



Directory of information and support services

A Christchurch Community Partnership Project



Building a Better Christchurch Together

Christchurch Community Partnership
is a Registered Charity: 1149162



Christchurch Angels

The Christchurch Angels project aims to reach those in our community who don't have a network of family/friends to give help and support in times of crisis or illness. It is the community helping the community and both recipient and donor benefitting from the experience.

What kind of things might a Christchurch Angel do?

We provide information and advice about services available in Christchurch and our volunteers provide short-term support (but **not** personal care or housework) for people who:

- Live within Christchurch Borough or are a patient at one of the Christchurch Medical Practices
- Are 18+ and live **alone** without family or friends to provide support
 - Are suitable for a volunteer to visit

Contact our administrator Tel: 07443 476798 **for more information or if you would like to become a volunteer Angel.**

Visit our website: <http://www.christchurchcommunitypartnership.org.uk>

Copies of this directory or individual information sheets can be downloaded from there.

Printing sponsored by the
Connecting Advice in Dorset project,
funded by the National Lottery
through the Big Lottery Fund



Connecting Advice in Dorset (CAID) is led by a partnership of advice providers in Bournemouth, Dorset and Poole. We aim to enable more people to access quality advice services in the local area.
www.caidorset.org.uk

Christchurch Community Partnership
also offers Dial-a-Bus and
Christchurch Neighbour Cars
Tel. 01202 989632

Christchurch Angels were
winners of a prestigious award
for 'Making a Difference' at the
NHS Alliance Acorn Awards, 2013



Nothing contained in the following pages should be construed as a recommendation nor a substitute for consulting your own doctor or member of your medical team. Our directory is only to raise awareness of organisations/services that exist in the community and/or online, which may be able to offer support or information.

Published in June 2015. Latest revision October 2020

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Dial 111 for urgent medical help or advice – available 24hrs a day

Dial 999 for life-threatening emergencies

NHS website for wide range of information and links: www.nhs.uk

Support for carers

Pat Vinycomb (Carer Ambassador Carers UK and Project coordinator 'Think Carer') Tel: mobile 07985 088549 pat.vinycomb@carersuk.net

Independent Age

www.independentage.org/carers/advice

Advice and support for older age

The Carers Legal Centre - Adult Social Care

<https://www.mylifemycare.com/carers-legal-centre>

The Carers Legal Centre. A specialist legal service for carers and those they care for. We can help both carers and the person they care for in this complex area of the law. Our staff are able to visit clients in the New Forest area, including Bournemouth, Poole, Christchurch, Ringwood, Romsey, Winchester, Lymington and Southampton.

call us now **01202 458204**

Dorset for U Carers

<https://www.christchurch.gov.uk/care-and-support-for-adults>

This is a BCP Council web page full of local information and support for carers.

Shared Lives

<https://www.nhs.uk/conditions/social-care-and-support/shared-lives/>

Offers placements/respite care with trained carers for people with learning difficulties/dementia/mental health issues etc. It is an alternative to residential care.

My Life My Care website – www.mylifemycare.com

A directory of help and support available for those struggling to live independently

Short Break Service - 0300 111 3303

Sitting service **managed by Help and Care** – who will organise a carer from a registered agency to stay with the cared for person.

Help and Care also have funding for up to £300 per carer to support a carer having a break or a weekend away.

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Sunrise Care Homes - 08098 231 3482

<http://www.sunrise-care.co.uk>

May also provide respite care in their 'reminiscence' wings.

Leonardo Trust - 01202 698325

www.leonardotrust.org

E-mail: info@leonardotrust.org

5 Dunyeats Road, Broadstone, Dorset, BH18 8AA

The Leonardo Trust is an independent charity founded by a former carer to help people in Dorset who care for a sick or disabled relative or friend, full time, at home.

Some things the trust may be able to provide financial support with include:

- Funds for a short holiday or weekend break for the carer.
- The cost of replacement care so that the carer may have a regular afternoon or evening free to follow their own interests.
- The cost of a night sitter so you can have a good rest from time to time.
- The cost of a home study course, or local evening course.
- Some help with household chores to see you through a difficult patch.

EDUCATION

Skills and Learning - 01202 262 300

<https://www.skillsandlearningbdp.co.uk>

For all leisure courses, e.g. floristry for the over60's, basic computer skills etc

U3A Christchurch - 01202 480027

<http://www.christchurchu3a.org.uk/>

The Epicentre, Druitt Hall Approach, High Street, Christchurch, BH23 1AB

Mon, Wed, Fri: 10.15am - 12:00 pm Term time only. Mondays only during the school summer holidays

Christchurch U3A is a **social club** with more than a 1.000 members based in **Christchurch**. The U3A are always welcoming new members. There are no entry qualifications required and no examinations. Study groups are relaxed and non-competitive, and frequently create new friendships. There is an active social programme (monthly meetings and walks, periodic theatre and concert visits, etc.), and a regular newsletter There is an annual membership fee which entitles you to attend as many courses as you wish, provided there are vacancies. After Christmas, the fee is reduced and again after Easter.

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Aids and adaptations

Bournemouth 'Enable Me Shop' - 0844 89 36 364

498 Wallisdown Road.

Part of the 'Equip for Living' service. Can provide free of charge equipment for people receiving health and social care services. Operated by NRS Healthcare, in cooperation with your local council and the NHS.

Bournemouth Careline – 01202 452795

www.bournemouth.gov.uk/careline

Telecare can include alarms and sensors for fall prevention and dementia support, medication management and home safety. Dedicated 24 hour careline service. A basic alarm and pendant costs £3.62 ex VAT per week.

Continence Advisory Service - 01202 443111 via GP Referral

Christchurch Fire Station – 01722 691026

Free home safety check; smoke alarms fitted

Dorset Home Service - 01202 454979

<https://www.mylifemycare.com/Finding-help>

email: caredirect@bcpcouncil.gov.uk

Home adaptations (grant advice, handrails, door widening fee 10% of work), handyperson service (to reduce risk of falls, home security, key safes, smoke detectors, energy efficiency) and housing options advice.

Mobility Scooters

'All Mobility' 8, Wick Lane Christchurch BH23 1HX – 01202 474 962

Red Cross – 01202 433190

21 Southbourne Grove, Bournemouth. BH6 3QS

We offer the following medical equipment on loan in Christchurch - wheelchairs, commodes, crutches, toilet frames and walking frames (sometimes second hand equipment for sale).

Dorset Wheelchair Service – 01202 892874

Dorset Wheelchair Service provides mobility equipment to residents of all ages who have a GP in Dorset. Those clients must have a **long term** need for a wheelchair to increase their mobility and independence.

Every client will be assessed individually by the service or an accredited professional in line with the [eligibility criteria](#). Where appropriate, an individual will be supplied with a wheelchair/buggy from within our NHS approved range.

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Blue Badge

BCP council 01202 458744

Email: Blue.badges@bcpcouncil.gov.uk

<https://www.christchurch.gov.uk/parking/disabled-parking/blue-badges>

If you are not registered disabled, you may qualify if you: have a permanent and substantial disability which means that you are unable to walk or have very considerable difficulty in walking.

You do not qualify if you: have a condition that is only temporary, including where you are waiting for medical treatment e.g. operation

Blue Badges are normally issued for a maximum of three years. At the end of this period, if you still need a badge, you will need to reapply for one.

The reapplication process is the same, but you will only be asked to provide proof of address if you have moved within the last three years. If we have your current address, we will send you a reminder letter 8 weeks before your badge expires. Please note that it is your responsibility to tell us about changes of address and to submit an application in good time.

You may complete an application on behalf of another person and this should be with the details of the person on whose behalf you are applying.

If your application is successful, we will write to you, asking you to sign a declaration form. We will also ask you to send us:

- One passport standard photograph. This may be from a self-service booth or any suitable photograph cut down to the appropriate size. The photograph should be a clear head and shoulders shot, not more than 5 years old and can be colour or black and white. Please ensure that the name of the applicant is clearly printed on the reverse.
- A fee of £10.00 for the issue of the Disabled Parking Badge. Cheques and postal orders should be made payable to 'Dorset County Council'. Please do not send cash through the post.

If your application is not successful we will write to you with our reasons for not issuing a badge and give you the opportunity to appeal the decision. Appeals must be made in writing for the attention of the Director for Adult and Community Services, providing details and, where applicable, additional evidence of your disability.

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Financial Support

- Attendance Allowance Claim Line – 0800 731 0122**
- Universal Credit Enquiry Line – 0800 144 444**

Christchurch Citizens Advice Bureau – 01202 290967

2 Sopers Lane, Christchurch BH23 1JG

You will speak with an assessor who will work out the best way to help you. They may be able to help you on the phone, but if not, they will pass your details to your local bureau.

Citizens Advice Bureau offer free, confidential, impartial and independent advice to help people resolve their problems with debt, benefits, employment, housing, consumer, discrimination and many more issues.

Christchurch Bureau Opening Times

Monday Closed
Tuesday- Friday 9am – 5pm

Christchurch Food Bank - 07587 371088

Christchurchfoodbank@gmail.com

Tracy Blick, St Josephs' Catholic Church, 67 Purewell Road, BH23 1EH

Mon and Tues 10-12pm, Thurs 10– 1pm, Fri 2-4pm

Provides three days' worth of food to those in crisis, enough for however many people are in the household. **The food is free and the vouchers required to access it are held by a wide range of professionals in the community.** Most of the food is donated by local churches, schools, community groups, businesses and individuals. Where possible, a more sustainable solution will be sought by working with other organisations to help clients access a wider range of support.

