uk.com

www.bana-uk.com

Ataxia

Ataxia UK

Helpline 0845 644 0606

www.ataxia.org.uk

Ataxia-telangiectasia

Ataxia-Telangiectasia Society

01582 760733

info@atsociety.org.uk

www.atsociety.org.uk

Brain Tumour

The Brain Tumour Charity

(Formerly Brain Tumour UK, Samantha Discson Brain Tumour Trust and the Joseph Foote Trust)

Helpline 0808 800 0004

www.braintumouruk.org.uk

BSE

Human BSE Foundation

0191 389 4157

info@hbsef.org

www.hbsef.org

Cerebral Palsy

Scope

Helpline 0808 800 3333

helpline@scope.org.uk

www.scope.org.uk

Charcot-Marie-Tooth disease

CMT

0800 6526316

info@cmtuk.org.uk

www.cmt.org.uk

Dementia

Alzheimer's Society

Helpline 0300 222 11 22

www.alzheimers.org.uk

enquiries@alzheimers.org.uk

Dementia UK

020 7874 7210

info@dementia.org.uk

www.dementia.org.uk

Dyspraxia

DANDA (Developmental Adult Neuro Diversity Association)

07722 703 805

info@danda.org.uk

www.danda.org.uk

Dystonia

ADDER (Action for Dystonia Diagnosis, Education and Research)

0190 477 7700

info@actionfordystonia.co.uk

www.actionfordystonia.co.uk

Encephalitis

Encephalitis Society

01653 692588

www.encephalitis.info

Epilepsy

Epilepsy Action

Helpline 0808 800 5050

epilepsy@epilepsy.org.uk

www.epilepsy.org.uk

Epilepsy Society

Helpline 01494 601 400

www.epilepsysociety.org.uk

Gullain Barre Syndrome

Gain (formerly Gullain Barre Syndrome Support Group)

Helpline 0800 374803

www.gaincharity.org.uk

Head and Brain Injury

Headway

Helpline 0808 800 2244

helpline@headway.org.uk

www.headway.org.uk

Headway Somerset

Blackbrook Gate

Blackbrook Park Avenue

TAUNTON TA1 2PG 01823 444829

info@headwaysomerset.org.uk

Headway South West

01884 266 635

sw.regional.co-ordinator@headway.org.uk

Child Brain Injury Trust

Helpline 0303 303 2248

info@cbituk.org

childbraininjurytrust.org

Headache and Migraine

Migraine Trust

020 7631 6970

info@migrainetrust.org

www.migrainetrust.org

Migraine Action Association

0116 275 8317
info@migraine.org.uk
www.migraine.org.uk

Hemiplegia

Hemihelp
Helpline 0845 123 2372
helpline@hemihelp.org.uk
support@hemihelp.org.uk
www.hemihelp.org.uk

Huntingtons Disease

Huntington's Disease Association
0151 331 5444
info@hda.org.uk
www.hda.org.uk

Hydrocephalus

Shine (Formerly Association for Spina Bifida and Hydrocephalus)
01733 555 988
www.shinecharity.org.uk

Meningitis

Meningitis Now (Formerly Meningitis Trust & Meningitis UK)
Helpline 0800 80 10 388
info@meningitisnow.org
www.meningitisnow.org

Myalgic encephalomyelitis (ME)

ME Association
Helpline 0844 576 5326
meconnect@meassociation.org.uk
www.meassociation.org.uk

Motor Neuron Disease

Motor Neurone Disease (MND) Association
Helpline 08457 626262
mndconnect@mndassociation.org
www.mndassociation.org

Multiple Sclerosis

Multiple Sclerosis Society
Helpline 0808 800 8000
020 8438 0700
helpline@mssociety.org.uk
www.mssociety.org.uk

Multiple Sclerosis Trust

Freephone Information Service 0800 032 3839
01462 476700
info@mstrust.org.uk
www.mstrust.org.uk

Multiple System Atrophy

Multiple System Atrophy Trust
020 7940 4666
www.msatrust.org.uk
nurses@msatrust.org.uk

Muscular Dystrophy

Muscular Dystrophy Campaign
Helpline 0800 652 6352
info@muscular-dystrophy.org
www.muscular-dystrophy.org

Southwest Neuromuscular Operational Delivery Network.

