**Top Tips for PICs**

**Guides to services**

**Forms for our internal help site I&A**
Age UK Croydon\Age UK Croydon Team Site - All Team\03 AUKC Services\05 I&A\Referral Form.
Forms to be sent to asc@ageukcroydon.org.uk please note the detail needed in the email subject box.

**Excel sheet with contacts for services in Croydon**
https://ageukc.sharepoint.com/:x:/g/EXIXhoKIcI9JnpnW-o2OKJcBz6gFu\_kPqg\_7KeaBSBi21A?e=5pZXc7&CID=19329aef-fa80-4d47-8eed-e121cd82ba83

**Activities at Brigstock Road**
<https://www.ageuk.org.uk/croydon/activities-and-events/>**Zoom download advice**
[www.ageuk.org.uk/bp-assets/globalassets/hammersmith-and-fulham/binder1.pdf](http://www.ageuk.org.uk/bp-assets/globalassets/hammersmith-and-fulham/binder1.pdf)**Helpful guides for all services**
**Hear Us Guide**
[file:///C:/Users/User/Downloads/The-Hear-Us-Guide-to-Croydons-Mental-Health-and-Wellbeing-Services-WEB.pdf](file:///C%3A/Users/User/Downloads/The-Hear-Us-Guide-to-Croydons-Mental-Health-and-Wellbeing-Services-WEB.pdf)**Simply Connect**
<https://croydon.simplyconnect.uk/>**General advice**
advicelocal.uk/national-organisations#more

**Health and Wellbeing Space**
https://croydonhws.co.uk/

**Interpretation Service**

If English isn't your ﬁrst or preferred language you can still use our 111 service.

NHS 24 uses the interpretation service, Language Line, to support callers who cannot, or prefer not to, speak English. <https://www.nhs24.scot/get-in-touch/language-line/>

**Translation Service for PICs to use**
Telephone number: 0800 169 2879

Passcode: 286677

**Social Prescribers**
<https://cvalive.org.uk/abcd/social-prescribing/soc-prescribing/>Social Prescribing Link Worker
Contact Lynda.Graham2@nhs.net**Online groups**
<https://events.restless.co.uk/event-calendar/>

**Care Plans**

CMC has been phased out and replaced by Universal Care Plans (UCPs) <https://ucp.onelondon.online/about/>.

UCPs are similar to CMC and enable people to create a care plan based on what is important to them and their preferences.

Currently, UCPs can only be created by healthcare professionals so anyone interested in having one would need to speak to their GP. There are plans to expand this and eventually we should be able to support people to create UCPs, but movement is quite slow on this.

The website has some useful information about what they are which you can share with your clients.

In short, it is best to direct clients interested in creating a UCP to their GP.

**Housing and Care**

**Repair guide booklet for council properties**
<https://www.croydon.gov.uk/sites/default/files/articles/downloads/Repair_guide_for_tenants_2019.pdf>

Report a repair via My Account on Croydon website and how to log on
<https://my.croydon.gov.uk/user/login>

<https://www.croydon.gov.uk/sites/default/files/2023-10/Housing_online_user_guide_V1.1.pdf>

Do not report repairs online, call our contact centre on 020 8726 6101.

**Gas leaks**
Transco 0800 111 999
**Water**
Thames Water 0800 714614
Southern Water 0845 2780845
SES Water 01737 772000

**Moving home and process with council**
Form to fill if needed council property or sheltered homes through council
<https://secure.croydon.gov.uk/eforms/ufsmain;jsessionid=1E90A6AA09613471BDE92623DCC9B070?formid=EXT_HO_REGISTER_ELIGIBILTY&ebz=1_1606392665871&ebd=0&ebp=10&ebz=1_1606392665871>
Two forms need to be filled and there is no correspondence back. Once registered you can go to to a link where you can bid for homes
<https://www.croydonchoice.org.uk/search-and-bid-properties>
if you are not at the top of the bid list, we would encourage you to search for a new home in the private rented market, according to one internet website there are currently over 1,250 privately rented homes available in Croydon.
For more information on finding your new home in the private rented market click on <https://www.croydon.gov.uk/housing/optadv/findhm/findahome>
Social workers have contacts with some housing agencies so check with them.
Sheltered housing agencies – there is a list on the Council website and Carers Support Centre have a good list and information in PDF form. <https://housingcare.org/sheltered-housing/area-2-croydon>
If housing situation is complicated speak to I&A team and you can refer to them if needed.

**Types of homes**
Residential: Do not need 24hr care
Nursing: Medical care provided
Sheltered housing: Own flat or room, some with a warden and pull cords for security
Extra Care: Assisted living for people with more care needs
Home share scheme: Share home with someone who needs accommodation (Homeshareuk.org)
Retirement villages: Private homes, sheltered accommodation privately bought
Hospices: End of life care (St Christophers)

**Almshouses**
Whitgift Almshouses – have vacancies – residents need to be mobile as it’s independent living. They need to be Church of England communicants. Phone Steve on 07587 632 996 for further info.

Elis David Almshouses – contact Amy for further info on 020 3833 6959 – they may have some vacancies, mainly studio flats.

United St Saviours Almshouse in Purley – they are now accepting Croydon residents. Contact Jude Leighton 07887 537901 / jleighton@ustsc.org.uk

**Advice**
<https://www.moneyadviceservice.org.uk/en/articles/self-funding-your-long-term-care-your-options><https://www.cqc.org.uk/what-we-do/services-we-regulate/find-care-home><https://www.independentage.org/get-advice/support-care/help-at-home><http://www.carersinfo.org.uk/useful-information/publications><https://www.croydon.gov.uk/adult-health-and-social-care/paying-adult-social-care/independent-financial-advice>

**List of Croydon care agencies online**
[www.carehome.co.uk/care\_search\_results.cfm/searchtown/Croydon](http://www.carehome.co.uk/care_search_results.cfm/searchtown/Croydon)
[housingcare.org/sheltered-housing/area-2-croydon](https://housingcare.org/sheltered-housing/area-2-croydon)[www.homecare.co.uk/homecare/listings.cfm/searchunitary/Croydon](http://www.homecare.co.uk/homecare/listings.cfm/searchunitary/Croydon)<https://www.cqc.org.uk/>**Calculating cost of care tool if involvement with Croydon Council**
<https://croydon.mycostofcare.com/OFA>

**Assessments**
These can be obtained by council for care needed (either package of care or residential care). Social workers should do an assessment for care including a financial assessment. If care has been provided free of charge after a hospital admission by the LIFE team, an assessment should be done before the contract ends and a decision should be made by the social worker and client for what is best moving forward.
For packages of care, if the person has savings of about £23,250 (this figure may change) then Social Services consider them to be a “self-funder” meaning they must pay 100% of the package of care cost. If less than that then the Council will pay some of the cost.
For self-funders social services can still help but they will charge a fee of £260. Alternatively, they can find their care agency.
For residential care Social Services will assess assets including the home. If it is found that client needs to pay for residential care, they can find their own care home.
For continuing care (ie daily medical care) the district nurse will do an assessment (usually when very ill and in advance need). [www.croydonccg.nhs.uk/your-health/NHS-Continuing-Healthcare/Pages/NHS%20Continuing%20Care.aspx](http://www.croydonccg.nhs.uk/your-health/NHS-Continuing-Healthcare/Pages/NHS%20Continuing%20Care.aspx)If a Financial Assessment form has been left and the client can’t fill as they might find it too difficult email:

welfareinformationofficers@croydon.gov.uk to see if they can send someone to their home.

**Respite for carers**
<https://www.carersinfo.org.uk/about-us/carers-respite-service>**Contacts at Croydon council (these may be out of date...please check)**
If you are a care provider and you have a enquiry about a payment made to you, please contact SwiftPaymentTeam@croydon.gov.uk • If you are a residential care home provider and you have enquires about cost / care plan please contact Placementsteam@croydon.gov.uk • If you are a provider and you have a query relating to the provider portal or information on it, please contact adultsproviderportal@croydon.gov.uk• If you are a resident and you have a general enquiry about Croydon’s charging policy and client contributions towards care costs, please contact SocialServices.SSFAT@croydon.gov.uk For queries relating specifically to how much you need to pay towards your residential care home placement, please contact ResidentialFA@croydon.gov.uk• If you have a question about a deferred payment please contact deferredpayments@croydon.gov.ukFor information about Croydon’s Charging Policy and related customer finance journey, please view information here <https://www.croydon.gov.uk/healthsocial/adult-care/asc-money/charges-intro>For updates, please go to [www.croydon.gov.uk/coronavirus](http://www.croydon.gov.uk/coronavirus)
Council services, online, 24/7 [www.croydon.gov.uk/myaccount](http://www.croydon.gov.uk/myaccount).

**Live in Carers** (the bigger care agencies will offer this)
The annual average cost of a live-in caregiver is £44, 000 – £54,600 a year for full-time 1-to-1 care. This means an approximate 24-hour live-in care cost in the UK of around £120-150/day. This can be reduced by having 6 days care per week or by family members coming to stay during holidays.

**Independent Lives**
A user-led organisation who have been working with Croydon since 2019 to find and recruit PAs and provide information and advice on the legal obligations of being an employer. Independent Lives work directly with people with disabilities and older people. When you have a Direct Payment, they can provide a support service that can help you arrange and manage your own personalised care and support by becoming an employer and recruiting your own Personal Care Assistants. Independent Lives have an experienced team of advisers who will provide advice and support, including Telephone/online support Employment fact and support sheets. A Direct Payment customer handbook Group training and events Home visits (where necessary) Disclosure & Barring Service checks (DBS)
Finding a [Personal Assistant (PA) Pages](https://pa-pages.org/pa-profiles/) is a one stop shop for personal assistants and direct payment recipients. Whether you are a personal assistant looking for work or receive a direct payment and you need some support, PA Pages is here to help.
PA Pages brings together personal assistants, individual employers, and training in one place, simplifying the process of finding your perfect role, or the best person to suit your care and support needs.
Independent Lives provides an award winning training Service which was developed with the support, insight and expertise of people with complex health and disabilities. They provide a program of health and social care training and workbooks, subjects include but are not limited to: First aid Manual handling Safeguarding Mental capacity
Medication level 1 and 2 Infection control Food hygiene Health and safety Dementia awareness
Contact Independent Lives Call: 01903 219482 Website: <https://www.independentlives.org/>

**Care Agencies (checked 2023)**

**Bluebird** 0208 6869496
£32.50 per hour weekdays and £34.60 per hour on the weekend
They can do: Personal care/washing and dressing/help with medication/provide meal/shopping/pick up medication/light cleaning.

**Homeinstead**  020 8404 4444
£26.90 per hour weekdays and £28.00 per hour on the weekend. (2023 now refusing to give a price on phone)
They can do: Personal care/washing and dressing/help with medication/provide meal/shopping/pick up medication/light cleaning.

**Amethyst** 0800 014 8533
£24 per hour weekdays and £00.00 weekend.
They can do: Personal care/washing and dressing/help with medication/provide meal/shopping/pick up medication/light cleaning. They log in at the home using their phone and filling a time sheet at property.

**Priory Care Services** 020 8773 1002
£16.50 per hour weekdays and the same rate for weekends, 45 mins £14 per hour
They can do: Personal care/washing and dressing/help with medication/provide meal/shopping/pick up medication/light cleaning

**Rightathome** 0208 656 6921
£28.00 per hour weekdays and £31.00 weekends
They can do: Personal care/washing and dressing/help with medication/provide meal/shopping/pick up medication/light cleaning

**Premier Care Services** 020 8686 5665
£16 per hour, 45 mins £14.00, 30 mins £10.00
They can do: Personal care/washing and dressing/help with medication if in blister pack/provide meal/shopping/pick up medication/light cleaning, do time sheets at customer's home

**Managing Care Ltd**  020 8788 7936
£21 per hour and £23 on weekend and £40 on public holiday 45 mins £17 per hour and £18 on weekend and £25
on public holiday 30 mins £14 per hour and £15 on weekend and £25 on public holiday
They can do: Personal care/washing and dressing/help with medication/provide meal/shopping/pick up medication/light cleaning

**Sunbird** 020 8655 2000 www.sunbirdcare.co.uk
From 1St January 2021 Hourly Support Mon - Fri Sat - Sun Evenings 20.00pm – 22.00pm 1 hour £22.00 £25.00 £25.00 30 minutes £17.00 £20.00 £20.00 45 minutes £20.00 £23.00 £22.00 Night carer sleeping 22:00pm – 07.00am (maximum 2 interruptions) £150 £170 Night carer waking 22:00pm – 07.00am £180 £200 Short hours – 3 hours or less per week. 1 hour 30 minutes 45 minutes £25.00 £20.00 £22.00 £27.00 £22.00 £25.00 Live In Support Mon – Sun Live In Care/Respite Care (7 Days) Personal Care £155 per day Live In Care/Respite Care (7 Days) Intensive Care £185 per day Support Packages Mon – Sun 24-hour support package - sleep-in Includes 10 hours full support during the day and sleep-in service at night £410 per 24 hours 24-hour support package - awake Includes 10 hours full support during the day and an awake night service £480 per 24 hours Additional Services Electronic access to records £10 per month Sunbird Care Ltd. 30 Sandilands, Croydon, Surrey, CR0 5DB E: info@sunbirdcare.co.uk
P: 020 8655 2000 Other Charges • Night carer awake will be charged at the hourly rate. • Mileage for escorting is charged at 45p per mile. • Public & Bank Holidays will be charged at time-and-a-half and Christmas Day at double time. Easter weekend will be charged time-and-a-half. (Good Friday, Saturday, Easter Sunday, Easter Monday) • For Live in Care – public and bank holidays add an additional £50 charge per day. Notice period to change or cancel services to avoid full charge Hourly support: minimum 24 hours’ notice Support packages: 72 hours’ notice Live-in support: 7 days’ notice Where notice is not given within the stated period above, the client will then be charged at the full rate. Expenses Charges for meals & entertainment to be agreed when the care plan is formulated. All details will be recorded in the plan. This applies to Live-in support and long shifts. Travel costs Parking costs to be charged to the client. Where client lives more than 10 miles from the Sunbird Care office, travel costs may be charged to and from the carers home. This will be advised at the assessment and recorded in the care plan. On Christmas Day, taxi fares may be charged for carers who do not have their own transport. Introductory meeting This first meeting with Sunbird Care is with a member of our management team. This can take place either at our office or at your home or in hospital. This meeting is an opportunity for Sunbird Care to provide more information about our services, answer any questions you may have and find out more about the support you require. The meeting duration is typically 30 minutes to 1 hour. This meeting is free of charge. Fees can be paid by cheque, BACS or direct debit. The direct debit mandate will be sent to you as requested. Bank Details NatWest Bank Account Name: Sunbird Care Ltd Sort Code: 60-01-04 Account: 41699076

Radfield Home Care 020 8064 2349
Provide support with: - Personal Care - Housework and Laundry - Shopping - Leisure Activities - Meal Preparation - Companionship Radfield service supports older people to develop real relationships, meet friends and maintain their presence in the community. Radfield carers are selected for their ability to be friendly and sociable as well as being good carers. Radfield always encourages people receiving home care to engage in a community-based activity and supports any of their clients to help them find something that suits their individual needs.
[radfieldhomecare.co.uk](http://radfieldhomecare.co.uk)

**St Chrisopher’s Hospice**
Information and guidance on how to refer patients to St Christopher's
Clinicians may refer using the form below or by phoning 020 8768 4582 (9am to 5pm Monday to Friday) or 020 8768 4500 (24 hours). Please telephone for all emergency referrals
All age Pan-London Specialist Palliative Care Referral form (Word)

[For completing digitally and emailed via NHS Mail](https://www.stchristophers.org.uk/download/45513/?tmstv=1696780624)

[All age Pan-London Specialist Palliative Care Referral form (PDF)](https://www.stchristophers.org.uk/download/45516/?tmstv=1696780676)

Once completed please email to st.christophers@nhs.net.

Please make sure that you send this form using a secure email account such as NHS email.
[www.stchristophers.org.uk](http://www.stchristophers.org.uk)

Contact: 020 8768 4500 and for Family Bereavement: 020 8768 4599

**Help with general housing and homelessness and emotional support**
You can ask for council help if you're homeless now or could be in the next 2 months. The council must give you emergency housing if they think you could be homeless, meet immigration conditions and have a priority need.

**Crisis Skylight Croydon**
[crisis.org.uk/get-help/croydon/](http://crisis.org.uk/get-help/croydon/)

**Shelter**
<https://england.shelter.org.uk/housing_advice/homelessness>**Southwest Law Centre**
<https://swllc.org/get-advice/housing/housing-advice-checker/>Roni Marsh, Money Team Leader, Southwest London Law Centres,
Tel: 020 8667 9252 Reception: 020 8767 2777 option 1

**Household support Fund**
Direct number for the Discretionary Support Fund.......02087605719 ext: 44013
<https://www.croydon.gov.uk/hsf>

**Citizens Advice**
Abigail Ashford Housing First Aid Worker
Citizens Advice Croydon, Email: abigail.ashford@croydoncab.org.uk[www.citizensadvicecroydon.org](http://www.citizensadvicecroydon.org/)**Community Hub help**
This gentleman attends our community hubs and is the housing person
muneem.mazumder@croydon.gov.uk**Porchlight**
<https://www.porchlight.org.uk/information-support/housing>[croydonnightwatch.org.uk/](http://croydonnightwatch.org.uk/)**Croydon Homeless Health**
Specialist health practice for Homeless people, based at The Rainbow Health Centre 141 Brigstock Road, Croydon, CR7 7JN. The team provides a designated nurse-led Primary Care Service for the homeless and asylum seekers in Croydon. On-site services include a GP practice 3 days a week and nurse clinics 5 days a week. Other services include immunisations and health screening for HIV, sexually transmitted infections, and tuberculosis. Reception: Monday to Friday (excluding Bank Holidays) 9 am - 5 pm by appointment only.
Reception phone number: 020 8274 6070/020 8251 9280
[https://www.croydonhealthservices.nhs.uk/a-to-z-of-services/service/homeless-health-196/](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=5c5bb6a813&e=4cf59f6345)**Homeless outreach, South London (Department for Work and Pensions)**

|  |
| --- |
| South London Outreach Homeless Advisors: Please contact the advisor relevant to the borough. |
| Lucy Callaghan | Lambeth | 07795 092 127 | lucy.callaghan@dwp.gov.uk |
| Sinead Harris | Croydon, Merton & Sutton | 07826 874885 | sinead.harris@dwp.gov.uk |
| Gina Nott-Hutchinson | Bromley, Bexley & Greenwich | 07795 061 657 | gina.nott-hutchinson@dwp.gov.uk |
| Angela Hurst | Lewisham & Southwark | 07765 207 716 | angela.hurst@dwp.gov.uk |

[Croydon Health Inclusion Directory](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=ecd463a2a0&e=4cf59f6345) of services and[list of contact details](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=4e934be04d&e=4cf59f6345)**Urgent Mental health support**
24/7: MIND Helpline 0300 123 3393 [www.mind.org.uk](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=c0cc4a3e26&e=4cf59f6345)**SLAM advice line**
0800 731 2864 (option 1). Interpreters available

**Samaritans**
116 123 or jo@samaritans.org**CALM**
Emotional support for Suicidal Men 0808 802 5869

**SHOUT**
85258: Free, confidential anonymous text messaging support Service – Text 85258

**National LGBT Domestic Abuse line**
0800 999 5428

**National Domestic Violence Abuse Helpline**
0808 200 0247 [www.nationaldahelpline.org.uk%20]www.nationaldahelpline.org.uk

**RASASC Rape and Sexual abuse Centre**
0808 802 999 [https://www.rasasc.org/](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=4cd10afb5e&e=4cf59f6345)**Victim Support**
Victim Support run these services for victims and survivors of any abuse or crime, regardless of when it occurred or if the crime was reported to the police free, independent and confidential 24/7
If you’ve been affected by crime in South London, call the London Victim and Witness Service (LVWS) on
0808 168 9291. Lines are open 8am-8pm, Monday to Friday. If you need telephone support outside of your local team’s opening hours, you can call our [Supportline](https://www.victimsupport.org.uk/help-and-support/get-help/supportline/), for free, on 08 08 16 89 111. Supportline is open 24 hours a day, seven days a week Go online Visit the [London Victim and Witness Service (LVWS)](https://londonvws.org.uk/) website. Our [free live chat](https://www.victimsupport.org.uk/help-and-support/get-help/support-near-you/live-chat/) support service is available 24 hours a day, seven days a week. You can also request support [via the website](https://www.victimsupport.org.uk/help-and-support/get-help/request-support/). A member of the team will get back to you to see how we can help. [My Support Space](https://www.mysupportspace.org.uk/moj) is a free online resource containing interactive guides aimed at helping you to manage the impact crime has had on you. It’s easy to set up an account and get access to over 70 guides. My Support Space allows you to work through the guides at your own pace.

**Carers Support**
Advice Desk & Carers Cafe at the Carers Support Centre
The Advice Desk at the Carers Support Centre is currently open 10am – 1pm on Mondays, Wednesdays, Thursdays and Fridays for carers to drop-in and get advice from an advice worker. However please note that the Carers Information Service and Carers Support Centre will be closed on Friday 7th and Monday 10th April for the Easter Bank Holidays. Our café volunteers are also ready to welcome carers to our Carers Café, open Mondays, Wednesdays and Fridays 10:30am-12:30pm, for carers to drop-in for a free hot drink and chat or just some quiet time if needed. Our Friday volunteer is also one of our IT Buddy volunteers so can support you with any basic phone or computer queries you may have.

**Directory of warm spaces:**
<https://www.croydon.gov.uk/warm-spaces-directory>

**Homeshare with someone who can help with an elderly person**
<https://twogenerations.co.uk/>

**Benefits and financial**
**Age UK Croydon info**
<https://www.ageuk.org.uk/croydon/our-services/information-and-advice/self-help-resources/>

**Main benefits we deal with:**
**Attendance Allowance for over 65’s**
Forms can be ordered by phone and payments taken from date of your phone call or use online form to fill in on government website. Tel: 0800 731 0122

**Disability Living Allowance** is being replaced by Personal Independence Payment (PIP) but some are still on this benefit

**PIP:** For under 65’s and over 16’s with a disability or medical problem (we are not allowed to fill these forms but can give advice)
Tel: 0800 121 4433 To do online: They will still need to call the PIP claim line as before and give an email address. The form will then be sent directly to the clients’ email address where they can complete and return it. The client must have the ability to scan and upload any additional documents required (which I’m sure we can support with).

<https://www.benefitsandwork.co.uk/personal-independence-payment-pip/pip-self-test>

**Universal Credit** (we can’t help with this but can give advice to who can)**:**
Low income or out of work and over 18 This is best done by another service as email address has to be given. Tel: 0800 328 5644

**What others and how this effects other benefits.**
Check if getting Pension Credit or reduced council tax, housing benefit and fuel benefits or discounts for winter for those on low incomes Pension credit can help with getting grants and not paying TV licence (will need letter confirming receipt of pension credit). Note that PIC person will have to answer questions if you call Pension Credit on the phone. They don’t allow people to be prompted. Attendance Allowance may affect how much you pay council tax

**Carer’s Assessment**
If you are caring for someone and need support, you are entitled to a Carer’s Assessment. Your Carer’s Assessment will look at the impact your caring role has on your life and wellbeing, and any support you need to maintain your caring role. During your Carer’s Assessment, you can raise any concerns about what would happen to the person you care for in an emergency and ask for support to put the plan in place. The Carers Information Service is commissioned by Croydon Council to provide Carer’s Assessments for adults caring for an adult residing in Croydon. To request a Carer’s Assessment, call 020 8663 5664 (direct line), email assessments@carersinfo.org.uk or drop into the Carers Support Centre.

