

List of Services and Charities

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Produced with the Northgate Village Surgery
Patient Participation Group (PPG)



For general health information and advice on a variety of conditions,
visit: www.nhs.uk

Or www.carehub.info/?practice=N81121 for more local information and
services

We are constantly looking to include new organisations in our booklet,
so if you are aware of any charities or services which could be helpful
for our patients, but are not included in this leaflet, please inform the
Receptionist or alternatively email:

wcccg.northgatevillagesurgeryppg@nhs.net

To find out more about the PPG, please visit our website:

www.northgatesurgery.co.uk/ppg

New editions of the List of Services and Charities are produced every
couple of months.

Paper copies of this booklet are available at Reception and in our
waiting room.

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Please be aware that all the services and charities listed in this leaflet are to be contacted at your own discretion.

Some organisations may charge for their services.

General Health & Wellbeing

CareHub is a website to connect you to local care providers in the community.

Visit: www.carehub.info/?practice=N81121

Stopping smoking will save you money, and improve your health. Start your smoke free life today—call the free Smokefree National Helpline on **0300 123 1044**

Cheshire Change Hub. Get help to quit smoking, lose weight, and exercise safely at Brio Leisure (Northgate Arena & Ellesmere Port Sports Village).

Tel: **0300 777 0033**

Visit: www.cheshirechangehub.org.uk

Leaflets are available in the waiting area. You may need a referral from the GP or Nurse.

Health Walks are free guided health walks of varying duration and ability to improve fitness or recovery/rehabilitation in Blacon, Hoole, Christleton, Caldley Valley and further afield in Cheshire.

Tel: **0151 348 5494** or **0151 348 5493**

Visit: www.ageuk.org.uk/cheshire

There are free British Heart Foundation booklets in the waiting area to guide you through healthy weight loss and to help you focus on ‘Facts not Fads’.

Chester Work Zone is a free service to support those who are out of work identify and develop their job hunting and employability skills. Examples of help on offer are:

- Confidence building courses
- Employment qualification preparation
- Functional English and Maths skills

The Chester Work Zone is located in the Bluecoat Buildings, Upper Northgate Street.

For more information, ring **0151 356 6714**

iTravel Smart is an award-winning journey-planning app from Cheshire West and Chester Council. It contains up to date travel information, interactive maps, cycle routes, and public transport timetables. To find out more, visit www.itravelmart.co.uk.

Cheshire Centre for Independent Living (CCIL) is a charitable user-led organisation providing a range of support services driven by the needs and aspirations of disabled people.

Tel: **01606 331853** or **0845 340 2777**

E-mail: office@cheshirecil.org

Visit: www.cheshirecil.org

Healthwatch Cheshire West is the local statutory watchdog to ensure that local health and social care services put people at the heart of their care.

Tel: **0300 232 0006** or **01606 351134**

E-mail: info@healthwatchcwac.org.uk

Visit: www.healthwatchcwac.org.uk

Meningitis Now is the UK's largest meningitis charity, and offers support, funds research and raises awareness about the condition.

Helpline: **0808 80 10 388**

E-mail: info@meningitisnow.org

Visit: www.meningitisnow.org

Symptom cards are available in the waiting area alcove.

Casserole Club volunteers share extra portions of home-cooked food with people in their area who aren't always able to cook for themselves. This scheme is not currently active in West Cheshire, however if you would be interested in getting involved please get in touch.

E-mail: hello@casseroleclub.com

Visit: www.casseroleclub.com

Meetup is a website which exists to help you make new friends through fun activities and shared interests.

Visit: www.meetup.com

Deafness Support Network (DSN) provides a wide range of professional services, including social care and outreach support.

Textphone: **01244 375347**

Tel: **0333 220 5050**

E-mail: dsn@dsnonline.co.uk

Visit: www.dsnonline.co.uk

Essential Guide to Hearing Aids.

For free copy call Freephone: **0800 037 84 84**

Visit: www.essentialguidetohearingaids.co.uk

Vision Support Cheshire is a charity which provides local support and services to people of all ages living with vision impairment.

Tel: **01244 341885**

Email: information@visionsupport.org.uk

Visit: www.visionsupport.org.uk

British Red Cross Support at Home is a friendly, caring team who provide practical help to people in the first few days after discharge from hospital, or after an illness, to help them regain their confidence and get back to their normal lives.

Tel: **01244 362861** or **01565 682 304**

E-mail: emmaedwards@redcross.org.uk

E-mail: ilcrnorthadmin@redcross.org.uk

Visit: www.redcross.org.uk

Could singing in a choir be good for your health?

There is increasing evidence that singing can have positive health benefits, and there is something special about belonging to a choral group with shared interests.

For more information contact the City of Chester Male Voice Choir.

Contact: John **01244 310987**

Email: john.walsh@chestermalevoice.com

Visit: www.chestermalevoice.com

NSPCC has a helpline for adults concerned about a child.

Tel: **0808 800 5000**

Visit: www.nspcc.org.uk

Life in My Shoes is a campaign to change the hate and stigma which is faced by people worldwide.

