

Where to get help

L10

Local authorities

Leicester City Council

www.leicester.gov.uk

Adult and young carers Tel: 0116 454 1004

Email: spoc@leicester.gov.uk

1 Grey Friars

Leicester

LE1 5PH

Leicestershire County Council

www.leics.gov.uk

Adult and young carers Tel: 0116 305 0004

Email: adultsandcommunities@leics.gov.uk

County Hall

Glenfield

Leicester

LE3 8RA

Rutland County Council

www.rutland.gov.uk

Adult carers Tel: 01572 758341

Email: adultduty@rutland.gcsx.gov.uk

Young carers Tel: 01572 758407

Email: childrensduty@rutland.gcsx.gov.uk

Catmose

Oakham

Rutland

LE15 6HP

Statutory agencies

Leicestershire Partnership NHS Trust

Complaints Team

Tel: 0116 295 0831

Email: Complaints@leicspart.nhs.uk

Complaints Team

Room 170, Penn Lloyd building

County Hall

Leicester

LE3 8TB

Provide information, advice and support on making a complaint about any service provided by Leicestershire Partnership NHS Trust.

Leicestershire Partnership NHS Trust PALS (Patient Advice and Liaison Service)

0116 295 0830

PALS@leicspart.nhs.uk

Room 170, Penn Lloyd building

County Hall

Leicester

LE3 8TB

Our PALS team provide a confidential advice and support service to anyone who uses our services, their families and carers. They will listen to any suggestions, concerns or compliments, provide information on our services and local support groups and advise people how they can get involved in helping us develop our services.

Care Quality Commission (CQC)

www.cqc.org.uk

03000 616 161

enquiries@cqc.org.uk

CQC National Customer Service Centre

Citygate

Gallowgate

Newcastle upon Tyne

NE1 4PA

Care Quality Commission (in place of CSCI), inspects and reports on hospitals, health services, care homes and care services to improve health and social care.

Condition specific agencies

ADDISS - ADHD information service

www.addiss.co.uk

Tel: 020 8952 2800

Email: info@addiss.co.uk

ADDISS provides information, training and support for parents, sufferers and professionals in the fields of ADHD and related learning and behavioural difficulties. All our activity is supported by our Professional Board of expert advisers.

P O Box 340

Edgware

Middlesex

HA8 9HL

Al-anon

www.al-anonuk.org.uk

Tel helpline: 020 7403 0888

Helpline available 10 am - 10 pm, 365 days a year

Email: enquiries@al-anonuk.org.uk

Al-anon

57B Great Suffolk Street

London

SE1 0BB

Al-Anon Family Groups provide support to anyone whose life is, or has been, affected by someone else's drinking, regardless of whether that person is still drinking or not.

Alzheimers Society

www.alzheimers.org.uk

National Dementia tel helpline: 0300 222 11 22

Email: Enquiries@alzheimers.org.uk

Alzheimer's Society

Devon House

58 St Katharine's Way

London

E1W 1LB

There for anyone worried about or affected by dementia. They provide information and support, fund medical and social research, and campaign for a better quality of life for people with dementia and greater understanding of the condition. They have 3,000 community-based services across England, Wales and Northern Ireland which provide practical and emotional support for people with dementia and their carers. These include dementia advisers and support workers, dementia cafes, day and home support, befriending, carer support groups and Singing for the Brain groups. They also help others to improve and develop their dementia care practice through their training and consultancy and publications for health and social care professionals.

Anxiety UK

www.anxietyuk.org.uk

Infoline: 08444 775 774 (Mon-Fri 9:30am - 5.30pm) Calls cost 7p per minute plus your phone company's access charge

Email: support@anxietyuk.org.uk

Anxiety UK

Zion Community Resource Centre

339 Stretford Road

Hulme

Manchester

M15 4ZY

Anxiety UK works to relieve and support those living with anxiety disorders by providing information, support and understanding via an extensive range of services, including 1:1 therapy.