**General Advice**
Citizens Advice (when we refer reminder of consent to give by Emma) GDPR and how those impacts referrals.
‘I cannot contact a third party, be that family, friend, carer, without first speaking to the client. The only exception to this would be if the third party had power of attorney. I am aware that clients prefer us to liaise with a third party and often that is stated in the referral. However, this is not sufficient for GDPR purposes as I need to have been given that consent directly. Please **do not provide third party contact details on the referral** unless the client’s own contacts are also provided. I have had occasions when this has been the case and when I call to speak with the named client someone else answers. I cannot disclose who I am or where I am calling from which often leads to awkward conversations. Please make it clear which is the client’s contact number and which is the third party. If the only client contact provided is an address, I have so far, written to the client directly and provided a registration form and carer consent form for them to sign and return to the office. Once received, I will then follow up with the client. However, due to capacity I may not be able to continue to do this as freely. It should also be noted that this process can take some time. If I write to them within 3 working days of receiving the referral, the letter is posted 2nd class, the client must complete and return along with the carer, and the form be returned by post. At present we are still not working from the office and only collect post at the weekend. This can mean a few weeks delay in being able to advice the client which can cause problems if there are deadlines or urgent issues to address.

This being the case, to ensure the clients are being supported as quickly as possible, please can I ask that you **always** provide a client contact number **unless** they do not have capacity to engage or if the third party has a power of attorney.

I also wanted to remind you that if I cannot contact a client, I will always email you. The policy if for us to makes attempts on 3 working days and if there is no reply the onus is on the client to contact us. Again, I have been flexible, as has our housing adviser, and have made additional calls if a referrer request this. However, moving forwards we also cannot do this. Therefore, if we have emailed you to say we have not been able to contact a client, we **will need a new referral** before making any further attempts.

Emma Guest, Advice Session Supervisor/Training Co-ordinator/Projects Caseworker
Citizens Advice Croydon emma.guest@croydoncab.org.uk Website: [www.citizensadvicecroydon.org](http://www.citizensadvicecroydon.org/)

**Benefit checks and Welfare advice**
Benefits checks can be done online while with client:

**Age UK benefit calculator:**
<https://www.ageuk.org.uk/information-advice/money-legal/benefits-entitlements/benefits-calculator/>

**Turn2us:**
<https://benefits-calculator.turn2us.org.uk/AboutYou>

**entitledto:**
<https://www.entitledto.co.uk/?e2dwp=y>

**Disability rights**
<https://www.disabilityrightsuk.org/>

**Citizens Advice**
Freephone: Adviceline: 0800 144 88 48 and Textphone: 18001 0800 144 8884
[www.croydoncab.org.uk](http://www.croydoncab.org.uk/)forms.office.com/Pages/ResponsePage.aspx?id=B6A4Z2tu10-L1wUMDNzXjuS9kCxR7uBPhaIjA77eKdtUMlVNUFdXT0hLTkE0Wk85N1Q0QkUyUlJJSS4u
[Citizens Advice Croydon Direct Referral Form (office.com)](https://forms.office.com/Pages/ResponsePage.aspx?id=B6A4Z2tu10-L1wUMDNzXjuS9kCxR7uBPhaIjA77eKdtUMlVNUFdXT0hLTkE0Wk85N1Q0QkUyUlJJSS4u&wdLOR=c136EAE17-0059-4C3D-A6AD-C2A114484E3D)**Help with Financial Billing at Croydon Council**
adultsocialcarebilling@croydon.gov.uk

Financial Assessments, Billing and Charging Policy for Adult Social Care
Business Compliance & Early Intervention
Adult Social Care & Health
2nd Floor, Zone D, Bernard Weatherill House
8 Mint Walk, Croydon, CR0 1EA
020 8726 6000 ext. 21452
jane.noakes@croydon.gov.uk

**Family Fieldway Centre Community Connect Service**
For residents of New Addington and Fieldway
The Family Centre, Fieldway, New Addington CROYDON CR0 9AZ
01689844277 Email: familycentre.fieldway@virgin.netSessions Run Monday morning, Monday afternoon, Tuesday morning, Thursday morning,
Thursday afternoon, Friday morning, Friday afternoon
**Monday** from 9.30 am – 3 pm *Make an appointment to see a Welfare Rights Advisor*
Offering support and advice with issues relating to benefits and support available for Council tenants.
Please see a member of staff to book an appointment.
**Tuesday** from 9.30 am – 12 noon
*Helping Residents in New Addington to own their financial future - Join, Save, borrow.*
Meet the Croydon Plus Credit Union & England Ilegal money laundering team.
Tuesday from 9.30 am - 12 noon (2nd & 3rd Tuesday of the month)
*Healthy Homes Energy Advice and Support*
Make sure you have the best tariff for your home
How to understand your energy bills Thursday and Friday from 10 am - 3 pm.
*Support for those who are in rent arrears, face homelessness, or are struggling with the benefit cap.*
We offer referrals to external agencies, advocacy and form-filling for families affected by the cost-of-living crisis.

**Income Officer Surgery - Thursday from 10 am - 3 pm.**
*Make an appointment to see an Income Officer*
For those who are having issues with rent, or council tax account and live in New Addington South
*Please see a member of the Family Fieldway Centre Staff to book an appointment*

**Tenancy Officer Surgery (Monthly)**
*Make an appointment to see a Tenancy Office*
For support with tenancy-related issues for residents living in New Addington South.
See Family Fieldway Centre notice board for the date of the next surgery.

**Independent Age**
Lots of people miss out on extra money they could be getting each week. It’s well worth checking what you’re entitled to. There are different ways to do this and steps you can take to improve your chances of success. You can also call our free Helpline to find out what you could claim and for help to apply for benefits
Free Helpline: 0800 319 6789. Call us to order a free guide or to arrange a phone call with an expert adviser. They will help work out what you're entitled to and what your next steps should be.
Website: <https://www.independentage.org/get-advice/money/benefits/benefits-overview>

**Carers Information Service**
Benefits advice, support with debt issues, help to maximise your income
Telephone appointment with a South West London Law Centre advisor who can look at your current debt issues and help maximize your income. To book an appointment or for more information, email[enquiries@carersinfo.org.uk](http://mailto/) or call and leave a message on 020 8649 9339.
<http://www.carersinfo.org.uk/whats-on>

**Rethink Mental Illness**
Our services keep people living with mental illness safe and well in the community, prevent their needs from escalating, and help them live independently, access the information, support and care they are entitled to, and understand and exercise their rights.

**Croydon NSF Support Group**
United Reform Church, (the Primary Room), Addiscombe Grove, East Croydon, Surrey CR0 5LP
0208 6603746 (Irene), (M) 07757 602072 (Grp Phone) ireneoliver77@aol.comThe Group meets on the third Wednesday of every month from 7.00pm - 9.00pm
Our group aims to be a safe place for carers to offload their problems and support each other, knowing they will not be judged. We have all had personal experience of caring for someone close to us, and so we understand what it can be like supporting someone through a challenging treatment path. We have occasional speakers and try to be involved in local decision making to help improve the situations of carers and their loved ones.
<https://rethink.org/help-in-your-area/groups-in-your-area/>**Pension Credit**
If you get Pension Credit. It is unlikely you will have to pay Council Tax (unless other people live with you).
You will get free NHS dental treatment, and you can claim help towards the cost of glasses and travel to hospital.
You will get a Cold Weather Payment of £25 when the temperature is 0°C or below for 7 days in a row.
If you rent your home, you may get your rent paid in full by Housing Benefit.
If you own your home, you may be eligible for help with mortgage interest, ground rent and service charges.
If you are a carer, you may get an extra amount known as Carer Premium, or Carer Addition if it’s paid with Pension Credit. This is worth up to £36.85 a week.

**Council Tax**
To pay your [council tax securely online](https://ip.e-paycapita.com/AIP/itemSelectionPage.do?link=showItemSelectionPage&siteId=9&languageCode=EN&source=AIP) Setting up a Direct Debit -[www.croydon.gov.uk/paydirectdebit](http://www.croydon.gov.uk/paydirectdebit) To tell us you are moving - [www.croydon.gov.uk/council-tax/circumstances-change/moving](http://www.croydon.gov.uk/council-tax/circumstances-change/moving) Claim form for Council Tax Sole Occupier Discount - [www.croydon.gov.uk/council-tax/get-money-your-bill/sole-occupier-discount-and-disregarded-persons](https://www.croydon.gov.uk/council-tax/get-money-your-bill/sole-occupier-discount-and-disregarded-persons)If client is entitled to a Council Tax disregard or exemption for a severely mentally impaired resident.
To apply we will require proof of the diagnosis from their doctor such as a letter from the Memory Clinic and proof of a qualifying benefit such as:

• Incapacity Benefit.
• Attendance Allowance.
• Severe Disablement Allowance.
• The Care Component of a Disability Living Allowance, payable at the middle or highest rate.
• An increase in the rate of Disablement Pension, where constant attendance is needed.
• Disability element of Working Tax Credit.
• Unemployability Supplement.
• Constant Attendance under a industrial injuries or war pension scheme.
• Unemployability Allowance under a industrial injuries or war pension scheme.
• Income Support where the applicable amount includes a disability premium.
• Incapacity Benefit.
• The standard or enhanced rate of the daily living component of Personal Independence Payment.
• Employment Support Allowance (Income Related or Contributory).
• Armed Forces independence payment.
• Universal Credit (including an amount due to limited capability for work or limited capability for work and work-related activity

If you do not have any confirmation of diagnosis, then please complete & return the attached authorisation so that we can contact the GP.

Please also confirm the names and ages of all residents at the address.

Once we receive the confirmation & proof of benefits, we will then apply a disregard or exemption and a revised bill will be issued. We will process any due refunds back to you.

**Appeal a decision**
<https://www.gov.uk/appeal-benefit-decision/submit-appeal>

**Financial Assessment Form**
Usually sent or given to clients by Social Services to fill in and send back to council showing all monies coming in and owning

**Calculate your contribution**
<https://croydon.mycostofcare.com/OFA>

This easy-to-use, online Calculator will tell you how much you might be asked to contribute towards the cost your care. If you receive care funded by Croydon Council at home, in the community, or in a care home, you will be asked about your individual circumstances to work out if, and approximately how much, you can contribute to the cost of your care. This free online contribution calculator lets you do this for yourself, in confidence and in your own time.

Before starting, you will need the following information about your:

* Benefits
* Pensions
* Savings
* Assets
* Essential costs (for example your council tax, rent, household bills, mortgage payments, ground rent etc.)

The Calculator will tell you what your weekly contribution might be. You can save your information as you go and come back to it at another time. When you have finished, please submit the fully completed forms along with uploaded documents, if applicable. This calculation tool will give you a provisional financial assessment so that you can start to understand how much you may be asked to pay towards the cost of your care. Following this step, a financial assessment officer will confirm how much you will be asked to pay towards the cost of care received.

If you think you need care or support to enable you to stay healthy, active, and independent you can have your needs assessed. Please contact our team on: 020 8726 6000

You can also complete and return the [financial assessment form](https://www.croydon.gov.uk/sites/default/files/Adult%20social%20care/Financial_assessmentf_form_adult_social_care.pdf) to:
Financial Assessment Team, Bernard Weatherill House (BWH), Mint Walk, 3rd Floor, Zone E, Croydon CR0 1EA
 To help us assist you in understanding how your care will be funded, you should ensure that you know who your allocated financial assessment officer is. The financial assessment team can be contacted on: 020 8726 6000 ext. 44074. If you have questions or need help, you can call the charging helpline on: 020 8760 5676.

**TV Licence**
If you are over 75, the BBC has announced that from 2020 you will need to be claiming Pension Credit to get a [free TV licence](https://www.ageuk.org.uk/information-advice/money-legal/benefits-entitlements/tv-licence-concessions/).

**General Advice for the Elderly:**
Society of Later Life Advisers (SOLLA)
Telephone: [0333 2020 454](https://www.alzheimers.org.uk/get-support/legal-financial/tel%3A0333%202020%20454) Emai: admin@societyoflaterlifeadvisers.co.uk Website
[www.societyoflaterlifeadvisers.co.uk](https://societyoflaterlifeadvisers.co.uk/)SOLLA can provide information on accredited financial advisers who specialise in later life matters.

**The British Bangladeshi Society Croydon**
Free Welfare Advice and services to the local Bangladeshi community within Croydon.
Turner Crescent., Croydon, Greater London, CR0 2NP., United Kingdom
bbsc786@gmail.com

**Financial Advice**
By our own team at Age UK helpline and for more complex matters of law
Croydon Law Center: <https://swllc.org/>

**Dementia finances**
[www.nhs.uk/conditions/dementia/finances/](https://www.nhs.uk/conditions/dementia/finances/)**Tax Advice**
[taxvol.org.uk/index.php/contact-us/](https://taxvol.org.uk/index.php/contact-us/)

**Making a Will**
[Which? Wills\*](https://clicks.moneysavingexpert.com/f/a/2eQbsGNCW9ir6fM8KxvtKg~~/AAAHagA~/RgRlKFw1P0TtaHR0cHM6Ly93d3cubW9uZXlzYXZpbmdleHBlcnQuY29tL3JlZGlyL2YyN2Y3YWM1P3V0bV9zb3VyY2U9TVNFX05ld3NsZXR0ZXImdXRtX21lZGl1bT1lbWFpbCZ1dG1fdGVybT0xMS1PY3QtMjItY2UxNzQ4YjJmMzI0ZWUwOTIzYy02MzQ1ZDI5MjlhYjMyZTc2MGI2M2ZjMTkxMGE2MDIxNyZzb3VyY2U9Q1JNLU1TRVRJUC1jZTE3NDhiMmYzMjRlZTA5MjNjJnV0bV9jYW1wYWlnbj1udC1oaXlhJnV0bV9jb250ZW50PTExVwVzcGNldUIKYz0110VjrhsBKVIiYW5kZXJpZGEuaGF0Y2hAYWdldWtjcm95ZG9uLm9yZy51a1gEAAAA8g~~) deal, Usually it costs £139, but via this link it is £97
[www.ageuk.org.uk/information-advice/money-legal/legal-issues/making-a-will/](https://www.ageuk.org.uk/information-advice/money-legal/legal-issues/making-a-will/)[www.gov.uk/make-willhttps://www.citizensadvice.org.uk/family/death-and-wills/wills/](http://www.gov.uk/make-willhttps%3A//www.citizensadvice.org.uk/family/death-and-wills/wills/)<https://www.moneysavingexpert.com/family/free-cheap-wills/>

**Advocacy**
[advocacyforcroydon.org/](https://advocacyforcroydon.org/%C2%A0)Tel: 020 8763 6730
Email: advocacy@mindincroydon.org.uk**Family Justice centre (domestic abuse)**
Charlotte Padmore Community Independent Domestic Abuse Advisor
Direct Line: 02086880100 Mobile: 07926 085 225
E-mail: charlotte.padmore@croydon.gov.uk[www.croydon.gov.uk/community-and-safety/support-groups-and-advice/domestic-abuse/fjc-formerly-family-justice-centre](http://www.croydon.gov.uk/community-and-safety/support-groups-and-advice/domestic-abuse/fjc-formerly-family-justice-centre)**Law**
[www.citizensadvice.org.uk/law-and-courts/legal-system/finding-free-or-affordable-legal-help/](https://www.citizensadvice.org.uk/law-and-courts/legal-system/finding-free-or-affordable-legal-help/)[www.lawsociety.org.uk/en/public/for-public-visitors/using-a-solicitor/getting-free-legal-advice](http://www.lawsociety.org.uk/en/public/for-public-visitors/using-a-solicitor/getting-free-legal-advice)[www.gov.uk/legal-aid](http://www.gov.uk/legal-aid%C2%A0)<https://www.advicenow.org.uk/lawforlife>**Legal aid advice**
[weareadvocate.org.uk/apply-for-help.html

**Bar Pro Bono Unit** A charity which helps to find pro bono (free) legal assistance from volunteer barristers.](https://weareadvocate.org.uk/apply-for-help.html) <https://barprobono.org.uk/>**BPP Legal Advice** Clinic facilitates the provision of one-off legal advice by students under the supervision of qualified staff in London, Leeds and Manchester. <https://www.bpp.com/bpp-university/pro-bono/advice>**Civil Legal Advice**
Get free and confidential legal advice in England and Wales if you’re eligible for legal aid. 0345 345 4 345 <https://www.gov.uk/civil-legal-advice>**Equality Advisory Support Service** New support service to replace the EHRC helpline. Statutory remit to promote, monitor and protect human rights and equality.0808 800 0082 (freephone) <http://www.equalityadvisoryservice.com/app/home>**Find Legal Advice**
Search for a legal adviser or family mediator with a legal aid contract in England and Wales. <https://find-legal-advice.justice.gov.uk/>**First-Tier Tribunal** (Property Chamber) The Property Chamber deals with a wide range of applications, appeals and references relating to disputes over property and land.
It brings together Rent Assessment Committees, Leasehold Valuation Tribunals, Residential Property Tribunals, Rent Tribunals. <https://www.gov.uk/courts-tribunals/first-tier-tribunal-property-chamber>**LawWorks** Provides free initial legal advice at a clinic for those who are not eligible for legal aid and cannot afford to pay for a lawyer. <https://www.lawworks.org.uk/>**Law Centres Network**
Complete list of law centres. Law Centres offer legal advice, casework and representation to individuals and groups. [www.lawcentres.org.uk](http://www.lawcentres.org.uk/)For crisis with bill paying and arrears
<https://swllc.org/get-advice/crisis-navigation/>**Mary Ward Legal Centre** Free advice to people who live and work in London. Specialist legal advice services in debt, housing and welfare benefits for those on low incomes. Also runs free advice clinics with volunteer lawyers on other matters including small claims, tax, consumer and contract law.
020 7831 7079 <https://www.marywardlegal.org.uk/>**Mediation**
Family mediation and this can be free if they get Universal Credit
[www.calmmediation.org/](http://www.calmmediation.org/)**DWP**
Help with benefits
Contact Kevin, kevin.o'halloran@dwp.gov.uk

**Emergency funding**
<https://www.croydon.gov.uk/benefits/household-support-fund-hsf>

**Free legal advice for people who need Social Care**
<https://www.accesscharity.org.uk/what-we-do>

**Power of Attorney**
For those that are alive but may be unable to make decisions at some point and would prefer someone to make them for them in the future (if they have capacity to make that decision). Split into 2 parts, financial and medical. If done by client or with help, the forms are online and at a cost of £80 each. Otherwise a solicitor can accommodate doing it and a cost of on average £400-500
See web site to start process
<https://www.gov.uk/power-of-attorney>

**Debt advice**
**Citizens Advice**
Freephone: Adviceline: 0800 144 88 48 and Textphone: 18001 0800 144 8884
[www.croydoncab.org.uk](http://www.croydoncab.org.uk/)forms.office.com/Pages/ResponsePage.aspx?id=B6A4Z2tu10-L1wUMDNzXjuS9kCxR7uBPhaIjA77eKdtUMlVNUFdXT0hLTkE0Wk85N1Q0QkUyUlJJSS4u

**South West London Law Centre**
<https://swllc.org/get-advice/debt/debt-advice-checker/>**Christians against Poverty**
<https://capuk.org/i-want-help>**StepChange**
Tel: 0800 138 1111
Our online advice tool has helped over 1.7m people. Create a budget and get a personal action plan with practical next steps. Get free help from the UK's leading debt charity
[www.stepchange.org.uk](http://www.stepchange.org.uk/)

**All Inclusive**

Not for profit social enterprise organisation providing support and training to those on low incomes and who live in socially deprived areas of Croydon as they are often unable to afford the fees charged for receiving advice by organisations in the private sector.
82, London Road, Croydon, Surrey, CR0 2TB, United Kingdom

020 8253 7062

info@allinclusivetraining.org

<https://www.allinclusivetraining.org/>

**National Debtline**
[www.tools.nationaldebtline.org/dat-reg](http://www.tools.nationaldebtline.org/dat-reg)
Tel: 0808 808 4000
National Debtline offers free debt advice online through its digital advice tool and its web guides, fact sheets and sample letters. Offers free debt advice online through its digital advice tool and its web guides, fact sheets and sample letters.

**Financial Wellness Group**
[www.financialwellnessgroup.co.uk](http://www.financialwellnessgroup.co.uk/)
Tel: 0161 518 8285
Financial Wellness Group provides free advice and solutions for people struggling with money, debt and budgeting. We have 27+ years experience supporting people to find a route to become debt free.

**PayPlan**
[www.payplan.com](http://www.payplan.com/)Tel: 0800 280 2816
Online debt solution tool, PlanFinder, can give you a personalised debt solution in as little as 15 minutes. They also offer free live chat and email support for immediate help.

**Debt Advice Foundation**
[www.debtadvicefoundation.org](http://www.debtadvicefoundation.org/)Tel: 0800 622 61 51
Debt Advice Foundation is a national debt advice and education charity
offering free, confidential support and advice to anyone worried about debt.

**Money Adviser Network**
[https://adviser.moneyhelper.org.uk](https://adviser.moneyhelper.org.uk/)Please use the link above to connect to an adviser
Offers free telephone debt advice backed by MoneyHelper. Provide your contact details in confidence and we'll connect you with a qualified and regulated money advice provider so you can get back on track.

**If a mental health problem**
[Welfare Surgery Project – Hear Us (hear-us.org)](https://www.hear-us.org/surgeries/)

**Telephone Resources**
Youth Legal and Resource Centre
[https://www.youthlegal.org.uk](https://www.youthlegal.org.uk/)0203195 1906

**Clarion Futures Housing Group**
Working with [www.pennysmart.org.uk](http://www.pennysmart.org.uk/) providing financial and benefit advice for non-residents. Offer wealth of support including education, training, jobs, IT, grants for residents e.g. to fix a cooker. People need to set their own outcomes. [Communities | Clarion Futures | Clarion Housing Group (clarionhg.com)](https://www.clarionhg.com/charitable-foundation/clarion-futures-communities/). Contact Simone, simone.bascombe@clarionhg.com.

**Smart Works**
Smart Works support unemployed women back into the workplace with coaching and clothing. As a UK charity, we bring in our own funds and our service is completely free to you (a referral organisation) and every woman you refer to us. There is no cost associated with using Smart Works. Each client receives a bespoke dressing consultation with two trained volunteers. 2. The client will leave with a beautiful and high-quality interview outfit. 3. This is free of charge and the clothes are hers to keep. 4. This is followed by a one-to-one coaching session with an expert interview coach. Eligibility: Any unemployed woman with a confirmed upcoming job interview.

**Turkish Youth and Community Association (TYCA)**
Open from 10 am - 16.30 pm Monday to Friday and offer the following support
- Transalation, Interpreting - Home visits – shopping - Benefit Claims – referrals - Pop-in and face to face
- Advice and signposting
For more information email: [nilay\_tyca@hotmail.com](https://croydon.simplyconnect.uk/activities/4ba72320-5989-11ef-a400-4fe571750fdb/nilay_tyca%40hotmail.com)Turkish Youth and Community Association, Cornerstone House, 14 Wilis Road, Croydon CR0 2XX
T: 020 8665 0425 | 07764 273293

**Translation Service for PICs to use**
Telephone number: 0800 169 2879

Passcode: 286677

**Pension advice if a partner has died**
New and Basic State Pension payment inheritance rules after a spouse or partner dies.
A State Pension claim from the DWP does not end automatically when a loved one dies. The State Pension now provides a regular income for nearly 12.7million older people across Great Britain, including more than 1.1M living in Scotland. The payment is administered by the Department for Work and Pensions (DWP) to those who have reached the UK Government’s eligible retirement age - now 66 for both men and women - and have paid at least 10 years' worth of National Insurance contributions.

Some 3.4m people claiming the New State Pension are now receiving payments of up to £221.20 each week, and as the contributory benefit is usually paid every four weeks, this amounts to £884.80 per pay period. Many overall claimants (9.3m) are receiving Basic State Pension payments of up to £169.50 each week, the equivalent of £648 per pay period. The type of State Pension a person receives depends on their date of birth - men born before April 6, 1951, and women born before April 6, 1953, are eligible for the Basic State Pension while those born after these dates will get the New State Pension. But what happens to State Pension payments when someone dies? It's a difficult topic and not one anyone would choose to think about but knowing what will happen could help you or a family member. Below is a quick overview of what you need to know. State Pension payments after someone dies

A claim for State Pension won't just end when someone dies, there are things you need to do. When the person dies, you must inform the Pension Service. So payments stop - you can do this by calling the Pension Service helpline on 0800 731 0469.

You may be entitled to extra payments from your deceased spouse's or civil partner's State Pension; however, this depends on their National Insurance Contributions, and the date they reached the State Pension age.