Visit: www.lifeinmyshoes.org

Be Dog Smart. The Dogs Trust offer free dog safety workshops for parents and children and offer a free downloadable guide 'Be Dog Smart'.

For more information visit: www.learnwithdogstrust.org.uk

Drinkline is the national alcohol helpline. Call for free, confidential advice for yourself or a loved one.

Tel: **0300 123 1110** (weekdays 9am to 8pm, weekends 11am to 4pm)

Visit: www.nhs.uk/livewell/alcohol

For information about Alcoholics Anonymous please see the Mental Health pages of this booklet.

There are booklets in the waiting area alcove about Your Drinking and You.

Drive Safely for Longer assessments are available for FREE if you are age 60 or over and live in Cheshire West & Chester. It is not a driving test, so there is no pass or fail—just a chance to give reassurance, increase confidence and ultimately help to keep you driving safely for longer.

Tel: **0151 606 2143**

Visit: www.drivesafelyforlonger.co.uk

E-mail: roadsafety@wirral.gov.uk

Community Centres

Hoole Community Centre

Westminster Road, Hoole, CH2 3AU

Activities include IT buddy sessions, ballet lessons, exercise classes such as yoga and pilates, art sessions, and film club.

For a full list of all the available activities and dates/times visit:

www.hoolecommunitycentre.org.uk/whats-on/

Tel: **01244 342741**

E-mail: admin@hoolecommunitycentre.org.uk

Hobson's Café is a community café based in Hoole Community Centre which serves homemade food and fair trade coffee.

The opening hours are Monday 8.30am to 2.30pm, Tuesday to Friday 8.30am to 1.30pm, and Saturday 9.00am to 2.00pm.

Upton-by-Chester Village Hall

28 Heath Road, Upton, CH2 1HX

Activities include after school activities, line dancing, exercise classes such as yoga and medau, and flower club.

For a full list of the available activities and dates/times visit:

www.uptonbychestervillagehall.org.uk/viewcal.html

Tel: **01244 378222**

Mollington, Backford & District Village Hall

Station Road, Backford, CH1 6NT

Activities include toddler groups, ladies groups, Zumba classes, cinema club, U3A activities, and flower arranging.

For a full list of all the available activities and dates/times visit:

www.mbdvh.org.uk/index.php/activities-events

Tel: **01244 851063**

Mickle Trafford Village Hall

Warrington Road, Mickle Trafford, CH2 4EB

Activities include art club, bridge club, railway modelling, playgroup, and keep fit classes.

For a full list of the available activities and dates/times visit:

www.mickletraffordvillagehall.org.uk/clubs-and-societies/

The Venue

Hawthorn Road, Lache, CH4 8HX

Activities include singing, bingo, strength & balance classes, and a fortnightly tea dance.

Gym facilities are available.

Tel: **01244 972546**

E-mail: thevenue@cheshirewestandchester.gov.uk

The Venue Café is a café based in The Venue which serves breakfasts, hot meals, and freshly ground coffee.

The opening hours are Monday to Friday 9am to 1.30pm. Hot & cold drinks and snacks are available all day.

Vicars Cross Community Centre

Thackeray Drive, Chester, CH3 5LU

Activities include baby & toddler group, aiholli fitness, Zumba classes, a childminder's group, and baby ballet sessions.

For a full list of the available activities and dates/times visit:

www.squareonecentre.wixsite.com/vxcc/clubs

Parents, Babies & Families

Contact a Family is a charity which provides help and support for families with disabled children.

Tel: **0808 808 3555** (Mon to Fri, 9.30am to 5pm)

E-mail: helpline@cafamily.org.uk

Visit: www.cafamily.org.uk

Children Today is a charity which raises funds to provide specialised equipment and services for children and young people with disabilities throughout the UK.

To discuss equipment needs call: **01244 335 622**

Visit: www.childrentoday.org.uk

Rainbow Trust is a charity which provides support for families with a child who has been diagnosed with a life threatening or terminal illness.

Tel: **01372 363438**

Visit: www.rainbowtrust.org.uk

Family Fund is a UK charity which provides grants for families raising disabled or seriously ill children and young people.

Tel: **01904 550055**

Visit: www.familyfund.org.uk

Did you know that if you look after a disabled or seriously ill child, you can access additional support through Carer services—see the Support for Carers section,

Parallel Parents help to support positive, flexible fostering.

Tel: **0800 023 4450**

Text: 'FOSTER' to 80818

Visit: www.startfostering.com

Barnardo's is a national children's charity which works to improve the lives of children. They also provide fostering and adoption support every step of the way through the fostering process.

Tel: **0800 0277 280**

Visit: www.barnardos.org.uk/fosteringandadoption

Puddle Ducks run aqua natal classes and baby & pre-school swimming programmes.

Tel: **01829 740825**

E-mail: chester@puddleducks.com

Visit: www.puddleducks.com

Human Milk Bank is looking for donors for the Northwest Human Milk Bank. The Milk Bank is based at University of Chester.

