



Useful Organisations

Caller's needs are often best met by signposting to an external organisation with specialist knowledge. Below are listed organisations that we can refer callers on to.

Subject	Organisation Title	Contact details	Service Information	Website
Acupuncture	British Acupuncture Council	020 8735 0400 info@acupuncture.org.uk	Provides info on local registered specialists	www.acupuncture.org.uk
Advice/Info	Citizens Advice Bureau	England 0800 1448848 Wales 0800 7022020 Scotland 0800 028 1456	Advice including benefits, housing, employment, disabled travel. Consumer Advice	www.citizensadvice.org.uk Scotland www.cas.org.uk
Advice/Info	GOV.UK	N/A	Web info on public services including health, benefits, housing, employment etc	www.gov.uk
Age UK	Age UK	0800 055 6112 (7 days a week)	Advice and information for the over 55's. Local services for the elderly. May include befriending,	www.ageuk.org.uk

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		0800 678 1602 – Advice Line	gardening, help with shopping, computer training, advocacy, information and advice. Charges for some services.	
Alzheimer's	Alzheimer's Society	0330 333 0804 General enquiries 0333 150 3456 Dementia support line	Advice and information for people affected by dementia.	www.alzheimers.org.uk https://www.alzheimers.org.uk/form/contact-us-general-enquiries (web based enquiry form)
Anxiety	Anxiety UK	03444 775 774 Text-07537 416905 Support@anxiety.org.uk	Anxiety disorders charity, which can provide counselling and therapy services either face to face or over the phone. Services do need to be paid for, although there are complimentary support handbooks on their website	www.anxietyuk.org.uk
Anxiety	No Panic	0300 772 9844 01952 680835 (24 hour crisis line)	Support for those experiencing anxiety and panic attacks	www.nopanic.org.uk
Armed Forces - Accommodation	Union Jack Club	020 7902 6049 members@ujc.org.uk	Private members club for serving & ex serving military personnel. Providing low cost accommodation in Central London	www.ujclub.co.uk

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Armed Forces - Accommodation	Victory Services Club	0207 723 44 74 secretary@vsc.co.uk	Private members club for serving & ex servicing military personnel. Providing low cost accommodation in Central London	www.vsc.co.uk
Aromatherapy	International Federation of Professional Aromatherapists	0208 567 2243	Gives details & locations of registered practitioners in aromatherapy	www.ifaroma.org
Ataxia	Ataxia UK	0800 7582 1444 – Enquiries 0800 995 6037 - Helpline help@ataxia.org.uk	Support and information for people affected by Ataxia	www.ataxia.org.uk
Benefits	Appeals Service	0808 802 2000 - Helpline	Information on appealing against benefit decisions. Arranges independent hearings for appeals on decisions made by the DWP/other government departments e.g. HMRC & local authorities. Also details of local offices, forms, guidance, leaflets, rules & legislation	https://www.gov.uk/appeal-benefit-decision
Benefits	DWP		Info on major benefits including PIP/DLA and AA	www.gov.uk/browse/disabilities

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Benefits	Money and Pensions Service	0800 011 3797 Web chat available	Independent Information and advice on all types of pension. Assist with complaints.	https://www.moneyhelper.org.uk/en/pensions-and-retirement?source=tpas#
Benefits	Turn 2 Us		Benefits and Grant Info	www.turn2us.org.uk
Bereavement	Childhood Bereavement Network	cbn@ncb.org.uk	Bereavement support for children and young people. Federation of organisations and individuals working with bereaved children and young people. Provide information on website for children, parents and teachers, free publications and details of local services	www.childhoodbereavementnetwork.org.uk
Bereavement	Grief Encounter Project	0808 802 0111 grieffalk@griefencounter.org.uk	Bereavement support for children and young people	www.griefencounter.org.uk
Brain and Spine Foundation	Brain and Spine Foundation	0808 808 1000 helpline@brainandspine.org.uk	Help for people affected by brain and spine conditions. Specialist nurses on helpline, offers information about all neurological conditions – booklets and info on website. Details of UK neurological centres. Cannot diagnose or	www.brainandspine.org.uk