Beating Eating Disorders (beat)

www.b-eat.co.uk
Tel: 0300 123 3355
Email: info@b-eat.co.uk
Wensum House
103 Prince of Wales Road
Norwich
Norfolk
NR1 1DW

Beat is the UK's leading charity supporting anyone affected by eating disorders or difficulties with food, weight and shape.

Help for adults (open to anyone over 18). Parents, teachers or any concerned adults should call the adult helpline.

Helpline: 0345 634 1414

Email: help@b-eat.co.uk

Help for young people. The Beat Youthline is open to anyone under 25.

Youthline: 0345 634 7650

Email: fyp@b-eat.co.uk

Text: 07786 20 18 20.

Bipolar UK

www.bipolaruk.org.uk
Tel: 020 7931 6480
Email: info@bipolaruk.org.uk
11 Belgrave Road
London
SW1V 1RB

Bipolar UK is the national charity dedicated to supporting individuals with the much misunderstood and devastating condition of bipolar, their families and carers.

Dementia Action Alliance

www.dementiaaction.org.uk
The Dementia Action Alliance brings together organisations across England committed to transforming the lives of people with dementia and their carers.

Dementia UK

www.dementiauk.org
Tel: 020 7697 4160
Email: info@dementiauk.org
Second Floor
Resource for London
356 Holloway Road
London
N7 6PA

Dementia UK is a national charity, committed to improving quality of life for all people affected by dementia.

Depression Alliance

www.depressionalliance.org
Tel: 0207 407 7584
Email: info@depressionalliance.org
Depression Alliance
9 Woburn Walk
London
WC1H 0JE

Brings people together to end the loneliness and isolation of depression. They also campaign to end the stigma of depression and to raise awareness of what it means to live with it.

Huntington's Disease Support Group

Tel: 01509 561 616

Mill Lodge

Mill Lane

Derby

DE74 2EJ

Inpatient and community care for Huntington's Disease.

The community service organises a support group for carers, families and friends. The group meet every 3 months. They also do awareness training for carer agencies (please call for further details).

Mencap

www.mencap.org.uk
Tel: 020 7454 0454 or 0808 808 1111
Email: help@mencap.org.uk
123 Golden Lane
London
EC1Y 0RT

Mencap gives advice and information about learning disability services. They support older carers and Black and Ethnic Minority carers (BME) of people with learning disabilities, who live in Leicestershire. They will assist carers with completing Disability Living Allowance Forms and Attendance Allowance forms.

Mosaic

www.mosaic1898.co.uk
Tel: 0116 231 8720
Email: enquiries@mosaic1898.co.uk
2 Oak Spinney Park
Ratby Lane
Leicester Forest East
Leicester
LE3 3AW

Their mission is to deliver information and services that disabled people want; services that promote inclusion, equality, independence, choice, empowerment, respect and dignity.

National Autistic Society

www.autism.org.uk
Autism Helpline: 0808 800 4104
Supporter Enquiries: 0808 800 1050
393 City Road
London
EC1V 1NG

The National Autistic Society is the leading UK charity for people with autism (including Asperger syndrome) and their families.

OCD Action

www.ocdaction.org.uk
Tel: 0845 390 6232
Email: support@ocdaction.org.uk
Suite 506-507 Davina House
137-149 Goswell Road
London
EC1V

OCD Action is the national charity focusing on Obsessive Compulsive Disorder (OCD).

Phobics Society

www.phobics-society.org.uk
Not an official organisation, but a website made by a few individuals who felt that there was a need for better overall understanding of phobias and healthcare across the country. They share their thoughts, knowledge, experience and relevant news concerning phobias, diseases and healthcare in the United Kingdom. Provides general information about what phobias are and how people cope with having phobias.

Tourettes Action

www.tourettes-action.org.uk
Helpdesk: 0300 777 8427
Email: help@tourettes-action.org.uk
Tourette Syndrome (UK) Association
The Meads Business Centre
19 Kingsmead
Farnborough
Hampshire
GU14 7SR

Tourettes Action works in England, Wales and Northern Ireland and is the leading support and research charity for people with Tourette Syndrome and their families.