Tel: **01244 511440** or **511441**

E-mail: northwest.milkbank@nhs.net

Visit: www.northwesthmb.org.uk

Family Lives is a charity which provides advice and support with all aspects of family life, including parenting support, bullying and mental health concerns.

24-hour helpline: **0808 800 2222**

Visit: www.familylives.org.uk

YouTube: www.youtube.com/user/FamilyLives

Home-Start is one of the leading family support charities in the UK, and helps families with young children deal with the challenges they face.

Visit: www.home-start.org.uk

Adoption Matters Northwest is a specialist voluntary adoption agency which provides advice and support for all those touched by, or considering, adoption.

Tel: **01244 390938**

E-mail: info@adoptionmattersnw.org

Visit: www.adoptionmattersnw.org

Confident Birth Chester offers antenatal and parent education in Northgate Village.

Call Kim on **07780 882355**

Visit: www.confidentbirth.org.uk

E-mail: confidentbirthchester@gmail.com

Younger People

Childline is here to help anyone under 19 with any issue they are going through.

Tel: **0800 1111**

Visit: www.childline.org.uk

Buzz Youth Group is an activity group for disabled young people aged 5-18 living in Chester.

Tel: **01606 331853**

Visit: www.cheshirecil.org

E-mail: office@cheshirecil.org

Young Minds is the UK's leading charity for helping to improve the mental wellbeing of young people. Information on a variety of mental health problems is available on their website.

Visit: www.youngminds.org.uk

Parent's helpline: **0808 802 5544** (Mon to Fri 9.30am to 4pm)

Www.kooth.com has free, safe and anonymous online support for young people suffering with mental health conditions.

Bipolar UK provide a Youth Service for anyone aged 18-25 who is affected by bipolar.

Tel: **0333 323 4459**

E-mail: youth@bipolaruk.org

Runaway Helpline is open 24/7 and is a free, confidential support line to listen to you and offer support – not to judge you or tell you what to do.

Tel: **116 000**

Text: **116 000**

Visit: www.runawayhelpline.org.uk

E-mail: 116000@missingpeople.org.uk

NHS Choices Moodzone has an information hub which offers young people advice and help on mental health problems such as depression, anxiety and stress. Visit: www.nhs.uk/conditions/stress-anxiety-depression/

The Mix offers essential support for under 25s on a variety of conditions and situations, including sex & relationships, mental health, and money.

Freephone: **0808 808 4994**

Visit: www.themix.org.uk

Papyrus is a charity which works to prevent suicide in young people. Contact Papyrus if you are experiencing suicidal thoughts, or if you are worried about someone else.

(10am – 10pm weekdays, 2pm to 10pm weekends, 2pm to 5pm bank holidays)

HOPEline: **0800 068 41 41**

Text: **07786 209697**

E-mail: pat@papyrus-uk.org

Visit: www.papyrus-uk.org

Kidscape is a charity which provides children, young people and families with advice, training and practical tools to prevent bullying.

Parent Advice Line: **020 7823 5430** (Mon-Tues 10am to 5pm)

Tel: **020 7730 3300**

Visit: www.kidscape.org.uk

YouTube: www.youtube.com/c/kidscape

Bullying UK is part of Family Lives, and is focussed on providing advice and support for people experiencing bullying online, in schools, and in the workplace.

24-hour helpline: **0808 800 2222**

Visit: www.bullying.co.uk

Know and See is a national campaign to prevent child sexual exploitation.

Visit: www.knowandsee.co.uk

Call the anonymous helpline on: **116 000**

If you feel suicidal or feel like harming yourself or others call 999 or go to your nearest A&E department (Countess of Chester Hospital).

Older People

Personal Alarms from Age UK. 24-hour personal alarm rental system. For no-obligation demonstration call **0800 030 4379** (Mon-Sat 8am-8pm), visit your local Age UK or visit at www.ageuk.org.uk/alarm.

Age UK helps to provide information, advice and services for older people to support them in loving later life.

Information & advice: **0800 055 6112**

Visit: www.ageuk.org.uk

The surgery stocks copies various AgeUK booklets, including:

- Useful contacts
- Healthy living
- Advice for carers
- Caring for someone with dementia

If you can't find a copy in the waiting area, please ask at Reception.

'Useful contacts' is an information and advice directory. This guide gives comprehensive advice on who to contact regarding consumer issues, employment and rights at work, social care, health, housing, crime, legal issues, money matters, leisure and learning and end-of-life support. To order this or guides regarding advice for carers, attendance allowance or pension credit call free on **0800 169 65 65** or visit www.ageuk.org.uk

Digital Buddies are here to help with everything from learning how to send & receive emails, or search the internet, to using social media and Skype! Sessions are held at Deva Point in Blacon, or you can also book a free home visit.

Call Heather on **07958 611618** or Alan on **07932 556062**

E-mail: digitalobuddieshereandnow@gmail.com

Drop-in sessions are also available. Call Sue Downham on **07715 658431** for more information.

The Silver Line is the only free, confidential helpline providing information, friendship and advice to older people

Call for free at any time of day: **0800 4 70 80 90**

Visit: www.thesilverline.org.uk

Brightlife is a lottery-funded project to help reduce social isolation for older people through social activities.