Christians Against Poverty - 0800 328 0006 (9.30-5pm Mon – Fri)

www.capdebthelp.org

Free Debt Counselling in your community from award winning charity. A debt coach and support worker will call at your home

Diverse Abilities Advice – 0300 330 5514 (charged at local rate)

Mon – Fri 9.30 – 1.30pm

Need help with a disability or sickness benefit claim? DAA provides help to fill in application forms for Personal Independence Payment, Disability Living Allowance, Attendance Allowance, Carers Allowance, Employment and Support Allowance. Will also help with Power of Attorney. There is a moderate charge. Charity number 282197

Energy Saving Trust - 0800 512012

OPTIONS – 0800 988 0988 www.cmoptions.org

Open 8am-8pm Monday to Friday and 9-4pm on Saturday

Help with family breakups, finance and child maintenance

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StepChange Debt Charity – 0800 138 1111 www.stepchange.org

Free debt advice and personal action plan. Bankruptcy advice and Debt Relief Orders.

Tax Help for Older People - 01308 488066

taxvol@taxvol.org.uk

www.taxvol.org.uk

A free service provided by tax volunteers for people over 60 who have less than £17,000 income a year. If you are disabled we can arrange for an adviser to visit you in your home.

Trading Standards – 0345 404 0506

Advice about consumer issues and rogue traders

The Wealth Care Partnership – 01425 653263

7 Glasshouse Studios, Fryern Court Road, Fordingbridge, Hampshire, SP6 1QX

Award winning firm of Chartered Financial Planners specialising in care fees advice, investment planning and Inheritance Planning.

Useful contacts

Access Dorset – 01202 771336

www.accessdorset.org.uk

Email: enquiries@accessdorset.org.uk

The Bridge, Littledown Centre, Chaseside, Bournemouth, BH7 7DX

Access Dorset is a user led organisation and registered charity, run by disabled people, older people and carers. We work to remove the physical, attitudinal and communication barriers that exist and are faced daily by disabled people.

Advice Dorset

<http://advisedorset.org.uk>

Partnership of advice providers in Bournemouth, Christchurch and Poole enabling access to quality advice services including benefits, debt and money, consumer advice, discrimination, employment, health and care, housing, immigration, relationships.

BBC Radio Solent - Emily Hudson - 07872 412991 emily.hudson@bbc.co.uk

BCP Council 01202 451451

BT Nuisance Call Advice Line: 0800 661 441

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Cinnamon Trust – 01736 757 900 (Mon-Fri 9-5pm) www.cinnamon.org.uk

The Cinnamon Trust, 10 Market Square, Hayle, Cornwall, TR27 4HE

Cinnamon Trust is the only specialist national charity which seeks to relieve the anxieties, problems, and sometimes injustices, faced by elderly and terminally ill people and their pets, thereby saving a great deal of human sadness and animal suffering.

The Trust's primary objective is to respect and preserve the treasured relationship between owners and their pets. To this end it works in partnership with owners to overcome any difficulties that might arise. A national network of over 15,000 community service volunteers has been established to provide practical help when any aspect of day-to-day care poses a problem - for example, walking the dog for a housebound owner.

A national fostering service is provided for pets whose owners face a spell in hospital - volunteers take pets into their own homes and supply love and care in abundance until owner and pet can be reunited.

The Cinnamon Trust also provides long term care for pets whose owners have died or moved to residential accommodation which will not accept pets. Arrangements are made between owners and the Trust well in advance, so owners do have peace of mind in the knowledge that their beloved companion will have a safe and happy future. Emergency cards are available on request. When a pet is in the Trust's care either short term or long term because the owner is in care, the owner is kept in touch with visits, if possible, or regular photos and letters.

Christchurch Fire Station – 01305 252726

Christchurch Fire Station, Fairmile Road, Christchurch, BH23 2LB

There is a Community Room and IT suite on site at Christchurch Fire Station which can be used by local community groups for meetings and functions. These are used by several community groups including U3A (University of the 3rd Age) Silver Surfers. There is also a partnership initiative with Christchurch Juniper Centre - a gardening and allotment enterprise on the grassed area at the rear of the station for adults with learning and behaviour problems.

Christchurch and Highcliffe Mobile Library - 01305 236666

Maria Jacobson - maria.jacobson@royalvoluntaryservice.org.uk

Home Library Service in Dorset. We have a team of volunteers at Christchurch and at Highcliffe Library, who deliver books and talking books to anybody who cannot easily get to the library themselves, free of charge, every 3 weeks. We always try to get new readers to join our service. We are also currently looking for some additional volunteers at Highcliffe Library.

Christchurch Information Centre - 01202 471780

Information on what's going on in Christchurch and to book tickets.

Consumer Direct – 0845 040 506

Crimestoppers – 0800 55 51 11

Domestic Violence – 01202 547 755

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The Dorset SARC (Sexual assault referral centre) 01202 552056

www.findglocal.com/.../The-Shores---Dorset-SARC

The Shores is a Sexual Assault Referral Centre in Bournemouth supporting victims of rape and sexual assault across Dorset.

The Shores is a dedicated team offering expert advice and support for men, women and children of any age, race, nationality, sexuality or gender. Our services are available to anyone. We are contactable 24 hours a day, seven days a week, 365 days a year. We offer a safe and non-judgemental environment which focuses on the needs of you, the individual. Some people choose not to involve the police, either way we can still support you!

Gas Emergency – 0800 111 999

Dorset Police

- To make general enquiries, report a crime or incident that is **not urgent**, request a call back or leave a message for an officer, it may be quicker and easier to do it online rather than calling 101. www.dorset.police.uk/do-it-online
- AskNED is a Non-Emergency-Directory offering advice and information on topics that are often reported. You can also find contact details of those who can help. It could answer your questions without you needing to ring 101. www.dorset.police.uk/askNED
- If you wish to speak to someone, call **101** which is the **non-emergency number**. It is available 24 hours a day, seven days a week. Calls are prioritised based on urgency, so there may be a delay in answering.
- **Remember if a crime is in progress or life in danger always call 999**

Neighbourhood and Home Watch – 01202 222 222

www.christchurchhomewatch.org.uk

Safeguarding Adults -01305 221016 (8-7pm) 01202 657279 – Out Of Hours

Samaritans – 084557 909 090 www.samartians.org

The Samaritans of Bournemouth and District - 08457 90 90 90

1 Durrant Road, Bournemouth, BH2 6LE

Social Services – 01202 474 106

Local Office, Loring Road, Christchurch, BH23 2GZ

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Victim Support - Victim Care Unit - 0845 3899 528

Denize Darragh - 01202 606200

denize.darragh@victimsupport.org.uk

Victim Support is a national charity. Volunteers offer emotional and practical support to anyone who has been affected by crime. This can be anything from someone to talk to about the impact the crime has had on them, to helping with insurance and criminal injuries compensation claims to helping them through the court process and supporting them during the trial.

Our services are free and confidential and we are independent of the police, so the crime does not even have to have been reported, nor does it have to have been recent. Our volunteers are specially trained and can support victims of anything from a handbag theft through domestic and sexual violence to people bereaved by homicide.

Referrals are generally received via the police on a daily basis, but for those who do not want to report the crime (and those who have 'slipped through the net') referrals can be made directly to us. Agency referrals are accepted providing we have consent to contact the victim.

Useful government numbers

The Pension Service	0845 60 60 265 www.gov.uk/find-pension-centre
State Pension Claim Line	0800 731 7898 Textphone 0800731 7339 www.gov.uk/claim-state-pension-online
State Pension Statement	0845 300 168 www.gov.uk/state3-pension-statement
Pension Credit Application Line	0800 991 234 Textphone 0800 169 0133
Pension Tracing Service	0845 6002 537 Textphone 0845 3000 169
DWP Pension Information Line	0845 731 32 33 Textphone 0845 604 0210
Winter Fuel Helpline	08459 15 15 15 Textphone 0845 601 56113
Help with Health Costs Advice Line	0845 850 1166 or 0300 3301343
Money Advice Service	0300 500 5000 www.moneyadviceservice.org.uk/
Carers Allowance Unit	0845 608 4321 Textphone 0845 604 5312 www.gov.uk/carers-allowance/how-to-claim
Office of Public Guardian	www.publicguardian.gov.uk/index.htm
HMRC National Insurance Contributions	0300 200 3500 www.hmrc.gov.uk

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HOUSING

Housing support and repairs

Bournemouth Churches Housing Association - 01202 410500 (9-5 Mon – Fri)

enquiries@bcha.org.uk Website: www.bcha.org.uk

St Swithuns House, 21 Christchurch Road, Bournemouth. BH1 3NS

A not for profit, registered Housing Association that have been helping homeless and vulnerable people for the past 50 years

Shelter - 0808 800 4444 (and 0808 800 0380)

Useful Website www.shelter.org.uk

Sovereign Twynham – 01202 460460

www.sovereign.org.uk

54 Bridge Street Christchurch – BH23 1ED

We are the largest housing association in the south and south west of England, providing over 35,000 homes. Working in over 60 local authority areas and employing over 1,000 people, we offer a wide range of homes from affordable rent to outright sale.

Healthy Homes Dorset – 0300 003 7023

www.healthyhomesdorset.org.uk

Call us to install insulation or help to access free or reduced cost heating system replacements. We can also give practical advice on how to set your heating controls, switch energy tariff and reduce condensation, damp and mould in your home.

