

# Dudley Carers Hub & Wellbeing Service

# Supporting Carers across Dudley

This guide provides information on a range of services available to support carers and the person they care for.



**Supporting people who care**

 **Information**  **Advice**  **Support**



**The Dudley Group**  
NHS Foundation Trust

**Dudley Integrated  
Health and Care**  
NHS Trust

**Dudley**  
Clinical Commissioning Group

We understand that this is a difficult and uncertain time, particularly when you are responsible for the welfare of others. There is a lot to think about and the constant stream of news can be overwhelming.

We have produced this booklet to inform all unpaid carers across the Dudley borough of the wide range of services available to them during the coronavirus outbreak and beyond.

We know that as the situation with the outbreak evolves it is important to know what current support is available to you as a carer and those you look after.

**NOTE: Information correct at time of publication. Always directly with organisations for any changes to the service.**

## Who is this guide for?

This guide is for anyone who cares without payment (unpaid) for a family member, partner, friend or neighbour who due to illness, disability, serious injury, lifelong health condition or addiction, would be unable to cope day to day without support.

Please click on the orange hexagon to navigate to the information for that section.

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### **Dudley Carers Hub and Wellbeing Service**

Service dedicated to supporting unpaid carers to stay healthy and well

### **Dudley Council – Adult Social Care Support**

Services to support people with care needs and their carers to live independently and well

### **NHS Health Services**

Health services providing support to stay healthy and informed

### **Health & Wellbeing**

Services providing emotional, mental and physical support to stay healthy and well

### **Support to stay Safe and Sound in the community**

### **Training and Employment**

Support for training and employment

### **Support with Financial and Benefits**

### **Voluntary and community services providing practical support**

### **Dementia**

Support for carers caring for someone with dementia

### **Children and family**

Services supporting parents, children and young people who provide care

### **End of life care and bereavement**

Support for those experiencing bereavement or supporting someone who is end of life

### **Getting out and about**

Support getting out and about in your community

### **Have Your Say**

Support for carers to have their voices heard

### **Online Information**

Support for carers online



## **Dudley Carers Hub and Wellbeing Service is dedicated to supporting unpaid carers to stay healthy and well**

**Dudley Carers Hub & Wellbeing Service • 01384 818723**

Mon – Fri 9am – 5pm (message service available) Email [dudleycarershub@dudley.gov.uk](mailto:dudleycarershub@dudley.gov.uk)

Free impartial advice, information and support for unpaid carers living in the Dudley borough.

Services include:

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### **Carers Emergency Contingency Plan Toolkit**

A free carers contingency tool kit which is available to support carers to identify support networks if they are unable to provide care. Call the hub and request a printed copy or visit the website.

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

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### **Carers 'Peace of Mind Emergency Contact Card' Scheme**

Peace of mind 24/7, 365 days a year should something happen to you that the person you care for will be supported.

**Note: Carers of children or young people under 18 years with disabilities or complex health needs contact 0300 555 0050**

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### **Carers Assessments & Support Plans**

A carers assessment is an opportunity for you to have a chat with an advisor about the care you are doing and how this is impacting on your health and life outside of caring such as work, family life and recreational activities. We will then look at what services are available to support you and the person you care for, this may include a referral to our carers wellbeing service, community groups, or statutory services such as respite or carer carers direct payment (criteria applies).

### **Carer Short breaks (respite)**

As a carer you may feel you are in need of a break from the caring role. Short breaks are a care provision designed to provide a break from the caring role to carers. Types of short breaks include: day care centres or activities; sitting services; homecare from a paid carer; a short stay in a care or nursing home; respite holidays; family or friends providing care.

<https://www.dudley.gov.uk/residents/care-and-health/adult-health-social-care/do-you-look-after-someone/respice-and-short-breaks/>

**NOTE: If you care for a child or young person under 18 years please contact Children's Single Point of Access 0300 555 0050 for information regarding short breaks**

<https://www.dudley.gov.uk/residents/care-and-health/dudley-disability-service/children-with-disabilities/short-breaks/>

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### **Caring for Me and You**

Caring for Me and You is a course for carers who care for people living with a long-term health condition or disability. The programme looks at supporting carers to think about their own health and wellbeing. visit <https://lets-get.com/ageing-well/self-management/>

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### **Pre & Post Group**

Supporting carers whose loved ones are going through terminal illness and carers whose loved ones has passed away. The group helps with prevention of isolation, social integration.

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### **Dudley Adult Carers Wellbeing Service**

Delivered in partnership with Sandwell Crossroads, the service provides wellbeing support to adult carers (over 18 year) throughout the Dudley borough, including information and advice, social activities, training, emotional support and planning for the future.

- Training for Carers - Moving & Handling, Emergency First Aid, Mental Health Awareness. The service is currently developing its training programme so more courses will be added.
- Carer Online Support Groups - Carers can access a range of online carer groups via Zoom
  - Carers Group, 1st Thursday of each month 11am – 12.30pm.
  - Carers Wellbeing Café 3rd Thursday of the month 11am – 12.30pm
  - Women's Carers Group, 2nd Tuesday of each month, 11am – 12.30pm
  - Dementia Carers Group, 3rd Wednesday of each month, 11am – 12.30pm.

Referral to the service is via the Dudley Carers Hub.

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### **Dudley Young Adult Carer Service (18 – 25 years)**

Delivered by Sandwell Crossroads supporting young adult carers to maintain their emotional and physical wellbeing, enabling them to build up their confidence, social skills and future planning, especially in relation to education, employment and training opportunities. Referral to the service is via the Dudley Carers Hub.

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### **Dudley Young Carers Service (5 – 18 years) • 01384 886429**

**Email: [info@sandwellcrossroads.org](mailto:info@sandwellcrossroads.org)**

Delivered by Sandwell Crossroads the service supports children and young people care for a member of their family. They can provide emotional support, activities and workshops and much more.

<https://www.sandwellcrossroads.org/dudley-carers-wellbeing-hub/dudley-young-carers/>



## **Dudley Council**

# **Adult Social Care Support Services to support people with care needs and their carers to live independently and well**

### **Access to Adult Social Care**

**0300 555 0055 (Mon – Fri 9am – 5pm) or email [accessteam@dudley.gov.uk](mailto:accessteam@dudley.gov.uk)**

**0300 555 8574 Emergency duty team all other times**

Access to Adult Social Care provides free comprehensive advice and information on services for all care and support needs. The team will be able to advise you on a range of social and community services, including a range of prevention services (many of which are listed below) that can support you to be safe and independent at home.

<https://www.dudley.gov.uk/residents/care-and-health/adult-health-social-care/>

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### **Dementia Gateway Service**

A support provision across Dudley for people with a diagnosis of dementia and their families. This service includes community-based and day centre support and is particularly appropriate where the person you care for may not need support but the carer is having difficulty coping with the situation and its implications.

<https://www.dudley.gov.uk/residents/care-and-health/adult-health-social-care/support-to-stay-independent/dementia-gateways/>

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### **Dudley Telecare**

A 24 hour/365 days per year providing a range of technology-based solutions and an emergency alarm monitoring service to support people in their own home. It also brings reassurance to users by ensuring safety within the home.