Tel: **01606 884444**

Email: admin@brightlifecheshire.org.uk

Visit: www.brightlifecheshire.org.uk

Here and Now Chester is a social group for older people looking to meet on a regular basis. Activities include monthly talks, craft activities, keep fit classes, singing and days out.

Tel: **01244 379651** or **07933449001**

Visit: www.hereandnowchester.co.uk

Older People's Network (OPN) is a group created with the aim of listening to the views of the growing number of older people and to plan services that effectively cater for their needs.

To register as a member, call **01244 972185** or email:

research@cheshirewestandchester.gov.uk

Visit www.cheshirewestandchester.gov.uk/your-council/consultations-and-petitions/older-peoples-network for more information.

Home Assistance Hub is a home improvement agency which provides home repairs, adaptations and wellbeing services for older and vulnerable people in the Cheshire West and Chester area.

Tel: **0300 123 2010**

Visit: www.homeassistancehub.co.uk

Care in your own home is offered to people who require assistance with various things, such as personal care, or help with managing finances. This service is provided by Cheshire West and Chester Council, and is only available following an assessment of your needs.

Tel: **0300 123 8123** Option 2

E-mail: accesswest@cheshirewestandchester.gov.uk

For a Care Choices guide call the Gateway Team **0300 123 7034**, or for further help and information call **0800 389 2077** or visit

www.carechoices.co.uk

Managing Long Term Conditions

Diabetes UK provides a wide range of products and services designed to help you manage your diabetes.

Careline: **0345 123 2399**

Visit: www.diabetes.org.uk

Diabetes Essentials is a group education session organised and run by the Countess of Chester Hospital for people with diabetes or borderline diabetes.

Tel: **01244 365 234**

E-mail: diabetes-essentials@nhs.net

British Heart Foundation is a national heart charity and has been fighting heart disease for over 50 years. It aims to raise awareness to prevent heart disease, and undertakes research to cure it.

Heart helpline: **0300 330 3311** (Mon to Fri, 9am to 5pm)

E-mail: hearthelpline@bhf.org.uk

Visit: www.bhf.org.uk

British Thyroid Foundation is a charity dedicated to supporting people with thyroid disorders and their families.

Tel: **01423 810093**

E-mail: info@btf-thyroid.org

Visit: www.btf-thyroid.org

Epilepsy Society is a UK provider of epilepsy services, and makes a major contribution into world research into the causes, diagnosis and treatment of epilepsy.

Helpline: **01494 601 400**

Visit: www.epilepsysociety.org.uk

Epilepsy Action exists to improve the lives of everyone affected by epilepsy. They offer confidential, personal advice.

Helpline: **0808 800 5050**

E-mail: helpline@epilepsy.org.uk

Visit: www.epilepsy.org.uk

Text: **0753 741 0044**

The Bren Project is a charity based in Chester which offers people with learning disabilities and autism the opportunity to experience supportive work placements throughout Cheshire.

Tel: **01244 313473**

E-mail: admin@brenproject.org.uk

Visit: www.brenproject.org.uk

The National Autistic Society is the leading UK charity for autistic people, including those with Asperger Syndrome, and their families. They provide information, support, pioneering services, and campaign for a better world for autistic people.

Tel: **0808 800 4104** (Mon to Thu 10am to 4pm, Fri 9am to 3pm)

Visit: www.autism.org.uk

Cheshire Autism Practical Support (ChAPS) is a charity which offers a range of practical support activities, advice and services for all families across Cheshire.

Tel: **0344 850 8607**

Visit: www.cheshireautism.org.uk

Cheshire Down's Syndrome Support Group (CDSSG) is a small local charity dedicated to supporting families, children and young adults with Down's syndrome throughout Cheshire.

Tel: **01606 246171**

E-mail: admin@cdssgroup.org.uk

Visit: www.cheshiredownssyndrome.com

Stroke Association supports stroke survivors and their family and friends.

Tel: **0303 303 3100**

Visit: www.stroke.org.uk

Brain Injury Rehabilitation & Development (BIRD) is a local charity based in Eccleston which helps people with any kind of brain injury.

Helpline: **0800 028 6256**

Visit: www.birdcharity.org.uk

NeuroTherapy Centre is based in Saltney, and provides practical support and therapies to help manage symptoms of a wide range of neurological conditions.

Tel: **01244 678619**

E-mail: info@neurotherapycentre.org

Visit: www.neurotherapycentre.org

NeuroMuscular Centre is the centre of excellence for people with muscular dystrophy.

General enquiries: **01606 860 911**

E-mail: matthew.lanham@nmcentre.com

Visit: www.nmcentre.com

British Lung Foundation provides help for people affected by lung conditions, and conducts research to improve care.

Helpline: **03000 030 555** (Mon to Fri, 9am to 5pm)

Visit: www.blf.org.uk

Asthma UK is a national charity which provides expert support and advice, and also funds asthma research.