Repairs

Checkatrade - 0333 0146 190

www.checkatrade.com –

For builders, plumbers, electricians, central heating etc.

Help And Care Handiworks – 0300 111 3303

www.helpandcare.org.uk

handiworks@helpandcare.org.uk

Handiworks Plus is a one stop shop for all home repairs and maintenance needs in your home. Membership fee of £30 per year plus economical rates for work carried out.

For anyone over 18. Small home repairs and improvements, minor electrical and building work, plumbing, carpentry, grab rails, security and safety. Charge £30 a year to join and then price depends on work needing to be done.

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TRANSPORT

Patient Transport Services Dorset Patient Transport Bureau 0300 777 5555 (low rate) Mon-Fri 8-6pm www.dorsetptb.co.uk

For patients being transported to an NHS funded service for NHS treatment. Non urgent, planned transportation if your medical condition and mobility means that you require the skills or support of PTS staff on/after the journey or where it would be detrimental to your condition or recovery if you were to travel by other means. A patient's carer may also be able to go but must be agreed at the time of booking. You will need your GP's name, surgery and NHS number when booking.

All patients will be assessed for their eligibility for PTS. Patients are entitled to patient transport if:

- Travelling by any other means would have a serious detrimental effect on the patient's condition or recovery.
- The patient has restricted mobility and is unable to self-mobilise (i.e. is unable to stand or walk more than a few steps). This includes a pre-existing condition or where it would be detrimental to their condition or recovery to travel by any other means.
- The patient requires support from a qualified PTS crew during the journey and is required to lie down for at least part of the journey or they are a stretcher patient.
- The patient is being transferred to another NHS facility and requires medical assistance during the journey.
- The patient requires continuous oxygen or other medical gases or intravenous support.
- The patient has clearly recognised disabilities and is genuinely unable to travel by private or public transport to and from their appointments.

To confirm eligibility for PTS, the Dorset PTB will ask patients some short and simple questions. You or a nominated person on your behalf will be asked these questions when you call to make a booking.

There are three possible outcomes when you are assessed for eligibility:

1. You qualify for patient transport, based on your medical need.
2. You do not qualify for patient transport on medical grounds, but your transport costs may be reimbursed because you are in receipt of a qualifying benefit.
3. You do not qualify for patient transport and will be given guidance on what the other options are.

Age Concern Christchurch – 01202 488311

Age Concern Christchurch operates a 16-seater minibus that is used to take people to the various Friendship Centres (previously known as Pop-In Clubs), shopping trips to Sainsbury's Thursdays and Fridays, and day trips to local attractions such as the Kingston Lacy snowdrop days. We pick you up from your doorstep and deliver you to the venue, and collect you when the event is over to return you home. Fares are kept as low as possible to ensure that everyone can participate. The minibus has an electrical tail lift to assist passengers in wheelchairs or using walkers, and is fitted with seatbelts.

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Bournemouth Sedcat – 01202 598295 or 01202 534027

www.sedcat.org.uk

E-mail: info@sedcat.org.uk

sedcat is a charity dedicated to meeting the transport needs of people with mobility issues to prevent social isolation and loneliness. It covers the hire of mobility scooters, community transport, and volunteer drivers to take you to hospital appointments

Bransgore Community Care Group - 01425 674065.

Contact the Chair, Melissa Shepherd

Supported and insured by Winchester Diocese

They have around 7 volunteer drivers. Transport to hospital visits, GPs surgery etc. 40p per mile. Also some befriending, but currently only one volunteer supporting one couple once a month

Christchurch Community Partnership – Dial A Bus - 01202 989632 or 07523 974451

This is a door-to-door bus service for any Christchurch resident of any age who finds it difficult to use public transport. The bus is specially adapted for the disabled.

Shopping trips to Sainsbury's:

Thursdays - East Christchurch including Walkford, Highcliffe, Hoburne, Friars Cliff, Mudeford, Stanpit, Purewell and Somerford.

Fridays - West Christchurch including St Catherine's Hill, Fairmile, Jumpers, Burton and Winkton. The recommended donation for each return trip is £5. Bookings must be made in advance, before midday on Tuesday. The bus can also be made available to local groups and charitable organisations.

Christchurch Neighbour Cars – 01202 989632

Door to door transport for the over 50s in BH23 postcode area who have limited access to local transport in order to attend medical appointments. The cost is 50p per mile with a minimum charge of £2.50. **We need 2 full working days' notice.**

Highcliffe Friends in Need

If you need a driver and car to take you to a GP, hospital or dental appointment, we can help you. For a small voluntary donation to cover the driver's expenses we will provide you with a driver and car to take you. Please try to give us at least 2 days' notice, if you can. Please ring the following numbers between 9.30 and 12.30pm:

Mondays	Mrs Cherry Cook	01425 275056
Tuesdays	Mrs Ann Hart	01425 280083
Wednesday	Mrs Pauline Williamson	01425 271520
Thursdays	Mr Richard Ainsworth	01425 275066
Fridays	Mr Keith Bungay	01425 272814

New drivers are always welcome to join the team, if you feel encouraged to help this very worthwhile group, or would just like more information, please contact the secretary, Cressida Belbin on 01425 279328.

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Health issues

Emergencies – 999

Non-Urgent NHS Medical Help Ring 111

(this is a free number, including mobiles)

Bournemouth Hospital – 01202 303626

Christchurch Day Hospital – 01202 486361

Christchurch Medical Practice – 01202 474311

- Orchard Surgery
- Barn Surgery
- Burton Surgery
- Bransgore Surgery

Stour Surgery – 01202 464500

The Grove Surgery – 01202 481192

Farmhouse Surgery – 01202 488486

Highcliffe Medical Centre – 01425 272203

Books on Prescription

www.readingagency.org.uk/readingwell

Find self-help books to help you to manage your well-being at your local library where you can borrow the books for free or reserve them. The scheme is endorsed by health professionals and supported by public libraries.

Books currently available are:

- Mental Health
- Young people's mental health
- Dementia
- Long term conditions

Christchurch Integrated Community Rehabilitation Team – 01202 979400

www.dorsethealthcare.nhs.uk

Mon-Fri 8am to 6pm, Sat and Sun 9am to 5pm

For those over 18, registered with a Dorset GP in the locality and agrees to the referral and consents to actively participate. Services – work with patient to avoid hospital admission wherever possible and appropriate. Support hospital discharges and liaise with patient services.

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Healthwatch Dorset – 0300 111 0102

www.healthwatchdorset.co.uk

enquiries@healthwatchdorset.co.uk

Healthwatch Dorset, Freepost BH1902, 896 Christchurch Road, Bournemouth BH7 6BR

Healthwatch England is a powerful organisation. By law, those who plan and run health and social care services have to listen and respond to what we have to say. It builds a national picture of the issues that matter most to consumers and users of health and care services. We use this evidence to influence those who plan and run services at a national level. We also have the power to ask the health and social care regulator, the Care Quality Commission, to look at areas where we have special concerns

LiveWell Dorset Service - freephone 0800 8401628 or local 01305 233105

www.livewelldorset.co.uk

hello@livewelldorset.co.uk

A free health service providing information, support and onward referrals for weight management, smoking cessation, physical activity and alcohol.

The service is open to anyone living in Bournemouth, Poole and Christchurch over the age of 18. Our team of specially trained wellness advisors will assess each person over the phone and provide brief interventions designed to support healthy behaviour choices. Where required, we will offer a programme of support to help people make and sustain changes to their lifestyle and signpost them to other services.

Cancer

About Face, 01202 677340,

The About Face Centre, 111 Longfleet Road, Poole, BH15 2HP,

Email: contact@about-face.info <https://www.about-face.info/>

A local independent registered charity set up to give help and support to patients experiencing head and neck cancer, and their families and carers. Group support and one to one support is available from volunteers who have already experienced cancer. Support is offered to people throughout Dorset, Hampshire, Wiltshire and East Devon.

After Glow

Greenhouse Hotel, 4 Grove Road, Bournemouth, BH1 3AU.

A support group for patients, family and friends following radiotherapy treatment. Group members come from across Dorset, and the group provides friendship and support, information and advice, and a chance to socialize. The group meets every 2nd Monday of the month between 2pm – 4pm. For further information contact Mandy on 01202 448790.

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Christian Cancer Care, Christchurch Baptist Church, Beaconsfield Road, Bargates,

Christchurch, BH23 1QT, Tel: 01202 487442 – Church Office – Mon, Tues, Fri 9.30am – 5pm, Wed, Thurs – 9.30am – 1pm. Email: within website

<http://www.christchurchbaptist.org.uk/activities-and-outreach/cancer-care/>

Christian Cancer Care is a group of people who have at some time in their lives experienced cancer or have cared for someone with cancer. The group offers mutual support to people affected by cancer and a chance to gain information and advice about what services are available to you locally and nationally. There are also many opportunities to socialize with others who understand what it is like to live with cancer

The Grove Hotel - 01202 552233

2 Grove Road, East Cliff, Bournemouth BH1 3AU

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

Owned by Macmillan Caring caters for cancer patients and those suffering from life threatening illnesses. Carers, family, and friends all welcome

Macmillan Carers and Bereavement Group - 01202 705499

A group for carers and families. This group is only open to those referred to a Christchurch Macmillan consultant. Contact the Family Support Team, Christchurch Hospital as above.