<https://www.dudley.gov.uk/residents/care-and-health/adult-health-social-care/support-to-stay-independent/dudley-telecare-service/>

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### **Dudley Falls Prevention**

Support to help you to avoid falls, maintain your strength and balance, as well as help you to regain your mobility, confidence and independence if you have already taken a fall.

<https://www.dudley.gov.uk/residents/care-and-health/adult-health-social-care/support-to-stay-independent/dudley-falls-prevention/>

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### **Living Well, Feeling Safe**

Partnership of organisations working to support people to stay healthy, independent, well and living at home. The team will chat about your circumstances, anything that maybe worrying you, or you might be struggling with. They will then organise service or equipment which will meet your needs.

<https://www.dudley.gov.uk/residents/care-and-health/adult-health-social-care/support-to-stay-independent/living-well-feeling-safe/>

**Living Well, Feeling Safe Online** - make life easier in three steps with Living Well Feeling Safe online. Impartial advice about equipment to help make daily living easier

<https://dudley.livingmadeeasy.org.uk/>

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### **Queens Cross Network**

Our local support centre for adults with physical and/or sensory disabilities. Located in Dudley, offering person centred, tailored support programmes within a relaxed and friendly environment.

<https://www.dudley.gov.uk/residents/care-and-health/dudley-disability-service/adults-with-disabilities/queens-cross-network-physical-disability-support-centre/>

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### **Pleased To Meet You**

Practical help and advice to anyone feeling alone, or isolated, or who is struggling to manage at home with daily life. We may be able to help with everyday tasks like shopping or managing a home, or we might help someone get out again with confidence, seeing people.

**01384 812761, Mon – Fri (9am – 4pm), Email: [CommunitySupportServ@dudley.gov.uk](mailto:CommunitySupportServ@dudley.gov.uk)**

### **Vision Support Service**

Once informed when an individual is registered with Blind or Partially Sighted, the team contact the person to provide any information they may require and/or offer any of our services including rehabilitation - may involve help with cooking, reading or travelling to the shops or work and mobility training or aids to daily living

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### **Deaf Support Service**

Aims to enable hard of hearing, deaf and dual sensory impaired people to lead full and independent lives. They provide information and advice on coping with hearing loss, communication tips and signposting, text relay and a drop-in service.

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### **Dudley Therapy Service**

Occupational Therapists can work with you to identify your needs, how they are impacting on your wellbeing, the outcomes you want to achieve in everyday life and how to maintain your independence.

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### **Assisted Living Centre**

A permanent display of equipment for assessment, demonstration and trial use of equipment within everyday settings such as kitchen, bedroom or bathroom. If you are assessed as having an essential need for any of our equipment it will be loaned to you, free of charge until you no longer require it.

<https://www.dudley.gov.uk/residents/care-and-health/adult-health-social-care/support-to-stay-independent/assisted-living-centre-helping-you-in-everyday-life/>

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### **Welfare Rights Service**

Welfare benefits information and support available to people who have had a social care assessment and those who receive support from other agencies. Welfare Benefit factsheets relating to Covid19 pandemic are also available

<https://www.dudley.gov.uk/residents/benefits/welfare-rights-service-and-covid-19-fact-sheets/>

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### **Lye Community Project**

Preventative, community-based service offering a range of advice and guidance on housing, immigration, domestic violence advice, honour-based violence advice, safeguarding, welfare and benefits and general health and wellbeing advice. The project also acts as the main screening centre for all initial NRPF cases and where needed assist with Human Rights Assessments.

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## **Dudley Home improvement Service**

If you or a member of your household are having difficulties getting in or around your home, bathing, or getting upstairs, then we may be able to help you adapt your home to meet your needs. Residents are supported by the service and offers full support throughout the whole process.

<https://www.dudley.gov.uk/residents/housing/repairs-and-maintenance/adaptations-and-home-improvements/adapting-homes/>

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## **Reablement services**

A range of free short-term help and support for people so that they can carry on living at home known as 'reablement'. Support can help you regain independence, or to increase it if you are struggling to manage at home.

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## **Dudley Disability Service**

All age disability service, providing joined-up support to people, from birth to old age. The aim of the service is to support children, young people and adults with special educational needs, learning or physical disabilities, or autism living in Dudley Borough.

**NOTE: If you care for a child or young person under 18 years please contact Children's Access 0300 555 0050 to be referred to Dudley Disability Service**

<https://www.dudley.gov.uk/residents/care-and-health/dudley-disability-service/>

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## **Safeguarding**

Safeguarding is about protecting children, young people and adults at risk from abuse or neglect. If you are worried or concerned about the way you or someone you know is being treated, tell someone you trust. <https://www.dudley.gov.uk/residents/care-and-health/safeguarding/>





## **NHS Health Services**

### **Health services providing support to stay healthy and informed**

#### **Social Prescribing – Integrated Plus**

Please speak to your GP surgery to be referred

Social prescribing connects people with a range of services and events in their local community, including walking groups, debt management support, volunteering opportunities, adult learning courses, coffee and chat groups, peer support sessions and much more.

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#### **Carers Coordinator - Russells Hall Hospital**

**01384573381 or 07435 754386, email [Sharon.mcglynn@nhs.net](mailto:Sharon.mcglynn@nhs.net)**

The Hospital Carers Coordinator provides information and support to carers across Dudley borough who have recently accessed services at the hospital, this includes assisting relatives and/or friends in recognising their caring role and identify appropriate support that is available.

**<https://www.dgft.nhs.uk/patients-and-visitors/support-for-carers/>**

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#### **The Living with and Beyond Cancer Team (LWBC)**

**01384 456111 Ext 5315, Email: [dgft.lwbcteam@nhs.net](mailto:dgft.lwbcteam@nhs.net)**

The team support patients through their cancer journey and beyond. The team provides information, support and signposting to other services and organisations, as well as facilitating health and wellbeing events. We do not provide a clinical service.

**<http://www.dgft.nhs.uk/services-and-wards/living-with-and-beyond-cancer-lwbc/>**

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#### **Covid19 – Family Support at Russells Hall Hospital**

**0800 073 510 or 01384 456111 Ext 3420, 3486 or 3421, email [dgft.covdfamilyteam@nhs.net](mailto:dgft.covdfamilyteam@nhs.net)**

In the event of further lockdowns this is a dedicated service so patients can stay in touch with family members whilst in hospital.

**PALS (Patient Advice and Liaison Service) – The Dudley Group NHS Foundation Trust (Russells Hall Hospital)**

**0800 073 0510, 01384 321035, Email: [dgft.pals@nhs.net](mailto:dgft.pals@nhs.net)**

Helps the NHS listen to patients, their relatives, carers and friends, aiming to answer questions and resolve concerns as quickly as possible.

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**Complaints - The Dudley Group NHS Foundation Trust**

**0800 073 0510, 01384 321035 Email: [dgft.complaints@nhs.net](mailto:dgft.complaints@nhs.net)**

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**Patient Experience – The Dudley Group NHS Foundation Trust**

**01384 244404, Email: [dgft.patientexperience@nhs.net](mailto:dgft.patientexperience@nhs.net)**

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**POhWER**

**0300 456 2370, email [pohwer@pohwer.net](mailto:pohwer@pohwer.net)**

POhWER support residents to get their voices heard about their experiences using NHS services in Dudley. In Dudley offer they provide NHS Complaints Advocacy. To make a referral download the form from their website NHS Complaints Advocacy referral form <https://www.pohwer.net/>

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**NHS continuing healthcare (CHC) – Adults**

Some people with long-term complex health needs qualify for free social care arranged and funded solely by the NHS. This is known as NHS continuing healthcare. NHS continuing healthcare can be provided in a variety of settings outside hospital, such as in your own home or in a care home.