0117 4141184/5
www.swneuromuscularodn.nhs.uk

Myasthenia Gravis

Myaware (formerly Myasthenia Gravis association)
Helpline 0800 919 922
infor@mga-charity.org www.myaware.org

Narcolepsy

Narcolepsy Association UK (UKAM)
Helpline 0845 450 0394
info@narcolepsy.org.uk
www.narcolepsy.org.uk

Neurofibromatosis

The Neuro Foundation

Helpline (Tuesday and Wednesday only)

07866 946 334

020 8439 1234

info@nfauk.org

www.nfauk.org

Parkinson's Disease

Parkinson's UK

Helpline 0808 800 0303

hello@parkinsons.org.uk

www.parkinsons.org.uk

Polio

British Polio Fellowship

Freephone 0800 018 0586

info@britishpolio.org.uk

www.britishpolio.org.uk

Progressive Supranuclear Palsy

PSP Association

Helpline 0300 0110 122

helpline@pspassociation.org.uk

www.pspassociation.org.uk

Rett Syndrome

Rett UK

Helpline 01582 798 911

support@rettuk.org

www.rettuk.org

Spina Bifida

Shine (Formerly Association for Spina Bifida and Hydrocephalus)

01733 555 988

www.shinecharity.org.uk

Spinal Injuries

Spinal Injuries Association

Helpline 0800 980 0501

sia@spinal.co.uk

www.spinal.co.uk

Syringomyelia

The Ann Conroy Trust

0300 111 0004

info@annconroytrust.org

www.theannconroytrust.org

Stroke

The Stroke Association

Helpline 0303 3033 100

info@stroke.org.uk

www.stroke.org.uk

Different Strokes (for younger stroke survivors)

Helpline 0845 130 7172 or 01908 317 618

webcontact@differentstrokes.co.uk

www.differentstrokes.co.uk

Tourette Syndrome

Tourettes Action

Helpline 0300 777 8427

www.tourettes-action.org.uk

Transverse Myelitis

TM Society

info@myelitis.org.uk

www.myelitis.org.uk

Tremor

National Tremor Foundation

01708 386 399

tremorfoundation@aol.com

www.tremor.org.uk

Tuberous Sclerosis

TuberousSclerosis Association

www.tuberous-sclerosis.org

Disability Issues

Equality and Human Rights Commission

Helpline 0808 800 0082

www.equalityhumanrights.com

Disabled Living Foundation

Helpline 0300 999 0004

helpline@dlf.org.uk

www.dlf.org.uk

Disability Rights UK

020 7250 8181

enquiries@disabilityrightsuk.org

www.disabilityrightsuk.org

Carers

Carers Trust

0844 800 4361

info@carers.org

www.carers.org

Carers UK

Carersline 0808 808 7777

advice@carersuk.org

www.carersuk.org

Appendix B

Community Hospitals

Bridgwater Community Hospital

Bower Lane,
Bridgwater, TA6 4GU
Tel: 01278 436555

Burnham on Sea War Memorial Hospital

6 Love Lane,
Burnham-on-Sea, TA8 1ED
Tel: 01278 773100

Chard Community Hospital

Crewkerne Road,
Chard, TA20 1NF
Tel: 01460 238220

Crewkerne Community Hospital

Middlepath,
Crewkerne, TA18 8BG
Tel: 01460 72491

Dene Barton Community Hospital

Dene Road,
Cotford St Luke, Nr Taunton, TA4 1DD
Tel: 01823 431930

Frome Community Hospital

Enos Way,
Frome, BA11 2FH
Tel: 01373 454740

Minehead Community Hospital

Luttrell Way,
Minehead, TA24 6DF
Tel: 01643 701701

Shepton Mallet Community Hospital

Bucklers Way,
Old Wells Rd,
Shepton Mallet, BA4 4PG
Tel: 01749 342931

South Petherton Community Hospital

Bernard Way,
South Petherton, TA135EF
Tel: 01460 243000

Wellington Community Hospital

Bulford,
Wellington, TA21 8QQ
Tel: 01823 662663

West Mendip Community Hospital

Old Wells Road,
Glastonbury, BA6 8JD
Tel: 01458 836450

Williton Community Hospital

North Road,
Williton, Somerset, TA4 4RA
Tel: 01984 635600

Wincanton Community Hospital

Dancing Lane,
Wincanton, BA9 9DQ
Tel: 01963 828444

Appendix C

Community Mental Health Teams

Bridgwater

Glanville House
Church Street
Bridgwater
TA6 5AT
Tel: 01278 720220
Fax: 01278 720221