Values

www.valuessupport.co.uk
Tel: 0116 257 5044
Voluntary Action LeicesterShire
9 Newarke Street
Leicester
LE15SN

Offer fun activities like arts and crafts, bowling, discos and tea dances for adults with Learning Disabilities.

National support agencies

Carers Action

www.carers-action.co.uk

Tel: 0116 262 1067

Email: carers-action@btconnect.com

Unit 26

Vulcan House

Vulcan Road

Leicester

LE5 3EF

Represent carers who care for relatives or friends suffering from mental illness. Carers Action is managed by carers for carers in line with their mission statement 'getting real results for carers' with focused and straight forward aims and objectives.

Please contact for details about meeting dates.

Care Aware

www.careaware.co.uk

0161 707 1107

enquiries@careaware.co.uk

PO BOX 8

Manchester

M30 9NY

Care Aware is a non profit making public information, advisory and advocacy service specialising in elderly care funding advice in the UK.

Carers Association Southern Staffordshire

www.carersinformation.org.uk

Tel: 01785 222365

Advice Line: 01785 606675

enquiries@carersinformation.org.uk

The Carers Centre

Austin Friars

Stafford

ST17 4AP

General carers website providing information on issues relevant to carers and those professionals who assist them in their role.

Carers Direct

Helpline: 0300 123 1053

9am - 8pm Monday to Friday, and from 11am - 4pm at weekends. The helpline is closed on bank holidays.

www.nhs.uk/Conditions/social-care-and-support-guide/Pages/carers-direct-helpline.aspx

An on-line enquiry form is available through the above link.

Advisers can give you information to help you make decisions about your personal support needs and the needs of the person you're looking after. This includes information on assessments, benefits, direct payments, individual budgets, time off, work or education. Carers Direct provides information, advice and support on carers' issues but is not able to provide on-going casework. We can put you in touch with specialist national or local sources of help, including carers' centres, social care and self-help networks.

Carers Trust - Crossroads Care and The Princess Royal Trust for Carers have merged to form the leading carers charity.

www.carers.org/merger

Tel: 01788 573653

Email: info@carers.org

Head Office: Carers Trust
32-36 Loman Street,
London
SE1 0EH
Tel: 0844 800 4361
Fax: 0844 800 4362

London office: 14 Bourne Court
Southend Road
Woodford Green
London
IG8 8HD
Tel: 0844 800 4361
Fax: 0844 800 4362

Provides practical support to carers where they need it most, in the home. Crossroads has over 200 schemes across England and Wales.

Carers UK

www.carersuk.org

Adviceline: 0808 808 7777

Head office: 020 7378 4999

Email: advice@carersuk.org

info@carersuk.org

Carers UK

20 Great Dover Street

London

SE1 4LXT

Carers UK is an organisation offering advice and information to support the work of carers. Including an online forum and a directory of local support groups.

Chill 4 Us Carers

<http://chill4uscarers.co.uk>

Tel: 01603 340193

Email: support@chill4us.com

Chill4 Us Carers

157 - 159 Reepham Road

Hellesdon

Norwich

NR6 5PA

Help for carers, news and networking.

Combat Stress

www.combatstress.org.uk

24 hour helpline - 0800 138 1619

Tel: 01372 587 000

Tyrwhitt House

Oaklawn Road

Leatherhead

Surrey

KT22 0BX

Combat Stress is the UK's leading veterans' mental health charity providing a vital lifeline for these men and women, and their families. Treatment and support services are always free of charge, and are proven to work.

Families and Friends of Lesbians and Gays

FFLAG

www.fflag.org.uk

Tel: 0845 652 0311

PO Box 495

Little Stoke

Bristol

BS34 9AP

A national voluntary organisation and helpline service supporting the parents and families of lesbian and gay people.

Forcesline

www.ssafa.org.uk

Tel: 0800 731 4880 (freephone)

Information and support line: 0845 241 7141

SSAFA

4 St Dunstan's Hill

London

EC3R 8AD

Experienced civilian staff provide a supportive, listening and signposting service for serving personnel

and veterans and their families. Tel: 0800 731 4880 (freephone)

Information and support line: 0845 241 7141

The Gender Trust

www.gendertrust.org.uk

Tel: 0845 231 0505

Email: info@gendertrust.org.uk

76 The Ridgeway

Astwood Bank

Worcestershire B96 6LX

Provides support for anyone affected by gender identity issues.