Helpline: **0300 222 5800** Option 1 (Mon to Fri, 9am to 5pm)

E-mail: info@asthma.org.uk

Visit: www.asthma.org.uk

Medical IDs save lives! Universal Medical ID have a number of customisable medical IDs which can be used in an emergency to identify your medical condition/s.

Tel: **0800 055 6504**

Visit: www.med-ID.com

Age UK offer a Dementia Advisor Service to help older people living with cognitive impairment or a diagnosis of dementia.

Tel: **01270 219 481** (Mon to Fi, 9am to 5pm)

E-mail: dementiaadvice@ageukcheshire.org.uk

Mobility Information

For information on local transport schemes available for people with mobility problems, you can ring the Council Transport Advice Service on **0300 123 7025**.

DIAL House aims to empower disabled and older people to live sustained, independent lives. They provide a free, confidential information service for Cheshire West and Chester residents.

Tel: **01244 345655**

DIAL House Café is open to all members of the public from Monday to Friday, 10am to 3pm (closed Wednesday afternoon). The Café is located in DIAL House, Hamilton Place, Chester.

DIAL Shopmobility Service is located in the Kaleyards blue badge car park off Frodsham Street, Chester, and provides daily hire of mobility scooters and wheelchairs to enable access to the city centre shops for people with mobility difficulties. Open Monday to Saturday, 9.30am to 4.30pm, and Sunday 10.30am to 3.30pm.

Tel: **01244 312626**

DIAL Ability Angels provide an assisted shopping service, where a trained volunteer accompanies an older or disabled person to help them do their own shopping.

For all DIAL services, visit www.dialwestcheshire.org.uk for more information.

Chester Community Action car scheme is in place for people unable to access public transport due to mobility problems. To become a member and use this service, call **01244 400222** or email enquiries@cheshireaction.org.uk

iCare Meals on Wheels can deliver nutritious, satisfying meals to people in their own homes 365 days a year, as well as providing a home shopping service. They also offer meals for special dietary, cultural or religious requirements.

Tel: **0845 604 1125**

Visit: www.icaregroup.co.uk

PlusBus is a door to door minibus service for those who have mobility difficulties and cannot use public transport.

Tel: **0151 357 4420** (9am to 4.3pm, Mon to Fri)

Cancer Support

Cancer Research UK has information nurses available for people who have been affected by cancer to answer their questions.

Tel: **0808 800 4040** (Mon to Fri, 9am to 5pm)

Visit: www.cancerresearchuk.org.uk

Breast Cancer Care is a charity which provides expert support for people with breast cancer, and can answer queries about breast health.

Helpline: **0808 800 6000** (Mon to Fri 9am to 5pm, Weds late opening to 7pm, Sat 9am to 1pm)

Text prefix: **18001**

Visit: www.breastcancercare.org.uk

Prostate Cancer UK campaigns for men with prostate cancer to receive the best treatment and care wherever they live in the UK.

Special nurse helpline: **0800 074 8383**

Visit: www.prostatecanceruk.org.uk

Roy Castle Lung Cancer Foundation provides information and support to lung cancer patients, as well as funds research.

Helpline: **0800 358 7200**

Visit: www.roycastle.org.uk

Beating Bowel Cancer run a nurse-led specialist helpline for those diagnosed with bowel cancer.

Helpline: **020 8973 011** (Mon to Thu, 9am to 5.30pm, Fri 9am to 4pm)

Visit: www.beatingbowelcancer.org.uk

Melanoma UK is a charity which gives patients with skin cancer, and their families, much needed support after diagnosis.

Helpline: **0808 171 2455**

Visit: www.melanomauk.org.uk

Macmillan Cancer Support are here to support anyone following a cancer diagnosis.

Tel: **0808 808 00 00** (Mon to Fri, 9am to 8pm)

Visit: www.macmillan.org.uk

West Cheshire Community eHNA Service provides you with an opportunity to record your concerns during or following your cancer treatment on a simple template called the electronic Holistic Needs Assessment.

Once complete, a focused discussion with a Wellbeing Navigator will take place and a care plan will be created. This plan is used to link you to local community services to address your needs.

Tel: **01244 886887**

Email: brio.macmillan@nhs.net

Maggie's offers free practical, emotional and social support to people with cancer and their families and friends. They have a drop-in centre at Clatterbridge Cancer Centre.

Tel: **0300 123 1801**

Visit: www.maggiescentres.org

Dementia Support

Dementia books from 'Reading Well Books on Prescription' series are available at your local library and have been recommended by health professionals and tried and tested by people with experience of dementia.

Young Dementia UK is a charity that exists to help people whose lives are affected by young onset dementia.

Support-related enquiries: **01865 794311**

Visit: www.youngdementiauk.org

Alzheimer's Society is a dementia support and research charity.

National helpline: **0300 222 1122**

Visit: www.alzheimers.org.uk

Dementia UK is a charity that helps families face dementia.

Helpline: **0800 888 6678**

E-mail: direct@dementiauk.org

Visit: www.dementiauk.org.uk

The Herbert Protocol is a national Police initiative to help friends or relatives of a person with dementia if they go missing. It is a form which is kept at home, or in a safe place, with important information about the person which may provide assistance to the Police to help find the person quickly.