<https://www.dudleyccg.nhs.uk/ccg-functions/continuing-healthcare-chc/>

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**NHS continuing healthcare (CHC) – Children and Young People**

NHS Continuing Care (CC) is the term given to a package of care arranged and funded for a person age 17 years or under to meet needs which have arisen as a result of a disability, accident or illness and whose needs are so complex that additional support is required. Children and young people with complex needs may not only need support from health services, they may also have special educational needs. <https://www.dudleyccg.nhs.uk/ccg-functions/continuing-healthcare-chc/>

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**Integrated Care Teams**

Integrated Care Teams (ICTs) operating within DIHC's Primary Care Network based structure bringing together clinical and operational staff across primary, community and social care (GPs, pharmacists, district nurses, community geriatricians, dementia workers and AHPs such as physiotherapists and podiatrists, social care and the voluntary sector) to wrap higher quality care and services around patients nearer their homes. This includes looking holistically at the patient's needs and those of the immediate family which often involves a discussion and review for supporting the carer. For example when a patient is discharged from hospital and has complex health needs or significant changes the ICT will review and facilitate individualised plans to support the patient and carer.

<https://www.dihc.nhs.uk/>



## **Health & Wellbeing Support**

### **Services providing emotional, mental and physical support to stay health and well**

#### **Dudley Crisis Team**

**01384 366770, Mon – Fri (9am – 5pm) Out of hours 01384 325300**

If you currently receiving support from mental health services and feel you are having a crisis in your mental health. If you need to see someone face-to-face: go to the Urgent Care Centre at Russells Hall Hospital

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#### **Black Country Healthcare NHS Foundation Trust – mental health support helpline**

**0345 646 0827 – 24 hours a day 7days a week Press 1 if you live in Sandwell or Wolverhampton Press 2 if you live in Dudley and Walsall**

A 24-7 support line for adults, older adults, children and young people requiring urgent mental health support during Covid19 pandemic.

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#### **Caring for Me and You**

**01384 816437, Email: [smp@dudley.gov.uk](mailto:smp@dudley.gov.uk)**

Caring for Me and You is a course for carers who care for people living with a long-term health condition or disability. The programme looks at supporting Carers to think about their own health and wellbeing. <https://lets-get.com/ageing-well/self-management/>

## **Talking Therapies**

**0800 952 0404, Mon – Fri, (9am – 4.30pm) excl. Bank Holiday**

Supports individuals aged 16 or over (school leavers) who are experiencing common mental health problems such as anxiety, depression, low mood, panic or phobias.

[www.dwmh.nhs.uk](http://www.dwmh.nhs.uk)

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## **Rethink – Black Country Emotional Support Helpline**

**0808 802 2288, Mon – Fri (6pm – 3am), Sat – Sun (2pm – 3am)**

Freephone service for those in need of support, reassurance and understanding, available all year for people aged 16 or over.

<https://www.rethink.org/help-in-your-area/services/advice-and-helplines/dudley-mental-health-support-and-advice-line/>

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## **Silvercloud**

<http://www.dwmh.nhs.uk/silvercloud-online-cbt/>

Silvercloud is a free computerised Cognitive Behavioural Therapy (CBT) programme which helps you to explore your thoughts, behaviours, physical symptoms and emotions, and teaches you practical strategies that can help you to manage undesirable symptoms.

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## **Creative Support**

**01384 258808** <http://www.creativesupport.co.uk/>

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## **The Sanctuary Hub**

**0808 802 2288 or TEXT 07860 065 168, Mon - Fri (6pm - 11pm) Sat - Sun (12pm - 11pm)**

A safe place where you can access support outside of usual mental health service hours.

If you are feeling overwhelmed and distressed and don't know where to turn to get mental health support, contact The Sanctuary Hub.

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## **Dudley Mind**

**01384 442938, Mon – Fri (8am - 12 midnight) Sat – Sun (10am – 12 midnight)**

For people who are feeling anxious and would like emotional support.

<https://www.dudleymind.org.uk>

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## **Omega – Chatterbox**

**01743 245088, Email [chatterbox@omega.uk.net](mailto:chatterbox@omega.uk.net) Twitter [@omegaconnected](https://twitter.com/omegaconnected)**

A free and confidential short-term telephone befriending service, offering a listening ear to those who are lonely and isolated due to their caring role, bereavement, age to life-limiting and end of life challenges. <https://www.omega.uk.net>

### **The Lighthouse Counselling**

**01384 239222, Email [admin@lighthousecounselling.org](mailto:admin@lighthousecounselling.org) online referral <https://www.dudleycounsellingcentre.co.uk/resquestion-counselling>**

Counselling for Adult counselling, relationships and couples/marriage counselling, play therapy (3 – 9 years) youth counselling 9 – 18 years, community support.

**<https://www.dudleycounsellingcentre.co.uk>**

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### **Atlantic House - Drug Addiction and Substance Misuse**

**01384 426120, Mon & wed (9am – 8pm) Tue & Thu (9am – 5pm) Fri (9am-4pm)**

Support for adults over the age of 18 years experiencing difficulties with Drug and Alcohol addiction

**<https://www.changegrowlive.org/atlantic-recovery-centre-dudley/info>**

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### **Caring for Me and You**

Is a course for carers who care for people living with a long-term health condition or disability. The programme looks at supporting Carers to think about their own health and wellbeing. **<https://lets-get.com/ageing-well/self-management/>**

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### **MAD – Men’s mental health support**

**<https://www.facebook.com/DudleyMADgroup/>**

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### **The Road to Wellbeing – a tool for managing stress of everyday life.**

**01384 816437, Email [roadtorelaxation@dudley.gov.uk](mailto:roadtorelaxation@dudley.gov.uk)**

A booklet and CD resource that aims to support people’s mental health and emotional wellbeing, with tools and techniques to reduce stress and anxiety. For a free booklet and CD call Dudley Council’s Healthy Ageing Team

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### **Let’s Get Healthy**

Supporting people to make healthy lifestyle changes

**<https://lets-get.com/>**



## **Support to be Safe and Sound in the community**

### **Dudley Safe and Sound – Help Hub**

Information on topics such as anti-social behaviour, bullying, community cohesion, domestic abuse, forced marriage, honour-based abuse, hate crime, mental health modern slavery and human trafficking, online safety and more. <https://www.dudleysafeandsound.org/help-hub>

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### **Concerned or worried about the safety of a vulnerable adult or child**

**0300 555 0055 for concerns regarding an adult (Mon – Fri 9am – 5pm)**

**0300 555 0050 for concerns regarding a child under 18 years (Mon – Fri 9am – 5pm)**

**At all other times please call the emergency duty team on 0300 555 8574**

**Online referral <https://safeguarding.dudley.gov.uk/tell-us/>**

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### **Domestic Abuse Single Point of Contact**

**01384 455111, in an emergency dial 999, if it's too dangerous to speak PRESS 55**

**If you think a child is at risk call 0300 555 0050**

Help and support if domestic abuse means home isn't your safe place.

