

# Where to get help and support

## ADVICE AND SUPPORT

Adult Social Services	T: 020 7641 1175 E: <a href="mailto:adultsocialcare@westminster.gov.uk">adultsocialcare@westminster.gov.uk</a>	Referral point for any adult social care concerns, safeguarding, equipment, care needs assessments, community link alarm
Advocacy Project	T: 020 8969 3000 E: <a href="mailto:info@advocacyproject.org.uk">info@advocacyproject.org.uk</a> W: <a href="http://www.advocacyproject.org.uk">www.advocacyproject.org.uk</a>	Supports individuals to express choices about matters affecting their everyday lives
Age UK Westminster	T: 020 3004 5610 W: <a href="http://www.ageuk.org.uk/westminster/">www.ageuk.org.uk/westminster/</a>	Provides services and support at a national and local level to inspire, enable and support older people. Befriending Services, Benefits advice for over 55s
Citizens Advice Bureau	T: 0300 330 1191 W: <a href="http://www.westminstercab.org.uk/">www.westminstercab.org.uk/</a>	General advice and service for people living or working in Westminster. Benefits advice for under 55s
Silverline	T: 0800 4 70 80 90 W: <a href="http://www.thesilverline.org.uk/">www.thesilverline.org.uk/</a>	Free confidential helpline providing information, friendship and advice to older people, open 24/7 including benefits advice
People First Website	W: <a href="http://www.peoplefirstinfo.org.uk">www.peoplefirstinfo.org.uk</a>	Council website providing a wealth of information and resources from the private, voluntary and public sector
The Westminster Society Learning Disability Network for London	T: 020 8968 7376 E: <a href="mailto:westminstersociety@wspld.org">westminstersociety@wspld.org</a> W: <a href="http://www.wspld.org.uk/">www.wspld.org.uk/</a>	Charity providing services for people with a range of learning disabilities and their families.

## PHYSICAL AND EMOTIONAL HEALTH

Go 4 Mental Health (Mind)	T: 0800 023 4630 <a href="http://go4mentalhealth.com/">http://go4mentalhealth.com/</a>	Information about local mental health services and community activities
NHS	T: 111 W: <a href="http://111.nhs.uk">111.nhs.uk</a>	Health information and advice from the National Health Service
Samaritans	T: 116 123 (from any phone) W: <a href="http://www.samaritans.org">www.samaritans.org</a>	If you need someone to talk things through
Single Point of Referral & Single point of Access	T: 0300 033 0333 E: <a href="mailto:cis.3borough@nhs.net">cis.3borough@nhs.net</a>	Option 1: District Nurses, Neuro, Falls Team Option 2: CIS Physiotherapy
The Westminster Memory Service	T: 020 3317 3666	Specialist service for people experiencing memory difficulties. Contact GP to be referred, or for general advice

## CARE AND SUPPORT NEEDS

Care Sourcer	T: 0800 048 8618 T: 020 3322 9940 W: <a href="http://www.caresourcer.com">www.caresourcer.com</a>	Free confidential care matching, find care within 24 hours. Search local regulated care provides for care at home, care homes and nursing care, or specialist care for Dementia
Respect Care	T: 020 8964 2167 W: <a href="http://www.respectcare.co.uk/">www.respectcare.co.uk/</a>	Registered with CQC as a provider of domiciliary care. They can provide tailor made practical support and help with personal or domestic care and support
Healthvision	T: 020 7372 2895 W: <a href="http://www.healthvisionuk.com">www.healthvisionuk.com</a>	
Verilife	T: 020 3141 9290 W: <a href="http://verilife.co.uk">http://verilife.co.uk</a>	
Wiltshire Farm Foods	01525 222 266	Will deliver frozen meals to your home
Sainsbury's Assisted Shopping Scheme	T: 0800 328 1700	Telephone shopping for those who cannot access online shopping
Westminster Shopper Service	T: 020 8960 9020 <a href="https://westwayct.org.uk/services/westminster-residents/westminster-shopper-service/">https://westwayct.org.uk/services/westminster-residents/westminster-shopper-service/</a>	Free door to door bus service to your local supermarket for residents with mobility problems