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			recommend any particular practitioners	
The Brain Charity	The Brain Charity	0808 008 6417 info@thebraincharity.org.uk	Support for people with neurological conditions, their families and carers.	www.thebraincharity.org.uk
Carers	Carers UK	advice@carersuk.org 020 7378 4999 (Carers UK) 029 2081 1370 (Wales) 028 9043 9843 (Northern Ireland)	Info for Carers. Information on benefits, direct payments, coming out of hospital, breaks from caring and young carers. Has campaigning and carers events	www.carersuk.org www.carersuk.org/scotland www.carersuk.org/wales www.carersuk.org/northernireland
Clothing	Able 2 wear	0141 7753738	Stockists of adapted clothing	www.able2wear.co.uk
Clothing	Adaptawear	0800 051 1931 info@adaptawear.com	Stockists of adapted clothing	www.adaptawear.com
Communication	ARCOS Helpline	01684 576 795 admin@arcos.org.uk Alternatively there is AFSIL (Arcos Family Support and Advice Line) 07984 451327 Monday & Tuesday from 9.30am – 12.30pm	Provides advice for people with communication and swallowing problems	www.arcos.org.uk

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		afsil@arcos.org.uk		
Communication	Royal College of Speech and Language Therapists	England 020 7378 3012 Northern Ireland 0289 044 6385 Scotland – 0131 226 5250 Wales – 020 2039 7729	Professional body for Speech and Language Therapists	www.rcslt.org
Communication	Communication Matters	0113 343 1533 admin@communicationmatters.org.uk	Supporting people who find communication difficult because they have little or no clear speech	www.communicationmatters.org.uk
Communication	The Sequal Trust	01691 624 222 info@thesequaltrust.org.uk	Support individuals to raise funds to obtain communication aids	www.thesequaltrust.org.uk
Communication	Hear4You	0161 480 8003 info@hear4you.com	Stockists of products to improve the lives of people with hearing and speech impairments	www.hear4you.com
Communication	Abilia	01954 281 210 info@abilia.uk	Stockists of assistive technology to support communication	www.abilia.uk
Complementary Therapies	CTHA	07718 479416 info@ctha.com	Association representing sports, spa and complementary therapists in the UK and Ireland.	www.ctha.com

Subject	Organisation Title	Contact details	Service Information	Website
			Website has a facility to find local therapists	
Complementary Therapies	Federation of Holistic Therapies	0238 062 4350 info@fht.org.uk	Holistic therapists info	www.fht.org.uk
Continence	Bladder and Bowel Community	0800 031 5406 (home delivery service sign up) help@bladderandbowel.org	Continence info, products & support. Support and information for people with continence problems, including support network and information sheets. Specialist nurse service. Ask the expert web form on website	www.bladderandbowel.org
Counselling	British Association of Counselling	01455 883300 bacp@bacp.co.uk	Lists of local accredited counsellors and guidance for choosing	www.bacp.co.uk
Counselling	Counselling Directory	0333 325 2500	Online database of UK accredited counsellors. Search for UK counsellors and psychotherapists, with information on their training and experience, areas of counselling, fees and contact details. Website	www.counselling-directory.org.uk

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			also has information about types of distress and types of therapy	
Counselling	Kooth	Online chat	Online chat and counselling service for 12-25 year olds – NHS funded in certain areas	www.kooth.com
Counselling	Qwell	Online Chat	Online counselling and wellbeing for adults-NHS funded in certain areas	www.qwellcounselling.com
Counselling	The Mix	0808 808 4994 Web chat available	Confidential helpline service for young people under 25 Telephone counselling available	www.themix.org.uk
Counselling	Relate	See website for contact details of your nearest Relate branch	Relationship counselling/sex therapy	www.relate.org.uk
Counselling	Relationships Scotland	0345 119 2020 enquiries@relationships-scotland.org.uk	Confidential relationship counselling services in Scotland - individual, couple, family, young people in some areas (Phone for details of local services)	www.relationships-scotland.org.uk
Days Out	Honey Rose Foundation	01744 451919	Offers special days out for people over 40 with terminal illness	www.honeyrosefoundation.org.uk