Dementia

If you are affected by dementia or care for someone with dementia and would like to meet others in a similar situation, you are welcome at our groups. Please call us for information or to let us know if you would like to come for the first time. The **Memory Café** is an ideal place for people to meet others in a friendly environment over tea and cake, and with optional activities and talks. **Singing for the Brain** is a fun, stimulating and social activity for people in the early to moderate stages of dementia and their carers. Both are £2 per person and are held at St Josphe's Parish Centre, 67 Purewell, BH23 1EH

Please note, all dates exclude bank holidays.

1. **Memory Cafe** - 2nd Wednesday of each month 2.30-4pm.
A cafe style meeting with occasional guest speakers. Activities for people with dementia and their carers. Society staff will be on hand for information and advice.
2. **Singing for the Brain** 2-3.30pm 4th Wednesday of each month

Alzheimer's Society National – 03002 22 11 22 www.alzheimers.org.uk

or helpline@alzheimers.org.uk

The NHS Dorset Clinical Commissioning Group has compiled a comprehensive booklet, 'Living well with dementia and memory loss in Dorset' which is a directory of services and support for people with dementia and memory loss, their carers and families. Copies are held in the CCP office.

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Highcliffe Dementia Support Group

A completely self-funding group supporting people from the Christchurch area who have any type of dementia.

We meet on the first and third Wednesday of each month at St Mark's Church Library, Hinton Wood Avenue from 2pm to 3.45pm. The venue is very comfortable and parking is free. Carers, and those being cared for are made very welcome. There is a wide and varied programme which is well received by all. Refreshments are served and there is free time to chat and make new friends.

The Facilitator is a Clinical Nurse Specialist and leads the group. She is also available to see any new members and deal with confidential problems. We often have a Carers Caseworker present who can answer any questions about help from Social Services.

Do come and Join us! A contact for further details is Sally Palmer – 07541 331881

Sense Impairment Support

Bournemouth Deaf Centre

contactclub@bournemouthdeafclub.org.uk

www.bournemouthdeafclub.org.uk

Lockyer Hall, 27a Morley Road, Pokesdown, Bournemouth BH5 2JJ

This is a club for deaf people of all ages. A Senior Citizens Club is also held at the centre on Wednesdays between 11.30am and 3.30pm.

Wiltshire and Dorset Deaf Association (Admin)

tel: 07793284109

email :admin@wdda.co.uk

WDDA Admin. 25 Portman Road, Bournemouth, BH7 6EU

www.wdda.co.uk

(BSL), Communication Technique, and Lip Reading classes held across the county. Also have details of local Deaf Clubs and Hard of Hearing Groups.

Bournemouth Blind Society – 01202 546644

The Bournemouth Blind Society Centre is treated as 'home' by many of our members. Everyone is given a warm, friendly welcome by our staff and volunteers. We provide hot food, activities, advice and support. Our Centre is open from 9am to 4.30pm Monday to Friday.

5 Victoria Road, Moordown, Bournemouth, BH9 2RB

Email: info@bournemouthblindsociety.uk or

visit www.bournemouthblindsociety.uk

Christchurch Sight and Sound Centre - 01202 474106

(Wednesday between 9.30am – 12.30)

Christchurch Library, Druitt Buildings, High Street, Christchurch BH23 1AW

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Dorset Blind Association - 01202 712865

info@dorsetblind.org.uk

www.dorsetblind.org.uk

17 Bournemouth Road, Lower Parkstone, Poole, Dorset, BH14 0EF

Dorset Blind Association provides a resource centre for people who are visually or hearing impaired throughout Dorset. Offers advice, support, contacts, information and equipment, social opportunities across the county.

Our resource centre is open between 9am and 1pm, and the telephone is manned between 9am and 5pm Monday to Friday.

Stroke

Christchurch Hospital Stroke Support Group - 01202 486361

The group meets first Tuesday in the month 2pm to 4pm for coffee, biscuits, mutual support and friendship. The group provides the opportunity for stroke education, information sharing and mutual learning.

The Stroke Group New Milton – Contact Phyllis Ingles 01425 615069

Meets every Thursday 10.30am – 3.30pm except August and late December.

Venue: New Forest Mencap

Nedderman Centre

Marriot Road

New Milton BH25 5NY

Unfortunately, no transport can be provided, but for £5 per day, coffee/lunch/tea is available.

Various activities are on offer, with occasional outings and afternoon entertainment

Stroke Association – 0303 3033 100

www.stroke.org.uk

If you've been affected by stroke in any way, we're here for you.

Whether you're a stroke survivor yourself, a member of your family or a friend has had a stroke, you work with people affected by stroke, or you want to know how to prevent a stroke, please get in touch.

You may want to know more about stroke and its effects, what happens after a stroke or what help and support is available. You may have many questions, be looking for some information and practical guidance, or simply want someone to talk to. That's where we can help.

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MENTAL AND EMOTIONAL HEALTH

Water Lily Project

Supporting and empowering vulnerable women in Christchurch and surrounding areas and leading them back to independent living. We offer

- Free 1:1 Support
- Free weekly meal
- Free Counselling (during 2018-19, thanks to National Lottery funding)
- Befriending service
- Training and Projects
- Signposting to other organisations

Contact details:

Support Worker, Caroline Thomas - 07507 890116

Project Manager, Liz Carter - 07743 719063

Water Lily Cafe Volunteer Supervisor, Tracy White - 01202 246763

www.waterlilyproject.org.uk

Address: Water Lily Cafe, 131 Barrack Rd, Christchurch, BH23 2AW

NHS Community Health Team – Christchurch & Southbourne CMHT - 01202 858100

(Monday – Friday, 8.30am – 5pm).

At evenings or weekends please contact the Crisis Team directly on 0300 1235440

1st Floor - Fairmile House, Tasman Close, Jumpers Road, Christchurch, BH23 2JT

Only have resources to work at high level and can take time to get assessment.

The aim is to support people at home and prevent unnecessary admissions into hospital and to promote Wellbeing, better Quality of Life and Recovery through:-

- Providing high quality, evidence based treatment and care for Service Users
- Providing support to achieve individual goals and aspirations
- Informing Service Users and carers about options for treatment and hence enable treatments to be a partnership guided by Service User choice
- Providing information and support for Service Users and carers
- Helping service users access a range of mainstream services, e.g. housing, employment or meaningful occupation, stable relationships, primary Health Care etc., promoting holistic care taking account of physical as well as mental good health.

Our friendly, professional staff are dedicated to supporting people at home and preventing unnecessary admissions into hospital and so work closely with General Practitioners, Social Services Day Centres, Care Homes and our Day Hospital services.

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Counselling - British Association for Counselling and Psychotherapy (BACP) – 01455 883300

Email: bacp@bacp.co.uk

<http://www.itsgoodtotalk.org.uk/therapists>

Provides a directory of therapists who are registered on the BACP Register of Counsellors and Psychotherapists and who will have 'Registered Member MBACP' listed on their profile. Belonging to this organisation gives you some back-up in terms of being able to make a complaint to a professional body. We are happy to discuss any queries or concerns which you may have about therapy or the process. If you have a query about your therapist or the therapy process, [What is therapy?](#) may be able to answer this, or alternatively contact BACP with your query.

Counselling - UK Council for Psychotherapy (UKCP) – 020 7014 9955

Email: info@ukcp.org.uk <http://www.ukcp.org.uk>

<http://www.psychotherapy.org.uk/find-a-therapist>

We exist to promote the value of psychotherapy within society. We recognise that the stigma that can surround mental health problems and being in therapy may currently prevent people from accessing the help that they need.

We are committed to ensuring that the highest quality and range of psychotherapies is made available to all sections of society, regardless of background or status.

Through engaging with governments, parliamentarians, the NHS, NICE (the National Institute of Health and Clinical Excellence), local commissioning groups and other public bodies, we seek to bring about improvements in the understanding and availability of psychotherapy to all those who would benefit.

Depression

<https://www.mylifemycare.com/mental-health>

<https://www.nhs.uk/conditions/clinical-depression/>

Dorset Mind - 01202 551660

<https://www.dorsetmind.uk>

contact@dorsetmind.uk

3 Stratfield Saye, 20-22 Wellington Road, Bournemouth, BH8 8JN

We're Dorset Mind, the mental health charity. We're here to make sure anyone with a mental health problem has somewhere to turn for advice and support.

NHS Steps2Wellbeing - Bournemouth & Christchurch – 0300 7900 542 (9-5pm Mon- Fri)

E-mail: bc.s2w@dhft.nhs.uk

www.steps2wellbeing.co.uk

18 Tower Road, Boscombe, Bournemouth, BH1 4LB

Part of the NHS IAPT (Improving Access to Psychological Therapies Service)

Anxiety, depression, stress, OCD, panic, phobia, Post Traumatic Stress Disorder (PTSD)

Self-referral (or GP referral)

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STARS Dorset - rape counselling

www.starsdorset.org

tel: 01202 308855 or general enquiries 01202 308840

STARS is a pan-Dorset charity that offers one to one support, free of charge, for anyone of any age or gender who lives, works or studies in Dorset and has experienced any form of sexual violence at any time in their life.. Also provides an independent sexual, violence advisor service

Rethink Mental Illness (Carers Support Service) - 0121 522 7007

(Open 9.30 am-4.40 pm Mon - Fri)

www.rethink.org

We improve the lives of people severely affected by mental illness through our network of local groups and services, expert information and successful campaigning. Our goal is to make sure everyone affected by severe mental illness has a good quality of life

SANE - 0845767 8000 (open 6pm – 11pm)

During the Covid 19 crisis 07984 967 708

www.sane.org.uk **Web based and telephone support**

Telephone Help and Advice line for Mental Health Emotional Support Services

1st Floor, Cityside House, 40 Adler Street, London E1 1EE

SANE exists to provide emotional support and information to anyone affected by mental illness. Our mental health support services are completely confidential and non- judgemental. Our professional staff and highly trained volunteers have specialist mental health knowledge; we can help you consider options for support or action that address your individual circumstances.