Holidays4Heroes

www.holidays4heroes.org

Tel: 0044 (0) 333 444 0488

Holidays4Heroes gives the wounded, their families and the bereaved a well deserved break from the stresses of recovery by providing short holiday breaks

MIND

www.mind.org.uk

Tel: 020 8519 2122

local branch Tel: 01162 734258

Email: contact@mind.org.uk

15-19 Broadway

Stratford

London E15 4BQ

Local Minds support over 400,000 people across England and Wales. Their services include supported housing, crisis helplines, drop-in centres, employment and training schemes, counselling and befriending.

Pink Parents

www.pinkparents.org.uk

Tel: 01380 727 935

Email: info@pinkparents.org.uk

Pink Parents UK is a national project aiming to reduce the isolation and discrimination that LGBT families and families-to-be face.

RETHINK

www.rethink.org

Tel: 0121 522 7007

Email: info@rethink.org

training@rethink.org

89 Albert Embankment

London

SE1 7TP

Provides services for carers of people with severe and enduring mental health problems in Leicester City, Leicestershire and Rutland. Provides education and training through the Carers Education and Training Programme (CETP). The website also has free factsheets including Carer's Assessment and Support Planning, etc.

The Samaritans

www.samaritans.org

Tel: 08457 90 90 90 or 0116 2700 007

Email: admin@samaritans.org

1a Elmfield Avenue

Leicester

Leicestershire

LE2 1RB

Veterans UK (formerly SPVA)

Tel: 0800 169 2277 or text: 0800 169 3458

Free help and advice about pay, pension and support services for people who have served in the armed forces.

Local support for minorities

Adhar

www.adharproject.org

Tel: 0116 220 0070

Email: admin.box@adharproject.org

St. Peters Road

Leicester

LE2 1DH

Adults with mental health difficulties.

Young carers ages 8 to 18 (mental health).

Young and adult carers of adults with learning disabilities.

Families and carers of people experiencing complex mental health difficulties.

Support for young carers

Adhar - (see bottom of previous column)

Barnardo's CareFree Project (young carers)

www.barnardos.org.uk/carefree

Tel: 0116 2867182

Fax: 0116 2752481

Email: carefree@barnardos.org.uk

West Point

Feldspar Close, Warren Park

Enderby

Leicester

LE19 4SD

Barnardo's CareFree Young Carers' Service was established in 1996 to offer a wide range of practical and emotional support services to young carers in Leicester and Leicestershire.

Rutland Young Carers Group - TOFU (Time Out For Us)

Tel: 01572 758301

Email: emuir@rutland.gov.uk

Jules House

1 Cold Overton Road

Oakham

Rutland

LE15 6NT

Young carers group - for young people aged 11-18 years who have caring responsibilities. Someone to talk to, contact with other young people in similar situations, a break from caring responsibilities. Trips out, film and pizza nights.

YoungMinds

www.youngminds.org.uk

Tel: 020 7089 5050

Email: ymentquiries@youngminds.org.uk

Suite 11

Baden Place

Crosby Row

London

SE1 1YW

YoungMinds is the UK's leading charity committed to improving the emotional wellbeing and mental health of children and young people.

Local support agencies

Age UK - Leicester Shire and Rutland

www.ageuk.org.uk/leics

Tel: 0116 299 2233 or 0116 299 2278

Email: enquiries@ageukleics.org.uk

Headquarters: Lansdowne House

113 Princess Road East

Leicester

LE1 7LA

Age UK Leicestershire and Rutland have a wide range of services and staff across the county providing advice and information and covering various services. Information for carers

Age UK Leicester Shire & Rutland aims to help all older people and their carers. We provide information, a listening ear, and direct services.