[www.dudleysafeandsound.org/domesticabuse](http://www.dudleysafeandsound.org/domesticabuse)

## **CHADD**

**01384 864232 to speak with the outreach team, 01384 864334 (24hr) if you require refuge accommodation, email: [dat@chadd.org.uk](mailto:dat@chadd.org.uk)**

Support for those suffering domestic abuse (DA). <https://www.chadd.org.uk/new-beginnings/>

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## **Black Country Women's Aid**

**0121 552 6448 24-hour helpline. 07384 466181 for Text or WhatsApp, Mon – Fri 9am – 9pm**

Supporting survivors of abuse and exploitation. <https://blackcountrywomensaid.co.uk/>

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## **Dudley Trading Standards Scams Unit**

**01384 818871 email [trading.standards@dudley.gov.uk](mailto:trading.standards@dudley.gov.uk)**

Support and advice for victims of scams in the Dudley borough,

<https://www.dudley.gov.uk/business/trading-standards/rogue-traders-and-scams/scams/>

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## **Victim Support**

**0808 1689 111 (24/7) Live Chat: [www.victimsupport.org.uk/live-chat](http://www.victimsupport.org.uk/live-chat)**

Victim Support for free and confidential support and information. [www.victimsupport.org.uk](http://www.victimsupport.org.uk)

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**Victim Support My Support Space** is an online resource designed to help you manage the impact that crime has had on you [#](http://www.mysupportspace.org.uk/MOJ)

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## **Fix-A-Home Scheme**

Dudley Trading Standards run an approved trader scheme which contains a list of approved trades people who have been vetted and selected as being able to carry out maintenance work, in your home, that is of good quality, at a reasonable and agreed price and carried out at an agreed time.

<https://www.dudley.gov.uk/business/trading-standards/approved-traders-the-fix-a-home-scheme/>

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## **Safe & Well Checks – West Midlands Fire Service**

**0800 389 5525 Quote: 1554, Email: [homesafety.centre@wmfs.net](mailto:homesafety.centre@wmfs.net)**

West Midlands Fire Service continue to accept referrals for Safe and Well visits. Whether a full home-visit or remote Safe and Well visit is carried out, protective equipment such as smoke alarms, fire-retardant blankets/bedding or hearing impaired alarms, will still be provided. Also, anyone that does receive a remote Safe and Well will be re-contacted at a later date to arrange a full in-person

<https://www.wmfs.net>

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## Financial and Benefits Support

### **Welfare benefits Coronavirus Advice line**

**01384 815002 Tue and Thu, 9.30am – 1pm and 2pm – 4.30pm.**

Benefits advice for those affected by the Coronavirus Pandemic

<https://www.dudley.gov.uk/residents/benefits/welfare-rights-service-and-covid-19-fact-sheets/>

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### **Citizens Advice Bureau**

**0300 330 9044, Mon, Tue, Thu 9.30am – 3pm**

Practical, up to date information and advice on a wide range of topics including, debt, benefits, housing, legal, discrimination, employment, immigration, consumer and other issues. <http://www.citizensadvisedudley.org/>

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### **Local Welfare Assistance Grants**

**01384 813510 Mon – Fri 1am – 3pm**

Local Welfare Assistance LOAN Scheme –a scheme offering low cost repayable loans to qualifying customers through Castle and Crystal.

<https://www.dudley.gov.uk/resident/your-council/benefits/local-welfare-assistance-scheme/>

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### **COVID-19 Emergency Assistance Grant**

**03005552345 Mon - Fri 09:00 - 16:30 Email; [LWA@dudley.gov.uk](mailto:LWA@dudley.gov.uk)**

Temporary Local Authority Emergency Assistance Grant for Food and Essential Supplies is to support people who are struggling to afford food and other essentials due to financial hardship and/or hardship caused by COVID-19. The maximum amount you can be awarded is £300, the amount will depend on your need and circumstances.

<https://www.dudley.gov.uk/council-community/emergencies/coronavirus-advice/covid-19-emergency-assistance-grant/>



### **Winter Warmth Support Service**

**01384 817086 Mon – Fri Email [WinterWarmth@dudley.gov.uk](mailto:WinterWarmth@dudley.gov.uk)**

Dudley Winter warmth service provides free expert advice and practical assistance to help keep you warm and well during the winter.

**<https://www.dudley.gov.uk/residents/care-and-health/adult-health-social-care/healthy-lifestyles/keeping-warm-in-winter/>**

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### **Paying for Care**

**0300 555 0055, (Mon – Fri 9am – 5pm), Email [acessteam@dudley.gov.uk](mailto:acessteam@dudley.gov.uk)**

Adult Social Care is means tested (with a few exceptions) so if you have income or capital, you may be asked to contribute or pay in full for services. Depending on your savings and capital or your 'national eligibility threshold' under The Care Act 2014 you may not qualify for funding. If you have more than £23,250 in savings or investments or capital, known as the 'upper capital limit' then you will have to pay the full cost of your care as a self-funding client.

**<https://www.dudley.gov.uk/residents/care-and-health/adult-health-social-care/paying-for-care/>**

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### **Safe and Settled**

**07768 126548, Email: [hello@safeandsettled.co.uk](mailto:hello@safeandsettled.co.uk)**

Offers impartial, expert advice and support helping people to make the right care choices and enabling them to retain control and independence for as long as possible. Working in partnership with the council to offer an alternative care advice and support service for people who are self-funders (paying for their own social care), who do not meet our eligibility criteria for social care support, or who simply wish to make their own care arrangements. NOTE: Charges apply for this service. **<https://safeandsettled.co.uk/>**

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### **Royal British Legion – Financial Assistance**

**0808 802 8080, 7 days a week, 8am – 8pm**

Support to the Armed Forces community (serving and ex forces) in urgent need of assistance to get through a temporary crisis or need help at home including mobility aids.

**<https://www.britishlegion.org.uk/get-support/financial-and-employment-support/finance/grants>**

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### **Macmillan Benefits Advice Service – Dudley**

**01384 817721 Email [advice@dudleycabx.org](mailto:advice@dudleycabx.org) Nurse**

A benefits advice service for people affected by cancer. Alternatively ask your Macmillan or Specialist Nurse

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### **Money Advice Service**

**0800 138 7777 Mon – Fri 8am – 6pm (excluding Bank holidays)**

Free and impartial money advice, including debt and borrowing, pensions and retirement, family and care. **[www.moneyadviceservice.org.uk](http://www.moneyadviceservice.org.uk)**

## **Turn2Us**

**0808 802 2000, Mon – Fri (9am - 5.30pm) Twitter: @turn2us\_org**

National charity helping people when times are tough, providing information and financial support to help people get back on track. <https://www.turn2us.org.uk/Your-Situation/Carers>

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## **End Furniture Poverty**

**0151 305 5229, Email: [info@endfurniturepoverty.org](mailto:info@endfurniturepoverty.org)**

End Furniture Poverty is the campaigning arm of the FRC Group, a social business and charity based in Liverpool. FRC Group has nearly 30 years of experience of providing furniture, both new and pre-loved, to people in Furniture Poverty. <https://www.endfurniturepoverty.org/>

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## **Family Fund**

**01904 550 055**

Support for families who are raising a disabled or seriously ill child or young person aged 17 or under (9 dependant on criteria). Grants are available to support with families accessing a break from caring, day trips, leisure activities, during Covid this also include every day break from day to day pressures during lockdown, such as sensory toys, computers or tablets, games etc.