Victim Support – Dorset 0300 3030 163

Mon -Fri 9am to 6.30pp

www.victimsupport.org.uk

During Covid 19 a 24 hr line 0808 1689 111

Volunteers offer emotional and practical support to anyone who has been affected by crime. This can be anything from someone to talk to about the impact the crime has had on them, to helping with insurance and criminal injuries compensation claims to helping them through the court process and supporting them during the trial. Our services are free and confidential and we are independent of the police. The crime does not have to have been reported to the police, or be recent. Our volunteers are specially trained and can support victims of anything from a handbag theft through domestic and sexual violence to people bereaved by homicide.

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Addictions

Alcoholics Anonymous – 0845 769 7555 (Local Rates)

help@alcoholics-anonymous.org.uk

Groups

Thurs: 19.45 at Cranleigh Community Church, 40 Cranleigh Road, BH6 5JH

Wed – 19.45 last Wednesday in each month (open) Stanpit Village Hall, Mundeford BH23 3LY

Drug and alcohol advisory service (EDP) - 01202 482908 www.edp.org.uk

45 Bargates, Christchurch, BH23 1QD

Advice and information by phone 9am - 4.30pm.

Needle Exchange Mon - Fri 9am - 4.30pm.

One-to-one appointments by arrangement. **Drop-in** Mon-Fri 10-10.30am, 12-1pm (**groups** 10.30-12)

EDP provides a free and confidential advice and information service to drug and alcohol users, their families, partners, carers and other agencies in Dorset. You can call us on the phone drop in to one of our clinics during opening hours, join a group or discuss concerns with one of our trained staff.

Eating Disorders

NHS Eating Disorder Service - Please contact the team directly to discuss referrals: 01202 492147

The service is designed to help individuals and their families overcome different types of eating disorders, including Anorexia and Bulimia Nervosa and atypical versions of these disorders.

Under 18s need to be referred by any health or social care professional, including general practitioners, locality/community mental health teams, paediatricians, dietitians, health visitors or psychological therapies services and voluntary organisations. Over 18s are welcome to contact the services directly.

Restored: Eating Disorders Services

<https://dorsetmind.uk/help-and-support/support-groups/restored-eating-disorders/>

Dorset Mind's 'Restored' Eating Disorder Service aims to **empower and instil hope that recovery from eating disorders and eating-related issues is possible** and achievable. Staff provide support and empowerment to help people to **overcome the effects** of eating disorders and eating-related issues. Many people continue to experience stigma and self-stigma, which is gently challenged by **encouraging people to talk openly** about eating related issues **in a safe, accepting and non-judgemental environment**.

Seeks to support, empower, and restore lives and overcome the effects of eating disorders. Anorexia, Bulimia, Binge Eating Disorder as well as undiagnosed conditions where issues surrounding food get out of control.

Gambling – 0808 8020 133

www.gamcare.org.uk

Provides confidential counselling, advice and information.

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Autism

Autism Wessex – 01202 853000

Head Office - 01202 483360 (open 9-5pm Mon- Sat) enquiries@autismwessex.org.uk

22 Bargates, Christchurch, Dorset BH23 1QL

Anyone can contact our Advocacy and Advice Service to receive free information about autism related issues ranging from diagnosis and behaviour to education, employment and benefits. We also run support groups and free training workshops for parents and carers of people with autism, to equip them with the relevant knowledge and skills.

We have a community support service called Community Wessex that works with children and adults in their homes and in the community. Most children who are supported by the service have a package of support funded by social services however people can self fund a support package if they choose to. The cost of a support worker is currently £14 an hour. All our support workers are specifically trained in autism.

In addition our Information and Advice Team hold regular support and social groups for both adults with Asperger's and parents and carers of children and adults with autism. Phone our Information & Advice Team on 01305 213135 or email advice@autismwessex.org.uk

Disability Living Allowance (DLA) is a non means tested benefit for children who need more support/supervision with their day to day care needs than another child of the same age without their condition or disability. DLA can help with the additional costs a family might experience when they have a child with additional needs. Many families that use this money to pay for childcare to enable other family members to take a break. A diagnosis of autism doesn't automatically qualify someone for DLA however many people with the condition are awarded. We run regular, free workshops in Christchurch and Dorchester to help parents understand and apply for this benefit.

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Bereavement

Bereavement Advice Centre – 0800 258 5556

Probate Solicitor's Network

MOSAIC - 01258 837071

www.bereavement.co.uk/Bereavement-UK-Support.html

SOBS –Survivors of Bereavement by Suicide – 0300 111 5065 (9am-9pm)

The Samaritans of Bournemouth District - 08457 90 90 90

1 Durrant Road, Bournemouth, BH2 6LE Wheelchair accessible

In the event of a death

Go to BCP Council for all the information you need. You need to register the death within 5 days. There is now a service TELL US ONCE that will notify all public bodies (see below). To book an appointment:

Tell Us Once - 01202 633744

You can use this service who will notify:

- HM Revenue & Customs (HMRC) - to deal with tax and cancel benefits
 - Department of Work and Pensions (DWP) - to cancel benefits, e.g. income support
 - Driver and Vehicle Licensing Agency (DVLA) - to cancel a driving licence
 - Passport Office - to cancel a passport
 - The local council - to cancel housing benefit, council tax benefit, a Blue Badge, inform council housing services and remove the person from the electoral register, Libraries etc.
- You will need the person's NI number and date of birth, the death certificate, driving licence, passport and details of any benefits or services they were receiving. The name of the person dealing with the estate, next of kin and any surviving wife, husband or partner. You need permission from the above to provide this information.

<https://www.christchurch.gov.uk/births-deaths-marriages/deaths-funerals-and-cremations/what-to-do-after-someone-dies.aspx>

Probate

First you need several death certificates when you register the death at your local Registry Office. You will need a copy for every financial organisation involved. Currently, they cost £4 or £10 if you request them later. The Will outlines the executors who will need to carry out the wishes of the deceased and organise Probate.

For probate forms call the Personal Application Department of the Probate Registry on 0300 123 1072 or download on line from gov.uk or write to HM Revenue and Customs – Trusts and Estates, Inheritance Tax, Ferrers House, Castle Meadow Road, Nottingham, NG2 1BB

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General support for older people

Age Concern Christchurch - 01202 488311

www.ageconcernchristchurch.org.uk

E-mail: _ageconcernchristchurch@gmail.com

85 Bargates, Christchurch, BH23 1QQ

Provides transport facilities to go shopping, outings and trips. Offers afternoon Friendship Centres in Burton, Mudeford Wood, St Joseph's, St Catherine's Hill and Somerford. Also offers a befriending service for people over 65, living alone in Christchurch, trips and outings. Plus information and advice 5 mornings a week 10-1pm. All services are subsidised by donations and profits from the shops in Tuckton and Bargates.

Age UK Bournemouth - 01202 530530

700 Wimborne Road Winton Bournemouth BH9 2EG

www.ageuk.org.uk/bournemouth

Mainly operate in BH1-BH11 postcode areas but offer the following services in BH23:- Services provided include:

- domestic support such as shopping, ironing and cleaning
- light garden maintenance such as mowing grass, light pruning, weeding and planting
- one to one support with your computers, devices & tablets including set up, installation and tuition
- digital support such as skype, printer problems and set up, uploading photos, etc.
- sitting service providing someone to sit with your relative or friend whilst you have some time for yourself or to pop in and check on your relatives
- other help such as accompanying to appointments and social activities, de-cluttering, dogwalking, help with correspondence and bill paying
- **Project Purple** is aimed at anyone over 55 who wants to meet with others, and possibly try something new in the process. Courses & activities currently provided are Yoga, Energetic Walking Group, Basic & Intermediate Computer courses, Excursions & Pub trips.

All staff are fully trained, and DBS checked

East Boro Housing Trust - 01202 883503 (9-5pm)

Always Help at Hand includes Care service, Visiting Support Service, Home Help and Garden Service

Day Respite Service provides care in a host's home, available Mondays to Fridays between 9am and 3pm including activities, refreshments and a two course lunch.

Handy Van Repair Service for people over 60 provides help with repairs around the home (needs to have Pension Credit, Attendance Allowance or Disability Allowance or care for someone in receipt of Attendance Allowance (jobs no longer than 2 hours)

Handy Van Security Service provides practical guidance and assistance to make your home secure.

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Help and Care – 0300 111 3303

www.helpandcare.org.uk

contact@helpandcare.org.uk

The Pokesdown Centre, 896 Christchurch Road, Bournemouth, BH7 6DL

Email: volunteer@helpandcare.org.uk

Volunteers can provide [practical help](#) and a [phone call](#) service as follows:

- Dealing with correspondence (including help to organise finances)
- Accompanying people to health and social care appointments
- Preparing for a planned hospital admission and discharge
- Shopping (short term)
- Pet care
- Help with the practicalities of moving home
- Help with small practical tasks around the home
- Light gardening
- A walking Group

Help and Care Advocacy – 0300 111 3303

<http://www.helpandcare.org.uk/>

Free information and support on health, finance, housing, personal budgets, travel, work, benefits
Must be over 50 or over 18 with a physical impairment, sensory impairment or long term health condition.