If you haven't reached State Pension age yet, you might also be eligible for Bereavement benefits.week

Inheritance: Basic State Pension

Should a spouse or civil partner have reached State Pension age before April 6, 2016, then GOV.UK instructs people to contact the Pension Service once someone dies in order to check what they can claim.

It maybe they can increase their Basic State Pension by using the deceased’s qualifying years if they do not already get the full amount.

Should they have reached State Pension age on or after April 6, 2016, or be under State Pension age when their spouse or civil partner dies, the “Your partner’s National Insurance record and your State Pension” tool on the UK Government website can enable a person to check what inheritance they may be entitled to. For people who are single or divorced, or who have had their civil partnership dissolved, it may be that their estate can claim some of a Basic State Pension.

This is if that person dies after reaching State Pension age, and only if the State Pension had not been claimed. In this circumstance, the estate can claim up to three months of the Basic State Pension. Once someone reaches State Pension age they can defer payments if they choose to carry on working. Doing this will actually increase payments when they eventually decide to claim by around £660 each year.

State Pension top-up Guidance on GOV.UK states anyone who has topped up their State Pension, the spouse or civil partner may be able to inherit some or all of the top up.

Inheritance: New State Pension It may be that a person is able to inherit an extra payment on top of their new State Pension if they are widowed.

However, an individual cannot inherit anything should they remarry or form a new civil partnership before they reach State Pension age.

Inheriting additional State Pension

If a marriage or civil partnership began before April 6, 2016 and one of the following circumstances applies, then a person may inherit part of their deceased partner’s Additional State Pension. These are:

· The deceased partner reached State Pension age before April 6, 2016

· They died before April 6, 2016 but would have reached State Pension age on or after that date

Inheriting a protected payment

A person will inherit half of their partner’s protected payment if their marriage or civil partnership with them began before April 6, 2016, and:

· Their State Pension age is on or after April 6, 2016

· They died on or after April 6, 2016

· This payment will be made with the State Pension

**Medical**
**Huddles**
[GP huddle administrator contact details.xlsx](https://ageukc.sharepoint.com/%3Ax%3A/g/Eb3_9LLDDCBEmke0ktGTgPsBRQW-F9zE_6BxiehWFtxCFA)**Contacts for Shirley and Woodside huddles**
Duty worker for the Woodside and Shirley available Monday-Friday 9-5 and can be contacted by calling 02087266000 and asking for the Woodside and Shirley Locality duty worker

Dental services helpline – 0300 330 1348

NHS Low Income Scheme helpline – 0300 330 1343

Prescription services helpline – 0300 330 1349

Queries about medical exemption certificates – 0300 330 1341

Queries about prescription prepayment certificates (PPCs) – 0300 330 1341

***Network Facilitators***
***Susan Miller,*** *Network Facilitator, Integrated Community Network (Woodside & Shirley Network) Phone: 07901 111249 Email:* *smiller17@nhs.net**My working hours are 8.30am – 4.30pm Monday to Friday*
*Currently Remote Working*

***Liz Geary****, Network Facilitator, Integrated Community Networks REMOTE WORKING*
*Phone: 07831111951 Email:* *liz.geary@nhs.net**My working hours are 8:30 - 4:30 Monday to Fridays*

***Mental Health PIC***
***Candice Williams****, Mental Health Personal Independence Coordinator*
*Croydon BME Forum | 56a Mitcham Road, Croydon CR0 3RG 07510337847*
*candice.williams3@nhs.net* *|* *candice@mindincroydon.org.uk**Working hours: 9am-5pm / Mon-Fri*

***Social Workers***
**Justine Bishop,** Health & Wellbeing Officer, East Croydon Locality Team Older Adults Service Adults Social Care & Health Division, Floor 2, Zone D, Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1E
Tel: 0208 726 6000 ext 22574 Mobile: 07356 146 807 Email: Justine.Bishop@croydon.gov.uk

***Elizabeth May****, Team manager, Woodside and Shirley Locality*
*Adult Social Care and Health, 2nd Floor Zone C, Bernard Weatherill House, 8 Mint Walk*
*Croydon, CR0 1EA Tel: 02087266000 ext 21306 Mob: 07395285326*
*Email:* *elizabeth.may@croydon.gov.uk*

***Ruhena Begum****, Social Worker, Woodside and Shirley Locality Team, Adult Social Care and Health*
*People Department, 2nd Floor, Zone D, Bernard Weatherill House, 8 Mint Walk, Croydon, CR0 1EA*
*Tel: 0208 726 6500, ext: 21555 Work Mobile: 07742405231 Email:* *Ruhena.Begum@croydon.gov.uk****Victoria Jones,*** *(Advance Social Worker), Adult Social care & Health, Woodside and Shirley Locality Team, 2nd Floor Zone C , Bernard Weatherill House, 8 mint walk, Croydon, CR0 1EA*
*Phone:- 020 8726 6000 Ext:- 21123 Mobile: 07776994369 Email Address:* *Victoria.jones@croydon.gov.uk*

***Edith Ezekwe****, Health, Well-Being and Adults, People Department, 2nd Floor, Zone C,**Bernard Weatherill House 8 Mint Walk, Croydon, CR0 1EA*
*Tel: 0208 726 6500 x 21227 Mobile: 07802860166 Email:* *Edith.Ezekwe@croydon.gov.uk****Karen Ross,*** *Experienced Social Worker, Woodside & Shirley [Localities] Adult Social Care & Health*
*2ND Floor, Bernard Weatherwill House, 8 Mint Walk, Croydon, Surrey CR0 1EA.*
*Tel #. 020 8726 6000 ext. 21396 /Mobile: 07742 405 219.*
*Please note my working days are Tuesdays to Fridays. I do not work on Mondays.* *karen.ross27@nhs.net*

**Benjamin Bamidele,** Experienced Social Worker People Department Purley Locality

2nd Floor, Zone C, 8,Bernard Weatherill House, Croydon,CR0 1EA Tel:02087266000 ext 21626. Mobile:07738689084

***Community Pharmacist***
***Rakhee Vohra,*** *Integrated Community Network Pharmacist- Woodside & Shirley*
*Croydon Health Services NHS Trust, Bernard Weatherill House, 2nd Floor, Zone G*
*8 Mint Walk, Croydon CR0 1EA Work Mobile: 07769280508*

**Sumbo Adeyemo**, Integrated Community Network Pharmacist, (Central West Locality, also covering Denmark Rd & Country Park) & Virtual Ward (rotational basis) Work Mobile 07769 280 493 Email: sumboadeyemo@nhs.net
Team Email: ch-tr.icnpharmacy@nhs.net Working Hours: Mon – Fri 9am-5pm

**Munirah Rahman** Integrated Community Network Pharmacist (Woodside & Shirley) & Virtual Ward (Rotational) Croydon Health Services NHS Trust Mobile: 07442843369 Email: munirah.rahman@nhs.net
Generic Email: ch-tr.icnpharmacy@nhs.net Working Hours: Mon - Fri, 9am-5pm

***ICN contact list:***
*Queries relating to ICN+ service and referrals please contact: Rosemerry Mensah – ICN+ Service Manager* *r.mensah1@nhs.net*

**Contact details for individual teams**
For Adult Social Care- ICS@croydon.gov.uk OR <https://www.croydon.gov.uk/adult-health-and-social-care/request-support-adult-step-step/contact-support-team> ·
For Age UK – asc@ageukcroydon.org.uk OR Helpline number: 020 8686 0066, the service is open 10 – 4 Monday to Friday, outside of those hours the phone is diverted to Age UK National who respond to enquiries 8 AM to 7 PM, 7 days a week, 365 days per year. ·
For Mental Health PICs- ch-tr.mhpics@nhs.net ·
For Occupational Therapy- CommunityOT@croydon.gov.uk ·
For Pharmacy- ch-tr.icnpharmacy@nhs.net · For Physiotherapy- ch-tr.domiphysioreferrals@nhs.net ·
For Community Nursing ch-tr.SPOA@nhs.net

Norbury District Nursing Team Cluster 1 (07970529399)
Woodside District Nursing Team Cluster 2&3 (07970529518)
Waddon District Nursing Team Cluster 4 (07970529023)
Parkway District Nursing Team Cluster 5 (07970529363)
Purley District Nursing Team Cluster 6 (07779967451)

**For Complex Care Support Team:** ch-tr.complexcare@nhs.netContact Number 07824452146

**Rapid Response Referrals** can only be made by telephone on 07768376832 24/7 Between 8pm and 8am, the phoned is manned by the night district nurses.
Patients do not usually remain on the caseload for more than 72hours.

**ICN+ Service Managers** to raise any queries relating to multidisciplinary team working and Locality MDT and Huddle meetings: o Sabrina Vanderndis - sabrina.vandendris@nhs.net - for North East, North West and Central East MDT Localities and Huddles o Rosemerry Mensah - r.mensah1@nhs.net – for Central West, South East and South West MDT Localities and Huddles

**For Social Work Referrals**
Do on-line on Croydon website
Email: Referralteam2@croydon.gov.uk (not used now?)or croydonadultsupport@croydon.gov.uk

**District nurses for our networks in Croydon split into areas**

*Call the senior administrator for District Nursing on 020 8714 254*

Norbury Health Centre, 2B Pollards Hill, North, Norbury SW16 4NL Telephone: 020 8714 2900
Woodside Health Centre Telephone: 020 8274 6900 (Clusters 2 and 3), 3 Enmore Road, South Norwood SE25 5NT Main mobile for district nurses team 2a: 07970529518 Urgent: 020 82746900 18.00-10.3: 07870381142 10.30-8 am: 07768376832 Waddon Clinic, 1A Coldharbour Road, Waddon, Croydon CR0 4DY Telephone: 020 8714 2830
Purley Community Health Clinic, 62 Whytecliffe Road North, Purley CR8 2AR Telephone: 020 8714 2750
Parkway 07970529363
Woodside and Shirley team…..Sarah: 07870380768/Sue/Ade: 07970528919

**Other care teams**
**The Community Intermediate Care Service (CICS)**
offers short term **care** and rehabilitation to people at home who have experienced a period of ill health or have been in hospital., Rapid Response, A&E Liaison, The Reablement Service (an alternative to care co-ordination, working with people for a period of 6-12 weeks, with a view to developing lasting resilience and removing or reducing the individual’s dependence on mental health services)

**Living Independently for Everyone (LIFE) Services**
The LIFE team will arrange for a care worker to visit as soon as possible after discharge from hospital, usually within 2 hours of you arriving home (depending on when you reach home) to help you settle in and ensure that you are okay. Within 24hrs of you arriving home an assessor from the LIFE team will visit and agree a more detailed care plan with you. Address: 12-18 Lennard Road, Croydon, CR9 2RS Reception phone number: 0208 274 6399/6974

 **The Mental Health Liaison Service**
**(Croydon University Hospital) provides psychiatric assessments for people, aged 18 and above** to determine if they need mental health care and treatment.

**Mental health support (24/7)**
If you live in Croydon and you need mental health support in a crisis you can call our 24/7 Mental Health Crisis Line on 0800 731 2864 (option 1). The Mental Health Crisis Line offers emotional support and advice to people who are affected by urgent mental health issues, at any time of the day or night. It is open to children and adults of all ages, and to people who haven’t previously accessed mental health services. If you are in a mental health crisis or need urgent support you can also search ‘Mind’, ‘Samaritans’ or ‘Good thinking urgent support’.

**Wellness space at the Whitgift Centre**
The Croydon Health and Wellbeing space has been created to offer free mental health support and social care help for people living in Croydon. Whether it’s financial worries, loneliness, questions about housing or bills, or just a simple need to talk with someone – there is team there to help, including specialist mental health staff. You can find the service on the 1st floor of the Whitgift Centre, next to Holland and Barrett. Simply walk in to make an appointment or book by calling 020 8680 3635.

**Rapid Response**
020 8274 6431

**Assessment and Liaison (Mental Health team)**
Contacts: Thomas Rioga, Team Leader, Croydon Central A&L and Caroline Young, Senior Practitioner, Croydon Central A&L
Duty telephone number: 0203 228 0365, Option 1 for Central A&L
jeanette Wallace House, 1 Edridge Road, Croydon, CR0 1FE

**PCN Mental Health Practitioners working within GP surgeries**
Info: Senior Mental Health nurse Louise Palmer is currently working in Central Croydon, covering East Croydon/Edridge Road/St. James and Castle Hill surgeries. Referrals to the PCN MH practitioners can be made by clinicians working within the PCN such as GP’s and Practice Nurses only. They not taking referrals from the MH PICS, but they can contact the GP’s and GP can then refer to the team if appropriate.

**Live Well Team** (Based in the council) on 020 8604 7719 or email livewell@croydon.gov.uk. Helps with weight management, physical activity, alcohol consumption, mental wellbeing, and sexual health

**Council help with home equipment**
If you or a family member would prefer to talk to someone about getting equipment that can help you, you can contact the DLF helpline on 0300 999 0004. Lines are open Monday to Friday 9am-5pm, or email: helpline@dlf.org.uk Alternatively, if you would like to talk to someone about your care needs or receive a free assessment of your needs, you can do this via the Adult Social Care and All Age Disability section of [Croydon Council's website](https://www.croydon.gov.uk/healthsocial/adult-care) or by telephone on 020 8726 6500. If calling outside of regular opening hours and in an emergency, please ring 020 8726 6000. For Children's Services, please call 020 8726 6400. **Emergency Card** The Carers Information Service can supply you with an emergency card to show someone relies on you for care, with space to write on details of who to contact in an emergency. Keep this in your wallet or travel pass holder to ensure that emergency services can find it in a hurry. Collect your card from the Carers Support Centre, or call us on 020 8649 9339, option 1.

**Occupational Therapy**
Complete online form (in our forms) or it has been done by another service for client. Use online form on Croydon Council website
Tel: 020 8726 6500 or 0208726 6000 ext 62733
07976 681 863
communityOT@croydon.gov.uk

**Major Adaption referral process**
<https://lbc-app-w-localgov-corpwebsite-p.azurewebsites.net/sites/default/files/articles/downloads/Referrals-process.pdf>

**Community Integrated Falls Service**
Telephone Number: 020 8274 6258 Or e-mail: ch-tr.FallsReferrals@nhs.netFalls Clinic (Medical Assessment)
Referral (Falls Clinic (Medical Assessment) at both CUH- Howell Assessment and Rehabilitation Unit (HARU) and Purley Hospital sites) For general enquiries:Email: ch-tr.specialistmedicine1@nhs.netor Telephone: 0208 274 6258 or 020 8401 3973

**Physiotherapy**
Client will need a **referral** from your GP to have **physiotherapy** on the NHS otherwise will have to be done privately
How to refer
Email referral form to ch-tr.domiphysioreferrals@nhs.net
By Post: Domiciliary Physiotherapy, Broad Green Centre, 1-13 Lodge Road, Croydon CR0 2PD
Mary O' Hara - Team lead Shionagh Crawt - Senior Physiotherapist, Christine Nottage - Senior Physiotherapist Adenike (Nike) Okoh - Senior Physiotherapist Related Services

**Email from Dom Physio:**
As you can see in my email signature there is a link to our ‘LINK’ page on the intranet which we recently set up. At present this link is only accessible to intranet users, and so I know will not apply to all within ICN+ teams, but it will be accessible for some and so I wanted to signpost it to you to share with whoever can access it. I have asked Comms to let me know if there is a way it can be shared securely for those who are working in ICN+ networks but not necessarily using the intranet and am awaiting response. It gives up to date info re our team, what we do, our referral form and criteria and then our waiting times also. My hope is that even for in patient therapies who also refer to us, it will be a way that with changing personnel staff wise in other teams this will be something constant that they can refer to in order to gather an understanding of our team. Many thanks, kind regards
Adam Gregory, Community Specialist Physiotherapist, Falls and Bone health, Domiciliary Physiotherapy Team, Croydon Health Services NHS Trust, Broad Green Centre, 1-13 Lodge Road, Croydon CR02PD
Tel: 02082746880 Email: adam.gregory2@nhs.netLINK Page (For intranet users): [https://intranet.croydonhealthservices.nhs.uk/adult-domiciliary-and-rehabilitation-physiotherapy-service](https://gbr01.safelinks.protection.outlook.com/?url=https://intranet.croydonhealthservices.nhs.uk/adult-domiciliary-and-rehabilitation-physiotherapy-service&data=05|01|smiller17@nhs.net|841a4f6ea2754dd8e58e08dabcee2b6e|37c354b285b047f5b22207b48d774ee3|0|0|638030028351723921|Unknown|TWFpbGZsb3d8eyJWIjoiMC4wLjAwMDAiLCJQIjoiV2luMzIiLCJBTiI6Ik1haWwiLCJXVCI6Mn0=|3000|||&sdata=L3XF4aRzqazFw8fU9pjoh9PNCgSbZWPdTDVyOsKQhR0=&reserved=0)

**Complaint about your GP practice, dentists, opticians, or pharmacy**.
There are two ways you can complain currently:
Directly to the healthcare provider, To the healthcare commissioner
The healthcare provider is the organisation where you received the NHS service, for example a GP practice or dental surgery. The commissioner of the service is the organisation that paid for the service or care you received for example NHS England or the Integrated Care Board (ICB). If you want to make a complaint about primary care services to the commissioner you will now contact South West London Integrated Care Board (ICB) instead of NHS England. You can do this by: elephone: 0800 026 6082 E-mail: contactus@swlondon.nhs.uk
Writing to us at: NHS South West London ICB, 120 the Broadway, Wimbledon London SW19 1RH

**Cancer support**
For general enquiries, Macmillan Cancer Support Mon-Sun 8am-8pm Tel: 0808 808 00 00 Website: [www.Macmillan.org](https://www.Macmillan.org)

About the Macmillan Information & Support Centre
Groups include: Walk and Talk, Yoga and Meditation classes
Location: 1st Floor of London Wing Opening times: Monday-Friday / 9.00-17.00 (Excl BH) Tel: 020 8401 3441 Email: ch-tr.macmillancroydon@nhs.net Follow us on X & Instagram: @CUHMacmillan Main Contact: Estelle Le Galliot Macmillan Centre & Personalised Care Manager : e.legalliot@nhs.netFor benefits/welfare advice and support please contact the Macmillan Citizen Advice Bureau for South West London Mon-Fri 9.30am-5pm Tel : 020 7042 0332 Or use their contact us form on their website: www.cawandsworth.org/our-projects/macmillan/

**LEGS**
Local Exercise Groups for stroke and neurological conditions (Set up by Physios and working a Waddon Leisure Centre at present) To ensure that we place you in the appropriate class please complete this [Referral Form](https://my.powerdiary.com/clientportal/l2hsa/form/0cUGGDP9wQ4/3352).
Once you have completed the form, we will be in touch to arrange a 1:1 assessment with a neuro physiotherapist. We charge £30 for this assessment, which also includes a free trial and access to our members' benefits. In the assessment we will review your function/ability and collect data which will allow us to track your progress and set ongoing goals.
[www.legs.org.uk](http://www.legs.org.uk/) Sarah Shiner Physiotherapist, Direct Mobile & Head Office: 07471 210 359, Twitter:@legsphysio
<https://www.legs.org.uk/join-legs>

**Incontinence service**
Referral from doctor to district nurse to do visit or a sample will be sent and if this is OK for client it is ordered by the Continence service, but client must ring when running low on pads, to provider.
Tel: 0208 7142950 or 02087142980 CUH: 0208 4013969

**Hospitals**
Croydon University Hospital: 020 8401 3000
A&E: 020 8407 7369/020 8401 3656

Princess Royal Hospital: [01689 863000](https://www.google.com/search?safe=active&rlz=1C1CHBD_en-GBGB877GB877&sxsrf=ALeKk00rgqqUeFHgU2Iurd7unSD7xz-Nsg:1606397381811&ei=xa2_X-f2MJKHhbIP_tCOuAE&q=farnborough+hospital&gs_ssp=eJzj4tLP1TcwqbQoMDIxYLRSNagwMU-xSEwyMUkxSLJIMjdPsjKoSEpJSzVOMTBMMTI3T0s1MvMSSUssykvKL8ovTc9QyMgvLsgsScwBAP5yFrY&oq=farnbor&gs_lcp=CgZwc3ktYWIQARgAMhAILhDHARCvARDJAxBDEJMCMgQIABBDMg0ILhDHARCvARAUEIcCMgcILhCxAxBDMgQIABBDMg0ILhDHARCvARAUEIcCMggILhDHARCvATIICC4QxwEQrwEyCwguELEDEMcBEK8BMgIIADoECCMQJzoFCAAQkQI6CAgAELEDEIMBOg4ILhCxAxCDARDHARCjAjoICC4QsQMQgwE6BwguECcQkwI6DQguEMcBEK8BEMkDEEM6BAguEEM6CwguEMcBEK8BEJECOgoILhDHARCvARBDOhAILhCxAxCDARDHARCjAhBDOgoIABCxAxCDARBDOgsIABCxAxCDARDJAzoOCC4QsQMQgwEQxwEQrwE6BwgAEBQQhwI6BQgAELEDOhQILhCxAxCDARDHARCvARDJAxCTAjoRCC4QsQMQgwEQxwEQrwEQkwI6BggAEAcQHjoECC4QJzoLCC4QsQMQxwEQowI6EQguEMcBEK8BEMkDEJECEJMCUKzAE1imgBRg1o8UaABwAXgAgAHCAYgBxRSSAQQwLjE4mAEAoAEBqgEHZ3dzLXdpesABAQ&sclient=psy-ab)

Purley War Memorial Hospital: [020 8401 3515](https://www.google.com/search?safe=active&rlz=1C1CHBD_en-GBGB877GB877&sxsrf=ALeKk0365U3SohehcwgQ6MDzvcejLPQpNQ:1606397712194&ei=EK-_X-S7C466gAahk6iIAQ&q=purley+hospital&oq=Purle+hospital&gs_lcp=CgZwc3ktYWIQARgAMgYIABAHEB4yBggAEAcQHjIGCAAQBxAeMgYIABAHEB4yBggAEAcQHjIGCAAQBxAeMgYIABAHEB4yBggAEAcQHjIGCAAQBxAeMgYIABAHEB5Q_aEDWIeqA2ChugNoAHABeACAAXmIAdkDkgEDMy4ymAEAoAEBqgEHZ3dzLXdpesABAQ&sclient=psy-ab)

Shirley Oaks Hospital: [020 8655 5500](https://www.google.com/search?safe=active&rlz=1C1CHBD_en-GBGB877GB877&sxsrf=ALeKk01OtnLRLRCCfaZkkI_u7CqG896rhg:1606397769721&ei=Sa-_X_i_K8OD8gLxmJv4Dw&q=shirley+oaks+hospital+contact+number&oq=Shirley+oa&gs_lcp=CgZwc3ktYWIQARgFMhkILhCxAxCDARDHARCvARDJAxAUEIcCEJMCMgIIADICCAAyAggAMgIIADICCAAyAggAMgIIADICCAAyAggAOgQIIxAnOgoILhDHARCvARAnOg0ILhDHARCvARDJAxBDOgQIABBDOggIABCxAxCDAToOCC4QsQMQgwEQxwEQowI6CAguEMcBEKMCOgsILhDHARCvARCRAjoKCC4QxwEQrwEQQzoFCC4QkQI6BQgAELEDOhMILhCxAxCDARDHARCvARDJAxBDOgQILhBDOggILhDHARCvAToFCC4QsQM6BwguEBQQhwI6BwguELEDEEM6FgguELEDEIMBEMcBEK8BEMkDEEMQkwJQstgDWNjwA2CuiQRoAHABeACAAaIBiAGLCpIBBDAuMTCYAQCgAQGqAQdnd3Mtd2l6wAEB&sclient=psy-ab)

St Helier Hospital: 020 82962000

East Surrey Hospital: 01737 768 511

British Red Cross at Croydon University Hospital: 020 8401 3590

Email links and phone numbers to CUH:
<https://www.croydonhealthservices.nhs.uk/contacting-us-about-your-appointment/>**Clinical Waste Croydon Council**
Please dial 0208 726 6000

Then press option 1 twice

Then Dial ext 16200

**Assessment and Liaison**
Contacts: Thomas Rioga, Team Leader, Croydon Central A&L and Caroline Young, Senior Practitioner, Croydon Central A&L
Duty telephone number: 0203 228 0365, Option 1 for Central A&L
Based: Jeanette Wallace House, 1 Edridge Road, Croydon, CR0 1FE

**PCN Mental Health Practitioners working within GP surgeries**
Senior Mental Health nurse Louise Palmer is currently working in Central Croydon, covering East Croydon/Edridge Road/St. James and Castle Hill surgeries. Referrals to the PCN MH practitioners can be made by clinicians working within the PCN such as GP’s and Practice Nurses only. They not taking referrals from the MH PICS, but they can contact the GP’s and GP can then refer to the team if appropriate.