Visit: www.cheshire.police.uk/advice-and-support/missing-persons/herbert-protocol/

"If someone goes missing:

This is vital - if you can't find someone in the normal way you would expect to, then you MUST call the police on 999. It is quite normal to worry about calling 999. Some people are concerned that they will be criticised for calling the police, but if you are worried about a person's safety then this will not happen."

For more information on Dementia, pick up a copy of the Dementia Guide in the waiting area alcove.

Age UK hold a monthly Dementia Activities Group. The group provides a friendly and relaxing environment for anyone who is worried or affected by dementia. All are welcome to enjoy refreshments, creative activities, music and games.

Where: Castle Community Centre, Barbers Lane, Castle, Northwich
CH8 1DT

When: Fourth Wednesday of each month, 1.30pm-4.30pm

Age UK also have a Dementia Advisor Service available, which exists to help people living with cognitive impairment or a diagnosis of dementia. This service is provided through home visits.

Tel: **01270 219 481** (Mon to Fri, 9am to 5pm)

E-mail: dementiaadvice@ageukcheshire.org.uk

Always Active have Dementia Day Centres at Ellison Court on Trafford Street in Chester, and at Summerfield House in Guilden Sutton.

Tel: **07753 731 931**

Visit: www.alwaysactive.org.uk

E-mail: louise@alwaysactive.org.uk

Abuse

There is no excuse for abuse. If you are experiencing abuse, or if you think you may be abusing someone, help is available from the below organisations.

For more information, pick up a small green ‘be safe’ card in the waiting area alcove.

Be Safe—get help with Domestic Abuse.

Cheshire West and Chester Domestic Abuse Partnership.

National 24-hour helpline: **0808 2000 247**

Visit: www.cheshirewestandchester.gov.uk/domesticabuse

Your GP can also refer you to the IRIS service for support and assistance regarding domestic abuse.

Women’s Aid is a national charity for women and children experiencing domestic abuse.

24-hour Helpline: **0808 2000 247**

Visit: www.womensaid.org.uk

Men’s Advice Line provides free advice and support for men experiencing domestic violence and abuse.

Tel: **0808 801 0327** (Mon to Fri, 9am to 5pm)

E-mail: info@mensadvice.org.uk

Visit: www.mensadvice.org.uk

The Hideout is an online space for children and young people experiencing abuse.

Visit: www.thehideout.org.uk

Respect Phonenumber is here for people of any gender who want help to change their abusive behaviour.

Tel: **0808 802 4040** (Mon to Fri, 9am to 5pm)

Email: info@respectphonenumber.org.uk

Visit: www.respectphonenumber.org.uk

Chester Sexual Abuse Support Service (CSASS) provides free counselling and telephone support for survivors of sexual abuse.

Support line: **01244 307499**

Visit: www.csass.org.uk

Pick up a card from the waiting area alcove.

NSPCC provide help and support relating to female genital mutilation (FGM).

NSPCC FGM helpline: **0808 028 3550**

E-mail: fgmhelp@nspcc.org.uk

Rape and Sexual Abuse Support Centre (RASASC) is a charity which provides help for any adult or child affected by sexual violence in Cheshire & Merseyside.

Support line: **0330 363 0063**

Chester centre: **01244 907710**

Visit: www.rapecentre.org.uk

Sexual Health & Family Planning

The Sexual Health Hub is the free sexual health clinic located on the ground floor here at Fountains Health building. Full sexual health screening is available at all clinics, as well as free supplies and confidential advice.

Tel: **0300 247 0020**

Visit: www.thesexualhealthhub.co.uk

Appointments are required for IUD/IUS fittings, implant removals and smear tests. Full sexual health screening is available at all clinics.

Other services provided by the Sexual Health Hub:

Vasectomy Counselling & Operations: **01244 362000**

Pregnancy Counselling & Abortions: **01244 362000**

British Pregnancy Advisory Service (BPAS) is the UK's leading abortion care service.

Tel: **03457 30 40 30**

Visit: www.bpas.org

There is a BPAS Chester clinic at 2 Canal Street, CH1 4EJ.

Body Positive helps to promote information on safer sex and supports people living with or affected by HIV in Cheshire and North Wales.

Tel: **01270 653150**

E-mail: health@bpcnw.co.uk

Visit: www.bpcnw.co.uk

Body Positive also provides information and support on issues related to sexuality and gender.

National AIDS Trust is a charity which works to increase HIV awareness and testing.

Visit: www.nat.org.uk

National Sexual Health Helpline: **0800 567 123**

Lesbian, Gay, Bisexual & Trans+

The Gender Trust provides a listening ear, caring support, and information for anyone with questions or problems concerning their gender identity, and for those who have a loved one who is struggling with gender identity issues.

Tel: **01527 894838**

E-mail: info@gendertrust.org.uk

Visit: www.gendertrust.org.uk

Mermaids is a charity which supports young people who are struggling with gender identity, and their families.