The Carers Centre

www.claspthecarerscentre.org.uk

Tel: 0116 251 0999

Email: enquiries@claspthecarerscentre.org.uk

CLASPTThe Carers Centre

Unit 19, 4th Floor

Matrix House

Constitution Hill

Leicester

LE1 1PL

The Carers Centre aims to work with and support carers in the diverse communities of Leicester, Leicestershire and Rutland. The Centre provides a range of services to improve the quality of life for carers and those for whom they care.

Carers Groups

Blaby District Caring Friends 0116 2841982

Carers Break Group Harborough 0845 689 9510

Hinckley & Bosworth Carers Support Group
0845 689 9510

Hinckley Carer Support Scheme 01455 614 655

Loughborough Well-Being Group 01509 631782

Lutterworth & District Carers Group
01455 556 185

Melton Carers Support Group 0845 689 9510

Oadby & Wigston Carers Group 07905 558412

Sileby & District Carers Group 01509 631782

Shephed Well-Being Group 01509 631782

Rethink Leicester City Carers drop in Service
0116 251 7432

Rethink County Carers Service 01530 276 525

Carers Health and Wellbeing Service

<http://carerswellbeing.org>

Tel: 01858 411 380

Email: wellbeing@vasl.org.uk

Carers Health and Wellbeing Service

VASL

The Settling Rooms

St Mary's Place

Springfield Street

Market Harborough

Leicestershire

LE16 7DR

The Carers Health and Wellbeing Service is a free and confidential service for carers throughout Leicestershire. Our aim is to help carers look after their own health and wellbeing, as we know your caring responsibilities can sometimes leave you feeling tired, overwhelmed or frustrated, which can lead to physical, mental or emotional ill-health. The service is run by VASL, a community based organisation with a long and very successful history of supporting carers.

Citizens Advice LeicesterShire (debts or other money issues)

www.leicscab.org.uk

Helpline: 0116 340 0116

If you are living in the County of Leicestershire and require any advice regarding debts or any other money issues.

Crossroads Care East Midlands (Leicestershire)

www.carerstrustem.org

Tel: 01455 555 575

Email: ask@emcrossroads.co.uk

Wycliffe House

Gilmorton Road

Lutterworth

LE17 4DY

Crossroads Care East Midlands provides high quality service to carers and people with care needs of any age in Lutterworth and the surrounding areas. This includes people receiving care who have severe disabilities, mental health problems and high care needs.

Genesis Project

www.lampdirect.org.uk

Tel: 0116 255 6286

Email: genesis@lampdirect.org.uk

65 Regent Road

Leicester

LE1 6YF

An independent service user and carer organisation, hosted by LAMP, representing and participating in mental health planning and development for the City of Leicester. The project aims to promote and support as many service users' and carers' voices as possible to influence positive change within the mental health system both locally and nationally. Provides training for involvement in consultation and planning as well as a recovery support training programme. Genesis is 'self-led' and self-determining.

Hinckley Carers Group

Tel: 01530 276525 or mobile 07918196106

(Denise)

Denise Bosworth

The Pathways Centre

Hinkley Baptist Church

Baptist Walk

Hinckley

Leicestershire

LE10 1PR

The group offers peer support for carers, a place to discuss their issues in a safe, friendly and confidential environment.

Involvement Centre

Tel: 0116 225 2719

Email: Involvementcentre@leicspart.nhs.uk

The Involvement Centre

The Bradgate Mental Health Unit

Mental Health Clinic

Glenfield Hospital

Groby Rd

Leicester

LE3 9EJ

Open to all service users (whether inpatient of in the community), their friends, family and carers. An information technology, information and social drop-in centre based at the Bradgate Unit.

LAMP (Leicestershire Action for Mental Health Project)

www.lampdirect.org.uk

Tel: 0116 255 6286

Email: lamp@lampdirect.org.uk

65 Regent Road

Leicester

LE1 6YF

LAMP is an independent voluntary organisation working to promote good mental health for everyone living in Leicester, Leicestershire and Rutland. They have specialised advocates for carers and run regular groups for carers.