**Dental**
If on low income, for dental and eyesight this has form to fill
[www.nhs.uk/nhs-services/help-with-health-costs/nhs-low-income-scheme-lis/](http://www.nhs.uk/nhs-services/help-with-health-costs/nhs-low-income-scheme-lis/)Dental treatment is free if you or your partner receive any of these benefits:
Guarantee credit part of Pension Credit, Income Support, Income-related Employment and Support Allowance, Income-based Jobseeker’s Allowance, [Universal Credit](https://www.ageuk.org.uk/information-advice/money-legal/benefits-entitlements/universal-credit/), if you meet the criteria.
Dental treatment is also free if: you are staying in an NHS hospital and the treatment is by a hospital dentist, or if you are an NHS hospital dental service outpatient.
 For low-income scheme fill in form (You can apply for the scheme as long as your savings, investments, or property (not including where you live) do not exceed the capital limit.
In England, the limit is: £23,250 for people who [live permanently in a care home](https://www.nhs.uk/conditions/social-care-and-support-guide/care-services-equipment-and-care-homes/care-homes/)
£16,000 for everyone else
Fill in form HC1
<https://applications.nhsbsa.nhs.uk/LISWebAppStaticData/begin.do>

**Hearing**
**CUH**
Audiology - The Hearing Centre, Croydon University Hospital, 530 London Road
Croydon CR7 7YE Tel: 020 8401 3063 Email: ch-tr.hearingcentre@nhs.net

**Croydon Hearing**
Charity that works with people with hearing problems and will come to home to help with equipment i.e phones
[www.croydonhearing.org.uk/](http://www.croydonhearing.org.uk/)
Croydon Hearing, Stafford House, 19 Stafford Rd, Croydon CR0 4NG Tel: 020 8686 0049

**Info for hard of hearing and sight**
<https://deafblind.org.uk/><https://www.hearingaid.org.uk/hearing-loss-awareness/best-phone-for-hard-of-hearing><https://blindaid.org.uk/contact/><https://www.rnib.org.uk/connect-radio/listen-live-to-rnib-connect-radio/>

**Sensory Impairment Team**
You can refer to them for hearing and vision impairment. They are part of the Council – 020 8726 6000 x 62123 – can self-refer or refer from GP or family member. [https://www.croydon.gov.uk/adult-health-and-social-care/specific-needs-and-disabilities/sensory-impairment-service](http://54.246.145.185/sites/default/files/articles/downloads/Sensory%20Impairment%20Team%20High%20Contrast%20Leaflet.pdf)**The Centre of Excellence for Sensory Impairment**
[www.coesi.org.uk/](http://www.coesi.org.uk/)

**Eye tests**
[https://www.outsideclinic.co.uk/eye-test-at-home?](https://www.outsideclinic.co.uk/eye-test-at-home)**Wheelchair service**
[www.croydon.gov.uk/health-and-wellbeing/community-equipment-service-ces/about-croydon-wheelchair-service](https://www.croydon.gov.uk/health-and-wellbeing/community-equipment-service-ces/about-croydon-wheelchair-service)

**Frontier Support**
Offer help and support for people, of any age, who have a diagnosis of: Learning Difficulties; Autism; Asperger’s; Epilepsy; Mental and Physical Health & Challenging Behaviours.
They are based in South Croydon and their contact details are as follows:
Frontier Support, 27-29 Brighton Road, South Croydon, Surrey CR2 6EB
Tel: 0208 603 7230 <http://www.frontiersupport.co.uk/> (Has to have funding)

**Parkinson’s**
Croydon and District Branch. Our group offers friendship and support locally to people with Parkinson’s, their families, and carers, contact us to find out more. For information and advice on Parkinson's, or for emotional support, call the Parkinson's UK helpline 0808 800 0303
Age UK Croydon are now running a class at Brigstock Road (check with for times and dates)

**PSP** (similar to Parkinsons)
<https://pspassociation.org.uk/>

**Strokes**
Croydon Rehab Stroke
Rehab Assistant, Dovile Gadeikyte, Broad Green Centre
Highly Specialist Speech and Language Therapist, Freyja Bell
Croydon Stroke Rehab Team (CSRT) - Community, Working Monday, Wednesday and Thursday
Based at: The Broad Green Health Centre, 1-13 Lodge Road, Croydon, CR0 2PD
Tel: 020 8401 3717 Email: freyjabell@nhs.net

Croydon Stroke Recovery Service
Croydonsupport@stroke.org.ukStroke Support Group (Also help with Parkinsons)
01444458075 Esther/Martin Malcolm, Stroke Association Support Coordinator 07717 275 834
or [www.stroke.org.uk](http://www.stroke.org.uk/) 0303 3033 100

I-Care Day Centre
based in Green Street Green (Orpington)
The centre provides a wide range of on-going, effective rehabilitative care therapies for victims of strokes and offers info, advice, and counselling services to their carers. Physio and speech therapy sessions.
Contact Tracey Parry, Centre Manager, Office 01689 862883 Mobile 07708645382

Help and advice
<https://differentstrokes.co.uk/><https://healthtalk.org/>[my-therappy.co.uk/medical-condition/stroke-brain-injury](https://www.my-therappy.co.uk/medical-condition/stroke-brain-injury)**Tapos**
App for people who may not be able to speak and access to Access to police, Ambulance, fire brigade, mountain rescue, and coastguard.

<https://tapsos.com/about-tapsos/>

 For those who are non-verbal, deaf, speech impaired or in a situation where they don't want to alert the perpetrator of a crime such as hostage situations, domestic abuse etc

Great app for anyone and everyone to have on their phone.

Aphasia
To create a peer support network of people living with aphasia, and acquired communication disability, to achieve a life well lived, discover opportunity, develop confidence, and find well-being and mutual engagement within the wider community. Main Address, Elm Road, Beckenham, BR3 4JB, United Kingdom
Main Tel Number 07885 288943 Main Email Address Sally@aphasiareconnect.orgAphasia support from Clare D’Cantere 02087630199/07717275842 and online

Websites
<https://www.sayaphasia.org/>[aphasiaalliance.org/](http://aphasiaalliance.org/)<https://www.dyscover.org.uk/>Different strokes (has zoom calls)
Join us and other younger stroke survivors at our twice-monthly virtual meetings on Zoom.
<https://differentstrokes.co.uk/virtual-meetings/>

### Online stroke aids and therapy<https://tactustherapy.com/><https://shop.stroke.org.uk/shop/communication-card/>Online exercise group(may open Croydon sessions)[http://www.legs.org.uk](http://www.legs.org.uk/)LEGS, c/o LB Group, 1, Vicarage Lane, London, E15 4HF, United Kingdom07471210359 info@legs.org.uk Pamphlet on exercises for strokes to use online or print out<https://www.stroke.org.nz/sites/default/files/inline-files/Your%20Guide%20to%20Exercise%20after%20a%20Stroke%202017%20%281%29.pdf>

**Support programmes for Asian and BME**
Experts Support Programme, organised by the Asian Resource Centre and BME
Healthwatch Croydon conducted an independent evaluation of the PIC service and found that it was successful in enabling people to remain confident after the service hands over to the community - which is why this partnership is so important, [www.healthwatchcroydon.co.uk/](http://www.healthwatchcroydon.co.uk/)

**Drinking problems**
[www.changegrowlive.org](https://ukc-word-edit.officeapps.live.com/we/wordeditorframe.aspx?new=1&ui=en%2DGB&rs=en%2DGB&wdorigin=OFFICECOM-WEB.START.NEW-INSTANT&wdenableroaming=1&mscc=1&wdodb=1&hid=404E91A0-E07C-6000-04CE-003B9B9DA5BA&wopisrc=https%3A%2F%2Fageukc-my.sharepoint.com%2Fpersonal%2Fanderida_hatch_ageukcroydon_org_uk%2F_vti_bin%2Fwopi.ashx%2Ffiles%2Fe81df1a05c9d45cb9842077467b606e9&wdhostclicktime=1675082805565&jsapi=1&jsapiver=v1&newsession=1&corrid=2cec3854-94f8-4d82-8ee1-368943f15c35&usid=2cec3854-94f8-4d82-8ee1-368943f15c35&sftc=1&cac=1&mtf=1&sfp=1&wdredirectionreason=Unified_SingleFlush&rct=Medium&ctp=LeastProtected#contact)Terry Heywood BRIC Team Leader, Marketing Champion, (Interim) Outreach and Engagement Team Leader, M: 07977330953 CJSM: terry.heywood@cgl.cjsm.netterry.heywood@nhs.net Lantern Hall, 190 Church Road, Croydon, Surrey, CR0 1SE

**Dementia**
<http://www.demtalk.org.uk/healthcareprofessionals/><https://www.croydon.gov.uk/sites/default/files/What%27s_available_for_dementia_in_Croydon.pdf>Dementia support with dementia nurse, online and by phone
<https://www.dementiauk.org/get-support/how-we-can-support-you/><https://pathwaysthroughdementia.org/>Alzheimers Society
<https://www.alzheimers.org.uk/about-us/contact-us>
Dementia support Call: 0333 150 3456

**Day Centres**
There are 2 dementia day centres managed by Croydon Council:
**Langley Oaks Specialist Day Centre**
Langley Oaks has one unit providing 16 places daily.
2 Langley Oaks Avenue, South Croydon CR2 8DH Phone: 020 8726 6994
[See Langley Oaks Day Centre on Google maps](https://goo.gl/maps/kZDKQ2XPzApdMPb56)**Marsh and Willow Day Services**
Marsh and Willow has two units providing a total of 36 places.
Heavers Resource Centre
122 Selhurst Road, London SE25 6LL Phone: 020 8667 8470
[See Marsh and Willow Day Services on Google maps](https://goo.gl/maps/Y5T8bjLWNsCscUwS9)The dementia day centres support people mainly over 65 who have a diagnosis of dementia
If you wish to come to one of the dementia centres, read the more on how to [request support for an adult](https://www.croydon.gov.uk/node/5492). A referral must then be made via the Adult Social Care online portal, or you can start by contacting the council on 020 8726 6500. You can also contact the centres directly to get support on using the online portal.
To attend the centres people will need to meet the following criteria:
be a resident within the centre’s area, have a confirmed medical assessment of dementia, live alone or with a carer within the community, be able to walk, or stand, with the help of no more than one person

There is a charge for coming to a dementia centre and a financial assessment will need to be completed. This will be discussed with you. Once the centres receive the referral, we will make contact to arrange an initial screening visit which will happen in the home of the person needing support.

**More services**
**The Memory Cafe**
The Memory Cafe is an opportunity for those living with dementia and their carers to talk, share stories and get to know each other over drinks and snacks. The afternoon offers a session called Singing for the Brain where people affected by dementia can sing songs they know and love in a friendly and fun environment.

Date: Every Thursday (During school term time) Time: 2pm to 4pm Cost: £1 person
Venue: Woodside Baptist Church, 27 Spring Lane, South Norwood, SE25 4SP
For more information contact Steve Calder on 07722 192 852.

**Additional help and support**

* Age UK, [www.ageuk.org.uk](https://www.ageuk.org.uk/croydon/activities-and-events/), memorytreecafe@ageukcroydon.org.uk
* Alzheimer’s Society, Dementia Connect, 0333 150 3456, croydon@alzheimers.org.uk
* Carers Support Centre, 0208 649 9339, [www.carersinfo.org.uk](https://www.carersinfo.org.uk/)
* Croydon age UK, 0208 686 0066
* Croydon Community Mental Health Team for Older Adults, 0203 228 9531
* Memory Service, 020 3228 9500

All services noted above work closely together to provide the best outcomes for people living with dementia and their carers.

**Centre 70**
Founded in 1970 and supports adults who are facing social, mental, financial or other personal difficulties through a holistic programme of free and affordable services including: Advice, Counselling and Wellbeing, Training and we support the local community at our centre in West Norwood, as well as a range of outreach locations in Lambeth and across London
46 Knights Hill, SE27 0JD
<https://centre70.org.uk/>**SLAM (Mental health training)**
[https://www.slamrecoverycollege.co.uk/

**IAPT's**](https://www.slamrecoverycollege.co.uk/)Inclusion criteria: a) adults aged 18 and over b) people who are registered with a Croydon GP or who live in Croydon but do not have GP elsewhere c) people with current symptoms and a main problem of •Mild to moderate depression •Panic disorder with/without agoraphobia •Generalized Anxiety Disorder •Social Phobia •Post Traumatic Stress Disorder (PTSD)•Obsessive Compulsive Disorder (including Body Dysmorphic Disorder)•Specific phobias •Health anxiety d) people who are willing to engage with therapy and can attend regularly Priority groups: The following groups should be prioritised for treatment: a) Veterans, or partners/dependants of veterans b) Women who are pregnant or with young children under two years of age) Patients over 65 years of age Exclusion criteria The primary care service is not suitable for people with complex and/or chronic difficulties, requiring secondary care assessment and input (CIPTS/CMHT/Personality Disorder Services), e.g.• treatment-resistant, recurrent or atypical depression;•severe treatment resistant anxiety disorders • complex PTSD (e.g childhood sexual abuse, multiple trauma);•significant co-morbidity • psychological problems associated with complex personality and interpersonal dysfunction. •Significant risk of self-harm or harm to others, where secondary care assessment and input may be needed (CMHT). Patients with recent suicide attempts that have not had a period of stabilisation •Alcohol or other substance dependence, or misuse at a level that impairs ability to benefit from the service • Psychosis, dementia, brain injury• People who are unable to attend regularly or to work collaboratively • A primary diagnosis of Autistic Spectrum Disorder (including Aspergers Syndrome), without significant co-morbidity. • A primary diagnosis of eating disorder

**Mental health services**
**SLAM IAPT**
Tel: 020 3228 4040to register and complete the self-referral form:CroydonIAPT@Slam.nhs.uk CMHTmhoaadmin@slam.nhs.uk (Given by Sarah as referral email)

**Home Treatment (Croydon)**
Croydon Home Treatment Team. Tel: 020 3228 0356
CroydonHTT@slam.nhs.uk *Or* <https://slam-iapt.nhs.uk/croydon/welcome-to-croydon-iapt/>
*Or* online therapy without any waiting time at <https://croydon.silvercloudhealth.com/signup/>

**Crisis support**
Tel: 020 3228 6000

**Pals line**
Tel: 0800 731 2864

**Croydon Talking Therapies**
You can make an appointment in three different ways:
Tel: 020 3228 4040
GP: You can ask your GP to refer you or do a Self-referral link
[gateway.mayden.co.uk/referral-v2/80a568ab-6ae0-4803-b9c6-0c849e6c4d7d](https://gateway.mayden.co.uk/referral-v2/80a568ab-6ae0-4803-b9c6-0c849e6c4d7d)

**Croydon Memory Service** (Referrals for dementia and memory issues)
Usually referred by doctor but anyone can. They sometimes can come to do face to face appointments from:
Heavers Resource Centre, 122 Selhurst Road, London SE25 6LL
Tel: 020 3228 9500

**Dementia**
Many forms of dementia and usually better to get a diagnosis and then Alzheimers society will contact client and leave information and advice.

**Alzheimer's Society**
Heavers Farm Resource Centre, 122 Selhurst Road, South Norwood, London, SE25 6LL
Telephone: 020 8653 2818 (Croydon Office) 0300 222 1122 (National Helpline)
Email: croydon@alzheimers.org.uk Opening times: 9-5 Monday to Friday [www.alzheimers.org.uk/
There are support groups for carers that The Heavers Centre can give information about.](http://www.alzheimers.org.uk/)**Memory Tree Café**
Age UK, check on website for timings
13.30 - 15.30 Weekly for those with a diagnosis of dementia and their carers to come
Telephone: 020 8686 0066 memorytreecafe@ageukcroydon.org.uk**For Pill boxes/reminder/tells family if pills taken**
[https://www.pivotell.co.uk/Pivotell%C2%AE+Advance+GSM+Automatic+Pill+Dispenser+with+SMS+messaging/0\_CAAA001/PRAA002.htm](https://www.pivotell.co.uk/Pivotell%C2%AE%2BAdvance%2BGSM%2BAutomatic%2BPill%2BDispenser%2Bwith%2BSMS%2Bmessaging/0_CAAA001/PRAA002.htm)**Helpful Mobile Phone for ease of use**
<https://www.doro.com/en-gb/shop/mobile-devices/easy-phones/doro-780x/>**Herbert Protocol**
People with dementia can sometimes start to wander. This might only be into the garden or street for a short time, but sometimes people get lost and go missing. Carers, family or friends of a vulnerable person, or the person themselves, can fill in a Herbert Protocol form in advance, containing information to help the police if the person goes missing.
[www.met.police.uk/SysSiteAssets/media/downloads/central/advice/herbert-protocol/herbert-protocol-form.pdf](http://www.met.police.uk/SysSiteAssets/media/downloads/central/advice/herbert-protocol/herbert-protocol-form.pdf)**Art Therapy**
<https://www.studioupstairs.org.uk/>

**Abuse**
**Stop So**
Charity is able to put you or your client in touch with a therapist who is trained in this area, the cost is £50-£80 per session. If you want to be put in touch, please complete the referral form here [stopso.org.uk/client-request-help/](https://stopso.org.uk/client-request-help/)We often take referrals from other therapists and they will be happy to speak to you before contacting the client.

**Mosac**
[mosac.org.uk/our-services/counselling-services/](https://mosac.org.uk/our-services/counselling-services/)**Sexual abuse support line**
<https://www.supportline.org.uk/problems/>**The Adult Abuse Reporting line**
Croydon is 020 8726 6500 or referral.team2@croydon.gov.ukFurther information and advice is available at <https://www.croydonsab.co.uk/or> <https://www.croydon.gov.uk/healthsocial/sva/reporting-abuse>**Care Quality Commission (CQC)**
Concerns about the quality of registered health and social care services can be raised with the CQC: 03000 616161

**For Child/Young Person Abuse Reporting in Croydon**
Contact Multi-Agency Safeguarding Hub(MASH) Telephone: 020 8726 6400 Out of Hours: 020 8726 6400 (ask for out of hours team) Email: childreferrals@croydon.gov.uk.For Child/Young Person Abuse Reporting in Croydon Contact Multi-Agency Safeguarding Hub(MASH) Telephone: 020 8726 6400 Out of Hours: 020 8726 6400 (ask for out of hours team) Email: childreferrals@croydon.gov.uk**.**

[**Violence Reduction Network**
Violence Reduction Network, Place Department](http://www.arttherapy4all.co.uk/workshops.html)Direct line 0208 688 0100 (internal 64316)
Email fozia.drysdale@croydon.gov.uk Website [www.croydon.gov.uk](http://www.croydon.gov.uk/)

**Macular Degeneration**
info@macularsociety.orgAdvice and Information Service call 03003030111 or email help@macularsociety.orgMembership call 01264 350 551 Phone lines open Monday to Friday 9-5pm

**GP hubs**
(Bookable appointments 8am-8pm, every day) There are three ‘GP Hubs’ in Croydon which treat both minor injuries and minor illnesses requiring same day care – for both children and adults. They are in Central Croydon, Purley and Parkway (New Addington). To book an appointment, people should call NHS 111 first to discuss their symptoms. You will be offered a telephone consultation with a GP or practice nurse who can also book you to attend for a face-to-face appointment where appropriate.

**Key for getting into disabled toilets ordering**
<https://www.incontinencechoice.co.uk/personal-care-and-cleaning/toileting-aids/keys-for-disabled-toilets.html?brand=10274%2C11328&msclkid=d90c19758c4819a85b777f12b5dd3564&rating=1&product_list_limit=all>

**Clinical Waste Bag collection**
Croydon council
Please dial 0208 726 6000, Then press option 1 twice, then dial ext 16200
Then listen to the options and select the most appropriate I think it is option 4 but not 100%

**Sickle Cell**
<https://www.cscatsg.org/><https://www.sicklecellsociety.org/>

For information about the NHS Statutory Sickle Cell & Thalassaemia Centre Service, provided by Croydon University Hospital Trust, please visit: <http://www.croydonhealthservices.nhs.uk/sickle-cell-thalassaemia-centre/>

Croydon Sickle Cell & Thalassaemia Centre, 316-320 Whitehorse Rd, Croydon CR0 2LE

**Complaints about Primary Care**
Telephone: 0800 026 6082
E-mail: contactus@swlondon.nhs.ukWriting to us at: NHS South West London ICB, 120 the Broadway, Wimbledon London SW19 1RH

**Maltrition advice**
https://www.ageuk.org.uk/discover/2023/november/tackling-malnutrition/?utm\_source=ia\_professionals\_november2024&utm\_medium=email&utm\_campaign=ia\_professionals\_newsletter&utm\_auk\_reference=CON-15707362

**Carers**
Please find details of the free 50 hours carers respite service. Please check eligibility before referring to respite@carersinfo.org.uk the eligibility criteria can be found on page 2 of the referral form found on the weblink. Other contact details also found on the weblink. [Carers Information Service: Carers Respite Service](https://www.carersinfo.org.uk/about-us/carers-respite-service)**Carers Café**
The Café is now open on a Monday, Wednesday and Friday, 10.30am-12.30pm and is staffed by volunteers.
Carers Support Centre, 24 George Street, Croydon CR0 1PB.
Our Carers Café is open for free refreshments and a friendly welcome from our Volunteer Befrienders on It’s a great place to meet other carers, or just sit quietly with a book or a magazine if you prefer. There’s no need to book, and we have free wi-fi and laptop access. <https://www.carersinfo.org.uk/about-us/carers-caf%C3%A9>

**Horizon Care and Welfare Association**
020 8665 0921 horizoncareandwelfare@ hotmail.com Offers respite, short breaks, emergency help, support groups and befriending. Specialises in supporting those from BME communities, but services are open to everyone.

**The Respite Association**
01775 820 176 help@respiteassociation.org [www.respiteassociation.org](http://www.respiteassociation.org/)
Funding for respite for carers living on a low income. Offers free breaks for carers at caravans in Skegness
and near Blackpool.

**Emergency app for those who can’t speak and need to call 999**
<https://tapsos.com/about-tapsos/>

**Hospice**
**St Christopher’s Hospice**
offers support for adults with a life-limiting condition and their carers. Patient services include home nursing, in-patient care, day services and outpatient clinics. Help for patients and carers includes practical and emotional support from social workers and welfare officers.
Tel. 020 8768 4500 Bereavement Service for families of service users - 020 8768 4599.
[stchristophers.org.uk](http://www.stchristophers.org.uk/)

**At Home support**
**Food delivery**
**Check on this site for any deliveries in your area**
<https://mealsonwheelsuk.org/>**Sainsburys**
Offer a home delivery service for orders by telephone. You speak to an assistant who takes your order for you; once you have registered, all you need is your shopping list!
Next day deliveries can be placed up to 6.00pm the day before and are usually for an early slot (before 10.30am). Orders can be up to three weeks in advance.
The minimum price for an order is £25.00 and for orders under £40.00 there is a £7.00 delivery charge and a £2.95 order charge. For orders totalling more than £40.00 these charges are less. For deliveries on Tuesdays, Wednesdays, and Thursdays there is a reduction in the charges (deliveries on Fridays, Saturdays, Sundays, and Mondays cost a little more). To use this service customers, need to register by ringing 0800 917 8557. You will get through to an assistant who will be able to register you. They will need your name, address, Nectar card (if you have one), bank or credit card to be used for payment and the telephone number to be used when placing orders. If a carer or family member will be placing the orders their name should be added to the account too.