<https://www.familyfund.org.uk/>

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## **DoH – Department of Health**

A Government website providing advice and support to Carers. <https://www.gov.uk/government/policies/helping-carers-to-stay-healthy>

There is also the option to use an independent benefits calculator to find out: what benefits you could get, how to claim and how your benefits will be affected if you start work

[www.gov.uk/benefits-calculators](http://www.gov.uk/benefits-calculators)

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## **COVID Test and Trace Isolation Payment**

If you have been told by the NHS to self-isolate, either because you have tested positive for coronavirus (COVID-19) or you have been in contact with someone who has tested positive, you may be entitled to some financial support during your self-isolation period.

<https://www.dudley.gov.uk/council-community/emergencies/coronavirus-advice/covid-test-and-trace-isolation-payment/>



## Voluntary and Community Support

### **Black Country Radio Community Hotline**

**01384 465 375, 24/7 message service Text BCR to 64446**

Launched to support vulnerable people in the borough to ask for support, the service will provide information and referral to appropriate support service.

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### **Black Country Food Bank**

**01384 671250, Mon – Fri (9am - 2pm) except Bank holidays,**

**Email [admin@blackcountryfoodbank.org](mailto:admin@blackcountryfoodbank.org)**

Black Country Foodbank helps vulnerable individuals and families in crisis through the provision of 3 days emergency food supplies while a longer-term solution is developed. You must have a voucher or a code to be able to receive a food parcel at the distribution centres. You can get foodbank vouchers from:

- **Dudley Central Family Centre, Selborne Road, DY2 8LJ (01384 812 440)**
- **Dudley Council Plus 259 Castle St, Dudley DY1 1LQ (0300 555 2345)**
- **Job Centre Plus, 32 Wolverhampton St, Dudley DY1 1JR (0845 604 3719)**

There are a number of distribution centres in Dudley Central where you can donate or exchange your voucher for a food parcel. Please contact to talk to someone who can help.

**<https://www.blackcountryfoodbank.org.uk/>**

### **Pleased To Meet You**

**01384 812761, Mon – Fri (9am – 4pm), Email: [CommunitySupportServ@dudley.gov.uk](mailto:CommunitySupportServ@dudley.gov.uk)**

practical help and advice to anyone feeling alone, or isolated, or who is struggling to manage at home with daily life. We may be able to help with everyday tasks like shopping or managing a home, or we might help someone get out again with confidence, seeing people.

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### **Headway Black Country**

**01384 869961 Email [admin@headwayblackcountry.co.uk](mailto:admin@headwayblackcountry.co.uk)**

Support for survivors of brain injury and their carers.

**<http://www.headwayblackcountry.co.uk>**

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### **Royal British Legion – Admiral Nurses**

**0808 802 8080, Email [ANsupport@britishlegion.org.uk](mailto:ANsupport@britishlegion.org.uk)**

A specialist service helping the armed forces community and their families living with dementia.

**<https://www.britishlegion.org.uk/get-support/care-and-independent-living/support-for-carers/>**

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### **Dudley Crossroads**

**01384 298513, Email [office.dudleycrossroads@gmail.com](mailto:office.dudleycrossroads@gmail.com)**

A free service to support anyone caring for an adult with a physical disability or sensory impairment. By providing a trained carer support worker we enable the informal carer to take a complete break from their responsibilities for a short time. We also provide a not-for-profit support service for the elderly, in their own homes (shopping, light housework, meal preparation and social activities).

**<http://www.dudleycrossroads.co.uk>**

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### **Migrant Help**

**0808 8010 503 24/7**

Free confidential support and advice for asylum seekers.

**<https://www.migranthelpuk.org/contact>**

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### **Centre for Equality and Diversity**

**01384 456166, Email [admin@cfed.org.uk](mailto:admin@cfed.org.uk)**

CFED is committed to eliminating discrimination and creating opportunities to build capacity and enterprise within local communities. **<http://cfed.org.uk/>**

### **Mary Steven's Hospice – Carers & Family Support**

**01384 443010, Email: [info@marystevenshospice.co.uk](mailto:info@marystevenshospice.co.uk)**

Able to provide information and advice, as well as signpost to community services and care agencies that can provide practical support and assistance, supporting patients and their families at home.

There is a carers support group that meet every month for support, advice and information.

**<https://www.marystevenshospice.co.uk/>**

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### **White House Cancer Support Dudley**

**01384 231232, Email [info@support4cancer.org.uk](mailto:info@support4cancer.org.uk)**

Provides emotional and practical support to people living in Dudley and surrounding areas of the Black Country who are affected by a cancer diagnosis. Offering 1-2-1 information, advice & guidance, counselling support including bereavement support, emotional and practice help from our friending volunteer befriending team, peer support for cancer patients, carers and family members, home to hospital patient transportation. **[www.support4cancer.org.uk](http://www.support4cancer.org.uk)**

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### **Dudley Carers Forum**

**01384 572404, Email [jane@thecarersforum.co.uk](mailto:jane@thecarersforum.co.uk)**

Supports unpaid carers in including peer support through monthly meetings, social activities and day trips. Meetings and craft activities are currently via Zoom

**[www.thecarersforum.co.uk](http://www.thecarersforum.co.uk)**

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### **Dudley Carer Writing Group**

**Email: [jane.b.martin@googlemail.com](mailto:jane.b.martin@googlemail.com)**

The aim of the group is to give carers respite through creative writing. Sometimes members just need to chat to let off steam and this is okay too. Meets every Wednesday 2pm, via Zoom at 2pm.

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### **We Love Carers**

**07763 875654, Email [anne@welovecarers.org](mailto:anne@welovecarers.org) Twitter [@welovecarers](https://twitter.com/welovecarers)**

An independent charity run by carers for carers. Our aims are to provide information, guidance and support for all the carers of both adults and children with a vast array of disabilities.

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### **EHSAS Carers**

**01384 422522, Email: [ehsascarers@googlemail.com](mailto:ehsascarers@googlemail.com)**

Support to Asian parent-carers who care for children with special needs and adults with learning disabilities, including group activities and outreach support to individuals, attend appointments and assist with interpretation.

## **Halesowen Asian Elderly Association**

**0121 559 5287,**

Culturally diverse group offers a range of services in the community, including day centre facilities and other activities.

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### **Airtime**

**01384 573381 Email [info@dudleycvs.org.uk](mailto:info@dudleycvs.org.uk)**

If your living with Chronic Obstructive Pulmonary Disease (COPD), why not join your local Airtime group to receive free advice, support and the opportunity to socialise with others living with COPD, pulmonary fibrosis or bronchiectasis. <http://dudleycvsreview.org>

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### **Shopping**

If you are clinically extremely vulnerable and staying at home there are different ways you can get the essentials you need such as food and medication.