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Days Out	Shape Arts	020 7424 7330 info@shapearts.org.uk	Provides access to the arts for deaf and disabled people through participatory arts programmes, reduced entry to arts and tickets to theatres/events with volunteer assistance	www.shapearts.org.uk
Debt	Step Change Debt Charity	0800 138 1111 Web chat available	Free, impartial advice on debt	www.stepchange.org
Debt	National Debtline	0808 808 4000 Web chat available	Info & advice on debt problems	www.nationaldebtline.org
Dementia Support	The Butterfly Scheme	N/A	Support is available, in participating hospitals, to anyone who needs memory support whilst in hospital. Visit the website to see if the local hospital offers the service.	www.butterflyscheme.org.uk
Dementia Support	Admiral Nurses	0800 888 6678 helpline@dementiauk.org	Specialist dementia nurses who give expert practical, clinical and emotional support to families living with dementia to help them cope.	www.dementiauk.org

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Dental	Oral Health Foundation	01788 546365 helpline@dentalhealth.org	Free & impartial dental helpline	www.dentalhealth.org
Disabled Consumers	RIDC	020 7427 2460 mail@ridc.org.uk	Consumer research for older and disabled people.	www.ridc.org.uk
Disability	Disability Rights UK	Enquiries: 0330 995 0400 enquiries@disabilityrights.org	Supplies Radar key (for toilet access) Also - information on claiming benefits. Disability Alliance produces the Disability Rights Handbook. Also advice on access to education.	www.disabilityrightsuk.org
Disability	Sportability	07305 047533	Provides sport and challenging pursuits for people with disabilities around the UK	www.sportability.org.uk
Domestic Violence	Refuge	0808 200 0247	Info and advice on domestic violence	www.refuge.org.uk
Driving	Blue Badge (Dept of Transport)		DfT information on how to apply for a Blue Badge	www.gov.uk/apply-blue-badge

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Driving	DVLA Drivers Medical Section	0300 790 6806	To inform DVLA of PSP and get info. Medical condition rules and entitlements to drive. If a driver has a new medical condition or their medical condition is worse since their licence was issued, they must inform the Driver's Medical Section at the DVLA. Useful info on the medical process	www.dvla.gov.uk https://www.gov.uk/driving-medical-conditions
Driving	Motability	0300 456 4566 Text phone 0300 037 0100 Live chat also available	Mobility solutions – buy/lease cars/scooters	www.motability.co.uk
Dystonia	Dystonia Society	0207 793 3651 info@dystonia.org.uk	Support & Info for people living with Dystonia	www.dystonia.org.uk
Employment	ACAS	0300 123 1100 Text relay service 18001 0300 123 1100	Help with resolving employment issues	www.acas.org.uk
Employment	Remploy	0300 456 8110	Help with finding and retaining work	www.remploy.co.uk

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Employment	Shaw Trust	0300 3033111 Email address to use for help in finding work: support@shaw-trust.org.uk	Info on finding and retaining work	www.shaw-trust.org.uk
Euthanasia / Assisted Suicide	Dignity in Dying	0207 4797 730 info@dignityindying.org.uk	Charity who campaign to change the law to allow terminally ill, mentally competent adults the choice of an assisted death.	www.dignityindying.org.uk
End Of Life	Compassion in Dying	0800 999 2434 info@compassionindying.org.uk	Info on Advance decisions & lasting Power of Attorney	www.compassionindying.org.uk
End of Life	Hospice UK - Dying Matters initiative	0207 520 8200	Raising awareness of dying, death and bereavement	www.hospiceuk.org
Enteral Feeding Advice	PINNT – Patients on intravenous & naso-gastric nutrition therapy	0203 004 6193	Advice given to all nutrition patients, their carers and HSCP's	www.pinnt.com
Equipment	Living Made Easy (previously known as the Disabled Living Foundation)	0300 999 0004 info@dlf.org.uk 0300 123 3084 - Helpline	National charity providing impartial advice, information and training on independent living	www.livingmadeeasy.org.uk