**Morrisons (check if still going)**
Shopping service – 0345 611 6111 (option 5) 8am to 5pm (7 days a week) with a delivery charge of £2.50
No minimum spend, just minimum 5 items per order
Pay with bank card on doorstep
No exact time slot – must be at home between 10am and 6pm
Order for next day delivery before midday

**Milk & More**
0345 606 3606

**Parsley Box**
0800 612 7225 (vacuum-packed meals delivered within 2-4 days, 10 for £29.99)
Not sure if you are familiar with Parsley Box but thought I’d share as they have an ‘everyday low price’ section with meals for just £2.95 each. Next day delivery if ordered between set times. Phone to order option, no subscription required. Free delivery if order is over £29

**Wiltshire Farm Foods**
(Frozen - can only take orders from existing customers or the extremely vulnerable right now) 0800 077 3100

**Oakhouse Foods**
(Frozen): [020 8689 8485](https://www.google.com/search?safe=active&rlz=1C1SQJL_enGB844GB844&sxsrf=ALeKk02MBdrZ-wRUAQuavBActqQKLoVNFA:1585667524441&ei=xF2DXsHCGsLxxgO_g7Yo&q=oakhouse+foods+telephone+number&oq=oakhouse+foods+teleph&gs_lcp=CgZwc3ktYWIQARgAMgIIADIGCAAQFhAeMgYIABAWEB4yBQgAEM0CMgUIABDNAjIFCAAQzQI6BAgAEEc6BQgAEIMBUIAkWIwtYN08aABwAngAgAFSiAH4A5IBATeYAQCgAQGqAQdnd3Mtd2l6&sclient=psy-ab) or Order online: <https://www.oakhousefoods.co.uk/> Order cut off time 4pm. Set delivery days to each area. Min order £15.

**Jamaicaonice**
All frozen meals have at least 8 months shelf life. Meals are oven heated or microwaved straight from the freezer with no need to thaw. Please check us out: [www.jamaicaonice.com](http://www.jamaicaonice.com/)This is authentic Caribbean cuisine served in a matter of minutes.
All first time customers will also receive a 10% discount if they use the code JAMAICA10 *at checkout and free* shipping on all orders over £60.
Orders can also be placed by calling us directly on 07956542548

**Ekotedo Big Mam**a
251 Portland Road, South Norwood SE25 4XB
020 8662 1444

**Home Hairdressers**
**Kim Jone**s: 07956230479/02086512704

**Elaine Edwards**: 020 86650871/07977689215

**Paul** – Tel: 07415 109231 <https://mobile-barbers-barber-shop.business.site/>Works in Warlingham, however he is mobile and works all over Croydon. He says he has many elderly clients whom he visits at home as they are housebound. PIC person was charged £25 for a haircut and trim his beard at home.

**Hair braiding and plaiting**
Sharon: 07094 193434

**Podiatry**
**Through referral**
[www.croydonhealthservices.nhs.uk/a-to-z-of-services/service/podiatry-142/](http://www.croydonhealthservices.nhs.uk/a-to-z-of-services/service/podiatry-142/)Only accept referrals from health professionals for people with known medical conditions. People with diabetes can self-refer. Assessments and appointments are available at Leander Road, Purley War Memorial Hospital, Croydon University Hospital, Waddon Clinic, Parkway Health Centre, and Thornton Heath Health Centre
Monday to Friday Tel: 020 8274 6820

**Private podiatrists**
Stephanie Higgins Tel: 07539 374981
£25-£30 per home visit

Birchell and Associates, 30 Farley Rd, South Croydon CR2 8DA Tel: 0208 657 1648 £40 at clinic
£45 at home (Prices checked July 2020)

Beckenham Podiatry, Chris Barrett who works for company does home visits Office: - 0208 658 0795
Chris Barrett: 07984 829877
£40 at clinic £45 for home visit (Prices checked July 2020)
AMM Chiropodists, Rosie Birkett (and son, John Gilbert) 07841 582212
Lots of experience working with people living with dementia/Alzheimers
Burrows House, Penge (dementia ckenham (some patients have dementia)
Salvation Army, Croydon (once a month drop in)
Patients in their own homes – various stages of memory loss/dementia/Alzheimers
£32 per home visit - no charge if patient refuses and she is unable to do anything. Information updated on 18/8/20

Ms Sana Mohindra: 02087770303

Mithcham based chiropodist: 020 8677 7659/07030 232265

Foot Health Centre based in Coulsdon: 020 8660 0349

Croydon Chiropody and Podiatry Centre based in North End: 020 8686 1212

Miss K E Peake: 0208 651 9868

Flawless Feet: 020 3713 8361

Leander Road Leander Road /NHS (must have GP referral and diabetes: 020 8274 6820

**Council Repairs**
You will need to create an online account, then click on ‘Report it’ and then ‘Housing Repairs’ to log your repair; do not report emergency repairs online, call our contact centre on 020 8726 6101
you can phone our contact centre on 020 8726 6101: our contact centre is open 24 hours a day, 365 days a year for reporting all repairs, (including out of hours emergencies), changing appointments or making enquiries regarding existing repairs
[new.croydon.gov.uk/sites/default/files/articles/downloads/Repair\_guide\_for\_tenants\_2019.pdf](https://new.croydon.gov.uk/sites/default/files/articles/downloads/Repair_guide_for_tenants_2019.pdf)
Email: croydonrepairs@axiseurope.com**Cleaners**
<https://timeforyou.cleaning/uk/home-cleaning/croydon/>Typical hourly rate £20
02087492862/07976822632

<http://www.elascleaning.com/>02038588228/07557406944 Robin
Min 2hrs £21 hr (This includes £15 cash and £6 agency fee that must be paid online by email)

<https://homeclean.co.uk/uk/croydon>02086041221
Min 2 hrs £11.50 hr but you pay either for 3 months contract to homeclean £94.80 or 6 months £142.80 or 12 months £256 (so works out for 12 months 4 hrs cleaning a month at around £68 month)

**Rosegold Cleaning Services** (found on Checkatrade)
07488813921
Min 2 hr £19.50 (£39) customer provides cleaning products

<https://www.maid2clean.co.uk/domestic-cleaning/croydon/>0800 043 2121

<https://merrymaids.co.uk/croydon/>02086633268

<https://www.mollymaid.co.uk/locations/croydon/>02084073262

<http://www.anniescleaningservices.co.uk/>07419341494

Globus Cleaning Services
69-77 High Street, Croydon
020 8167 2757/07359185063
globuscleaningservices@gmail.comMillers Cleaning
info@millerscleaning.co.uk07939 953266

**Sparkles Cleaning**
Lauren 07398 648825 / 07543 480519
£12 per hour (3 hour minimum) so each visit £36
May need to provide own cleaning products
Blitz cleans including carpet cleaning around £130

**Trades**
**Plumber** (used Old Coulsdon) Technical Plumbing, Darren: 07955586619

**Volunteer Help**

Connect role now live in Croydon for shopping, activity support etc. A referral puts out a call via an app to registered volunteers who then call client to arrange. Largely dependent on volunteer availability so support not guaranteed.

* **Connect - accompany to an activity** (volunteers support people to attend social/community based activities e.g. lunch club visit, walks, accompanying someone to do their own shopping).

[NHS and Care Volunteer Responders | Supporting healthcare systems](https://nhscarevolunteerresponders.org/guides/referrer-guide-community-response/connect-accompany-to-an-activity)

**Borrowing Garden items**
**Crystal Palace Library of Things**
[is also a good source for borrowing gardening items at a low cost.](http://www.reviveandrecycle.org.uk/) A strimmer would cost £9 per day and shears £2per day.
[https://www.libraryofthings.co.uk/crystalpalace.](https://www.libraryofthings.co.uk/crystalpalace)

**Help with heating and small odd jobs**

**Croydon healthy homes**
Help and advice on keeping warm and costs
(Gas, electric) 08002922529

**Handyman** (Shirley area)
Terry of TJ Electrical 07802 981 727
Also, a local handyman called Ian who says he does electrics too 0786 8740307
If anything went wrong, we would be able to track them down through the SPAN team.

compare site
<https://www.hamuch.com/>**Waste/Furniture collection and free furniture**
new.croydon.gov.uk/rubbish-and-recycling/bulky-waste-collection/bulky-waste-we-collect
[emmaus.org.uk/surrey/delivery-and-collection-service/](https://emmaus.org.uk/surrey/delivery-and-collection-service/)Junk bunk: 020 37692921(so far cheapest when rung to find prices). On-line company who collects unwanted items for a price

**Charity furniture collection**
[croydon@debra.org.uk](http://www.debra.org.uk/)388 London Road, Croydon CR0 2SW 020 8684 6313

**Emmaus**
House clearance and collection service
03001232001

**Revive and Recycle**
Will pick up furniture if in good condition and will provide furniture if they have it in stock
[Revive & Recycle (reviveandrecycle.org.uk)](http://www.reviveandrecycle.org.uk/)0800 032 0626
**Love Junk**
https://www.lovejunk.com/

**Hazardous waste**
Hazwaste@cityoflondon.gov.uk

[**Aids at home**](https://croydon.simplyconnect.uk/)<https://livingmadeeasy.org.uk/>

**Removal companies**
D&H Removals 07488829468
VA Phillip's of Surrey 07488 830569
Jevia Enterprise 07488827900

**Pest Control**
Steve from Pest Force on 0208 088 0351

**Repairs**
**Staying Put**
For repairs and large-scale house adaptions (usually through OT) Referral form to fill
(Croydon council) Charge £25 per hour (this is pro rata - meaning you do not pay for a full hour if the job does not take the full hour). The gardening team can remove any garden waste from the property (this is included in the cost). Tel: 020 8760 5505

**Gardening and help in home**
**Good Gym**
Charity that help people in their home and use it to also run and get exercise there
[www.goodgym.org](http://www.goodgym.org/)
What they can help with: Food shopping. Collecting prescriptions. Gardening for safety/access/ or mental/physical wellbeing reasons. Outdoor garden painting - fences etc. One-off dog walking. Face to face welfare checks. Technology support. Furniture moving not related to hospital discharge. Furniture assembly/exercise bike assembly.
Sorting/packing belongings. Putting rubbish in outdoor bins. Window cleaning (ground level only or they must open inwards) Taking down and re-hanging curtains. Taking bags of clothes etc, to nearby donation/charity bins.
Re-hanging a door (provided no power tools are needed)

**Simplynu**
16 Croham Rd, South Croydon CR0 7BA [**Phone**](https://www.google.com/search?rlz=1C1CHBF_en-GBGB925GB925&sca_esv=3e4a05f9a46c92ca&cs=0&q=simply+nu+south+croydon+phone&ludocid=17158880433076652838&sa=X&ved=2ahUKEwi5gPWz8I2KAxXixwIHHYytDLIQ6BN6BAgXEAI)**:** [020 3815 7744](https://www.google.com/search?q=simplyneu+gardeners+croydon&sca_esv=3e4a05f9a46c92ca&rlz=1C1CHBF_en-GBGB925GB925&ei=DytQZ-LWJNe6hbIPjcapCA&ved=0ahUKEwiimruo8I2KAxVXXUEAHQ1jCgEQ4dUDCA8&uact=5&oq=simplyneu+gardeners+croydon&gs_lp=Egxnd3Mtd2l6LXNlcnAiG3NpbXBseW5ldSBnYXJkZW5lcnMgY3JveWRvbjIFECEYoAEyBRAhGKABMgUQIRigAUjVHFDcBFiyF3ABeACQAQCYAXagAcwGqgEDOS4xuAEDyAEA-AEBmAIKoALJBsICBxAhGKABGAqYAwDiAwUSATEgQIgGAZIHAzguMqAH0yE&sclient=gws-wiz-serp&lqi=ChtzaW1wbHluZXUgZ2FyZGVuZXJzIGNyb3lkb25IqsbLgbO5gIAIWiMQABABGAIiG3NpbXBseW5ldSBnYXJkZW5lcnMgY3JveWRvbpIBFmhvdXNlX2NsZWFuaW5nX3NlcnZpY2WaASRDaGREU1VoTk1HOW5TMFZKUTBGblNVTnFjVTB5VVRSUlJSQUKqAXIKCS9tLzAyZ3dfdwoIL20vMDNibTYQASoXIhNzaW1wbHluZXUgZ2FyZGVuZXJzKAAyHxABIhsELzZ_zScg5TkdDRQV93Gz5kfUHQyH4qKChBMyHxACIhtzaW1wbHluZXUgZ2FyZGVuZXJzIGNyb3lkb276AQQIABA3)

**Water support and discounts**
<https://www.thameswater.co.uk/help/account-and-billing/financial-support/waterhelp>

**Mediation and counselling**
**Mediation**
<http://www.croydonmediation.org.uk/>They seem to help with neighbour disputes, but I was given the impression they were general mediators so perhaps try for family aid with them, if needed.
neilselby23@gmail.com mobile: 07905168285

**Counselling**
Floating counselling- Free food parcels, toiletries, rent and counselling support for Africans and Black people in the community. You can email info@floatingcounselling.co.uk and a therapist will try to respond within 24 hours. Similarly, text 07305882959 and a therapist will reply as soon as possible. Please visit [www.floatingcounselling.co.uk/](http://www.floatingcounselling.co.uk/) for more information as well as details on our biweekly Zoom counselling sessions.

**Warm spaces**
List of warm spaces in Croydon
<https://www.croydon.gov.uk/warm-spaces-directory>**Noise Pollution**
Enforcement team at Croydon Council
pollution@croydon.gove.uk020 8760 5483 Public Realm Division, Pollution Team, 6th floor, Zone A Bernard Weatherill House, 8 Mint Walk, Croydon CR0 1EA

**Hoarding**
Hoarding UK (UK’s Leading Hoarding Charity) <https://hoardinguk.org/>Hoarding Support (Information, Support & Advice) <https://hoarding.support/>Hoarding Disorders UK <https://hoardingdisordersuk.org/>(APDO) Help for Hoarders <https://www.apdo.co.uk/practical-help-for-hoarders/>ITV List of Hoarding Helplines <https://www.itv.com/thismorning/articles/compulsive-hoarding-helplines>**Advice on CBT**

<https://slam.nhs.uk/hoarding-disorder>

**Companies that will do hoarding cleaning**

<https://www.icecleaning.co.uk/hoarder-cleaning-croydon><https://www.melscleaning.co.uk/Extreme-Cleaning/GreaterLondon/Croydon-cleaning.html><https://www.emergencycleanuk.co.uk/hoarder-cleaning-service-croydon>

Social services should be informed. Staying Put may help

**Home Massage**
 <https://urban.co/en-gb/massage/mobile-massage-london/croydon?utm_medium=cpc&utm_term=&creative=651079648519&netw=g&utm_source=google&match=&device=c&model=&pos=&ace=&utm_campaign=19813340129&utm_adgroupid=146957183196&campaignid=19813340129&adgroupid=146957183196&adid=651079648519&gclid=EAIaIQobChMIl-fC1pLUiQMVRqRQBh2O1g2oEAAYASAAEgIKn_D_BwE>

**Events online to join if using computer or laptop etc**
<https://events.restless.co.uk/event-calendar/>

**Travel, Transport & Mobility**
**Queen Elizabeths foundation for disabled people**
Driving Assessments for people with neurological or are disables, driving lessons, hire and training
<https://www.qef.org.uk/services/>

**Taxicard**
Trips: 78 per annum (pro rata) £8.50 maximum subsidy per trip, Minimum Fare: £2.50
Fill in online form taxicard@londoncouncils.gov.uk
and send with relevant paperwork Tel: 0207 9349791

**Dial a Ride**
Send online form [content.tfl.gov.uk/easyread-dial-a-ride-application-form.pdf](http://content.tfl.gov.uk/easyread-dial-a-ride-application-form.pdf) to dar@tfl.gov.ukOr send a letter to: PO Box 68799, London SE1P 4RD Tel: 0343 2227777
Book a week in advance for one off trips and get postcode

**Blue Badge**
[www.gov.uk/apply-blue-badge](https://www.gov.uk/apply-blue-badge)
Tel: 0208 7266000 ext 64012/62111

**Freedom Pass**
[www.londoncouncils.gov.uk/services/freedom-pass/older-persons-freedom-pass/apply](http://www.londoncouncils.gov.uk/services/freedom-pass/older-persons-freedom-pass/apply)

**Disabled toilet access key**
[www.disabilityrightsuk.org/shop/official-and-only-genuine-radar-key](http://www.disabilityrightsuk.org/shop/official-and-only-genuine-radar-key)

**Vehicle Tax exemption (car)**
If you are getting the enhanced rate of the mobility component, you can be exempt from Vehicle Tax. The exemption has to be for a vehicle that is used by or for you.
[www.gov.uk/vehicle-tax](http://www.gov.uk/vehicle-tax)**Disabled persons freedom pass**
[www.londoncouncils.gov.uk/services/freedom-pass/disabled-persons-freedom-pass](http://www.londoncouncils.gov.uk/services/freedom-pass/disabled-persons-freedom-pass)**Help on Public Transport**
For those who are not aware, TFL runs a scheme for people with mobility requirements or disabilities to support them in gaining confidence to use public transport. They appoint a mentor who can meet in the persons home in the first instance and assess what support they can give.
<https://tfl.gov.uk/transport-accessibility/learn-to-use-public-transport>**Wheelchair taxis**
<http://www.mobilitytaxis.com/>Croydon based; all drivers DBS checked. Bookings taken online or via phone (pre booking required)

<http://www.stationcars.biz/>**Wheelchair loan**
Selsdon Contact Neighbourhood Care also have wheelchairs and other equipment available for loan:
<https://www.selsdoncontact.org.uk/how-can-we-help>

The Red Cross offer a wheelchair hire and borrow facility. If on hire its £20 per week.
They can be booked online or by phone

**Driving Miss Daisy**
Mobility help and taxi
0333 014 6211 07760574931
[www.drivingmissdaisy.co.uk/Wallington](https://drivingmissdaisy.co.uk/wallington/)

**Croydon Accessible Transport (CAT)**
Provides low-cost accessible minibuses for use by community groups, organisations, and individuals in the London Borough of Croydon. CAT operates a fleet of 14 accessible minibuses and a smaller accessible car which are available to members, either with their own driver or with a CAT driver. Contacts: Croydon Accessible Transport, Cornerstone House, 14 Willis Road, Croydon, Surrey, CR0 2XX [020 8665 0861](https://www.transportforall.org.uk/information-advice/travel-information/london/local-community-transport/croydon/tel%3A020%208665%200861) Mon-Fri 9am-5pm

**Wheelchair Service**
[www.croydon.gov.uk/healthsocial/community-equipment-service-ces/croydon-wheelchair-service/about-croydon-wheelchair-service](https://www.croydon.gov.uk/healthsocial/community-equipment-service-ces/croydon-wheelchair-service/about-croydon-wheelchair-service)
You can ring them direct or go through an OT, you can hire a wheelchair from the Red Cross and collect from Sainsburys on Purley Way. Other equipment also available

**Careco**
For buying mobility Tel: 0208 665 7733 – see website

**Nanny M’s**
provides mobility stuff 01883818729
[https://store.easylivingmobility.co.uk/

**Stairlifts**
Private companies:](https://store.easylivingmobility.co.uk/)<https://www.easyglidestairlifts.co.uk/>[www.ascenditlifts.co.uk/
www.acornstairlifts.co.uk/stairlift/stairlift-servicing
www.assistedlifts.com/](https://www.ascenditlifts.co.uk/)**Stair lift repair**
**21**st Century Stairlifts
FREEPHONE: 0800 083 0513
Unit 3, Tandrige Court Farm, Tandridge Lane, Oxted, Surrey RH8 9NJ
[www.21stcenturystairlifts.co.uk](http://www.21stcenturystairlifts.co.uk/)

Mobility Services
01923 710 055/ 01923 263 033
Home: www.mobility-services.co.uk
Services: [www.mobility-services.co.uk](http://www.mobility-services.co.uk/mobility)

PC Mobility Services
0800 977 4686
[www.pcmobilityservices.com/stairlifts-london.html](http://www.pcmobilityservices.com/stairlifts-london.html)

Speedy Mobility
0333 012 1010 Head Office, Speedy Mobility Ltd. Maple House, High St, Potters Bar EN6 5BS
[www.speedymobility.co.uk/stairlift-repair](http://www.speedymobility.co.uk/stairlift-repair)

Stannah
0808 239 1864
[www.stannahlifts.co.uk/services/servicing-maintenance-repair/](http://www.stannahlifts.co.uk/services/servicing-maintenance-repair/)

**Charities helping with mobility**
wheelsforwellbeing.org.uk/about-us/
Cycling at Norwood park at the arena, for all different abilities and all the bikes are adapted. Double bikes and for any ag**e**

**Used Mobility scooters to buy**
<https://www.usedmobilityscootershop.co.uk/how-to-book-a-test-drive/>**Driving/emissions**
<https://tfl.gov.uk/modes/driving/ultra-low-emission-zone/cars>

**Social isolation**
**Simply Connect**
[https://croydon.simplyconnect.uk/activities/cbea3c40-74dd-11ea-84e6-cb6cf8e5232c/foodbank-deliveries-and-telephone-befriending-in-the-broad-green-area?](https://croydon.simplyconnect.uk/activities/cbea3c40-74dd-11ea-84e6-cb6cf8e5232c/foodbank-deliveries-and-telephone-befriending-in-the-broad-green-area)**Befriending Charities**
[www.thesilverline.org.uk/](http://www.thesilverline.org.uk/)**Age UK befriending service**
Check with Henrietta first by email and then referral process can start and only if PIC referred
<https://www.ageuk.org.uk/services/befriending-services/sign-up-for-telephone-befriending/> Regular telephone friendship service. We match over-60s with a friendly volunteer for a weekly chat. Our service has helped create hundreds of new friendships, and many people tell us their calls are the highlight of their week. To get started, just tell us a bit about yourself and we will do the rest.

Imagine Independence Befriending - Referrals through GP, Tel. 0208 2537078
Age UK telephone friendship – They provide ‘good day calls’ while people are waiting for a match and there is no time limit to the length of engagement.
[www.imagineindependence.org.uk/downloads/croydon\_supporting\_adults\_in\_the\_community.pdf](http://www.imagineindependence.org.uk/downloads/croydon_supporting_adults_in_the_community.pdf)

**Call in Time**
0844 225 0320 (telephone friendship)

**Re-engage**
<https://reengage.org.uk/>**CVA**
cvalive.org.uk/

## **St Vincent de Paul**Clare Hughes | Beneficiary Support Administrator | Mobile: 07918 274498St Vincent de Paul Society *Please note my working week is Monday, Wednesday and Thursday.**Romero House, 55 Westminster Bridge Road, London, SE1 7JB*[www.svp.org.uk](http://www.svp.org.uk/) | clareh@svp.org.uk | **Neighbourhood Care Groups**<https://www.cnca.org.uk/befriending-service/>**Befriending Service**

We provide a Befriending service to elderly carers and families caring for an elderly relative. We are here to listen, encourage and support carers. The service is made up of home visits, weekly calls and a texting service.

* **We are able to provide support to people who meet the following criteria:**
Elderly vulnerable people with complex needs or carers of these people
* Living alone and isolated
* Must live in London Borough of Croydon
* Housebound
* Minimum of 65 years old

**We cannot work with:**

* Under 65s
* Someone who doesn’t live in the London Borough of Croydon
* Someone who already has sufficient support
* Someone who is suitable for more appropriate services (PICS, Neighbourhood Care, Social Prescribing)

If you know someone who meets our criteria then please contact us on 020 8654 4440 or info@cnca.org.uk and we can start the formal referral process.

This service is available from Monday - Thursdays 09.30am - 16.00hrs.