#### **On line services**

- Please register with the national shielding support service as this will give you access to priority on-line supermarket slots. This includes Asda, Sainsburys, Tesco, Ocado, Waitrose, Morrisons and Iceland. You can do this at <https://www.gov.uk/coronavirus-shielding-support> . If you need help registering or with setting up or doing an on- online shop please contact the covid support line on **0300 3302 152 ( mon-Fri 9.30 -12.30)** so that help can be arranged.
- If you registered in the first lockdown prior to July and already have a priority supermarket slot this will continue.

If on-line shopping isn't an option for you:

- You may be able to enlist family, friends or neighbours to do a shop or pick up prescriptions for you
- **Many supermarkets have set up telephone food shopping for vulnerable customers**
  - o **Morrisons 0345 611 6111**
  - o **Co-op 0800 435 902**
  - o **Sainsburys Shielding Service 0800 917 8557**
  - o **Waitrose 0800 022 4055**
  - o **Local independent retailers may also have put telephone services in place**
- **NHS Volunteer Responders can pick up your shopping and/or medication and deliver it to you call 0808 196 3646 (7 days a week 8am-8pm). They also provide a check in and chat service**
- **If none of these are an option for you, or if you are experiencing financial difficulties contact the covid support line on 0300 3302 152 (mon-fri 9.30-12.30) for access to emergency essential food supplies, welfare and benefits advice and support with your wellbeing.**

# Dementia Support Services

## Dementia Gateway Service

**0300 555 0055,**

The dementia gateway service is a befriending / support provision across Dudley for people with a diagnosis of dementia and their families. This service is particularly appropriate where the person you care for may not need support but the carer is having difficulty coping with the situation and its implications.

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## Dementia Connect – Alzheimer’s UK

**0330 150 3456, Mon – Wed (9am – 8pm) Thu – Fri(9am – 5pm) Sat – Sun (10am – 4pm)**

A personalised free support and advice service for people with dementia, their carers, families and friends. Alzheimer’s Society’s dementia advisers will listen, help with all your dementia-related questions, and connect you to the support you need. This includes help in your area, as well as phone and online advice and information.

**<https://www.alzheimers.org.uk/dementia-connect-support-line>**

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## Admiral Nurse Dementia Helpline

**0800 888 6678, Mon – Fri (9am – 9pm) Sat – Sun (9am – 5pm) Email [helpline@dementia.uk.org](mailto:helpline@dementia.uk.org)**

For people with a diagnosis of dementia and families caring for someone with dementia, whether that be Alzheimer’s disease, vascular dementia, or another type of dementia.. We’re here for anyone who needs one-to-one support and practical solutions.

**<https://www.dementiauk.org/get-support/dementia-helpline-alzheimers-helpline/>**

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## Home Matters – Dementia Support CIC

**01384 831489, Email: [info@dementia-support.co.uk](mailto:info@dementia-support.co.uk)**

Specialising in dementia support both on a one-to-one basis, as part of our tailor-made, specialist service or as part of our ‘Sunshine Club’, where we use cognitive stimulation therapy to promote reminiscing and socialisation. **<http://www.dementia-support.co.uk>**

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## Play Lists For Life

**<https://www.playlistforlife.org.uk>**

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## Me, Myself and I

**07717 700732**

A social group run by families and carers of people with dementia. It is intended for both people diagnosed with the condition, as well as their families and carers. The group meets each month and offers social activities, outings and trips, as well as regular talks by guest speakers. A warm and friendly group, newcomers are always welcome.

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## Dementia Action Alliance

Dudley Dementia Action Alliance is made up of organisations that operate across the borough and are working together to make Dudley a Dementia Friendly Community.

**[https://www.dementiaaction.org.uk/west\\_midlands/16038\\_dudley\\_dementia\\_action\\_alliance](https://www.dementiaaction.org.uk/west_midlands/16038_dudley_dementia_action_alliance)**



## Children and Family Support

### Children and Family Care

Dedicated support for children, young people and families in the Dudley borough.

- providing a chance to talk about any problems
- giving information, advice, practical help and support in your home
- helping with information about local nurseries, childminders, playgroups, parent and toddler groups, and short breaks for children with special needs
- supporting young people with problems
- helping people to share concerns about a child or adult's safety or welfare with the right people

<https://www.dudley.gov.uk/residents/care-and-health/children-and-family-care/>

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### Family Care Assessment

Support for families with caring for their children, helping to ensure the well-being of children and young people through providing or arranging services to meet their needs and protecting them from harm.

<https://www.dudley.gov.uk/residents/care-and-health/children-and-family-care/children-and-family-care-assessment/>



## **Child and Adolescent Mental Health**

The Child & Adolescent Mental Health Service (CAMHS) is a multi-disciplinary service providing assessments and treatment for young people who have complex and severe behavioural or emotional difficulties. Referrals are via G.P's or other health professionals and via Dudley Social Services.

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## **Family Centres**

Centres are now open, but with limited walk-in services. You can get information and support by calling the centres below between 9am-5pm, Monday to Friday:

- **Stourbridge Family Centre- 01384 818780**
- **Halesowen Family Centre- 01384 813954**
- **Brierley Hill Family Centre-01384 813322**
- **Dudley North Family Centre- 01384 813096**
- **Dudley Central Family Centre- 01384 812440**

Our aim is to give children, young people and their families access to the best services and opportunities at places that are most convenient for you.

<https://www.dudley.gov.uk/residents/early-years-and-childcare/family-centres/>

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## **Early Help**

Support where problems are emerging for children, young people and their families. Early help support may be provided at any point in a child or young person's life.

<https://www.dudley.gov.uk/residents/care-and-health/children-and-family-care/early-help-for-children-and-families/>

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## **Children with Disabilities**

Support children and young people from birth to 18 years and their families/carers, where the child has a severe physical, sensory or learning disability or a long term complex health condition which seriously affects their daily living.

<https://www.dudley.gov.uk/residents/care-and-health/dudley-disability-service/children-with-disabilities/>

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## **Special Educational Needs and Disabilities (SEND)**

A support system for children and young adults up to the age of 25, who are still in education or training and need assistance with their ability to learn, i.e. they may have difficulties with behaviour or socialising, reading or writing, they may struggle to concentrate or understand, or they may have physical disabilities.

<https://www.dudley.gov.uk/residents/dudleys-local-offer/send-advice-information-and-guidance/special-educational-needs-and-disabilities-send/>

## **Dudley Special Educational Needs & Disability Information, Advice and Support Service (SENDIASS)**

Offer free, confidential and impartial support to children and young people aged 0-25 years old with SEND and their parents and carers.

**Dudley SENDIASS Helpline: 01384 817373, Email: [dudley.sendiass@dudley.gov.uk](mailto:dudley.sendiass@dudley.gov.uk)**

**<https://www.dudley.gov.uk/residents/learning-and-school/information-for-parents/dudley-sendiaass/>**

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## **KIDS Orchard**

**01384 897489, Email [orchardenquiries@kids.uk](mailto:orchardenquiries@kids.uk)**

Services for disabled young people in partnership with parents and is committed to working to ensure children maximise their skills and fulfil their potential, irrespective of their impairment or disability. Activities include after school clubs (5 to 13 years), transitions group and youth clubs (13 years -25 years), Direct payments and Home Support. **<http://www.kids.org.uk>**

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## **CHAOS – We Love Carers**

**07817 321072, Email: [rachael@welovecarers.org](mailto:rachael@welovecarers.org) Twitter @welovecarers**

Part of We Love Carers, the CHAOS project support parents and carers of children with disabilities and additional needs, providing information, advice and range of activities and clubs.

