

## I ADVICE AND INFORMATION

This section lists organisations which can provide advice and/or information. Please see other sections of this pack for information on specific topics.



### **AGE CONCERN WEST SUSSEX**

[www.acwestsussex.org](http://www.acwestsussex.org)

Offers information on welfare benefits, residential and nursing care, retirement housing, older people's clubs, Age Concern day centres, help with benefit forms via home or hospital visits, access to Dept for Work and Pensions advice, advocacy for older people with diagnosed mental health conditions countywide and access to Age Concern insurance products.

### **ALZHEIMERS SOCIETY**

[www.alzheimers.org.uk/Worthing](http://www.alzheimers.org.uk/Worthing)

Provides information, support and advice to people with Alzheimer's disease and other forms of dementia and their families, including advocacy for the cared-for person. Can provide relief care assistants who visit families at home giving carers a break for 3-4 hours once or twice a week, at a modest charge. Carers group meetings are held (see section 5 Carers Groups, for details). Runs the **Centre Club** on Tuesdays - a social day club for younger people under 65 diagnosed with dementia, and for younger people with dementia there is **Alz Café**, a fun evening of music, good food and guest speakers.

### **ALZHEIMERS SOCIETY LGBT CARERS**

[www.alzheimers.org.uk/GayCarers](http://www.alzheimers.org.uk/GayCarers)

The Alzheimer's Society's Lesbian, Gay, Bisexual and Transgender (LGBT) Carers is a telephone support service for anyone who is lesbian, gay, bisexual or transgender and who is, or who has been, caring for someone with dementia.

### **CARERS UK**

[www.carersuk.org](http://www.carersuk.org)

Carers UK is a campaigning organisation providing information and advice on all aspects of caring to both carers and professionals. Has a UK-wide network of offices, branches and individuals to offer support to carers and provide vital feedback on local practices and policies towards carers.

### **CITIZENS ADVICE BUREAU (CAB)**

Provides a free, independent, unbiased, confidential advice service on a wide range of subjects including benefits entitlement, debt, housing, employment and consumer queries, legal problems, immigration and discrimination.

## DISABILITY LAW SERVICE (DLS)

[www.dls.org.uk](http://www.dls.org.uk)

The Disability Law Service offers free, confidential legal advice to disabled adults, their families and carers. DLS also provides factsheets on its website.



## ETHNIC MINORITY HELPLINE

Offers help and support to disadvantaged individuals and groups in ethnic minority communities. Can liaise, give advice and write to relevant authorities on behalf of clients and put people in touch with the right contact. Can also help to fill in benefit forms and other forms for statutory agencies. Provides information on West Sussex County Council services in Gujarati, Hindi, Punjabi, Urdu and can arrange for interpretation or translation.

## HELP THE AGED

[www.helptheaged.org.uk](http://www.helptheaged.org.uk)

Help the Aged works with older people campaigning, researching and developing practical solutions in all areas of their lives. **SeniorLine** is a freephone information service for older people, open weekdays 9am-4pm, offering advice on welfare, disability benefits, finance, housing, care in the community, safety, access to health services, etc. **Care fees advice** with NHFA Ltd is available weekdays, 9am-5pm. Free factsheets are available.

## HELP POINTS

A single point of contact for any enquiry by the public about any local government or health authority service in West Sussex.

## ICIS (Information for life)

[www.icis-info4life.org.uk](http://www.icis-info4life.org.uk)

[www.westsussexcarers.org.uk](http://www.westsussexcarers.org.uk)

Helps people who have a difficulty, disability or illness to find services offering help on all aspects of daily living. ICIS maintains the **West Sussex Carers Online website** and administers the **West Sussex Carers Emergency Alert Card** scheme.

## INDEPENDENT LIVING ASSOCIATION (ILA)

[www.ila.westsussex.org](http://www.ila.westsussex.org)

The ILA provides a range of services to disabled people, including support for people receiving Direct Payments and an advocacy service (**Advocacy for Independence**) for people with disabilities and their carers. Examples include writing a letter or making a phone call on your behalf, making a complaint, and attending meetings with your social worker or other professionals. They can also help with recruitment and management of personal assistants where a Direct Payment is made by West Sussex County Council.

## INFORMATION SHOP FOR YOUNG PEOPLE

Free, confidential information and advice for young people aged 13 – 25 years, on a variety of issues including housing, benefits, legal rights, health, unemployment etc.

General counselling is also available, along with help with CVs, job applications, internet access, and sexual health service including pregnancy testing.

### **LIBRARY SERVICES IN WEST SUSSEX**

[www.westsussex.gov.uk](http://www.westsussex.gov.uk)

Each library has an Information Centre staffed by a professional librarian who can help with a large variety of queries.

### **M-CAS (Macmillan and Citizens Advice Service for the West Sussex Coastal Area)**

If you or a family member have been affected by cancer, this service offers advice on debt, money problems, benefits entitlements, personal problems, housing, employment and many other issues.

### **WEST SUSSEX COUNTY COUNCIL HELP DESKS**

Help Desks are the initial point of contact in respect of Social Care. Trained advisers will tell you what is available through West Sussex County Council and will also give you information about other care services in your area. The Help Desks are open 9.30am-1pm and 2pm-4.30pm.

- **Adur Office**, Glebelands, Middle Road, Shoreham by Sea, 01273 268800
- **Horsham Locality Office**, Talbot House, 20-22 East Street, Horsham, 01403 246450
- **Littlehampton Office**, 44 High Street, Littlehampton, 01903 738900
- **Worthing Office**, Centenary House, Durrington Lane, Worthing, 01903 839100
- **Child Disability Team South**, 01243 642424
- **Child Disability Team North**, 01403 246450
- **Out of hours service** 01903 694422
- **Website:** [www.westsussex.gov.uk](http://www.westsussex.gov.uk)

### **WEST SUSSEX CARERS ONLINE WEBSITE**

[www.westsussexcarers.org.uk](http://www.westsussexcarers.org.uk)

This comprehensive website for carers in West Sussex is managed by ICIS and aims to help put carers in touch with local support and services, direct carers to national information which may be useful and give support in every way it can.

### **WEST SUSSEX COUNTY COUNCIL HELPLINE**

[www.westsussex.gov.uk](http://www.westsussex.gov.uk)

Provides a 24 hour helpline offering information on any matter concerning County Council, District or Town Councils in West Sussex.