

Once home, it can be very confusing as to when you have appointments or who may be coming to see you. It is easy to forget things when everything is new and busy.

TIPS YOU MAY FIND USEFUL

- Use a box file to keep information together, i.e. appointment cards, letters etc.
- Use a diary to note down when people want to visit, the purpose of their visit and their phone number.
- If the visitor's information is not already in your diary, remember to note it down or ask them to write it in your diary for you.
- Keep a record of relevant phone numbers in large print on a sheet of paper so they are easily at hand, plus a copy in your box file.

The Joy of Travelling

Freedom to move

Being able to travel independently is something that most of us take for granted, but for many people who have sustained a brain injury it can be a monumental task because of physical, communication or visual difficulties. This is where Essex Travel Training can help. Specialist travel trainers will accompany trainees on their journeys, providing encouragement and guidance until he or she is able to travel independently. They can also provide advice and support on skills such as using a travel timetable, road safety and coping with traffic.

The confidence to travel can give disabled people a new lease of life, and it can open up horizons which they thought they might have lost, especially if they have unfortunately been told they are no longer able to drive. This may include travelling to college, gaining employment, accessing leisure activities or simply going out to visit family or friends.

For further information on travel training call
01245 434 865 Email traveltraining@essex.gov.uk
or visit www.getonthemove.org.uk

Shopmobility – Clacton - 01255 435566

Providing powered wheelchairs to people with limited mobility who wish to shop in Clacton town centre and surrounding areas

Wheelchair repairs

Wheelchairs (NHS) DGT Services (Chelmsford)
01245 468834

J F Aldous (Wheelchairs), Unit H1, Plough Road Centre,
Plough Road, Gt Bentley - 01206 251040

North East Essex Wheelchair Service

01206 742563
Repairs – 01245 468834

Mr Mobiliser – Wheelchair Repairs

01255 435111

Warm Front Scheme - 0800 072 0151

The Warm Front Scheme gives grants worth up to £2,700 to make homes warmer and more energy efficient. The scheme offers energy-efficiency advice, two free energy-efficient light bulbs and a package of insulation and heating improvements, which are tailored to each home. These improvements can include installing gas, electric or oil central heating

HOLIDAYS

Holiday Care Service -01293 774535

Service for disabled people, older people, carers, one-parent families, people on their own and people on low income.

Winged Fellowship - 020 7833-2594

Provide holidays for disabled people, and their carers.

Disaway – 0208 878 2054

Organises group holidays for physically disabled people between 16-80

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STROKE FAMILY SUPPORT

Stroke Family Support is a home visiting service, which provides information, literature and emotional support for stroke survivors, their families and stroke survivors living alone.

Referral to the Stroke Family Support service should have been implemented by the ward. If you have not received our information pack or you would like a home visit please phone Linda Eliot on the number below.

We have a carers' group which meets monthly at our centre in Holland on Sea. If you are unable to attend meetings we can let you have a monthly newsletter.

For advice and information with regard to the above contact Linda Eliot on **01255 815916**

We offer a free confidential counselling service for stroke survivors and/or their carer(s).

There is space on the back cover for the safe keeping of any additional useful phone numbers

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CLACTON & DISTRICT STROKE ASSOCIATION

For more information regarding our groups please contact Rosemary Garrey, Co-ordinator on 01255 815905

We offer help in any way possible during recovery, rehabilitation and in the long term to stroke survivors, their families, carers, friends and professionals involved in their care.

Groups Available

MONDAYS 9.30am - 1.30pm
Skills Development after stroke

MONDAYS pm at Harwich
Communication group &
skills development

WEDNESDAYS 10am – 2pm
Communication after stroke

THURSDAYS 9.30am – 3.30pm
Mixed ability group including those
of a higher dependency

FRIDAYS 9.30am – 1.30pm
Social interaction after stroke

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Red Cross

Wheelchairs, frames and other equipment are available on loan.

Brightlingsea ~ 01206 306763

Clacton ~ 01255 422018

Frinton ~ 01255 677644

Harwich ~ 01255 240632

Thorpe le Soken ~ 01255 861756

St Johns Ambulance

Equipment available on loan.

Clacton - 01255 812582

Colchester - 01206

860345

Wivenhoe - 01206 824005

Independent Living Centre - 01206 518888

Purpose built suite displaying products to help disabled people at home – hoisting, bathing, stairlifts, beds etc. Plus other services are at the centre to help provide independent living at home for those people with physical and/or sensory impairments. Provision of information for carers and housing adaptations.