Helpline: **0344 334 0550**

E-mail: info@mermaidsuk.org.uk

Visit: www.mermaidsuk.org.uk

The Proud Trust - Phoenix is a local youth group for people aged 13-19 who identify as LGBT+, including those who are gender non-binary and/or gender variant.

Tel: **07900 680725**

Visit: www.theproudtrust.org

E-mail: info@theproudtrust.org

GALOP is an anti-violence LGBT+ charity helpline.

Helpline: **020 7704 2040**

Visit: www.galop.org.uk

Stonewall is a national organisation which provides details on LGBT+ rights and signposts for gay friendly support and legal advice.

Tel: **08000 50 20 20**

Visit: www.stonewall.org.uk

LGBT Foundation is a national charity delivering advice, support and information services to lesbian, gay, bisexual and trans (LGBT) communities.

Tel: **0345 3 30 30 30**

Visit: www.lgbt.foundation

Mental Health

If you feel suicidal or feel like harming yourself or others call 999 or go to your nearest A&E department (Countess of Chester Hospital).

ChesterPLUS is a local drop-in service helping over-18s to maintain their mental well-being through activities and mentor support.

Tel: **01244 343489**

E-mail info@chesterplus.org

Visit: www.chesterplus.org

Samaritans are here for you, whatever you're going through.

Call for free at any time of day: **116 123**

E-mail: jo@samaritans.org

Visit: www.samaritans.org

Saneline is a helpline for people affected by mental illness.

Helpline: **0300 304 7000** (4.30pm to 10pm)

Chapter is a charity who support people experiencing mental health issues in the West Cheshire area.

Tel: **01244 344409**

Visit: www.chapterwestcheshire.org

'Reading Well Books on Prescription' is a national scheme of self-help books recommended by GPs and mental health professionals on subjects such as anger, anxiety, depression, relationship problems, self-esteem, sleep problems, stress, and worry. Books are available from your local library. For information, including specific book titles, visit www.readingagency.org.uk/readingwell

There is a drop-in session for self-help information and advice at Chester Library every Wednesday from 12pm to 1pm.

Northumberland, Tyne and Wear NHS Trust have produced a series of award winning online mental health self-help leaflets.

To find these leaflets enter 'mental health self help leaflets' into an online search engine such as Google.

Alcoholics Anonymous is here for you if you have a drinking problem and want help.

Helpline: **0800 9177 650**

Visit: www.alcoholics-anonymous.org.uk

There are booklets in the waiting area alcove about Your Drinking and You.

Narcotics Anonymous UK is here for you if you have a problem with drugs and want help.

Helpline: **0300 999 1212**

Visit: www.ukna.org.uk

National Drugs Helpline is a confidential helpline for anyone in the UK concerned about drug use.

Helpline: **0300 123 6600**

Visit: www.talktofrank.com

Fallen Angels Dance Theatre is an arts organisation based in Chester for people who are in recovery from addiction.

Tel: **07801 478548**

Visit: www.fallenangelsdancetheatre.co.uk

E-mail: claire@fallenangelsdancetheatre.co.uk

Overeaters Anonymous Great Britain is here for you if you have a problem with eating compulsively and want to stop.

For general enquiries ring: **07798 587802**

Visit: www.oagb.org.uk

Counselling Directory is a comprehensive online database of UK counsellors and psychotherapists.

Visit: www.counselling-directory.org.uk

Relate Relationship counselling

Tel: **0300 003 0396**

Visit: www.relate.org.uk

Beating the Blues is an online Cognitive Behavioural Therapy treatment.

Visit: www.beatingtheblues.co.uk

Campaign Against Living Miserably (CALM) is dedicated to preventing male suicide.

Helpline: **0800 58 58 58** (5pm – midnight)

Visit: www.thecalmzone.net

Bipolar UK run a monthly Wirral Bipolar Support Group for anyone who is affected by bipolar. The group meets on the 1st Thursday of every month from 6pm to 8pm at Windsor Community Centre, CH62 5BX.

Tel: **0333 323 3885**

E-mail: wirral@bipolarukgroups.org

Visit: www.bipolaruk.org

Rethink Mental Illness is a charity whose goal is a better life for everyone affected by mental illness.

Advice and Information Service – **0300 5000 927** (Mon to Fri 9.30am to 4pm)

Rethink does not provide crisis support.

Rethink– Blacon Mental Wellbeing Group is a monthly peer support drop in for anyone who has been affected by mental ill health, or who might otherwise feel alone or isolated.

Contact: Julie & Gus **07493 523180**

Email: blacongroup@rethink.org

Rethink – Chester Support Group aims to provide regular support for those experiencing mental ill health who might otherwise feel alone or isolated. They provide a regular meeting place for people to share experiences, seek information, interact socially and make new friends.

Contact: Zoe **07922 670521**

Email: chestersupportgroup@rethink.org

Support for Carers

If you look after a relative, friend or neighbour, providing essential support to someone unable to do everything for themselves, then you are a **carer**.

There are many national and local organisations which are here to provide you with help, support, and respite breaks if you require them.

Cheshire & Warrington Carers Trust is a local charity here to offer help and support to carers.