**There is a referral process. Our telephone befriending remains a free service. However, there is a charge for our home visiting service. For further information call 020 8654 4440 or** **info@cnca.org.uk**

**Neighbourhood Watch**
<https://www.cbnwa.com/>**BME Forum**
contact Lisa Broderick for over 55’s with mental health and social isolation lisa@bmeforum.org 07762832801

**Careline**
Christian charity
<https://www.thecareline.org.uk/befriending/care-friends-croydon>

**Dementia Friendly Groups**

**Dementia Café**
Coulsdon Methodist Church, 83 Brighton Road, Coulsdon CR5 2BE
First Tuesday of each month, 1.30-3.30. Contact: Saran 07586 589580 Shobha 07507674080
Events@msfoundations.co.uk**The Magnolia Club**
Gipsy Hill
every Monday - 10.30am-12.30pm Christ Church, 1 Highland Road, Gipsy Hill, London SE19 1DP

**Forget-me-not Café**
A cafe providing an opportunity for social interaction and activities for people with dementia and their carers. Meets First Saturday. 2pm-4pm at St.Matthews Church, Chichester Road, Parkhill, Croydon CR0 5NQ

**Singing for the Brain**
Baptist church Woodside and singing at Age UK Thornton Heath
dementia group in Addiscombe/East Croydon. See online

**Purley Dementia Cafe**
First Tues of the Month 10.30-12.30
Amberley Lodge Care Home
86 Downlands Road, Purley CR8 4JF
Refreshments and register interest to rebecca.wheeler@careuk.com

**Church Clubs**
**Woodside Baptist Church**
Memory Cafe (for those living with dementia and their carers) from 2-4pm each Thursday. Although it's weekly, we do break for school holidays including half-term weeks. As a part of the cafe each week, Singing for the Brain for about 40 minutes. There is also a Movement Therapy group for the over 50's, that runs most Tuesdays from
12.00-12.30pm after the group tea and coffee meeting from 10.30. This group is run by an NHS outreach and link worker, Lynda Graham and Steve Calder 07722 192852

**Emmanuel Church**
<https://www.emmanuelcroydon.org.uk/whats-on/older-people/>Email office@emmanuelcroydon.org.uk or call 0208 688 6676.
If you want to contact a specific member of the team, please see [Our Team](https://www.emmanuelcroydon.org.uk/about-us/the-team/) for details.
If you need to send anything to the church via the postal service, the church address is:
Emmanuel Church, Normanton Road, South Croydon, CR2 7AF
If you have a safeguarding concern or query, which is not urgent, please contact Linda Penn, our Parish Safeguarding Officer, in confidence, by email on safeguarding@emmanuelcroydon.org.uk or call office on 0208 688 6676, so your call can be forwarded. Alternatively, you may also contact, in confidence, our Vicar Rev John Adams by email on john.adams@emmanuelcroydon.org.uk.

This group for older people lives up to its name, combining exercise and friendliness with plenty of fun!
The group takes place in the Emmanuel Centre on Friday mornings at 10.30am, and everyone is welcome, regardless of their initial fitness. As well as exercising all parts of the body, it is also a great way to make new friends.
Contact Jan Wilson revjanwilson@blueyonder.co.uk**Eternity Church**
The below church offers a volunteer service whereby elderly in the local area are picked up and dropped off to church services. Just call to arrange.

[**St Paul's United Reformed Church**](https://croydon.simplyconnect.uk/providers/60c90230-7fcd-11ec-b48f-af0dcfa6e887/st-pauls-united-reformed-church)
We meet every Tuesday in term times to chat, do craft or listen to a wide range of speakers. Meetings from 10.15, speakers at 10.30, usually all over by noon. Annual all-day trip out to a local attraction. Level access and everyone welcome. Contribution of £2 for visitors, Members pay £10 per year towards running the group. [secretary@stpaulsurc.org.uk](https://croydon.simplyconnect.uk/activities/c2a0db40-8362-11ec-b1fa-3903b56ab866/secretary%40stpaulsurc.org.uk) Sessions Run Sunday morning, Tuesday morning

**St Matthews Church**
Chichester Road, Croydon CR0 5NQ
[https://stmatthew.org.uk/church-events](https://stmatthew.org.uk/church-events/saturday-coffee-mornings/)Coffee mornings
2nd & 4th Saturday of the month. Sessions Run: Saturday morning
Contact Penny Goswell

A Well-being Café
Every Monday from 2.00 to 4.00pm our hall becomes a community space for a variety of hobbies and activities. These are run by the community for the community. Anyone is welcome to share a hobby or skill and anyone is welcome to join a workshop or activity. They are all free. Or you can come and relax and chat, or enjoy the peace in our quiet area. The activities are based around the '5 ways to wellbeing' which promote good mental and emotional health. To connect, give, be active, keep learning and take notice will hopefully contribute towards a preventative approach to mental ill health.

U3A
Looking at London – U3A 1st Mondays of the month
History London Group – U3A – 1st Weds & 4th Tues
Singing for Pleasure Group U3A – Second Wednesdays 10 to 12
Table Tennis – U3A – Fridays 2 to 4
<https://u3asites.org.uk/croydon/groups>Sessions Run: Monday afternoon, Wednesday afternoon, Friday afternoon

Singing for the Brain
Brings people affected by dementia together to sing a variety of songs they know and love, in a fun and friendly environment. We also do vocal exercises that help improve brain activity and wellbeing.
<https://www.alzheimers.org.uk/get-support/your-support-services/singing-for-the-brain>Sessions Run Friday morning

Tai Chi and Qi Gong class for beginners
All can attend who can do gentle exercise. 10.30-11.30am Every 2nd & 4th Saturday of the month
<http://www.daoyogi.co.uk/>Sessions Run Saturday morning

Asians Women Association
For more information contact: Tarlika Patel tarlika22@gmail.com 07889 719853
Sessions run Saturday
 afternoon

**Parchmore Methodist Church**
Seated exercise class on Mondays and Fridays from 10.30am to 11.30am for those over 65 years.
Each session costs £3.00. The classes are held at the Parchmore Road Methodist Church & Community Centre,
53 Parchmore Road, Thornton Heath, CR7 8LY For more information call Jenny on
0208 653 7353 Monday am and Friday pm

**Norbury Methodist Church**
Wednesday 10.30am - 12.30pm drop in to the Pop In Community Cafe
2a Pollards Hill North, Norbury SW16 4NL, 100m up on the right behind Norbury Medical Centre
call 01372 457651

**St Georges Church Shirley**
St George the Martyr Church, Elstan Way, CR0 7PR
Monday 10.30-12pm ‘Pop In’ for tea coffee and chat
Please contact Jan Payne Landline: 0208 776 0185 Mobile: 07702 756913 hallmanager@stgeorgeschurch.co.ukShirley Neighbourhood Care. The office is based at St. George’s Church, Elstan Way and is open from 10:00am to 12:30pm Mondays to Fridays. SNC runs lunch club on Mondays and Thursdays at West Wickham and Shirley Baptist church, Wickham Road, where a delicious 3 course meal is served. Assistance is provided with transport to and from medical appointments. SNC runs a fortnightly shopping bus to Sainsburys and Tescos. Further details on SNC services can be obtained from the office on 0208 662 9599 or via e-mail at sncs@shirleyneighbourhoodcare.co.uk

**Others**
**Anglo Indian Social Club**
St Chad’s Church Hall, Burgoyne Road, South Norwood, London SE25 6J
Thursday only from 10:00 – 02:00pm
Contact details: Tel: Manager Anna 0780 521 5972 Tel: Karen only if Anna not available on 07801 817231
music playing, bingo, chatting some were playing cards. £2 entry fee which includes coffee tea biscuits – you can bring or buy something eat”.

**UNACC**
[http://unacc.org.uk/

**The Croydon 60+ Club**](http://unacc.org.uk/)[Croydon 60+ Club, 58 Addiscombe Road | East Croydon Community Organisation](https://eastcroydon.org.uk/2018/02/27/croydon-60-club-58-addiscombe-road/) has a wide range of activities and services, including
Reflexology, chiropody, IT instruction, hairdressing, exercise classes, tai chi, quizzes, art, beauty salon, knitting £50 a year, can be paid in 2 instalments.

**Croydon African Caribbean Family Organisation UK**
 <https://cacfouk.org/>40 Northwood Road, Thornton Heath CR7 8HQ TEL: 0208 127 4550 Email: info@cacfo.org.uk Day centre: 9am-3pm Monday – Friday. CACFO UK’s Our Adult Day Centre is open 10am-4pm each weekday to help tackle social isolation in Croydon’s diverse communities – which is a growing scourge on modern society that we must all work together to prevent. Our Centre is well attended with up to 40 elders coming along each day. The average age of our clients is 81 years old. Our current oldest is in her mid 90s! All need tender loving care to help them live fulfilled lives in the golden years. CACFO UK has that in abundance. Our Centre’s five-fold programme for our elders is both comprehensive as it is effective. Our nutritious meals, cooked freshly on site, are often the only hot meal our clients eat each day. Our twice weekly physical exercise sessions, provided by seated exercise and yoga experts, are a key part of our focus on the health and wellbeing of our elderly clients. So too is our work on mental stimulation, using arts and crafts and other media, which is essential given the level of Alzheimer’s and dementia occurring among elders. Having fun must never be forgotten! Elders love it! We provide it in the form of in-house recreational activities such as bingo. Also via day trips out to a range of places including, cinemas, local parks, tea-dances and the seaside. The day trips are particularly popular and well attended by carers too. We also provide elders with advice and sign posting to essential social and other services.

Our Domino Club meets on Tuesday, Wednesday and Friday evenings each week. It is an alternative social outlet for elderly men and women to get out of their homes and escape social isolation. If you wish to join CACFO UK Domino Club please call 020 8127 4550 to contact the Club Secretary.

If you wish to become a member or wish to sign up a member of your family or someone who you care for email it to info@cacfo.org.uk If you have any questions or wish to visit the Centre please call 020 8127 4550

**Bangladesh Welfare Association Croydon**
321 Bensham Lane, Thornton Heath, Surrey, CR7 7ER
Telephone: 020 8684 0272 Email: bwac786@gmail.comOpening times: Mon, Tue and Fri 10am – 4pm
[www.bipolaruk.org/](https://www.bipolaruk.org/)**The Salvation Army**
[Westow Street Upper Norwood, SE19 3AF 2 - 3pm each Wednesday
Philip.layton@salvationarmy.org.uk](https://www.bipolaruk.org/)**Salvation Army Citadel**
Lunch club on Tuesdays between 11.30 am and 1.30 pm. With lunch being served at 12.00 pm.
Mary Russell-Redman, Community Services Administrator

Mary.Russell-Redman@salvationarmy.org.uk

**The Salvation Army**

Booth Road, Croydon CR0-1XY Tel: 020 86809924 Mobile 07551571661

**Birchwood Over 60's Coffee Morning**
Family Centre Fieldway
Wednesday mornings from 10 – 12
Tea or Coffee and chat.
Fieldway, New Addington, Croydon, CR0 9AZ 01689 844277 Main Email Address thefamilycentre@hotmail.co.uk

**MHA communities (Back of Hall Grange Care Home – The Wilderness)**
MHA Communities South London Office, 17 Shirley Church Road, Croydon, Croydon, CR9 5AL
General Enquiries: [07597 135 220](https://www.mha.org.uk/communities/near-me/south-london/tel%3A07597%20135%20220)<https://www.mha.org.uk/communities/near-me/south-london/>[mha.org.uk/get-involved/thewilderness](http://mha.org.uk/get-involved/thewilderness)Offer befriending assessments and activities, walking, dementia days and craft work. MHA use volunteers to visit clients to provide tech support. As part of that, if a PIC person agrees to become a member of MHA communities, they can get help to set up and use ring doorbell and a device (the name I’ve forgotten) that can connect to the tv to allow video calling to family/friends. These devices are provided for free to members who are matched with a volunteer. They also can provide travel to MHA activities at 50p per mile. This would take approx. 1 month to get in place.

**CPFC warm hub**
Lunch and drinks and board games
Tuesdays 10.00-14.00 65 plus, Book at Misha.eleabta@CPFC.co.uk Telephone: 020 3906 8715

**Love to Move**
Wednesday pm, to provide a fun age and dementia friendly seated movement programme to music. This is designed to give the participant physical,emotional and cognitive benefits whilst getting them moving and having fun.
Chillerton Road, Tooting, SW17 9BE. Chichester road, croydon, CR0 5NQ, United Kingdom
cherrytolcher1@gmail.com 07929670799
<https://britishgymnasticsfoundation.org/lovetomove/>**ASKI**  (Advice, Support, Knowledge, Information)
For all enquiries, please feel free to call us on 020 8683 2191 or 07759 194 567email us at **info@aski.org.uk** We are based at 33 Brigstock Road, Thornton Health, CR7 7JJ
Timetable
Monday 10am-3pm Community Cafe - ASKI 10am- 11am Line Dance - Haslemere Hall
11am- 12pmTai Chi Class - Haslemere Hall
Tuesday 10am- 3pm Community Cafe – ASKI 10am- 12pmKnitting/Cross Stitching Class - ASKI
11am-12pm Pilates - Haslemere Hall
Wednesday 10am- 12pm Sewing Class - ASKI 11am- 1pm Creative Writing Class - Online
Thursday 10am - 3pm Community Café - ASKI 10am - 12pm. Art Therapy Session - ASKI
12pm – 3pm. Board Games - ASKI

**Palace for Life** (Crystal Palace Football)
Covering a broad spectrum of services from sport, social & physical activity sessions for young people, adults and seniors, to delivering employability & education training programmes and targeted interventions for young people most at risk. Our programmes instil positive values and help prepare our participants for a better life.
Selhurst Park Stadium, Holmesdale Road, London, Greater London, SE25 6PU, United Kingdom
07801593789 admin@palaceforlife.org [https://www.palaceforlife.org/Walking football
https://www.palaceforlife.org/project/walking-football/](https://www.palaceforlife.org/)**Nordic Walking in Crystal Palace Park**
Poles will be provided. Every Tuesday afternoon.
Meeting point is the café, which is to the left of the reception, at Crystal Palace National Sports Centre (NSC) from 2pm with all exercises starting from 2:30pm. Please join us for socialising and refreshment after the activities. We will then all meet up for refreshments and a chat at about 3:30pm.
Contact Alan Beer 07450611155 info@silverfit.org.uk[http://www.silverfit.org.uk](http://www.silverfit.org.uk/) Cost: £3.00 for members/ £5.00 for non-members

**Pilates with Bogusha**
Meeting point is the café, which is to the left of the reception, at Crystal Palace National Sports Centre (NSC) from 2pm with all exercises starting from 2:30pm. Please join us for socialising and refreshment after the activities.
We will then all meet up for refreshments and a chat at about 3:30pm.
[http://www.silverfit.org.uk](http://www.silverfit.org.uk/) Cost: £3.00 for members/ £5.00 for non-members

**Walking and yoga**
We have two activities every Wednesday, Nordic Walking in Ashburton Park and Yoga in Ashburton Hall – more info here: <https://www.silverfit.org.uk/ashburton/> Wednesday morning

**Silver Cheerleading with Bianca**
We meet Fridays 10.30am, with activities starting at 11.00am. Sessions end at 12.00 midday when we meet up again for tea/coffee and biscuits and a chance to catch up and socialise.
Ashburton Park, Lower Addiscombe Road, Croydon, CR0 6RX, United Kingdom
For newcomers, please look out for Alan or David in the reception area – where we meet up and socialise, before the sessions start. Cost £3 per session for members. GLL Club Members free

**Community Golf**
Free over 65’s Golf. Interactive “no-frills” golf sessions. Have fun whilst being active with friends old and new. All abilities/disabilities welcome. All adaptive equipment provided.
Telephone Jenny Harms to book: [020 8653 7353](https://www.halingparkmedicalpractice.nhs.uk/digitalpractice/wellbeing-centre/community-activites/tel%3A02086537353) number doesn’t seem to work
When: Every Tuesday (17th April – 19th June 2018), Join us anytime between 10:30-11:30am
Location: Parchmore Methodist Church & Community Centre, 53 Parchmore Road, Thornton Heath CR7 8LY

**Falls Exercise Class**
When: Wednesday, 1.30-3.30pm (12-week session) Cost: Free
Needs referral from NHS / GP Contact Ritu Karlekar: ritukarlekar@nhs.netLocation: St Paul’s Church, St Paul’s Rd, Thornton Heath CR7 8NB
Onsite contact: Gill Borthwick

**Extra Time Club**, Palace for life
Socialise and Free Exercise for the over 50’s
When: Thursdays 10:30am-12:30pm Cost: Free
Telephone: [07702 550 881](https://www.halingparkmedicalpractice.nhs.uk/digitalpractice/wellbeing-centre/community-activites/tel%3A07702550881) Location: Salvation Army, 66 High Street, Thornton Heath, CR7 8LF
Activities: Table Tennis, films, music, informal exercise, board games, short mat bowels, Nintendo Wii games and free tea and coffee Email: health@palaceforlife.org**Tai Chi**
Sunrise at Purley, Russell Hill Road, Purley CR8 2LF Contact Lynne Petty
Tai Chi sessions are held every other week on a Thursday - from 10.00am at Sunrise of Purley, Russell Hill Road, Purley CR8 2LF.
For more information contact 0208 676 2300 or send an email to: purley.enquiries@sunriseseniorliving.com Thursday morning

**50+ Swimming Program**
Patients over 50+ with mobility issues please join us for our free-Swimming program. 12 weeks, regular attendance advised for full benefit. Please ask your GP, Nurse, or Health Care advisor to sign you up for our Free 12-week programme. When: Tuesdays and Thursdays, 9.30am-11.30am Cost: Free
Location: Nuffield Croydon Central, 44 Surrey Street
Grants Entertainment Centre, Croydon CR0 1RJ
Email: carolinesingende@croydonsocialp.com or jenninebailey@croydonsocialp.com**Wandle Valley Walks**
WallyWalks [Wandle Valley Regional Park Trust](https://croydon.simplyconnect.uk/providers/3284a380-442f-11ea-9a7a-35733a7f091c/wandle-valley-regional-park-trust)Every Tuesday 10:30AM - 11:30AM
The walk lasts 30min with several options to walk longer. The walk is organised on behalf of Shotfield Medical Practice. At the end of the walk optional tee / coffee at the Cafe.
0750 0073049 Livingwandle@wandsworth.gov.uk
<http://www.wandlevalleypark.co.uk/Projects/Living-Wandle>**Purely and Coulsdon Clubs for the Elderly (PACE)**
Available from Wednesday to Friday and offer help for carer's and the elderly. They can take people shopping and offer a seated exercise class for those who want to engage in gentle exercise.
The office is open Wednesday 11.30am to 3.30pm, Thursday 10am to 3pm and Fridays 10.30am to 2pm.
Address: Dorothy Morby Centre, 119 Lansdowne Road, Purley CR8 2PE Telephone: 020 8668 2270
Email: pace119@btinternet.com

**Parkinsons UK**
A weekly music and movement class facilitated by Gemma Caldicott from SLiDE Dance Charity in partnership with Croydon Parkinson's UK Branch is held on Mondays (except Bank Holidays) from 12.45 – 2.30 p.m. Carers are welcome to watch or join in. Refreshments available.
Cost per person is £5 Monday pm
Please contact Gemma Caldicott on 07887 781 361 or Graham Kellas on 020 8656 1083
906 Brighton Road, Purley CR8 2LN

**Wheels for Wellbeing**
Runs inclusive cycling sessions for Disabled people of all ages and impairments in South London. Our qualified instructors and fantastic volunteers help participants (and their supporters – family members, friends or paid carers) experience the joy of cycling – often for the first time!
Tuesdays at 10am, 11am and 12pm Wednesdays at 10am and 11am Saturdays at 10am and 11am
Albert Road, South Norwood, SE25 4QL. Call the Session Manager on 07564 797 471.

**Thornton Heath Leisure Centre**
Our senior club activity and social programme has sessions taking place across the week. Activities cost as little as £3.00 per session. Social activities available at Thornton Heath Leisure Centre include
Badminton Short Tennis Table Tennis Short Mat Bowls Fitness Classes Tea and Coffee sessions
<https://www.better.org.uk/leisure-centre/london/croydon/thornton-heath-leisure-centre/club-activities-thornton-heath-leisure-centre>**Mercedes Amos Day Centre**
Byers Memorial Hall, 183 Handcroft Road, Broad Green Croydon CR0 3LF
<https://www.cnca.org.uk/members-2/westbury-community-project/>
The centre is open Tuesday/Wednesday/Thursday from 10 -5pm and a fab exercise class (Seated and standing) is on Wednesday around 12pm. Tuesday and Thursday are for games (they have a scrabble group) and other board games, knitting etc
A hot lunch is served for £5, and membership is £15 per year.
The manager is called Shirley and she can be reached on 0208 664 8101

**Anerley Town Hall 60 up**
For further details, please call Christina on 020 3667 3704 or 078 5253 3649
<https://www.cpct.org.uk/whats-on/60-up>Wednesdays 11.30am–1.30pm Anerley Town Hall, Anerley Rd, London SE20 8BD
Enjoy a range of FREE activities for older adults:
Companionship Exercise Sessions Arts & Crafts Quizzes Health & Information Sessions Complementary Therapies Board Games, For further details, please call Christina on 020 3667 3704 or 078 5253 3649
<https://www.cpct.org.uk/whats-on/60-up>**Pineapple Club at Anerley Town Hall**
Runs on a Thursday from 12.30 to 4 pm for the Carribean Community.
Bingo, Dominoes, Quizes and trips out of London
£25 for the year as a member and non members can try 3 sessions £2 entry

**Anglo Indian lunch club**
St Chads, South Norwood
Music playing, bingo, chatting some were playing cards. £2 entry fee which includes coffee tea biscuits – you can bring or buy something eat – Anglo Indian group is on a Thursday.
Co-ordinator is Karen 07801 817231

**The Garwood Foundation**
For people with disabilities
[https://garwoodfoundation.org.uk/day\_centre\_activities/

**Womens Institute**
The Croydon South West Local Community Partnership is building on the strong foundations of previous Local Community Partnerships events – Croydon South-West (Purley, Woodcote, Riddlesdown, Purley Oaks, Sanderstead, Kenley, Coulsdon & Old Coulsdon). Main Address Croydon, CR0 2TB, United Kingdom
Local activities include: Knitting group knitting trauma teddies – for police, ambulance and fire staff to give to traumatised children, Storks – for prem babies, Twiddle muffs for those with dementia and Prem blankets.
For more information:](https://garwoodfoundation.org.uk/day_centre_activities/) <https://www.thewi.org.uk/>**Carers Support Centre**
Bodyfit Low Impact Exercise Class online
Tuesdays 7th, 14th, 21st & 28th February 10:30am-11:15am
We all know that being physically active is good for us, but not everyone can take part in walking, cycling or energetic classes, so this low impact gentle exercise class could be just what you’re looking for. Staying active can increase your flexibility, strength, co-ordination and circulation, as well as improve your confidence and self-esteem. To join call 020 8649 9339 opt 1 or email enquiries@carersinfo.org.uk to register and receive a confirmation email with a zoom link invitation and a screening form to complete.

**Carers Book Club**
Wednesday 1st February & 1st March 11am-12pm
Join our Book Club where carers meet once a month to discuss a book that we have all read. Fun and relaxed chat with questions to guide discussion in a friendly supportive group. We read a range of different books provided by Croydon Library (collected from the Carers Support Centre) and have a month to read the book before meeting on the first Wednesday of each month to share our opinions on whether we like the book and what we think on the themes, characters, the writing and sometimes how it links to our own lives and experiences.
Please note there is a limit on numbers due to the number of available books from the library reading group.
To join the group, or if you have any questions, please email Victoria on victoriarivera@carersinfo.org.uk**Those interested in writing**
**CREW (Croydon Emerging Writers) (Stanley Arts)**
is a peer-led writers' group that is open to all. CREW was founded to bring together both aspiring and experienced writers alike, to allow them to collaborate, gain feedback on their work, and talk in a safe and non-judgemental space with other like-minded creatives.

All CREW projects have been hosted at Stanley Arts over the past two years, making it part of the Stanley fabric – but due to Covid, CREW has only just been able to restart as a programme in October 2021. But now it’s back!

This writing group supports all forms of written creativity – novelists, playwrights, poets, and more are all welcome. CREW is a space to meet other writers, learn, share, and collaborate. And it’s free!