USEFUL CONTACTS

Meals on Wheels supplied by Colchester WRVS

Via Social Worker: 0845 603 7630 - Hot Meals

Tasty Meal Co (private) 01206 228 255 – Chilled meals

Tendring Careline - 01255 222022 / 222727

Operators of a 24-hour monitoring service by telephone and 'panic-button' pendant system for the safety of the elderly and infirm in the Tendring area.

The Disabled Facilities Grant

If you are disabled, grant is mandatory for essential adaptations to give you better freedom of movement into and around your home, and to access essential facilities within it. This grant is means tested. For more information contact: Tendring Home Improvement Agency on: 01255 814410.

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Family Support Clacton - 01255 432132

Provides companionship and stimulation for housebound and socially isolated elderly people; befrienders visit clients in their own homes, and respite care for carers of clients can also be organised.

Day Centre / Lunch Club held at Imperial House, with transport to and from the centre in minibuses fitted with wheelchair tail lifts.

Individual Home Attendants – Provision of a friendly home attendant to do household jobs, shopping, transport, provision of breakfast, lunch and dinner etc. Call 01255 430408 for details

Family Support – Brightlingsea - 01206 303702

Local voluntary organisations offering all round support and care to relieve stress in the family group, particularly carers.

HELP THE AGED

Telephone No: 01255 473 999

Handy Van – Installs and demonstrates safety and security products and carries out simple DIY jobs. This service is free to persons with under £20,000 savings.

First Connect – a face-to-face service to support older people to access services.

Senior Mobility – provides grants for vehicles, scooters and mobility equipment.

Senior Line – gives advice to older people on their benefit entitlement.

Call in Time – a telephone befriending service to connect older people and volunteers.

First Stop Advice – one of the groups that runs a service that provides information about care and housing in later life.

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**CLACTON & DISTRICT
STROKE ASSOCIATION**

CDSA is a local independent charity caring for the community of Tendring.

Our aim is to assist in any way possible during recovery, rehabilitation and in the long term.

We offer support in various ways to stroke survivors, their families, carers, friends and professionals involved in their care.

We offer the opportunity to meet and share experiences and concerns.

We provide advice and information regarding stroke prevention awareness. We also hold regular open days promoting stroke prevention awareness and healthy living. On these days, Health Professionals carry out blood pressure checks and diabetes checks.

We constantly press for improvements in services for stroke survivors and strive to increase public awareness of the impact of stroke and resulting trauma.

We offer education through information and training.

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HEALTH

Colchester General Hospital – 01206 747474
Clacton & District Hospital – 01255 201717
Harwich & District Hospital - 01255 201218

District/Community Nurse, Continence Nurse –
contact your GP to be referred to these services.

NHS DIRECT 24 hour confidential helpline

If you think something is wrong and you are wondering if a doctor is needed, phone NHS Direct for quick friendly advice on 0845 4647

Nutrition and Dietetic Department - 01206 742166
Colchester General Hospital, Turner Road,
Colchester

Falls Prevention Service - 01255 201747
Tendring Primary Care Trust

Age Concern - 01245 423333
Toenail Cutting Service

Epilepsy

The British Epilepsy Association, Tendring Branch
01255 822342

Complementary Medicines –

Advice about Acupuncture & Aromatherapy etc can be obtained from your GP or the local telephone directory

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Tendring and Colchester Advocacy Scheme for Older People - 01206 368420

Enabling older people to stay in control of their lives.

Tendring Home Improvement Agency Handyperson & Home Safety Service – 01255 814410

Help is available with small jobs, minor adaptations and repairs around the home.

Age Concern Essex – 01255 479377

Home support service for older people, Tendring District
This service is a weekly general housework and/or shopping service for people aged 60 and over, who find it difficult to do tasks for themselves.

Colchester Catalyst Charity - 01206 231740/561060

With the co-operation of local charities we are able to provide special individual indoor or outdoor equipment needs or specialist therapy. Respite care for people with disabilities and their carers.

Tendring District Crossroads – 01255 860960

Support for carers by offering trained staff to assist with a range of personal care tasks including bathing, assisting with toileting and more complex needs. Sitting service to give carers time to relax, study, pursue hobbies, visit friends, shopping or appointments etc. All staff are carefully vetted, trained and supervised to give support and practical help with caring tasks.

Blue Badge – Essex County Council – 0845 6037630

If you are in receipt of Disability Living Allowance or Attendance Allowance, you are entitled to a blue parking permit.