Chard

Bracken House
Crewkerne Road
Chard
TA20 1YA
Tel: 01460 238701
Fax: 01460 67812

Minehead

Minehead Community Hospital
Luttrell Way
Minehead
TA24 6DF
Tel: 01643 701755
Fax: 01643 701766

Taunton

Foundation House
Wellsprings Road
Taunton
TA2 7PQ
Tel: 01823 368391
Fax: 01823 368560

Yeovil

Holly Court
56 Preston Road
Yeovil
BA20 2BN
Tel: 01935 428420
Fax: 01935 411612

Wells

The Bridge
Priory Health Park
Glastonbury Road
Wells
BA5 1TJ
Tel: 01749 836600
Fax: 01749 836601

Appendix D

District Councils

Mendip District Council -

0300 303 8588

Sedgemoor District Council -

0845 408 2540

www.sedgemoor.gov.uk/

South Somerset District Council -

01935 462462

Taunton Deane Borough Council -

01823 356356

West Somerset District Council -

01643 703704

Taunton Deane Borough Council -

01823 356356

West Somerset District Council -

01643 703704

Appendix E

Taxi/Private Hire Companies

Bridgwater

Bridgwater Taxis 0844 3302531

Viking Cabs 01823 478333

Burnham On Sea

Andiecars 01278 787799

Curtisee Cabs 01278 495038

Express Taxis 01278 795460

Fairview Taxis & Minibuses 01278 794545

Frome

KBS Taxi Services 01373 461004

Starline Taxis 0800 5425222

Glastonbury

ABC Private Hire 07747 012862

CJW Taxis 01458 833106

D.N.A Taxis 0770 9633561

Glastonbury Taxis 0844 330 2531

Ilminster

BW Taxis 01460 53400

Minehead

Anchor Taxis & Minibus Wheelchair Taxis

01643 704240

Taunton

A1 Ace Taxis 01823 332211

Ali Cabs 01823 241122

C and J Taxis 01823 278015

CJS Cab and Courier 0845 8323517

K M Taxis 01823 276666

Our Taxis 01823 333667

TLC Taxis 01823 283822

Taunton Taxis.co.uk 0844 3302531

Taunton Taxis.com 01823 335588

Wellington

Monument Mini Cabs 01823 664444

Wells

Silverline Taxis 01749 836330

Weston Super Mare

Apple Central Taxis 01934 413413

Ourtaxis 01823 333667

Woodspring Cars 01934 414141

Wincanton

Destination Travel (4 to 32 seaters) 01963 34441

Yeovil

Freeway Taxis (South Petherton) 01460 247040

Radio Cabs -01935 426666

healthwatch

Somerset





Tell us your story

What's going on in health care services where you live?

We want to hear the good and the bad

Speak to us: 01823 751 403

Email us at: info@healthwatchsomerset.co.uk

Visit our website: Find out more and leave comments
www.healthwatchsomerset.co.uk

Follow us on: Twitter @HWatchSomerset or Facebook

Text us to let us know if a service is good or bad on
07860 021 603 quoting **som** at the beginning of the
message.

**Your voice counts and really
will change care for the better**

This Guide to Services has been produced by
Somerset Neurological Alliance



A Guide to Neurological Services in Somerset

www.somersetneuroalliance.org.uk

This Guide has been funded by grants from

Somerset Community Foundation

www.somersetcf.org.uk



Somerset Community Foundation has been facilitating community philanthropy since 2002, working with individuals, companies, trusts and public bodies to raise funds and make grants to effective grassroots charities and community groups in Somerset. We connect people from all walks of life who want to make a difference in their community.

and from

Healthwatch Somerset

www.healthwatchsomerset.co.uk



Healthwatch Somerset is the official framework through which local people can have their say about health and social care services.