**<https://careandshare.uk/we-love-carers/>**

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## **Dudley Young Carer Service**

**01384 886429, Email: [info@sandwellcrossroads.org](mailto:info@sandwellcrossroads.org)**

Delivered by Sandwell Crossroads the service supports children and young people care for a member of their family. They can provide emotional support, activities and workshops and much more.

**<https://www.sandwellcrossroads.org/dudley-carers-wellbeing-hub/dudley-young-carers/>**

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## **KIDS Orchard Centre – Young Carers**

**01384 897489, Email [orchardenquiries@kids.uk](mailto:orchardenquiries@kids.uk)**

The group is for young carers aged 13-18 years old. A time to have fun, make new friends and share experiences. We hold a wide range of activities and trips out.

**<https://www.kids.org.uk/dudley-young-carers>**

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## **We Love Carers**

**07763 875654, Email [anne@welovecarers.org](mailto:anne@welovecarers.org) Twitter @welovecarers**

An independent charity run by carers for carers. Our aims are to provide information, guidance and support for all the carers of both adults and children with a vast array of disabilities.

**<https://careandshare.uk/we-love-carers/>**

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## **EHSAS Carers**

**01384 422522, Email: [ehsascarers@googlemail.com](mailto:ehsascarers@googlemail.com)**

Support to Asian parent-carers who care for children with special needs and adults with learning disabilities, including group activities and outreach support to individuals, attend appointments and assist with interpretation.

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## **Here4You - Drug Addiction and Substance Misuse**

**01384 241440, Email: [here4you@cranstoun.ork.uk](mailto:here4you@cranstoun.ork.uk)**

Support for children experiencing difficulties with Drug and Alcohol addiction

**<https://www.cranstoun.org/services/young-people/here4youth-dudley/>**

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## **The Lighthouse Counselling**

**01384 239222, Email [admin@lighthousecounselling.org](mailto:admin@lighthousecounselling.org) online referral <https://www.dudleycounsellingcentre.co.uk/resquestion-counselling>**

**<https://www.dudleycounsellingcentre.co.uk/resquestion-counselling>**

Support for children and young people, play therapy (3 – 9 years) youth counselling 9 – 18 years, community support. **<https://www.dudleycounsellingcentre.co.uk>**

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## **Working Together For Change**

**01384 573381, Email [info@dudleyparentcarerforum.com](mailto:info@dudleyparentcarerforum.com) Twitter: @DWTFC**

An independent group of parent carers of children and young people (0-25 years) with disabilities and additional needs, providing a safe environment for parent carers to share their thoughts and concerns and to empower them to have their voices heard in a way that influences change and service design. **<https://careandshare.uk/welcome/>**

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## **Contact for families with disabled children**

**0808 808 3555, Mon – Fri 9.30am – 5pm Email [helpline@contact.org.uk](mailto:helpline@contact.org.uk) T**

**witter: [@contactfamilies](https://twitter.com/contactfamilies)**

Advice and information about any concerns you might have about raising a child with additional needs or disability, including Family Support Listening Ear appointment and Benefits callbacks.

**<https://contact.org.uk/about-us/advice-service/>**

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## **Family Fund**

**01904 550 055**

Support for families who are raising a disabled or seriously ill child or young person aged 17 or under (dependant on criteria). Grants are available to support with families accessing a break from caring, day trips, leisure activities, during Covid this also include every-day break from day to day pressures during lockdown, such as sensory toys, computers or tablets, games etc.

**<https://www.familyfund.org.uk/>**



## End of Life Care and Bereavement

### **Bereavement Hubs**

**0300 323 0250, Email: [compassionatecommunities@comptoncare.org.uk](mailto:compassionatecommunities@comptoncare.org.uk)**

Bereavement hubs are run by trained volunteers and offer the chance for you to express your feelings and share experiences with others who are experiencing loss and grief. The hubs are also a great space where you can access information about other services that you may find useful. There are a hubs across the borough.

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### **Omega – Bereavement Support**

**01743 245 088 Email [info@omega.uk.net](mailto:info@omega.uk.net)**

Bereavement support carers and former carers

**[www.omega.uk.net](http://www.omega.uk.net)**

### **Pre & Post Group**

**01384 818723, Email [dudleycarershub@dudley.gov.uk](mailto:dudleycarershub@dudley.gov.uk)**

Supporting carers whose loved ones are going through terminal illness and carers whose loved ones has passed away. The group helps with prevention of isolation, social integration.

**[www.dudley.gov.uk/carers](http://www.dudley.gov.uk/carers)**

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### **Marie Curie – Care and Support through terminal illness**

**0800 090 2309**

Support for people living with a terminal illness and their families make the most of the time they have left.

**<https://www.mariecurie.org.uk/help>**

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### **Round Oak Robins**

**07922 102410**

Help young people and their families, who live in the Dudley area, accommodate the death of someone special to them

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### **Mary Stevens Hospice - Family Bereavement Support Services**

**01384 445411, Email [marie.faux@marystevenshospice.co.uk](mailto:marie.faux@marystevenshospice.co.uk)**

Bereavement support is a very important aspect of the holistic care offered by Mary Stevens Hospice and one that is taken very seriously. The service is free to relatives, friends and children whose loved ones have been supported by Mary Stevens Hospice.

**<https://www.marystevenshospice.co.uk/>**

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### **Suicide Bereavement Group**

**07970 040016, Email: [SPPARK@kaleidoscopeplus.org.uk](mailto:SPPARK@kaleidoscopeplus.org.uk)**

Monthly Suicide Bereavement support meeting via video, for people over the age 18 years, 3rd Thursday of each month 6 – 8pm.

# Training and Employment

## Support for training and employment

### **Dudley Adult Learning**

**01384 818143, Mon – Fri 9am – 4pm**

A range of courses, workshops and classes available including arts and crafts, music, health, fitness and sport, family learning, photography and digital media. Improve your reading, writing and maths, learn how to use a computer, speak a new language, gain a qualification or learn new skills to help you get into work. Courses are run for both adults and families – no formal qualifications are needed.

<http://www.dudley.gov.uk/resident/learning-school/learning-for-adults-and-families/>

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### **Brightside - Just Straight Talk**

**01384 818723, Email: [dudleycarershub@dudley.gov.uk](mailto:dudleycarershub@dudley.gov.uk)**

A new project for carers in the Dudley borough, providing a dedicated Key Worker to support carers in exploring issues outside of the caring role. Brightside recognises that there is a real need to support carers, to overcome barriers, improve their lives, and become more actively engaged in society and sustainable employment. Referral is via Dudley Carers Hub

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### **Thrive Into Work**

**01384 324645, Email: [dwmh.thriveemploymentservice@nhs.net](mailto:dwmh.thriveemploymentservice@nhs.net)**

If you have a health condition and would like to find work, Thrive into Work can support you with confidence building, CV building, support with job search, applications, interview techniques as well as in-work support for those at risk of losing their job (criteria applies)

<http://www.dwmh.nhs.uk/thrive-into-work/>

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### **Dudley Community Volunteer Centre (DCVS)**

**01384 573381, Email: [volunteer@dudleycvs.org.uk](mailto:volunteer@dudleycvs.org.uk)**

Volunteering is great for improving your health and wellbeing whilst offering vital help to people in need, worthwhile causes, and the community. [www.volopps.com](http://www.volopps.com)

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### **Job Centre Plus**

Part of the Department for Work and Pensions which delivers working-age support service.