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BENEFITS

Employer's statutory sick pay –

If the person is employed, they may be able to claim Statutory Sick Pay (SSP) from their employer. SSP can be paid for up to 28 weeks of sickness. When their entitlement to SSP ends, they can claim Incapacity Benefit. If the person is not entitled to Statutory Sick Pay, and they have enough National Insurance contributions, they can claim Incapacity Benefit (IB) from the first week after their stroke.

Severe Disablement Allowance (SDA) –

Is a weekly cash benefit for people who are severely disabled and have not been able to work for at least 28 weeks, but do not have enough National Insurance contributions to qualify for Incapacity Benefit.

Disability Living Allowance (DLA) -

Is for people under 65 to help with personal care and mobility. It can be claimed along side other benefits and income and is not based on financial circumstances. Tel: Benefits Enquiry Line 0800 882 200

Attendance Allowance (AA) –

Is for people 65 and over who have a disability. Payments start 6 months after stroke but can be claimed beforehand. Tel: Benefits Enquiry Line 0800 882 200

Carer's Allowance -

Someone who cares for a disabled person for more than 35 hours a week maybe entitled to carers allowance, depending on other benefits and social security payments. Tel: 01253 856 123

Carers over 60 –

If you get other benefits (for example state pension), you may not get Carer's Allowance, or you may get a reduced amount. However, if you meet the qualifying conditions for Carers Allowance, you may still get an extra amount included in your Pension Credit (if applicable). This is called the "Additional amount for carers" and is equal to the carer premium referred to above.

Help with claiming benefits

If you need help with filling in Attendance Allowance or Disability Living Allowance forms help is available from Linda Eliot, Stroke Family Support 01255 815916

For advice and or help with other benefits contact:-

Benefits Enquiry Line – call 0800 882 200 for specific benefits helpline for people with disabilities. They can send out benefit claim forms and arrange to help you with filling some of them in over the telephone.

The Pension Service Tel: 0845 6060265 –

Text phone for hard of hearing – 0845 6060285

They will help with all benefit claims and will carry out an assessment to ensure you are getting all the benefits you are entitled to.

Citizens Advice Bureaux Tel: 0870 7510952

Provide advice on benefits, debt, heating and on grants that may be available. Visit www.adviceguide.org.uk or contact your local bureaux on the number above.

Helpful Websites:

www.direct.gov.uk – a government website with information for disabled people and carers on employment, money, tax and benefits.

www.dwp.gov.uk - The Department of Work and Pensions, responsible for benefits and services for people of working age.

LOCAL SUPPORT

Clacton & District Stroke Association

For details of our group offering post stroke support please contact Rosemary Garrey on 01255 815905

For details of Stroke Carers & Family Support, please see page 1.

North East Essex Carers Support –

Tendring Area Tel: 01255 474410

Provides information, advice and practical help for carers.

Harwich Fellowship for the Sick

01255 503980

General support for patients and former patients of Harwich Hospital.

Tendring Community Voluntary Services

01255 425692

This is a central contact point for numerous local organisations; over 100 organisations are affiliated to TCVS.

Volunteer Centre – 01255 427888

“Helping Hands” & “Guiding Hands” schemes. They can provide help with transport, practical help in the home eg. small repairs or maintenance tasks, such as changing lightbulbs or fuses.

Tendring Community Transport incorporating “Dial a Ride” – 01255 436962

Providing wheelchair accessible transport for residents living within the Tendring district.

Harwich Connexions Transport Co-operative Ltd

Operates a transport scheme within Harwich and outlying district

For more information please ring - 01255 552010

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Social Care Direct (Day time)

Tel: 0845 6037630

A hospital Social Worker, with Occupational Therapists and Physiotherapists may have already arranged a care package for personal care, aids and/or equipment upon hospital discharge. If these needs change or you require any further advice please contact the number above.

Adult Social Care will carry out a full assessment about different areas of your life and identify the goals that you would like to achieve in your life. The County Council can only meet needs that are assessed as being either critical or substantial, in line with the Fair Access to Care Services Criteria (FACS). This is national guidance published by the Department of Health.

You can refer directly but some services need to go through a GP. If you would like assistance please contact our Family Support Advisor, Linda Eliot on 01255 815916

Emergency Duty Service (out of hours)

contact details: 0845 6061212

This is an emergency service provided outside of normal office hours for social work situations that cannot wait until the next working day.

The Clacton & District Stroke Association also offers daily groups for stroke survivors. (see details on page 12)

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