Leicester, Leicestershire and Rutland Focusline

Tel: 0800 027 2127 Helpline from 5pm to 1am

Monday to Friday Calls to the service are free from your mobile or landline

You can also send a text to 07537 404 695 Texts are charged at your standard network rate

Email: focusline@rethink.org

Based in Sutton in Ashfield, Nottinghamshire Leicester, Leicestershire & Rutland.

Focusline offers confidential emotional support and signposting information to adults living in the area who may be affected by mental illness. We support people experiencing mental health problems, their carers, friends and family and also professionals. When you call Focusline you will be listened to, supported to feel calmer, positive, and to develop coping skills. You will also be signposted to other sources of useful information and to services that might help.

Leicestershire County and Rutland Carers Service

Tel: 01530 276525
182 Kirkby Road
Sutton in Ashfield
Nottinghamshire
NG17 1GP

Carers information sessions involving one to one support. Carers support groups. Carers information programmes. Provides signposting to CETP (Carers Education and Training Programme). Carer support workers are able to undertake out-of-hours working by prior arrangement and the approval of the service manager.

Current groups covering:

Leicester 2nd Friday of month 7.00pm - 9.00pm
Winstanley Community College,
Kingsway North, Braunstone, Leicester

Hinckley 2nd Thursday of month 1.00pm -
3.00pm
The Pathways Centre, Hinckley Baptist
Church, Hinckley

Loughborough
3rd Tuesday of the month 2:30-4:40pm
Fearon Hall, Rectory Road,
Loughborough

Market Harborough
2nd Wednesday of month 10.30am -
12.00pm
Bower House, Coventry Road, Market
Harborough

Melton Mowbray
4th Thursday of month 1.00pm -
3.00pm
The Samworth Centre, Burton Street,
Melton Mowbray

Oadby, Wigston and Blaby
3rd Thursday of month 1.00pm -
3.00pm
The Cedar Centre

Leicestershire County Carers Respite

Tel: 01530 276525
Unit 8
Whitwick Business Centre
Stenson Road
Coalville
Leicestershire
LE67 4JP

The service provides respite care for carers of those with mental health needs. It provides outreach with workers spending time with the cared for person in their own home or whilst undertaking activities to enable the carer to take a break. The service is currently developing a young persons' network which aims to develop peer to peer befriending for service users aged 16 to 25.

Leicestershire Rethink Voluntary Support Group

Tel: 0121 522 7007
Email: info@rethink.org
Pamela Moody

Group open to: Carers and People with Mental Illness.

Aims of the group are to support service users and carers to provide information and create a better life for everyone. The Group meets on the first Tuesday of every month from 7.00pm - 9.00pm.

LOROS - Hospice care for Leicester, Leicestershire and Rutland

www.loros.co.uk
Tel: 0116 231 3771
Email: info@loros.co.uk

LOROS
Groby Road
Leicester
LE3 9QE

LOROS Hospice is a local charity and every year we care for over 2,500 people across Leicester, Leicestershire and Rutland. We provide free, high-quality, compassionate care and support to terminally ill adult patients, their family and carers.

Network for Change

www.networkforchange.org.uk

Tel: 0116 247 0335

Email: linda@networkforchange.org.uk

15 Wellington Street

Leicester

LE1 6HH

Provides a range of support including: emotional support/counselling; practical support with domestic skills; budgeting/finances/debt advice/benefits; cultural/spiritual; talking over problems; advice; information; advocacy; housing/tenancy issues; confidence-building/self esteem; finding new friendships/peer support; social, recreational activities/events; holidays; educational/volunteering/employment opportunities etc

Support for Carers - Leicestershire

www.supportforcarers.org

Tel: 0845 689 9510

Email: maureen@supportforcarers.org

Voluntary Action South Leicestershire

The Settling Rooms

St Mary's Place

Springfield Street

Market Harborough

Leicestershire

LE16 7DR

Voluntary Action South Leicestershire (VASL)

www.supportforcarers.org/

Helpline tel: 0116 257 5050

0116 258 0666 (office)

0845 689 9510

Email: maureen@supportforcarers.org

The Settling Rooms

St Mary's Place

Springfield Street

Market Harborough

Leicestershire

LE16 7DR

Information and support for mental health service users and their carers living in Leicestershire.