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Equipment	Red Cross	0344 871 11 11 contactus@redcross.org.uk	Equip loan, transport	www.redcross.org.uk
Equipment	ReMap	01732 760209 data@remap.org.uk	Provides custom made equipment to help disabled people live more independent lives	www.remap.org.uk
Friendship	Silver Line	0800 4 70 80 90	Helpline for older people	www.thesilverline.org.uk
Grant Search	Turn2Us	Online tool available to help access whether a person is eligible for a grant	Help people to access money through grants.	www.turn2us.org.uk
Healthcare	NHS Direct/Choices	N/A	Health information	www.nhs.uk
Healthcare	Patient.co.uk		Independent health platform-source of information for patients and health professionals.	www.patient.co.uk
Healthcare	Care opinion	team@careopinion.org.uk info@careopinion.org.uk	Independent website sharing experiences and opinions of UK health and care services	www.patientopinion.org.uk
Heating	Home Energy Efficiency Scheme (Wales)	0808 808 22 44 advicewales@est.org.uk	Energy grants scheme for Wales	www.nestwales.org.uk

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Holiday Grants	Family Holiday Association	020 3117 0650 info@fhaonline.org.uk	Grants to help families on low income to have a break	www.familyholidayassociation.org.uk
Holidays	Tourism for All	0845 124 9971 info@tourismforall.org	Info on travel for disabled people	www.tourismforall.org.uk
Holidays	ReVitalise	0303 303 0145 bookings@revitalise.org.uk	Provides breaks for disabled people and their carers	www.revitalise.org.uk
Holidays	AbleStay – Enabling London	07767 886787 info@ablestay.co.uk	Fully accessible holiday home in Worcester Park, South West London	www.ablestay.co.uk
Homes (Care & Nursing)	Care Quality Commission	03000 61 61 61 enquiries@cqc.org.uk	Health and social care regulator for England. Aims to ensure better care in hospital, care homes and at home. Has a directory of care homes with quality ratings, including inspection reports; information on types of social care and getting the care needed. Does not recommend care homes or organise the supply of care. Information on healthcare	www.cqc.org.uk

Subject	Organisation Title	Contact details	Service Information	Website
			services and finding private healthcare services	
Homes (Care)	Livability	0845 264 1194 0207 452 2110 – Service Enquiries info@livability.org.uk	Provides housing, respite & holidays for disabled people	www.livability.org.uk
Homes (Care)	Leonard Cheshire	020 3242 0200 info@leonardcheshire.org	Residential, respite, supported living & care at home	www.leonardcheshire.org
Housing	Shelter	0808 800 4444 info@shelter.org.uk	General housing and homelessness info & advice	www.shelter.org.uk Separate sites for support for England & Scotland
Huntingdon's Disease	Huntingdon's Disease Association	0151 331 5444 info@hda.org.uk	Support & Info on Huntingdon's Disease	www.hda.org.uk
Hypnotherapy	Hypnotherapy Directory	0333 325 2502 Web chat available	Offers a list of qualified hypnotherapists	www.hypnotherapy-directory.org.uk
Legal	Disability Law Service	0207 791 9800 advice@dls.org.uk	Free, confidential legal advice from solicitors and advisors providing up-to-date, informed legal advice for disabled people, their families, enablers and carers. Includes advice on	www.dls.org.uk

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			benefits (for people living in the Greater London area only), community care, consumer rights, disability discrimination, education and employment. Specialist MS Legal Officer	
Medicine	Medicines.org.uk	N/A	Info on medicines that is up to date, accurate and comprehensive-Includes patient info leaflets	www.medicines.org.uk
Mental Health	Mind	0300 123 3393 info@mind.org	Info on mental health issues and treatment	www.mind.org.uk
Mental Health	Samaritans	116 123 jo@samaritans.org	24hr confidential, emotional support	www.samaritans.org.uk
Mobility	National Forum of Mobility Centres	0800 559 3636 info@drivingmobility.org.uk	Mobility solutions for disabled people – Driving assessments	www.drivingmobility.org.uk
Mobility	Queen Elizabeth Foundation	01372 841100 info@qef.org.uk	Assessments, training & advice on driving for disabled people	www.qef.org.uk