CREW meet regularly, with fortnightly meetings every other Tuesday – this is the perfect set up to allow writers to progress with their work. The group allows each writer to act on the feedback and ideas they have discussed with their writing peers. CREW involves lots of discussing, brainstorming, writing, and more…

The CREW programme is un-ticketed and free, but writers do need to be invited in order to join the group. If you’re interested, please email crew@stanleyarts.org

The three main types of evenings we will host:

· Sharing Evenings (Where people share their work and get feedback)

· Half Sharing and Half Exercises (Sharing plus some in the moment exercises)

· Workshops (Where external specialists come in to the group)

Though people do not have to attend every session it was agreed that we are looking for commitment from participants. To encourage this the people sharing their work on a session will be organised in person at the previous session of CREW, as will any exercises.

**Creative writing courses:**
Croydon U3A – run Poetry for Pleasure and Writing for Pleasure groups

Warlingham Library – monthly poetry group (face to face)

**APCMH** – Creative Writing workshop (*may be worth a look if any mental health/anxiety issues)*

**Music School**
<https://music-relief.org/music-school/>10-week music school whereby people of all ages can learn to play an instrument. There is no upper age limit. The 10-week course costs £40 (in receipt of benefits) to £60

**Grants**
**Good list of grant providers**
<https://survivingeconomicabuse.org/i-need-help/getting-support/grants-benefits-and-financial-help/>

**Our Hardship Grant**
To follow up what discussed yesterday at PIC Ops, the Hardship Fund procedure can be found here:
All Team\02 Staff\Policies and procedures\All Procedures\Hardship – ProceduresRemember that this is not an emergency fund and is a limited resource so please check for other grants opportunities available before applying for this one. The maximum amount we can apply for is £350.
The main steps to apply for this fund can be summarised as below:
• Identify individual and discuss case with TL
• Compile evidence using Application Form and Budget Planner templates located here: PICs\PIC Paperwork\Hardship Fund Templates
• Send request to and obtain approval from Service Manager
• Raises PO on Xero

**Grants for people from Nursing and Carer backgrounds**

**Royal College of nursing**
You do not need to be a member of the Royal College of Nursing to apply to the RCN Foundation. We are here for all members of the nursing and midwifery professions. This includes:
NMC-registered nurses and midwives who live in the UK and Channel Isles, including nurses who have qualified abroad and are seeking to work in a health care environment.
Health care support workers, nursing associates and nursing apprentices living in the UK and Channel Isles who have practised in a health care support role for three or more years, under the supervision of registered nurses.
Applicants who are currently retired or off sick having previously worked in these roles can be considered for funding, if evidence of three years' health care support employment can be provided.
Nursing undergraduate students whose funding has stopped due to illness, or who are fleeing domestic abuse, or who have experienced a bereavement of a partner that they lived with (please get in touch with the Foundation to discuss specific cases). As well as having worked in one of these roles, you’ve experienced a change in your situation that means you can’t afford to pay for the essential costs you’re facing, and;
You have not received a grant from the RCN Foundation Benevolent Service during the last 12 months.
You can find the [full description of criteria here](https://rcnfoundation.rcn.org.uk/Apply-For-Funding/Hardship-grants/Complete-criteria-for-funding), which includes costs the RCN Foundation can consider, and information about costs that are outside of the remit for hardship funding, such as unsecured debt, legal fees, strike action and funeral costs.
To apply using the button at the bottom of this page, you need to [register as a user of the RCN Group website](https://www.rcn.org.uk/join-the-rcn/Register), or login to your account. Registration is free and takes under five minutes. Your contact details will only be used in connection with your grant application.
Find the application button towards the bottom of this page. It will be visible once you have logged in.
The form starts with some questions which will help you get a quick yes-or-no answer about whether you are eligible for a grant. The next part of the form will automatically check if you have any unclaimed benefit entitlements, and if you could qualify for a grant. If the form says you are not eligible, do not go back and change your answers to correct mistakes because it will still be coded as ineligible when you reach the next stage. You can instead go back to this page and start again from the beginning or call the Benevolent Service team.
If you are identified as eligible to be considered for a grant you will also be asked to upload evidence of your nursing or midwifery role at the end of the form. If you are applying because you worked in a nursing support role, the evidence needs to show you have worked in that role for three years, for example, a payslip from 2020, 2021 and 2022. If you cannot complete the form and would like to discuss support we can offer, please get in touch with us on 0345 408 4392 to talk through options.
<https://rcnfoundation.rcn.org.uk/Grants-and-funding/Hardship-grants>

**Queens Nursing Institure**
The QNI will consider applications from Registered Nurses in financial need, who work or have worked in the community for a minimum of three years\*.
We will consider almost any request but help is usually given, for example, with the provision of essential household items, building repairs or adaptations, respite care, specialist equipment such as walk-in baths, stairlifts, electric wheelchairs and amenity bills.
In 2021, we have received additional funding from the [charity CHSA](https://rcnfoundation.rcn.org.uk/support-appeal-home) specifically to help nurses who have been affected by the Covid-19 pandemic.
We also consider applications for financial assistance at crucial times to help nurses remain in the nursing profession. In order to be eligible for a grant from The Queen’s Nursing Institute you must:
Be a registered community nurse or midwife, or a retired community nurse or midwife or a former community nurse or midwife
Have 3 full-time consecutive years of experience of providing nursing care in the community
Be currently living in England, Wales and Northern Ireland and have worked as a community nurse or midwife in England, Wales and Northern Ireland. Please note that we cannot help nurses who live and work in Scotland.
Be in financial difficulty following illness, disability or other life crisis.
We regret that we cannot help with: Residential or nursing home fees, Debt, Cost of medical treatment, Funeral expenses.
If you are not sure if you are eligible, please contact Justine Curtis at justine.curtis@qni.org.uk or telephone 020 7549 1400 and leave a message (please note Justine works Monday, Tuesday & Thursday afternoons).
When you have completed the application form, please email it to Justine Curtis at justine.curtis@qni.org.uk.
Please note you will need to send copies of all bank statements covering the last two months and a utility bill too.
<https://qni.org.uk/support-for-nurses/financial-help/apply-for-financial-help/>

**Julius Morgan grant**
UK Registered nurses and midwives who have practised for a minimum of five years post registration.
Health care assistants who have practiced for a minimum of five years in an NHS Trust.
Retired UK nurses, midwives and health care assistants who have worked for a minimum of five years.What we can help with: Rent / mortgage, Council tax / utility bills, Essential decorating, Furniture, Medical equipment
The charity will not fund educational and funeral costs, respite care or nursing home fees.
One-off grants awarded are in the region of £500.
<https://www.juniusmorgan.org.uk/grants/>**Cavell Nurses Trust**
To be eligible for a grant from Cavell Nurses’ Trust, you must be a current, former or retired:
Registered nurse, nursing associate or midwife
Maternity support worker (under the supervision of a registered midwife)
Health care assistant / nursing auxiliary in a hospital, nursing home or community setting (under the supervision of a registered nurse)
You must also: Be currently living in the UK and have worked as a nurse, midwife or health care assistant in the UK Be in financial hardship, Have less than £4,000.00 in household savings, including money in savings and current accounts
Please note: If you have been suspended or removed from the NMC register, please contact a member of our welfare team on 01527 595 999 or welfare@cavellnursestrust.org before completing our application form.
<https://cavellnursestrust.org/get-support/eligible-for-help/>**Different Grants**

**Health Care Workers**
We are aware that the cost-of-living crisis has resulted in additional financial challenges for everyone. At the Healthcare Workers’ Foundation, we provide grants of up to £1,000 to healthcare workers who are experiencing exceptional financial hardship.
It’s easy to apply for financial support and we have two funds to choose from. Please note that you are only able to apply for one of these grants annually.
Please ensure that you submit all required information and evidence requested on the form. Due to the large volume of applications that we are receiving, any submissions that do not include the requested evidence will automatically be declined.
Once you have submitted your application, you will receive a generic automated confirmation email from our system. We will be in touch within eight weeks to let you know the outcome of your application or if we need any further information from you.
Email support@healthcareworkersfoundation.org for more information or help with your application.
<https://healthcareworkersfoundation.org/financial-support/>**Parkinsons**
<https://www.parkinsons.org.uk/about-us/parkinsons-uk-personal-grants>**Margaretsfund**
Gives grants to just women who are in ill health and in financial need. Apply online and only supporting professional can apply. Grants can’t be higher than £500
[margaretsfund.org.uk](http://margaretsfund.org.uk/)**Boiler Grants**
<https://www.boilergrants.co.uk/>

**The Hospital Saturday Fund**
To apply for a grant, please first check the Frequently Asked Questions below. Then, download and read the Grant Application Guidelines that apply to you or your organisation. We provide grants to individuals, organisations and medical electives.
For medically related charities, hospitals, hospices and medical clinics:
The Hospital Saturday Fund will consider giving grants towards medical capital projects, medical care or research and in support of medical training. The Hospital Saturday Fund will also consider grants for running costs.
For Individuals: The Hospital Saturday Fund will consider giving partial or full grants to individuals for the following:
Specialised mobility equipment, wheelchairs, mobility scooters, car adaptions, medical appliances and aids, hearing aids, nebulisers, specialised vision aids, specialised computer equipment, therapeutic equipment/treatment, orthopaedic beds, mattresses or pillows, riser /recliners chairs, lift hoist/aids.
Physiotherapy, Hydrotherapy, Acupuncture, Speech Therapy, Osteopathy, Chiropractic treatment, Reflexology, Massage Therapy and Aromatherapy.
Home adaptations, walk in showers, accessibility adaptations to bathrooms, access ramps, non-slip flooring, stair lifts.
<https://hospitalsaturdayfund.org/>

**Linking Help with hope**
One-off grants
LHH issues grants of up to £250. These are generally awarded for or towards essential household items and specialist equipment not available from statutory agencies.
We recognise that white goods (cooker, washing machine, fridge), household furniture, flooring and other items can be very hard to purchase or replace when you live on or below the poverty line.
Extended Assistance
We also provide ongoing financial assistance. LHH currently supports around 70 ill and less able people with regular financial help. Extended Assistance beneficiaries will also receive quarterly newsletters, birthday and Christmas cards as well as a personal visit from the Secretary once a year where possible. We may (at our discretion depending on funding availability) contribute towards special occasions such as birthdays or seasonal events and breaks away from home. We believe this personal touch is important and integral to our charity.
Carers’ breaks
Depending on available funds, one-off payments are made for carer’s breaks. We understand the role of a carer is both onerous and tiring. Carers contribute hugely to the general well-being of the people for whom they are caring but rarely practice self-care, often due to lack of funds. We would like to rectify this and allow the carer an opportunity to take a break.
<https://lhh.org.uk/what-we-do/how-we-help/>

**National Benevolent Society**
Our individual grants are aimed at those experiencing poverty or hardship.
We know that you may be applying to us as a last resort, we will therefore strive to ensure that your application is processed efficiently and that your experience is as positive as possible. However our funds are limited, so to maximise your chances of success please check that you are eligible and follow our guidance carefully.
Our average award last year was £360.00 in value. Our awards are normally made in the form of e-vouchers, a bank transfer direct to a supplier, or through our own suppliers. If you apply for a much larger amount you are unlikely to be successful.
You must meet the minimum criteria listed below and supply a statement or letter of support from a professional person (referrer) who knows you and your circumstances well. This could be a CAB Advisor, Housing Officer, Charity Worker, Money Advisor, GP or other professional person.
We are also happy to receive applications from referrers on behalf of an individual.
Please note - beneficiaries can only receive one award in any 12 month period to a maximum of 3 in any five year period.
<https://www.natben.org.uk/grants-for-individuals>

**Percy Bilton Charity**
The Charity will consider giving assistance to individuals in the U.K. on low incomes and in distressed circumstances and who are within the categories stated below:
Older People - Individuals aged over 65 on low income
Disabled People - Children or adults with a physical/learning disability or serious long-term illness or adults with a severe and enduring mental health problem which prevents them from working
What we can help with: Washing machines (via our supplier), Electric cookers (via our supplier), Fridges/Freezers (via our supplier), Beds and bedding (via our supplier), Vacuum cleaners and portable heaters (via our supplier), Carpets/Flooring where there is a health & safety issue (up to £250), Essential clothing and footwear (via a pre-paid Gift Card)
<https://www.percy-bilton-charity.org/applyInd>

**The Talisman Charitable Trust**
We assist individuals of small means who the trustees consider to be deserving and may be described as “going short”. From time to time, we also assist other charities with similar objectives to our own.
In general, the relief of poverty includes grants for education, health, housing, disablement or disability.
For medical issues, supporting medical documentation
For building work, appropriate quotes; For educational requirements, supporting documentation from e.g. a school;
Information on other assistance the beneficiary may be receiving.
Applications should be completed and submitted by post to the address below.
Please also note the following before sending your application to us:
We cannot accept applications made by recorded delivery or “signed for” services.
Please do not include any original documentation, as it cannot be returned to you and will be securely destroyed.
We only respond if we have decided to award a grant and that it is generally not possible for us to discuss applications with callers.
The address to write to is as follows: The Talisman Charitable Trust, Basement Office, 354 Kennington Road
London SE11 4LD

**The Florence Nightingale Aid in Sickness Trust**
Provides life enhancing grants to help people of all ages in need who are ill, convalescent or disabled.
These grants are used to provide medical and household aids to alleviate sickness and make a huge difference to people’s ability to manage at home and live as independently as possible.
[fnaist.org.uk](http://fnaist.org.uk/)

**Barchester Foundation**
We help individuals with funding to purchase/adapt mobility equipment for outdoor use. Our grants range from £100 up to a maximum of £600. The application form must be completed by a third party who knows the individual in a professional or community-based capacity.
<https://www.bhcfoundation.org.uk/apply>

**The Hedley Foundation**
We award grants to those charities that are able to demonstrate quantifiable outcomes to beneficiaries. Typically, grants of up to £5,000 are regularly made and occasional larger sums are given to charities where high impact can be achieved. Similarly, smaller charities often benefit from smaller grants of £250 upwards.
You should meet the following criteria:
You are a small- to mid-size UK registered charity
Your application is not for building construction, general running costs, transport, financial deficits or overseas projects. Your application is not on behalf of a church, museum or an individual
You have not received a previous grant from The Foundation within the last 2 years (or submitted an application which was unsuccessful within the last 12 months)
<http://www.hedleyfoundation.org.uk/apply-now>

**Friends of the Elderly**
Friends of the Elderly provides small grants (normally up to £400) to older people who meet all of the following criteria: Resident in England and Wales, Of/over state pension age, Who are living on low incomes and with little savings, Who do not fit the criteria for other funders
How can you apply?
A Referral Agent/Professional must make a grant application on an older person’s behalf, we do not accept applications from individual members of the public.
<https://www.fote.org.uk/our-charity-work/grants-2/>

**Independence at Home**
Any professional worker from health, social care, housing or a charity, who is supporting the individual requiring assistance, can assess their needs and willing to act on their behalf, is eligible to make a Grant Application to Independence at Home.
All applications must be submitted on behalf of the individual by Referrers.
We do not accept applications directly from individual members of the public.
The following workers are eligible to be Referrers:
Staff employed by statutory health, social care or advice services-e.g. a Specialist Nurse, Occupational Therapist, Physiotherapist or Social Worker. A Doctor can be a referrer but only if he/she is willing to submit the application and follow through on its outcome.
Professional workers from charities that provide a health, social care, welfare or advice service
Citizens Advice workers
Professional workers from Tenancy Support, Care and Repair organisations and Housing Associations
<http://www.independenceathome.org.uk/how-to-apply.html>

**Mobility Trust**
Mobility Trust provides powered wheelchairs and scooters for people who have severe disabilities and who cannot obtain such equipment through other means. We aim to assist as many people in need as we possibly can.
However, before we know whether we might be able to help you, there are several questions we need to ask to ensure that you are eligible for assistance. We would therefore be grateful if you could fill in the form below.
Please note that this form is designed to provide us with the information that will tell us whether we think we will be able to help you. It is not an Application Form. If we think that we will be able to help, then we will send you our formal Application Form for completion.
Please also note that the type of scooter we provide will need a car hoist or car ramps when transporting it in a car. Mobility Trust does not provide folding/portable scooters.
<https://mobilitytrust.org.uk/apply-for-help/>

**The Family fund**
Family Fund provides families raising a disabled, or seriously ill, child on low incomes with wide-ranging grants for essential items. Whether you need a kitchen appliance, like a fridge, cooker or washing machine, clothing and bedding, sensory or play equipment or technology for your child or a much-needed family break, we are here to help.
You can apply for any items that will help meet your child’s additional support needs.
<https://www.familyfund.org.uk/grants-what-can-we-apply-for>

**ABTA** (People who worked in the Travel Industry)
If you work or have ever worked for an ABTA Member, ABTA itself or other organisations within the travel industry who are engaged in the sale of ABTA products, you can apply to ABTA LifeLine, ABTA’s charity, for help. Spouses/partners, widows/widowers and children of employees are also eligible – other main dependents will be considered too.
The Trustees consider all applications where there is a real personal need – so, for example, a business that is in trouble wouldn't be eligible. Take a look at [People we've helped](https://www.abtalifeline.org.uk/need-our-help/our-stories) to see how ABTA LifeLine has been making a difference.
<https://www.abtalifeline.org.uk/need-our-help>

**Bank Workers Charity**
Subject to application form and assessment, we may be able to provide support with:
short term costs, such as general living expenses, long term costs, such as disability aids or home adaptations
respite breaks for carer or person being cared for, or both, transport costs, such as hospital or treatment facility visits, funeral expenses
There are a few things we can't fund, including:
personal debt or loans, medical fees, legal expenses, private school fees, situations where statutory funding exists
<https://www.bwcharity.org.uk/about-us/our-support-services>

**Ben org** (Helps people who have worked in the automotive industry)
Each year, we support many people who are struggling to make ends meet for all different kinds of reasons. In fact, money worries are one of the biggest reasons why people ask us for help.
Whether that’s struggling to make ends meet or not having enough money to cover an unexpected expense - we're here to help. We can help you to maximise benefits, work on budgeting, access statutory support, explore available grants and help get you back on track with your finances.
If you’re worried about money, don’t suffer in silence - call our free and confidential helpline on 08081 311 333 (Mon-Fri 8am-8pm).
<https://ben.org.uk/how-we-help/for-me/articles/how-we-can-help/>

**The Benevolent Society**
We help by giving one of grants for specific items (eg fridges, freezers, carpets, televisions, winter coats, boots, spectacles property repairs and so on) and/or by giving quarterly grants.
We like, where possible, to visit the applicants but where we know that these other agencies have already visited this is enough for our needs. However, in the West Midlands, we do have our own qualified counsellor who can carry out such visits and this helps us to assess actual need. Someone may be in immediate need of a washing machine but there may be other areas where we can help further which is more likely to be apparent from a personal visit. We can also help with the completion of the application form, if necessary, which is reassuring for some people. There are criteria for applicants which are purposely not listed here as each case is judged on need. No-one should feel reluctant to apply to the Society for help – after all our Bye Laws are specific to our trades so the funds that we have cannot go elsewhere. A quick conversation with the Secretary should quickly establish whether a person is eligible – and most are.
<https://www.thebenevolentsociety.co.uk/hardship-grants.html>

**Blue Lamp Foundation** (operational personnel of the United Kingdom’s Police, Fire and Ambulance services)
All of our grants are available to all operational personnel of the United Kingdom’s Police, Fire and Ambulance services who work on either a full-time, part-time or voluntary basis, who become injured whilst carrying out their duty. We have four types of grants available, each focusing on offering support in different ways from recouping expenses to physical rehabilitation. Please take a few moments to read the information on this page about what these are and what they could potentially do for you.
If you are unsure as to how we might be able to help you, please get in touch and one of our team will be happy to discuss your case with you in confidence and without obligation.
<http://www.bluelampfoundation.org/individuals/>

**BOSS Buisiness Supply Charity** (supporting the welfare of current and former members of the business supplies industry)
For an application to be considered by the charity\*, applicants must prove that they meet the following criteria:
Have worked in the UK business supplies industry for at least two years.
Have completed an application form, which indicates that monthly income does not meet monthly expenses.
Have supplied three months of recent main current bank account statements to support the above.
All information received by the charity is held and reviewed in the strictest confidence. You can download our GDPR policy here. \* Please note: there is no guarantee that applicants meeting the above criteria will automatically receive assistance from the charity. If your application is successful, our Grants Committee will decide the type and level of grant to be awarded. The charity awards three types of grant: ‘One-off’ grants: up to a maximum of £2,000 (and no more than £4,000 per recipient per year) Quarterly grants: up to £1,200 per quarter. Future Fund grants (in association with the [BOSS Federation](https://www.bossfederation.com/)): up to £750 to assist those needing help for training and education to advance their careers in the industry.
<https://bosscharity.org/apply/>

**The Care workers Charity**
Be employed in the UK social care sector, in a role that is involved In or supports the provision of adult, elderly or disability care. If you are applying for the new starter grant you must be new to the care sector or may have previously worked in the care sector, but not in their current role. If unemployed since leaving care sector role, then this must be for a minimum of 3 months · You must currently be employed for at least 3 months in the care sector
· Have experienced one of the following changes in circumstances, within the last year:
· A sudden of unexpected loss of income
· A sudden or unexpected illness or injury
· A sudden or unexpected change in living circumstances or loss of home
· A relationship breakdown
· An issue of domestic abuse
· Death of a close relative
· Not be over the 25% of the Minimum Income Standard (if you are unsure, you can calculate this here
· Due to financial resources, if you have received a total of £2000 worth or more in grants from us, you are unfortunately not eligible for any more funding
· If you have already received a grant from us you will not be able to apply again within a 24 month period.
<https://www.thecareworkerscharity.org.uk/crisis-grant/>

**The Charity for Civil Servants foryoubyyou**
We all need help from time-to-time, for example: relationship difficulties, caring responsibilities, stress, anxiety and depression. We know that one problem can lead to another, so we look at the whole picture.
That’s why if you are experiencing financial difficulties because of an unexpected need, or if circumstances are making it particularly difficult to manage, we may be able to offer financial help.
Apply for help
Whatever your need, you can apply for help directly by [clicking on our online application form here](https://portal.foryoubyyou.org.uk/).
When applying for financial help, you will need to complete the financial section of the form and provide any supporting documents. Please make sure you click the submit button on the final page to make sure we receive it.
If you get stuck at any point [Follow this link and look at our FAQs page](https://foryoubyyou.org.uk/get-help/faqs-apply-help)Give us call on 0800 056 2424 Email us on help@foryoubyyou.org.uk<https://foryoubyyou.org.uk/our-services/financial-assistance>

**Grocery Aid**
GroceryAid supports people who work or have worked in the grocery industry. This includes anyone who works for a supermarket, wholesaler, manufacturer, convenience store, independent grocer, petrol forecourt store or service provider to the grocery trade. We also support businesses in the foodservice wholesale sector.
Grocery is considered fast moving consumer goods (FMCG) sold in supermarkets or grocery stores.
Who can apply? You are currently working in the grocery industry and can evidence the last six months employment with the same company. You are no longer working in the grocery industry, but previously worked in it for five years or more (the time worked doesn’t have to be continuous and can be with multiple companies). For people no longer employed in the grocery industry we can only consider one financial grant. Income and expenditure meets GroceryAid’s criteria for financial hardship. This is based on the Joseph Rowntree Foundation Minimum Income Standards. If you would like to do a quick check to see if you may be eligible for a financial grant please [click here.](https://www.minimumincome.org.uk/) Please be aware that the calculator is a guide only and not a guarantee that you will receive a grant.
You will need to provide statements for all current accounts, savings and investments for all household accounts. Total available balances need to be below £4,000 during the 90 days before application.
<https://www.groceryaid.org.uk/get-help/financial-assistance/>

**Hospitality Action**
It is best to submit your application online via our Grants Portal which enables us to assess and process grants more quickly. If you need to download an application form to submit by email or post you can do so too. Please note that many of our team are continuing to work remotely, so access to post at our head office is limited, so postal applications may be delayed.
Steps for application: Applying online
1) To apply via our online portal, please read our [guidance notes](https://www.hospitalityaction.org.uk/media/3359/ha_grantguidancenotes_2022_v3.pdf), register on our online portal and you will then be able to begin your application.
2) Carefully check that you have filled in the entire application form, and provided ALL the evidence detailed in the guidance notes and where prompted to ‘Upload’ on the application form. Please note: if you return an incomplete form or do not send in all of the supporting documentation required, this may slow down or prevent us from completing your application.
3) Once you have completed the form in full and provided all supporting documentation you can then submit your application.
If you have any problems with completing your application, please email us at
grants@hospitalityaction.org.uk