Partnership for Older People (POPP)

Dorset POPP is primarily a partnership between Dorset County Council, NHS Dorset, the Third Sector and older people. Partnership working includes a range of other service providers, including Dorset Fire and Rescue, Dorset Police, libraries, community matrons, community pharmacies and others.

POPP Champions

The role of the POPP Champions is to challenge and change the way that services are provided to older people and to help to build supportive neighbourhoods so that older people can maintain their independence.

Christchurch and Highcliffe - Chris William - 07760 762280

E-mail: chris.williams@helpandcare.org.uk

Hurn/Christchurch and West Moors – Angela Sleet - 07825 206063

E-mail angela.sleet@helpandcare.org.uk

POPP Wayfinders

Help you to meet new people or learn new skills, assist with transport arrangements, support for carers, help with financial issues, smoke alarms and door chains, information on local activities. The service is free, impartial and confidential.

Linda Bamford 07971 338445

Linda.bamford@helpandcare.org.uk

Rachel Loader 07971 338342

Rachel.loader@helpandcare.org.uk

Daphne Barber 07971 338697

Daphne.barber@helpandcare.org.uk

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Access Dorset – 01202 771336

www.accessdorsetcentre.org
enquiries@accessdorset.org.uk

The Bridge, Littledown, Bournemouth, BH77DX

Access Dorset is a user led organisation and registered charity, run by disabled people, older people and carers. We work to remove the physical, attitudinal and communication barriers that exist and are faced daily by disabled people

Befriending schemes

Age Concern Christchurch Befriending - 01202 488311

Has 24 trained and DBS checked volunteers. Criteria – must live alone in BH23, be over 65 and suitable for a volunteer. Trips and outings are arranged.

St Mark's Highcliffe Parish Visitors – 01425 277614

Hinton Wood Avenue, Highcliffe BH23 5AA

(Only open to referrals from Highcliffe Medical Centre)

Has 10 volunteers from the congregation of St Marks who are DBS checked and will visit elderly people.

Silverline – 0800 4 70 80 90

The Silver Line is a **free** confidential helpline for older people over 65. It is open 24 hours a day, every day of the year.

Silverline offers information, friendship and advice, links callers to local groups and services, offers regular befriending calls, protects and supports those who are suffering abuse and neglect

Care / Personal alarms providers

You will need:

- A telephone landline socket
- An electrical socket nearby
- 2 key holders

Organisation	Phone	Installation cost	Hire charges
AGE UK	0800 011 3846	£82.80 (including VAT)	£19.78 per month (inc VAT)
Bournemouth Careline	01202 452795	£30	£16.16 per month
Sovereign Care Alarm	01635 279507	£20	£3.30 per week

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Care organisations

The Bournemouth, Christchurch and Poole Care and Support Directory

www.carechoices.co.uk

This is an 88 pages directory that gives information about all care organisations, care homes and care agencies in the area as well as lots of advice. **Care Agencies working in Christchurch:**

Apexcare	08456 034 743
Agincare	01202 481 636
Caremark	01202 483 000
Carewatch	01202 474 300
Inter-County Nursing and Care Services	01202 487435
McCare Solutions	01202 496 989
UK Supported Living Services	01202 331 731
Pramacare	01202 207 300

Care (live-in) and support – Promedica24 – 0800 086 8686

<http://promedica24.co.uk/>

Local contact: Mark Muller 07500 763584

Dedicated 24 hr support at three optional levels. Enables people to receive personal care and support in the comfort of their own home with personal care, domestic duties, meals, companionship, security, relaxation and peace of mind. CQC registered (Care Quality Commission www.ukqcs.co.uk).

Clarity Care Consulting - 0845 2692382

info@claritycareconsulting.co.uk

Advice on the care needs and help to understand what is available, support with hospital discharge. Includes care at home and residential care options.

East Boro Housing Trust - 01202 883503

www.ebht.org.uk

Always Help at Hand includes Care service, Visiting Support Service, Home Help Service, Garden Service.

Day Respite Service provides care in a host's home, available Mondays to Fridays between 9am and 3pm including activities, refreshments and a two course lunch.

Handy Van Repair Service for people over 60 provides help with repairs around the home (needs to have Pension Credit, Attendance Allowance or Disability Allowance or care for someone in receipt of Attendance Allowance (jobs no longer than 2 hours)

Handy Van Security Service provides practical guidance and assistance to make your home secure

Help and Care Advocacy – 0300 111 3303

<http://www.helpandcare.org.uk/>

Free information and support on health, finance, housing, personal budgets, travel, work, benefits
Must be over 50 or over 18 with a physical impairment, sensory impairment or long term health condition.

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Home Support Service – Bournemouth Age UK - 01202 530530

Provide services which enable clients to be as independent as possible and remain in their own homes for as long as possible.

These Services included:

- Domestic Support
- Light Garden Maintenance
- Ironing
- Shopping
- Dog Walking
- De-cluttering
- Bill paying & dealing with correspondence
- One to one computer tuition
- Digital Support (skype, printer problems & set up, uploading photos, etc.)
- Accompanying to appointments
- Accompanying to social activities
- Sitting Service

All services are charged at £13.00 per hour.

Energy Advice

DEAC – 01202 209410

info@deac.co.uk or visit www.deac.co.uk

4 Trinity, 161 Old Christchurch Road, Bournemouth, BH1 1JU

Energy Efficiency, Advice and Finance. Grant administration, renewable energy, condensation advice, gas safety services. Disabled facilities loans, home improvement loans for insulation, heating, renewable energy and efficient appliances.

Home Heat Helpline

If you are having difficulties paying your fuel bills, phone the Home Heat Helpline: 0800 336699 www.homeheathelpline.org.uk/ . AgeUK also have a helpline 08001 696565 www.ageuk.org.uk/

Warm Home Discount

£140 help with energy bills each year if you are retired and receive the guarantee credit element of the pension credit. You should receive payment automatically. Contact your supplier.

Winter Fuel Payment

You should receive the Winter Fuel Payment automatically if you receive the State Pension or some other social security benefits. If you don't, but think you are entitled to it, contact your Social Services office or phone 08459 15 15 15 www.gov.uk/winter-fuel-payment/overview

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Financial support for older people

Attendance Allowance

www.gov.uk/attendance-allowance/how-to-claim

Telephone: 0345 605 6055, Textphone: 0345 604 5312 Monday to Friday, 8am to 6pm You could get [£549.70](#) or [£89.15](#) a week to help with personal care because you're physically or mentally disabled. How much you get depends on the level of care that you need because of your disability. The other [benefits](#) you get can increase if you get Attendance Allowance. You could get [Carer's Allowance](#) to help you look after someone with substantial caring needs.

You can get Attendance Allowance if you're 65 or over and the following apply:

- you have a physical disability (including sensory disability, e.g. blindness), a mental disability (including learning difficulties), or both
- your disability is severe enough for you to need help caring for yourself or someone to supervise you, for your own or someone else's safety

Diverse Abilities Advice – 01202 718266

<http://diverseabilities.org.uk>

Unit 3, Acorn Business Park, Ling Road, Poole, Dorset BH12 4NZ

Mon – Fri 9.30 – 1.30pm

Need help with a disability or sickness benefit claim? We provide help to fill in application forms for Personal Independence Payment, Disability Living Allowance, Attendance Allowance, Carers Allowance. Previously known as Disability Wessex.

There is a moderate charge. Charity number 282197

Pension Credit www.gov.uk/pension-credit/overview

Pension Credit is an income-related benefit made up of 2 parts - Guarantee Credit and Savings Credit.

Guarantee Credit tops up your weekly income if it is below £173.75 (for single people) or £265.20 (for couples).

Savings Credit is an extra payment for people who saved some money towards their retirement, e.g. a pension.

You may not be [eligible for savings credit](#) if you reach [State Pension age](#) on or after 6 April 2016. You don't pay tax on Pension Credit.

Tax Help for Older People - 01308 488066

taxvol@taxvol.org.uk

www.taxvol.org.uk

A free service provided by tax volunteers for people over 60 who have less than £17,000 income a year. If you are disabled we can arrange for an adviser to visit you in your home.

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Legal Support for Older People

Solicitors for the Elderly

www.solicitorsfortheelderly.com

Lasting Power of Attorney

www.gov.uk/government/collection/lasting-power-of-attorney-forms www.gov.uk/office-of-public-guardian Tel: 0300 456 0300

www.solicitorsfortheelderly.com

It is really important for everyone to make sure they have Lasting Power of Attorney in place. You never know when you are going to need it should you suddenly be unable to manage your affairs. There are two kinds:

1. Property and Finance – essentially managing your finances on a day to day basis

You must set this up with someone you trust to manage your affairs. They must be over 18 and you have to apply whilst you have mental capacity to do so. Lasting Power of Attorney is legally binding and comes into effect only when you have lost mental or physical capacity

You don't need to go to a solicitor unless your affairs are complicated.