<https://www.gov.uk/browse/working/finding-job>

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### **Bridges 01902 256 744**

Supports to address barriers and move closer to and into employment. Our team adopts a holistic approach, and goes the extra mile to get you where you want to be in life. We ensure people are met where they prefer and importantly where they feel comfortable.

<https://juststraighttalk.org/bbo-bridges/>

# Getting out and About

## Blue Badge

<https://www.gov.uk/apply-blue-badge> **Online application process**

The Blue Badge Scheme is a national scheme allowing people who have severe mobility problems, or who are registered blind, to park near to places that they would not otherwise be able to access. This means the process is quicker, simpler and can be done in one transaction, including uploading your photograph and documents and paying the £10 fee online through our free, secure online payment service.

**If you are not able to use a computer and have no family or friends that can help you, please contact Dudley Council Plus 0300 555 2345 or email [bluebadge@dudley.gov.uk](mailto:bluebadge@dudley.gov.uk)**

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## Ring & Ride

**0121 327 8128**

A door to door service for anyone living in the urban areas of the West Midlands that struggles to use conventional transport. Passengers can use the service for popping out and about; shopping or healthcare appointments (excludes hospital appointments). Charges apply.

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

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## Non-Emergency Patient Transport , Dudley NHS Foundation Trust

**01384 679047**

Non-emergency patient transport at The Dudley Group is provided by West Midlands Ambulance Service. West Midlands Ambulance Service provides non-emergency patient transport for eligible patients in Dudley and Wolverhampton. The booking centre is open to take calls 24 hours a day.

<http://www.dgft.nhs.uk/patients-and-visitors/your-visit-to-hospital/non-emergency-patient-transport/>

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## Taxis and private hire vehicles

A list of licensed taxis and private hire vehicles. If you have a specific sized wheelchair, there is a list of Operators in the Dudley Borough highlighting the size and type of vehicle available.

<https://www.dudley.gov.uk/business/licences-registrations-and-permits/taxi-and-private-hire-vehicles/>



## Support for carers to have their voices heard

### **Dudley Carers Alliance**

**01384 818723, Email: [dudleycarershub@dudley.gov.uk](mailto:dudleycarershub@dudley.gov.uk)**

A partnership of carers and organisations who support carers who meet regularly to share experiences, discuss issues and challenges carers face, enabling their voices to be heard and influence change and service design.

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### **Healthwatch Dudley**

**03000 111 001, email [hello@healthwatchdudley.co.uk](mailto:hello@healthwatchdudley.co.uk) or fill in the form online at <https://healthwatchdudley.co.uk/your-experience/>**

Healthwatch Dudley listens to what people like about health and care services and what they think could be improved. They share what they hear with decision makers who have the power to make change happen. If you are looking for information they can point you in the right direction by linking you with local activities, services or support.

Healthwatch Dudley listens to what matters to you and they work with others to find solutions to problems. They are independent and committed to making the biggest difference to you and your healthcare.

**Find out more by visiting [www.healthwatchdudley.co.uk](http://www.healthwatchdudley.co.uk)**

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### **Working Together For Change**

**01384 573381 email [info@dudleyparentcarerforum.com](mailto:info@dudleyparentcarerforum.com) Twitter: @DWTFC**

An independent group of parent carers of children and young people (0-25 years) with disabilities and additional needs, providing a safe environment for parent carers to share their thoughts and concerns and to empower them to have their voices heard in a way that influences change and service design.

**<https://careandshare.uk/welcome/>**



## **Dudley Advocacy**

**01384 456877 Mon – Fri (9am – 5pm), Email [info@dudleyadvocacy.org](mailto:info@dudleyadvocacy.org)**

Advocacy ensures people are able to have their voices heard on issues that are important to them; defend and safeguard their rights and have their views and wishes considered when decisions are being made about their lives. Advocacy promotes equality, social justice and social inclusion.

**<https://www.dudleyadvocacy.org/>**

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## **Advocacy at Home**

**01384 456 877 or 07943 327440, Email: [diane@dudleyadvocacy.org](mailto:diane@dudleyadvocacy.org)**

We will help stop the isolation that Coronavirus has brought to many older people in care homes. Free, independent, user-led support through regular telephone/video contact so people can discuss what is important to them.

- Have their voices heard
- Be listened
- Be treated with dignity and respect
- Have someone who speaks up for them

A care home is a home and older people have the right not to feel alone.

**[www.dudleyadvocacy.org](http://www.dudleyadvocacy.org)**

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## **Dudley Voices For Choices**

**01384 217057, 07930 636552, Email: [ask@dudleyvoicesforchoices.org.uk](mailto:ask@dudleyvoicesforchoices.org.uk)**

A user led charitable organisation that supports people with learning disabilities and autism to speak up for themselves.

**<https://dudleyvoicesforchoice.org.uk/>**

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## **Care Quality Commission**

**03000 616161, Mon – Fri 8.30am - 5.30pm (excl. bank holidays) Email: [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)**

Care quality Commission (CQC) is the independent regulator of health and adult social care in England. They make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.

**<https://www.cqc.org.uk/contact-us>**

# Online Support Information Links

## Dudley Community Information Directory

<http://www.dudleyci.co.uk>

Online directory to find out about activities, clubs, support, health services and much more in Dudley Borough and surrounding areas.

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## Living Well, Feeling Safe Online

<https://dudley.livingmadeeasy.org.uk/>

Make life easier in three steps with Living Well Feeling Safe online. Impartial advice about equipment to help make daily living easier.

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## IZone

<https://izone.org.uk/>

A platform for young people created by young people where trusted local information can be found around all areas of their lives.

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## Dudley Council

<https://www.dudley.gov.uk>

Dudley MBC provide lots of services to residents within the Dudley Borough, including: **Latest** Covid-19 guidance, homelessness, Council Tax, housing and much more

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## Dudley Local Offer

<https://www.dudley.gov.uk/resident/localoffer>

resource of information and services available to children and young people (aged 0 -25) with Special Educational Needs and/or Disabilities (SEND), their parents, carers and families.

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## Carers UK Digital Resource and Jointly App

<https://carersdigital.org/> Access Code: DGT3392

Online resource for cares that can support people who are caring, including a care coordination app.

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## Carers UK

<http://www.carersuk.org/>

A membership organisation of carers led by carers for carers providing support and advice to carers on how to get support.

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## Carers Trust

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

Information, advice and support for carers. The Trust's has network of approximately a hundred Carers Centres in the UK.

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## Contact for families with disabled children

<https://contact.org.uk/about-us/advice-service/>

0808 808 3555, Mon – Fri 9.30am – 5pm Email [helpline@contact.org.uk](mailto:helpline@contact.org.uk) Twitter: @

[contactfamilies](https://www.contact.org.uk/contactfamilies)

Advice and information about any concerns you might have about raising a child with additional needs or disability, including Family Support Listening Ear appointment and Benefits callbacks.