Referral forms are in the waiting area alcove and at Reception.

Tel: **0300 102 0008**

E-mail: advice@cheshireandwarringtoncarers.org

Visit: www.carers.org/cheshire

Cheshire Young Carers supports children or young people living with a parent or a sibling with a disability and/or illness such as mental health, substance misuse and physical illness.

Tel: **0151 356 3176**

E-mail: info@youngcarersnetwork.co.uk

Visit: www.cheshireyoungcarers.org

Making Space is a national charity which helps to provide carers with breaks from caring.

Tel: **01925 571 680**

E-mail: enquiries@makingspace.co.uk

Visit: www.makingspace.co.uk

Carers Trust 4 All provides practical support for carers.

Tel: **0333 323 1990**

Visit: www.carerstrust4all.org.uk

Care for Carers has a list of national organisations which exist to help and support carers.

Visit: www.careforcarers.org.uk/support-info/national/caring-organisations

Carers UK is a national charity which provides expert information and advice, and help you find new ways to manage at home, at work, or wherever you are.

Advice line: **0808 808 7777** (Mon to Fri, 10am to 4pm)

Visit: www.carersuk.org

Tarporley War Memorial Hospital operates a booking system for respite care, so carers are able to plan when they need their breaks.

Tel: **01829 732436**

Visit: www.tarporleyhospital.co.uk

Singing Together for Carers are social sing-along sessions led by Musical Moments for people who care for a relative, friend or neighbour.

Call Jonathan: **0333 323 1990**

E-mail: jstewart@carerstrust4all.org.uk

Rally Round is an online support network for friends and family to provide help and support to someone they care about, for example by tidying the garden.

Visit: www.rallyroundme.com/ctw

Carers in employment helps employees to work around their caring responsibilities. Provided by Cheshire West and Chester Council.

Contact: Fran Miller on **01606 333125** or **07870 972245**

E-mail: fran@cheshirecarerscentre.org.uk

Bereavement

Hospice of the Good Shepherd provides specialist palliative and end of life care, and offers bereavement support.

Tel: **01244 851091**

Visit: www.hospiceofthegoodshepherd.com

Macmillan Cancer Support Bereavement Support volunteers provide practical and emotional support to anybody adjusting to the loss of a loved one, regardless of place or cause of death.

Tel: **07874 243793**

E-mail: jrigney@macmillan.org.uk

'Bereavement Support in West Cheshire'.

Please ask at reception, or ask a clinician at your appointment, if you would like a copy of this useful booklet.

Elsie Ever After provides support for bereaved families regardless of the location within Cheshire or the circumstances surrounding the bereavement.

E-mail: elsieeverafter@hotmail.com

Visit: www.elsieeverafter.org.uk

Twitter: @ElsieEverAfter

Facebook: www.facebook.com/ElsieEverAfter

Wirral and Chester SANDS is the local group of the SANDS charity which supports parents and their families after the death of a baby.

Contact: Corin Johnson **07512 044361**

E-mail: wirralandchestersands@hotmail.co.uk

Visit: www.sandswirralandchester.org.uk

CRUSE provides information and bereavement support nationally.

Tel: **0808 808 1677**

Visit: www.crusebereavementcare.org.uk

Mariposa Trust (Saying Goodbye) supports families who have lost children in any stage of pregnancy, birth or infancy.

Visit: www.mariposatrust.org

Survivors of Bereavement by Suicide (SoBS) is here to provide support for people age 18+ who have lost someone through suicide. SoBS Chester meets on the 1st Wednesday of every month.

Contact: Monica Haworth **0774 662 5124**

E-mail: sobs.chester@gmail.com

National helpline: **0300 111 5065**

Visit: www.uk-sobs.org.uk

Help with Money & Homelessness

Shelter runs a free telephone help and advice line regarding housing issues such as housing rights and benefits.

Tel: **0808 800 4444**

Visit: www.shelter.org.uk

West Cheshire Foodbank exists to provide help for local people in crisis.

Tel: **0151 355 7730**

E-mail: info@westcheshire.foodbank.org.uk

Visit: www.westcheshire.foodbank.org.uk

Rough Sleeper Helpline assists the Council to end rough sleeping. There is a dedicated worker to ensure that no one has to sleep rough for a second night.

24-hour Hotline: **0300 123 1562**

StreetLink is a website & app which can be used to connect people sleeping rough with local services to support them,

Visit: www.streetlink.org.uk

Citizen's Advice gives free, impartial and confidential advice and information on a wide range of subjects.

Visit: www.cwcab.org.uk

Cheshire Independent Advocacy Service is available to vulnerable people aged 18 and over, to provide them with support while respecting their wishes. It also helps people obtain and understand legislation relating to them.

Direct Tel: **01606 305004**

Switchboard Tel: **01606 881660**

Email: advocacy@ageukcheshire.org.uk

Help with Healthcare costs is available through completing a HC1 form at the surgery. **Just ask at Reception.**

Download the form at: www.nhs.uk/healthcosts

For advice on completing the form call: **0300 330 1343**