For anyone who suddenly finds themselves unable to look after their affairs with no lasting Power of Attorney in place, a relative will need to apply to the courts if they want to take control. They will need to be appointed as a deputy by the Court of Protection. A process that can take up to 6 months during which time your assets finances will be frozen. Someone will have to pay for the care costs with no way of stopping direct debits and other payments. Currently, it costs £400 to submit an application to the Court of Protection. A solicitor will charge around £800 plus VAT and the fee. There will also need to be an insurance policy put in place to cover any losses as a result of someone else taking control of the finances. Finally there is an annual supervision fee to pay each March ranging from £35 for a type 3 deputy and £320 a type 1, 2 or 2A deputy for those with more complicated affairs. All fees are paid out of your estate.

2. Healthcare Lasting Power of Attorney, Living Will or Advanced Decision

This sets out your wishes in the event that you become terminally ill or need medical treatment but have lost mental or physical capacity to make these decisions. There are differences between them:

- Lasting Power of Attorney is legally binding and comes into effect only when you have lost mental or physical capacity. It has wider applications and allows others to make decisions about medical treatment, end of life care, when you would like treatment to cease, where you live etc.
- Living Will or Advanced Decision – expresses your wishes in terms of how and where you want to be cared for and for giving loved ones and medical staff guidance. They are legally binding but subject to interpretations. You may need to make out a new one annually and resign it as new medical interventions become available. It doesn't offer much flexibility in the event of new illnesses, situations or complications arising.

Again, with nothing in place, your loved ones may not have a say in your care without going to the Court of Protection.

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Luncheon Clubs and meal delivery

Luncheon Clubs

Jane Hutchings - 07919 545199 (POPP coordinator)

j.mitchard@dorsetcc.gov.uk

POPP Community Development Worker for Access to Food and Nutrition

Jane Hutchings - Tel: 07919 545199 j.tibbles@dorsetcc.gov.uk

Bransgore Lunch Club – Pam Shirperly - 01425 673057

Tue, Wed, Friday every week. Bransgore Community Church Hall 12- 1.15p.m.

£3.50 for 2 course meal + can buy cakes to take home.

Free transport available to take Bransgore residents for Lunch Club

Burton Village Lunch Club – Val 01425 270410

Burton Green URC Church

Thursdays at 12 noon

Greystones House –

Please visit the centre prior first lunch

Waterford Road, Highcliffe, BH23 5LF

Meets on Tue, Thurs, and Friday

Homelands Lunch - 01202 486043

Homelands, Kings Avenue, Christchurch, BH23 1NA

Meets on a Tues, Thurs, and Friday at 12 noon.

£3.80-£4.00 Contact Joe Hickish 07967 445785

Portfield Hall - Barry Sherwin - 01202 257424

2 Thursdays each month

Somerford ARC – 01202 470770

20 Southey Road, Somerford, BH23 3EH

Community lunch each Wednesday

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Meal Delivery, Christchurch (In alphabetical order) Inclusion does not mean recommendation

Frozen Meal Providers:

Cook - 01305 756571

Oakhouse Foods - 0845 643 2009, all drivers DBS checked

On The Menu - 01962 832566

Phoenix Frozen Foods - 01903 215170

Wiltshire Farm Foods - 0800 773773 or 0800 066 3366. Local number 01202 490400

Providers for Hot or Chilled Meals in East Dorset & Christchurch

Agincare Home Cuisine -	01202 717 885
Collins Catering Services -	01202 890303 (orders) or 01202 855521
Custom Lunches Limited -	01202 814963 (8.30am -2.30pm)
Forerunner -	01202 434555, all drivers DBS checked

Relocation Services

New Forest Senior Moves - 01590 615252 or 07940 925346

www.newforestseniormoves.co.uk

Whilst there are many great services supporting older people in their own homes, and plenty of options in terms of retirement flats and residential homes, we provide specific help to downsize and make that move when the time comes, especially for people who don't have anyone to give them the support they need. New Forest Senior Moves is run by Susie Kendall, a former solicitor and a New Forest Citizens Advice Bureau volunteer.

Catherine Haken – 01264 771322

Catherine@hakenrelocationservices.co.uk

If the thought of moving is too much. Specialises in helping older people to move.

Social groups for older people

Age Concern Christchurch – Friendship Centres – 01202 488311

Somerford, High Cross Church - Monday 2-4pm (transport provided)

St Joseph's – Tuesday 1.30-3.30pm

Mudford Wood Community Centre – Wednesday 2-4pm

St Catherine's Community Hall, Fairmile - Wednesday 2-4pm

Burton URC – Fridays 2-4pm

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Brendon Care Groups - Christchurch Clubs

Tel: 01962 857099 **email:** clubs@brendancare.org.uk or **website** www.brendancare.org.uk/clubs

Our clubs are devoted to giving older people the opportunity to meet new friends and enjoy a variety of activities including speakers, entertainers, quizzes and club outings. Our aim is to help older people maintain their independence, feel more fulfilled, improve their quality of life and have fun!

Club Title	Venue	Day/time/Weekly subscription
Castle	The Castle Lodge Hotel, 173 Lymington Road, Highcliffe, Dorset BH23 4JS	Monday 2pm - 4pm £4.50
Juniper Jumpers	Bure House, Loring Road Christchurch, Dorset BH23 2AZ	Tuesday 2pm - 4pm
Christchurch Variety Club	Druitt Hall, High Street, Christchurch, Dorset. BH23 1AJ	Saturday 1.30pm -3.30pm £2.50

Christchurch Day Centre – (Highcliffe Club) 01425 278644

250 Lymington Road, Christchurch, Dorset BH23 5ET

Day centre care for dementia sufferers

A person may also receive day care to give his or her carers a break from their caring responsibilities. Day care services are run by qualified and experienced staff. The planned programmes of care include practical help such as learning or relearning daily living skills such as cookery, gentle exercise groups and help with mobility, as well as activities such as craft and hobbies, games, outings and entertainment that help maintain skills you need to keep your independence. Special equipment advice is also available.

Dependent on the result of the financial assessment you may have to pay towards the cost of attendance at the centre and transport as appropriate. You will not be asked to pay for more than you can afford. A menu of reasonably priced meals and drinks can be provided. Charges start at £26 per half day depending on the type of support required

If you think you or someone you know needs the support that day care can provide, you can ask for an assessment. If you are a new customer or have no current involvement with us, please contact the Adult Access Team. If you currently receive a service from us, please contact your allocated worker at the social care local office. Alternatively your GP may suggest that we help you and may, with your permission, refer you to us.

We cannot guarantee attendance because we have many requests for day care and have to give priority to those most in need. We allocate day care places by balancing the needs of people and the resources available.

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▪ **Christchurch Men's Shed -07547 922246**

Greystones House, Waterford Road, Christchurch, BH23 5JL

www.christchurchshed.org

email: christchurchshed@gmail.com

Do you:

Enjoy making or fixing things? Need access to a good workshop? Want to meet interesting people? Like chatting about technical stuff? Feel the need for male company? Missed the workplace banter? Need to do something different?

Members can work on their own projects, help with community projects or just drop in for a chat. Available Monday to Friday 10am to 4pm. Due to its location and the workshop environment, it is not suitable for those with mobility issues or dementia

Duplicate Bridge Club – Beryl Williams 01425 276191

Greystones Community Centre, Highcliffe. Monday and Wednesday evenings Improvers based on EBU rules – Roz Wade 01202 481484

Extend Exercise – Linda 01202 483903

St Marks Church Hall Friday 10-11am

Faithworks Wessex - 01202 304004

www.faithworkswessex.org.uk

35 Palmerston Road, Boscombe

Offers a range of support to socially isolated older people, unpaid Carers, those who are homeless or vulnerably housed, those in need of food, lone parent families and those wanting to learn how to manage their finances. We also encourage the work of local churches through partnerships, management agreements, training and consultancy. Our Christian foundation underpins our desire to value and respect others without discrimination.

The Golden Years Solution Tea – 01202 971986

info@goldenyearsteam.co.uk

Helping people to organise their life and to overcome its challenges in later years.

Help with managing and organising domestic arrangements, information, support and advocacy, day to day practical support, organising functions such as birthdays, practical advocacy and support following bereavement.

Happy Lappy - Tony Amatruda

E-mail: tamatruda@live.co.uk

Happy Lappy is a locally based company with over 3,000 members in the Dorset area, and our aim to bring new technology to mature people, to help combat social isolation and help prevent loneliness. We have an impressive portfolio of partners with Poole Libraries, the Alzheimer's Association, U3A, Women's Institute, Motor Neurones Association, and many church groups to name a few. We can provide one to one training or arrange group sessions to cover, such subjects as Tablets, computer shopping, on line dating, keeping safe on line, Skype/FaceTime, photography, and E books to name but a few.

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Over 60's Dancing - 01202 417143

Beaufort Community Centre, BH6 5LB

A social dancing class for the over 60's. Monday 1.45 – 3.45pm

POPP (Partnership for Older People Project) - Support Groups**Phoenix Fellowship for Widowers – Irene and Richard Brocklehurst - 01425 279656**

Meets weekly on Monday mornings 10.30 – 12.30 pm at Christchurch Baptist Church hall If you are a bereaved widower and feel you would benefit from meeting for a drink and a chat with other men in a similar position we are waiting to welcome you.

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Homelands Activity Group - Irene Evans 01202 473489

Meets weekly at Community Centre, Homelands Estate on Monday afternoons - 2 and 4 pm.
Nonresidents most welcome.

New Horizons Support Group for Widows – Betty Hope 01202 482736

Meets weekly on Tuesday mornings at CBC Hall between 10:30 a.m. and 12:30 p.m.