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Multiple System Atrophy	MSA Trust	0333 323 4591 support@msatrust.org.uk	Info and support for people affected by MSA	www.msatrust.org.uk
National Tremor Foundation	National Tremor Foundation	01708 386399 enquiries@tremor.org.uk	Provides information and support to anyone affected by tremor. Runs a Freephone helpline, local support groups and an online message board	www.tremor.org.uk
Neurological Alliance	Neurological Alliance	01923 882590 info@neural.org.uk	Campaigning for better services for people with neurological conditions	www.neural.org.uk
Newspapers	Talking Newspapers and Magazines	0303 123 9999 helpline@rnib.org.uk	Offers an alternative to print newspapers and magazines	www.tnauk.org.uk
NICE	NICE-response line	0300 323 0140 nice@nice.org.uk	Order NICE guidelines	www.nice.org.uk
Palliative Care	Help The Hospices	020 7520 8200	Info on palliative care and hospices	www.hospiceuk.org

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Parkinson's	Parkinson's UK	0808 800 0303 - Helpline hello@parkinsons.org.uk	Info & support for people affected by Parkinson's	www.parkinsons.org.uk
Pensions	The Money Helper (previously The Pensions Advisory Service (TPAS))	Helpline: 0800 011 3797 Web chat available	Service provided by Money& Pensions Service. Provides general information and guidance on pensions including state, company, personal and stakeholder schemes. Can help with problems, complaints or disputes relating to occupational or private pensions. Has 'Ask the experts' and live Q&As online	www.moneyhelper.org.uk
Pets	Cinnamon Trust	01736 757900	Provides a rehoming service for pets when someone dies or goes into full time care	www.cinnamon.org.uk
Physiotherapy	Chartered Society of Physiotherapy	020 7306 66 66	Details of local physios in your area	www.csp.org.uk
Prescription Exemption	Help with prescription costs	0300 330 1349	Provides info about entitlements to prescription charge exemptions	www.nhs.uk

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Prisoners	Prison Reform Trust	0808 8020060 (Monday 3pm – 5pm Thursday 10.30am – 12.30pm) advice@prisonreformtrust.org.uk	Advice & campaigning	www.prisonreformtrust.org.uk
Respite	The Respite Association	01556 783383 help@respiteassociation.org	Short term assistance in the funding of respite care	www.respiteassociation.org
Respite	Shared Care Scotland	01383 622462 office@sharedcarescotland.com	Short term assistance in the funding of respite care	www.sharedcarescotland.org.uk
Reflexology	Association of Reflexologists	01823 351 010	Details of reflexologists in your local area	www.aor.org.uk
Self-Management	Self Management UK	hello@selfmanagement.uk.org	The EPP provides a self-management course for people with chronic or long term conditions and carers	www.selfmanagement.uk.org
Sexual Problems	College of sexual & relationship therapists	020 8106 9635 info@cosrt.org.uk	Sex and relationship therapy	www.cosrt.org.uk

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Stroke	The Stroke Association	0303 3033 100 helpline@stroke.org.uk	Support, Info & advice for people affected by stroke	www.stroke.org.uk
Tissue Donation	Sara Koe PSP Research Centre	020 7837 8370 l.haddon@ucl.ac.uk	Brain donation and research	
VAT	VAT	0300 200 3700	Information and advice on VAT rules and procedures for people with disabilities	www.hmrc.gov.uk
Vision	RNIB	0303 123 9999 helpline@rnib.org.uk	Info on visual problems, assistive technology – Also wrap-a round sunglasses	www.rnib.org.uk
Vision	Lundie Loop (John Lundie)	01639 282671	Advise and fitting of lundie loops	
Wheelchairs	Mobility Trust	0118 984 2588 mobility@mobilitytrust.org.uk	Provide support for people unable to access wheelchairs from statutory services.	www.mobilitytrust.org.uk