## LOOKING AFTER SOMEONE

Carers Network Westminster	T: 020 8960 3033 W: <a href="http://www.carers-network.co.uk">www.carers-network.co.uk</a>	Provides carers with the information, advice and support they need to maintain their caring role
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HOUSING, HOME AND KEEPING SAFE		
Action on Elder Abuse	T: 0808 808 8141 W: <a href="http://www.elderabuse.org.uk/">www.elderabuse.org.uk/</a>	A national charity working to protect and prevent the abuse of vulnerable older adults.
BT Call Protect/ Nuisance Calls	T: 1572 W: <a href="http://bt.com/callprotect">bt.com/callprotect</a>	New and existing BT customers can opt in. Once it's set up you can manage your settings and add phone numbers to your personal blacklist
British Heart Foundation Furniture and electrical store	T: 020 8712 5370 (Cricklewood) 267 Cricklewood Broadway, NW2 6NX	This charity shop sells second hand furniture and home appliances. They offer free collection of good quality furniture & electricals. They also collect good quality furniture
Bulky Waste Collection	T: 020 7641 2000 W: <a href="http://www.westminster.gov.uk/residential-bulky-waste">www.westminster.gov.uk/residential-bulky-waste</a>	The council provide a collection service for £25 for up to 5 items. Each additional item is £5 per item. E.g. fridges, cookers, sofas etc. If you get housing or council tax benefit, the service is free.
Community Link Alarm	T: 020 7641 1175 (Adult Social Services- ASC) T: 020 7641 4065 (Emergency Response Officers- EROs)	If you become unwell, have a fall and cannot get up, you can activate a personal alarm to be sure of a response. To receive a free assessment contact ASC for private clients contact EROs
Disability Living Foundation (DLF) Furnish	T: 0300 999 0004 W: <a href="http://www.dlf.org.uk/">www.dlf.org.uk/</a> T: 020 8996 8920	Independent advice on independent living and equipment Administering Social Fund or Local Welfare Assistance schemes. Providing furniture to people in need
Handyperson Scheme	T: 020 7641 8959 (Handyperson scheme) T: 020 8996 8890 (Staying First) W: <a href="http://www.westminster.gov.uk/handyperson">www.westminster.gov.uk/handyperson</a>	If you are over 60, or in receipt of a disability allowance, contact the scheme to see if you are eligible for minor works to your home
Local Support Payment Scheme	T: 020 7745 6464 W: <a href="http://www.westminster.gov.uk/local-support-payments">www.westminster.gov.uk/local-support-payments</a>	For those needing help because of an emergency/crisis. Good quality, second hand furniture/white goods e.g. Refrigerator or washing machines. To claim you will need to qualify.
The Money Advice Service	T: 0800 138 7777 W: <a href="http://www.moneyadviceservice.org.uk/en">www.moneyadviceservice.org.uk/en</a>	Free and impartial money advice
TrueCall	T: 0800 0 336 330 W: <a href="http://www.truecall.co.uk/">www.truecall.co.uk/</a>	Blocks 95%+ of nuisance calls
The Passage	T: 020 7592 1850 W: <a href="http://passage.org.uk/">http://passage.org.uk/</a>	Helping Homeless people transform their lives, or those threatened with homelessness
Westminster Housing Solutions	T: 020 7641 1000 (Mon- Fri) W: <a href="http://www.westminster.gov.uk/housing-options-service">www.westminster.gov.uk/housing-options-service</a>	Information on housing options, housing applications and for those threatened with homelessness
ADULT EDUCATION, TRAINING, EMPLOYMENT AND LEISURE		
Home Library Service	T: 020 7641 5405 W: <a href="http://www.westminster.gov.uk/home-library-service/">www.westminster.gov.uk/home-library-service/</a>	If you find it difficult to get to the library, there are also audio books available
Job Centre Plus	0800 169 0190 W: <a href="http://www.jobcentreguide.co.uk/">www.jobcentreguide.co.uk/</a>	Support in finding work to the unemployed and assistance with claiming benefits
Octavia Befriending Service	T: 020 8354 5681	Isolated adults over the age of 50 are matched with a volunteer befriender
Open Age Community Hubs for over 50s	020 7976 6354 (Churchill Gardens) 07717201791 (Queens Park/ Harrow Rd) 020 3713 8737 (Westbourne Hub) <a href="http://www.openage.org.uk">www.openage.org.uk</a>	Learning, health and employment activities. Also supports people who find it difficult to get out and about
Westminster Adult Education Service	T: 020 7297 7297 W: <a href="http://www.waes.ac.uk">www.waes.ac.uk</a>	A large number of classes for residents of all ages including computers, crafts and fine arts
ACCESSING THE COMMUNITY/ TRANSPORT		
Access to public Disabled Toilets	T: 0800 046 1501 W: <a href="http://www.ageukincontinence.co.uk/incontinence-shop/toilet-aids/disabled-toilet-keys.html">www.ageukincontinence.co.uk/incontinence-shop/toilet-aids/disabled-toilet-keys.html</a>	R.A.D.A.R (Royal Association for Disability Rights) are keys that provide access to toilets in public that are under the National Key Scheme
Dial – A - Ride	T: 0343 222 7777 W: <a href="https://tfl.gov.uk/modes/dial-a-ride/">https://tfl.gov.uk/modes/dial-a-ride/</a>	Free door to door service for people with long term disabilities
Freedom Pass	T: 0300 330 1433 W: <a href="http://www.londoncouncils.gov.uk/services/freedom-pass">www.londoncouncils.gov.uk/services/freedom-pass</a>	Concessionary travel scheme providing free travel to over 60s and those who have a disability
Taxicard	T: 020 7934 9791 W: <a href="http://www.londoncouncils.gov.uk/services/taxicard">www.londoncouncils.gov.uk/services/taxicard</a>	A scheme for London residents with serious mobility impairments or those who are severely sight impaired