BLF Breathe Easy - Carol 01202 475042 (Maureen 01202 486774)

POPP is also supporting a new group which is backed by the British Lung Foundation called which meets between 2-4 p.m. on the 4th Wednesday at Stewarts, Lyndhurst Rd, BH23 4SA. Meetings are informal.

Scrabble - 01202 417143 An

over-60's scrabble club.

Useful Government numbers for older people

The Pension Service	0845 60 60 265 www.gov.uk/find-pension-centre
State Pension Claim Line	0800 731 7898 Textphone 0800731 7339 www.gov.uk/claim-state-pension-online
Pension Credit Application Line	0800 991 234 Textphone 0800 169 0133
Pension Tracing Service	0845 6002 537 Textphone 0845 3000 169
DWP Pension Information Line	0845 731 32 33 Textphone 0845 604 0210
Winter Fuel Helpline	08459 15 15 15 Textphone 0845 601 56113
Help with Health Costs Advice Line	0845 850 1166 OR 0300 3301343
Money Advice Service	0300 500 5000 www.moneyadviceservice.org.uk/
Carers Allowance Unit	0845 608 4321 Textphone 0845 604 5312 www.gov.uk/carers-allowance/how-to-claim
Office of Public Guardian	www.publicguardian.gov.uk/index.htm
HMRC National Insurance Contributions	03002 00 35 00 www.hmrc.gov.uk

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YOUNG FAMILIES

General support for young families

<https://www.christchurch.gov.uk/children-families/get-help-for-your-family/getting-help-for-your-family.aspx>

Sometimes you may feel you need a bit more help and support. The Christchurch Family Partnership Zone brings people together to help and support children, young people and their families with any aspect of family life

The Christchurch Family Partnership Zone can provide information, advice and guidance, as well as direct support around anything relating to family life, including:

- staying safe
- keeping healthy
- parenting
- managing finances
- achieving well in the early years, at school and getting a job

And can:

- bring together professionals to help your child, for example, by working with your health visitor, doctor or school teacher
- provide one-to-one family work
- suggest parenting support courses that could help you and your family
- offer help and advice for more complex needs, maybe you're concerned about your child's behaviour, or worried about their development or emotional or mental health
- support young people and teenagers through targeted youth work
- link you to local groups that can support you, including activities at your local Children's Centre
- help your child be ready for school
- help you fill out any relevant forms and paperwork

The team support children through 4 main areas of work:

Identifying

We identify children and families who might need additional help.

We do this by gathering information we already have about children and their families into one place. We then share this information with others who might be able to help. Of course, we talk to families to let them know they're eligible for this help.

By doing this, families get help before a small problem becomes a bigger problem or crisis. We do this regularly to make sure children, young people and their families are made aware of the help they're entitled to.

Information, advice and guidance

We provide information, advice and guidance to families. Our family advisers visit toddler groups, libraries, schools, leisure centres and anywhere families may spend time to help people find out about local services and reliable sources of information.

Activity and parenting workers and family workers

Our activity and parenting workers and family workers run groups and activities. We often do this alongside other people and professionals in community venues like church halls, Children's Centres, schools and libraries.

Family workers

Our family workers provide support to families in your family home. They often work with other professionals or experts to help a family overcome difficulties. They listen to all members of the family to understand what's going well, what's not going so well and what might make a difference. They work with the family to draw up a plan.

Sometimes they help other people to be part of this work or to lead it. They are usually people the family already know, like teachers, housing officers or health visitors.

What kinds of issues can Family Partnership Zone help families with?

We have lots of experience supporting families and work with others who have expertise. Here are some examples of issues we've helped with, but there are many more:

- parents are separating or have separated
- there's historical or current domestic abuse
- parents are finding it difficult to manage their child's behaviour
- children or young people are experiencing problems with their learning
- young people are self-harming or are thinking of self-harming
- a family member uses alcohol or substances
- families are struggling to cope financially
- families don't know where to access information

They will try to make sure there's a single professional that works with your family. This lead professional means you only have to tell your story once and you have one point of contact.

If you think you might need help, contact us:

Christchurch Family Partnership Zone (FPZ)

Name: Steve Cox O'Rourke

Email: christchurchfamilypartnershipzone@bccouncil.gov.uk

Mob: [01202 225724](tel:01202225724)

[Full details for Christchurch Family Partnership Zone \(FPZ\)](#)

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Christchurch Children's Centres

Tracey Densley (Cluster Manager) - 01202 221338

T.densley@dorsetcc.gov.uk Somerford (by Primary School) and Stay and Play at Burton. Plus an outreach team and playwork

First port of call for anyone who is pregnant, caring for a child under five and (where there are specific needs for children under seven). Children's Centres bring together local services and can offer support and information. Provision in Christchurch West (next to Christchurch Library), team.

Services offered include:

- Speech and language therapy
- Child and adolescent mental health service
- Courses in IT, literacy, numeracy, childcare, cooking on a budget
- Health visitor clinics and antenatal appointments
- Citizens Advice (by appointment) and mainly for those with children
- 'Young Parents to be' course and support up to 21. If under 18 are paid to attend.
- Volunteer training, advocacy and promotion
- Toy library
- Fortnightly multi agency drop at Youth Centre
- Lone parents – Gingerbread
- Stay & Play sessions
- Parenting groups
- Self-esteem courses
- Domestic Abuse – any age

Young People – Alison Medicott - 01202 221378

Early Intervention 5-19 Years Of Age Alison Medicott (Team Leader) 01202 221378

a.medicott@dorsetcc.gov.uk

Child orientated and family orientated support. The Christchurch Early Intervention Locality Team is responsible for supporting children, young people and families with support needs in the Borough of Christchurch. The core team comprises children's centres, locality workers, locality social workers and youth workers. Early Intervention work in the Christchurch Locality is coordinated by Alison Medicott, Team Leader, working in partnership with Tracey Densley, Children's Centre Cluster Manager.

Youth Centres and Projects In Christchurch

Senior Area Youth Worker: Steve Cox O'Rourke - Tel/Fax: 01202 588041/588289

S.Cox-Orouke@dorsetcc.gov.uk

13-19 years Youth Work Provision for Young People in the Christchurch area.

The Lighthouse Youth & Community Centre

20 Barrack Road, Christchurch, BH23 1PE, Tel/Fax: 01202 588041/588289

Burton Youth & Community Centre

Sandy Plot, Burton, Christchurch, BH23 7NH, Tel: 01202 225725 / 01202 225721

Somerford Youth Centre

Bingham Road, Somerford, Christchurch, BH23 3AH, Tel/Fax: 01202 483272 There is also a Christchurch Detached Team.

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Impact – Steam Café, Mike Yates - 01202 474992

info@impactmakingadifference.co.uk 23 Barrack

Road, Christchurch BH23 1PA

Child and Adolescent Mental Health Service (CAMHS)

The Dorset Health Care University NHS Foundation Trust (DHUFT) CAMHS service aims to

- Prevent the development of emotional and behavioural problems through consultation, advice, training and support to multiagency professionals provided by primary mental health workers working in tier two. Each school will have a named link worker offering consultation and advice and with whom potential referrals should be discussed prior to making a referral to CAMHS.
- Offer early intervention to children and young people aged 0-18 years and their families for mild to moderate emotional health and wellbeing difficulties by providing assessments and up to 6-8 sessions of group/ individual interventions from primary mental health workers.
- Respond to moderate and severe emotional health and behavioural problems of children and young people aged 0-18 and their families which have a significant impact on functioning and /or present significant risk through the provision of assessment and therapeutic interventions of up to an average of 18 sessions provided by CAMHS professionals.

How to make a referral:

If you would like to discuss whether CAMHS or another service is appropriate or how to make a referral or what else to do, please contact the duty clinician weekdays between 9.00am and 5.00pm on the CAMHS Single Point of Access locality number. Referrals should be made via the **CAMHS referral form**.

Domestic Abuse

National Helpline for Domestic Violence – 0800 9702070

Learning disabilities and physical disabilities

CHAOS – 01202 855105 (10-2pm Mon – Thurs)

info@copingwithchaos.org

The Families Centre Bond Avenue, West Moors, Ferndown, BH22 0LL

Supporting families caring for children with disabilities through play, information, befriending and youth group

FACE 2 FACE – Chris Foulds - 01202 855105

chrisf@copingwithchaos.org

www.copingwithchaos.org **Bond Ave, West**

Moors, BH22 0LL

Face 2 Face is a free and confidential. Links parents of disabled children with local parent befrienders.

Juniper Day Service – Carers/Parents Support Group - 01202 486114

BH23 2GZ

A support group, open to parents and carers of adults with learning disabilities who attend the centre. Meetings are relaxed and friendly, with an opportunity for discussion. Speakers are invited to talk about issues of general interest.

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Parents Partnership - Jane Schmidt - 077486 24609

Parent Partnership Officer, Christchurch, East and North Dorset

J.E.Schmidt@dorsetcc.gov.uk

Special Needs and peer to peer support for parents of children with special needs and disabilities.

Shadows – 07074 333 023

Ladders Youth Information Centre, 45 Bargates, Christchurch, BH23 1QD

SHADOWS - Shire Alcohol & Drugs Outreach Worker Service - is a young people's service offering confidential advice, support and information for young people up to the age of 21. The project supports young people whose lives are being affected by the results of drug and/or alcohol use/misuse.

Safeguarding Children - 01202 474106 - Out of Hours 01202 657279

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