**Licenced Trade Charity**
If you have worked in the licensed drinks trade for 3 days or 30 years you are eligible for our emotional support and practical advice from our helpline team.
For financial support you, or an immediate family member (living in the same household) needs to be either currently, or have in the past, worked in the licensed drinks trade for a total of 5 years continuously. This can be in one or more jobs. All applications are means tested and awarded based on individual circumstances. The Charity cannot consider financial help for items already paid for.
Call our helpline which is open 24/7 free of charge 0808 801 0550 and we’ll be able to listen to you and talk about how we could help.
If we can’t help you, we will do our best to give you the contact details of someone who can.
<https://www.licensedtradecharity.org.uk/eligibility-criteria/>

[**NCC Benevolent Fund**](https://www.thencc.org.uk/our_schemes/benevolent_fund.aspx)If you or your partner have worked in the caravan or leisure vehicle industry for over 12 months, then you may be [eligible](https://www.nccbenevolentfund.org.uk/pages/22) for a financial grant to help when a crisis happens.
Grants are assessed on a case-by-case basis and are completely confidential. You will need to supply evidence along with your application, it is helpful to have this ready, to speed up your [application](https://www.nccbenevolentfund.org.uk/pages/24).
We aim to process all applications within 7 - 10 days.
We are not usually able to pay off debts, if you have or are worried about debt problems, contact our debt partners [Payplan,](http://www.payplan.com/NCC) who will be able to provide practical advice and solutions to debt problems.
In a crisis where for example you are about to be evicted or lose your home, we may be able to support you with a crisis grant to alleviate the immediate threat.
How we can help. These are the types of things that we can provide grants for:
White goods (cooker, washing machine, fridges and freezers), Bedding and beds, School uniform, Mobility equipment, house adaptations (we may be able to support other sources of income for major repairs or refurbishment), Heating repairs, Funeral expenses (if not in receipt of government funeral payment scheme)
<https://www.nccbenevolentfund.org.uk/pages/16-financial-hardship-grants>

**Police Care**
We provide practical, emotional and financial support to anyone who has been harmed as a result of their policing role. This may be physical injury and/or psychological harm but it must be linked to your policing role.
Our services are designed around supporting those who have been harmed through their policing role. Therefore our psychological services are currently unable to help with:
Infertility issues, A family bereavement (unless this causing you to re-experience police work related trauma), Anxiety and depression which is not directly caused through your policing role, Understanding and coping with recent medical diagnosis not related to the policing role, Long term or open ended counselling provision, Sexual identity, Diagnosis of a mental health condition, Providing specific individual counselling reports, Psychiatric treatment, Residential psychological, addiction or private treatment
<https://www.policecare.org.uk/help-for/individuals/>

**The Railway Benefit Fund (RBF)**
Offers direct financial support to rail staff and their family's experiencing hardship. The charity’s grants support current retired and former rail staff and their dependents. The grants that the RBF provide are there to support rail families through tough times and can alleviate immediate financial hardship or fund support that will assist wider well-being. The grants also enable rail staff to live their “every day” lives and help them to overcome the life events they may experience that impact on their financial, family, mental and physical well-being and their ability to sustain their rail employment.
<https://www.railwaybenefitfund.org.uk/how-we-can-help/grants-programme/>

**Retail Trust Organisation**
Help is available to those working in the retail industry or supporting services, including
Logistics, Manufacturing, Warehousing, wholesale, Supply chain, Food distribution, Pharmaceuticals, Medical supplies.
All applications will be assessed on an individual basis. Please note, financial aid applications will not be considered for individuals with over £4,000 in savings.
Third parties, such as case workers, Citizens Advice or other welfare agency workers can also apply on behalf of applicants once they have had their registration validated with the [Retail Trust as a case worker.](https://www.retailtrust.org.uk/financial-aid/case-worker)<https://www.retailtrust.org.uk/financial-aid>

[**The Royal Agricultural Benevolent Institution (RABI)**](http://www.rabi.org.uk/)Financial support and practical care to farming people. We can consider the majority of requests for assistance and will work with you to provide a tailor-made approach to each individual situation.
Help at a critical moment, Providing immediate assistance to help individuals rebuild their lives following a crisis, critical moment or trauma, Supporting living independently, Supporting individuals to remain engaged and living in their local communities, Training and up-skilling, Enhancing an individual’s skills to generate added value and income, Mental wellbeing, Empowering individuals to improve their mental health, Following a referral or call to our freephone helpline, you will normally receive a call or visit from a member of our regional support team. We’ll begin by simply listening to you, so that we really understand your situation and what outcomes you would like to achieve to move forwards.
We will then work with you to put together an action plan to achieve these objectives and outcomes. Once the action plan is in place, we’ll agree a review timetable, provide financial support where appropriate and coordinate with any other services or support organisations. Where RABI is requested to provide financial support, we will complete a review of your financial status prior to the award of grant funding. Where financial support is provided the following are available for award to all applicants (both working and no longer working):
Single grant award, Series term grant award – a series of grants paid for a period of up to one year.
In both instances, grant awards will be reviewed as per the review timetable, following which further financial support may be considered as required.
If you require more detailed information or advice on how to proceed or what options may be available to you, please call our freephone helpline for a confidential chat on 0800 188 4444.
<https://rabi.org.uk/>

**Rowland Hill Fund** (Ex Postal)
If you are facing a financial challenge, we might be able to award a grant towards things like health and ability aids, rent, mortgage and utility bill arrears.
You can apply for consideration of support if you work, have worked or have a proved connection with:
Royal Mail, Post Office Ltd, Parcelforce Worldwide, Royal Mail Property & Facilities Solutions, Applicants must have completed at least 6 months of full or part-time service, on a permanent or fixed-term contract.
Applicants should have savings of less than £12,000 (including the value of any assets e.g. shares, second properties, cryptocurrency, land etc).
For an informal discussion about eligibility, please contact our confidential helpline: 0345 600 4586.
<https://www.rowlandhillfund.org/apply-for-help>

**The Masons**
Help is available to individuals with a Masonic connection who are in long-term or temporary financial difficulty. Support is usually provided in the form of a grant or loan.
Assistance is most often given towards:
Funeral bills: Essential costs relating to the provision of a funeral where no other funds are available.
Essential daily living costs: Everyday expenses like gas and electric bills and food when an applicant is facing hardship. Minor home repairs: Redecoration, repairs and essential improvements like the widening of doorways and the installation of ramps for accessibility. Help may be given as a repayable loan.
Reducing hardship faced following an accident, bereavement, redundancy, or other personal crisis: Help with everyday living costs and other essential expenses arising as a direct result of an event leading to short-term or unexpected financial difficulty. Although the Charities will not repay debts, they may be able to offer support with expenses going forward to avoid further debt building up or to help provide a basic standard of everyday living during the period when the debts are being repaid.
If the financial support you require is not listed then please contact us to discuss your case - help may be available.
All applicants for financial support must have a Masonic connection and be experiencing a genuine financial need.
If you need financial support then the decision whether to help you will depend on what income and savings you have. Grants are not intended to replace available state benefits, which should be secured before an application is submitted. It is not possible to give details here of the rules used as they vary depending on the need and are reviewed on a regular basis.
We would encourage anyone requiring help with one or more of the needs listed above to contact Freemasonry Cares on 2020 035 60 90 for a confidential discussion. We will then be able to indicate if you are likely to qualify.
Contact Freemasonry Cares on 2020 035 60 90 for a confidential consultation about your situation, including guidance on applying for support. Alternatively, you can speak to your Lodge Almoner or the Provincial Grand Almoner.
<https://freemasonrycares.org/pages/financial.html>

**Heinz, Anna and Carol Kroch Foundation**
This fund is only open to applications from intermediaries or support workers
Grants to help people on a very low income who may also have medical problems, who have recently experienced domestic violence or are homeless.
Please note: In ALL instances, if an applicant is experiencing financial problems, they must seek someone in a professional capacity (social worker, Citizens Advice Bureau, local authority or charity etc.) to act on their behalf and submit the application. The charity does not accept self-referrals. People who are suffering from severe poverty and financial hardship who may also have ongoing medical problems or have fled difficult domestic violence situations.
Please note: In ALL instances, if an applicant is experiencing financial problems, they must seek someone in a professional capacity (social worker, Citizens Advice Bureau, local authority or charity etc.) to act on their behalf and submit the application. The charity does not accept self-referrals.
Heinz, Anna and Carol Kroch Foundation, PO Box 327, Hampton, London TW12 9DD Telephone: 020 8979 0609

**Teaching Staff Trust**
If you’ve worked or have retired from working in a school, a nursery or in any other education role with under 19’s for five years or more in the UK then Teaching Staff Trust is here for you. Our payments are to support you when something you couldn’t have anticipated happens. Among the people we’ve supported are nursery workers, teaching assistants and learning support staff, teachers, lunchtime supervisors, caretakers and school administrators.
<https://teachingstafftrust.org.uk/>**Mary Macarthur Holiday Trust**

The trust aims to help qualifying applicants some financial assistance towards holidays for women who need a period of rest or holiday by reason of age, poverty, infirmity, disablement or social or economic circumstances.
The trust helps towards the cost of a holiday for successful applicants.
We try and help as many women as possible each year..
Therefore the maximum available financial assistance the trust can provide for each successful applicant per holiday is £350. If the cost of the chosen holiday is more than £350.00, the deposit must be paid by the applicant, before the holiday grant can be paid. The trust Administrator must receive a copy of the holiday booking receipt, showing payment of the deposit.

Under the terms of the Trust, grants are limited to women. You must be eighteen years of age or over to qualify.
You must not have had a holiday in recent years. You must not have received a grant from the Trust for at least three years. Consideration will be given to those re-applying after three years only after applications from women who have not had a holiday for a longer period of time have been dealt with. A sponsoring body or person must support your application with a letter written on the sponsor's letterhead paper explaining why they feel you are eligible for a holiday grant and how a holiday would benefit your health. The sponsoring body or person must be supporting you on a professional basis regarding your personal circumstances, e.g. GP, Social Worker, Support Worker, Trade Union Official, but not friends, family or work colleagues. Preference is given to women who are; or have been normally in employment. Women in work are considered as well as those who are not, the criteria being that the Trust provides for the woman in need. The Trust recognises that a holiday may not be financially possible even for those in work.
[Mary Macarthur Holiday Trust (mmht.org.uk)](http://mmht.org.uk/index.html)

**Support for ex-military**
Contact information below of organisations/charities that support UK veterans which you may find helpful if you come across a PP who is a veteran.

[Home - STOLL](https://www.stoll.org.uk/) – Housing and Support Charity
[The Royal British Legion | Armed Forces Charity](https://www.britishlegion.org.uk/) – Information and advice service can support veterans in a wide range of areas.
[Advice and support for veterans & ex-forces | Veterans' Gateway (veteransgateway.org.uk)](https://www.veteransgateway.org.uk/) – Information and advice
[Haig Housing Trust](https://www.haighousing.org.uk/) – Veterans housing
[SSAFA, the Armed Forces charity](https://www.ssafa.org.uk/?gclid=4d74cce79948197dff13af09a784c344&gclsrc=3p.ds&msclkid=4d74cce79948197dff13af09a784c344&utm_source=bing&utm_medium=cpc&utm_campaign=Search_Non-Grant_Brand_Brand_X_N_Exact&utm_term=ssafa&utm_content=Non-Grant_Brand_Brand_X_N_SSAFA_X_X_X_X_Exact) – Support, information and advice.
[UK Armed Forces and military veterans charity | Help For Heroes](https://www.helpforheroes.org.uk/?_ga=2.131563467.573601037.1676558297-1079896515.1676558297) - Support, information and advice.
<https://www.blindveterans.org.uk/about-us/work-with-us/>

**Personal safety**

**Personal alarms**
Good explanation of choices by Which
[www.which.co.uk/later-life-care/home-care/technology-to-keep-you-safe/personal-alarms-azbn15v6qmgq](http://www.which.co.uk/later-life-care/home-care/technology-to-keep-you-safe/personal-alarms-azbn15v6qmgq)
<https://www.nhs.uk/conditions/social-care-and-support-guide/care-services-equipment-and-care-homes/personal-alarms-security-systems-and-keysafes/>Age UK
<https://www.ageco.co.uk/independent-living-solutions/personal-alarms/>**Careline**
services at Croydon Council. Monitored and can be visited by helperfrom Careline, rather than ambulance, fees are £9.33 weekly and £121.29 quarterly and £5.70 if getting Pension Credit. £1.08 for additional pendant a week
Apply online, Tel: 020 8654 7166

**Careline 365** (not same as council careline) partnered with Lifeline 24 (Careline 365 deals with GPS pendants and Lifeline does not Tel: 0808 304 4202
<https://www.careline.co.uk/croydon/>As of 27th Nov 2024 Annual price is £287.88 plus £45 admin fee (roughly £23.99 month) RENTAL do not own
Fall protection, GPS pendant and 24 hr monitoring
**Lifeline 24** (only home cover not away from home) Sister company to Careline 365
<https://www.lifeline24.co.uk/>Has a number of plans. Cheapest is £9.99 need phone connection and works 100mts from garden
Complete plan is £24.99 billed annually with a saving of £100
Fall detection, no landline needed, 24/7 emergency calls. Pendant or wrist pendant

**Telecare 24**
[www.telecare24.co.uk](https://www.telecare24.co.uk)Pendant with GPS £252 annually (works out at £21 month, £45 set up fee, 24/7 monitoring, fall sensor
Tel: 0800 1808540

**Buddi.co.uk**
<https://www.agespace.org/products/taking-care-personal-alarms>Different options. GPD and one is the buddi clip at £149.99 to buy and £4.99 week to connect to 24/7 monitoring. Speak through the clip and for £2.50 extra there is global support

**Perfect Alert**
<https://perfectalert.co.uk/>0190 9813 198
Watch that connects with 3 friends or family and with emergency contact. Global use and smart health on watch
£95 to buy

**Your Stride**
<https://www.yourstride.com/>Tel: 0203 666 1906
Watch (check client would be able to put on)
£59.99 (buy watch) then £17.99 month
GPS, 24/7 emergency calls, fall detection for £2 more a month, unlimited SOS calls and flexible contract

**SureSafe** personal alarms (Works out cheaper than Careline)
[www.personalalarms.org/product/suresafego-anywhere-alarm/](https://www.personalalarms.org/product/suresafego-anywhere-alarm/)Suresafe go £179.95 to buy outright and £21.99 month, GPS talk through watch or pendant. 24/7 monitoring and fall detection. If family monitoring £7 month

Found online
<https://www.healthandcare.co.uk/fall-alarms/medpage-gps-tracker-phone-with-sos-button-and-fall-sensor.html>[https://www.carealarms.co.uk/medpage-gps-location-tracker-watch-phone-with-fall-detection.html#product\_tabs-0](https://ukc-word-edit.officeapps.live.com/we/wordeditorframe.aspx?new=1&ui=en%2DGB&rs=en%2DGB&wdorigin=OFFICECOM-WEB.START.NEW-INSTANT&wdenableroaming=1&mscc=1&wdodb=1&hid=404E91A0-E07C-6000-04CE-003B9B9DA5BA&wopisrc=https%3A%2F%2Fageukc-my.sharepoint.com%2Fpersonal%2Fanderida_hatch_ageukcroydon_org_uk%2F_vti_bin%2Fwopi.ashx%2Ffiles%2Fe81df1a05c9d45cb9842077467b606e9&wdhostclicktime=1675082805565&jsapi=1&jsapiver=v1&newsession=1&corrid=2cec3854-94f8-4d82-8ee1-368943f15c35&usid=2cec3854-94f8-4d82-8ee1-368943f15c35&sftc=1&cac=1&mtf=1&sfp=1&wdredirectionreason=Unified_SingleFlush&rct=Medium&ctp=LeastProtected#product_tabs-0)<https://www.gelisimgunlugu.com/products/personal-gps-tracker-latest-model-with-sos-button-fall-alarm-and-emergency-2-way-voice-calling-u2013-find-wearer-with-easy-to-use-locaite-app-view-history-talk-with-them-2405404.htm>

**Trackers**
check with Careline as they have trackers too
[www.easylinkuk.co.uk/product/product-gps-location-trackers](http://www.easylinkuk.co.uk/product/product-gps-location-trackers))
[shop.alzheimers.org.uk/Safer-Walking-GPS-Locator?language=en¤cy=GBP](https://shop.alzheimers.org.uk/Safer-Walking-GPS-Locator?language=en&currency=GBP)[www.ubeequee.com/product/gps-tracker-for-dementia-alzheimers-patients-carers-unlimited-range-lowest-uk-subscriptions](http://www.ubeequee.com/product/gps-tracker-for-dementia-alzheimers-patients-carers-unlimited-range-lowest-uk-subscriptions)[www.alzproducts.co.uk/micro-gps-locator-tracker-with-fall-sensor](https://www.alzproducts.co.uk/micro-gps-locator-tracker-with-fall-sensor)[www.careco.co.uk/item-p-ms06136/stay-safe-gps-tracker.htm?utm\_source=shopping&utm\_medium=cpc&utm\_campaign=PLACampaigns](http://www.careco.co.uk/item-p-ms06136/stay-safe-gps-tracker.htm?utm_source=shopping&utm_medium=cpc&utm_campaign=PLACampaigns)

**Fire Service**
**Smoke alarms – Fire Service**
Fire brigade will do free fitting service of home with alarm, use online form to apply
lcasforumorg.files.wordpress.com/2019/08/london-fire-brigade-hfsv-referral-form.pdf
Tel: 0800 028 4428 for smoke alarms to be fitted

[www.london-fire.gov.uk/safety/the-home/home-fire-safety-visits/](https://www.london-fire.gov.uk/safety/the-home/home-fire-safety-visits/)

Tel: 020 86815881for smoke detectors
<http://www.fireservice.co.uk/safety/smoke-alarms/>**Grab Rails/Safety in the home**
Our Personal Safety Team for grab rails and bathroom needs
Fill form out saved in our services folder. They have information at hand as to who else has been in client's home
i.e. OT have visited and been referred by another service otherwise contact OT and fill in referral form

**General Help with abuse and homelife**
**Hestia**
Main Reception: +44 (0) 20 7378 3100 Voicemail box: +44 (0) 20 3879 3700
You can also drop us an email. Please use the[Contact Us form](https://www.hestia.org/forms/contact-us-1/) or email us on info@hestia.org. For a secure email path please send your emails to info@hestia.org.cjsm.net

**If you are experiencing domestic abuse and need urgent assistance please contact the** [Freephone National Domestic Abuse Helpline](https://www.nationaldahelpline.org.uk/), run by Refuge on 0808 2000 247. If you are in immediate danger, please call the police on 999.

**Abuse charity and aid**
cassandracentre.org.uk
<https://www.bcwa.org.uk/>

**Funerals/Bereavement**

**Death and Funeral help**
<https://www.funeraladvice.org/arranging-a-funeral/><https://www.moneysavingexpert.com/family/prepaid-funeral-plans/>**Cruse**
Cruse Bereavement Care is the major UK charity offering support to bereaved people whatever their situation. Many local branches of Cruse offer individual or group support and for bereaved children too.
Helpline: 0808 808 1677 Monday- Friday 9.30am – 5pm Website: [www.cruse.org.uk](http://www.cruse.org.uk/)
Email: helpline@cruse.org.uk

**The Bereavement Trust**
Provides emotional support and a listening ear to people who have been bereaved. The helpline is available from 6pm – 10pm every evening of the year. Helpline: Freephone: 0800 435 4555
[www.bereavement-trust.org.uk](http://www.bereavement-trust.org.uk/) Email: info@bereavement-trust.org.uk

**Croydon Bereavement Services**
Offered support to the relatives and friends of those who die in Croydon University Hospital. The service offers an opportunity to work through some of the painful emotions and difficulties following the death of a loved one in a confidential and supportive environment. Bereavement Department 020 8401 3143/44 There is an answerphone service and calls will be returned.
CUH: The Bereavement Department number is 020 8401 3143/44. Chaplaincy team can also offer bereavement support through pastoral and spiritual care and can be contacted on 020 8401 3105.

**Bromley Bereavement Services**
Community bereavement service offering free telephone and face to face support for those living in the London Borough of Bromley or cared for by a Bromley GP. Monday- Friday 9am-5pm
Helpline: 020 8768 4595 www. bromleybereavementservice.org.uk

**Bromley Counselling and bereavement services**
Offer One to One counselling, couple counselling and clinical supervision. They specialise in issues such as bereavement and loss, depression, anxiety, stress, relationships, addictions. The counsellors are trained to work with whatever issues a client chooses to bring to counselling, in a safe, caring, and confidential environment. Tel: 020 8290 6293 Email: help@bcandbs.co.uk

**Merton and Sutton Bereavement Services**
The Bereavement Service provides support and counselling for bereaved people who live and work in the London Boroughs of Merton and Sutton. The service is also available to relatives of those who have died in hospitals in the Royal Marsden or Epsom & St Helier NHS Trusts and to patients registered with GP practices in the Sutton & Merton NHS PCT. Monday- Friday 9am-2pm Tel: 020 8643 9299

**Listening Ear**
[www.thelisteningear.org.uk/](http://www.thelisteningear.org.uk/)

**Talk off the record**
[www.talkofftherecord.org/need-help-now/candle-child-bereavement-service/](https://www.talkofftherecord.org/need-help-now/candle-child-bereavement-service/)

**Grief Talk**
0808 802 0111

**Bereavement advice centre**
0800 634 9494

**The good grief trust**
Thegoodgrieftrust.org

**At a loss**
Ataloss.org

**Mind**
0300 1233393 Bereavement Service helpline: Telephone: 0800 151 2012

**Carers fact sheet after a loved one dies**
[www.carersinfo.org.uk/assets/content/CIS-Former-Carers-Factsheet.pdf](https://www.carersinfo.org.uk/assets/content/CIS-Former-Carers-Factsheet.pdf)**Help with loneliness**
https://wavelength.org.uk/apply-for-help/

**Burials**
Sutton Cemetery is the only Cemetery in/around Croydon allowing pre-purchase of graves at present. Other than at Sutton Cemetery, only immediate use burial plots are available for purchase. You can complete an application to purchase a grave in Croydon cemeteries and be added to the waiting list for people who are also wanting to pre-purchase a grave; sadly, this is all that can be offered at the current time. To request an application form, call 02086843877 To reserve a burial plot at Sutton Cemetery, please see below:
Sutton Cemetery Tel 02086471024 (press 2 for Sutton Cemetery)
Cost to reserve burial plot at Sutton Cemetery for two people is £5000 (£4000 for one)

**Other info**

**Contact details for local funeral directors:**
Rowland Brothers Foundation Charity
020 8684 1667/07435 808202 aftercare@rowlandbrothers.com

**Rouse and Co Independent Funeral Directors**
[02086510544](https://outlook.office.com/mail/inbox/id/tel%3A02086510544) are exceptional and highly rated. They went beyond to help me locate a burial plot despite the fact I am not a customer.

**Leaving Body to Science**
[London Anatomy Office (kcl.ac.uk)](https://www.kcl.ac.uk/research/london-anatomy-office)Sarah Llewellyn, London Anatomy Office, 5.8, 5th Floor Hodgkin Building, King's College London
Guy's Campus, London SE1 1UL 020 7848 8042 Email: lao@kcl.ac.uk

[**Down to Earth**
(help with payments for funeral and advice guidance)
https://quakersocialaction.org.uk/

**Inquest**
Is the only charity providing free expertise on state related deaths and their investigation to bereaved people, as well as advising lawyers, agencies, the media and parliamentarians. Their specialist casework includes death in police and prison custody, immigration detention, mental health settings and deaths where wider issues of state and corporate accountability are in question. They are reliant on donations and grants, without which they could not carry on their vital work for truth, justice and accountability. Tel: 020 7263 1111 Monday – Friday (answering service available) Website: www.inquest.org.uk](http://croydonnightwatch.org.uk/)

### **Cemetery info**

Sutton Cemetery is the only Cemetery in/around Croydon allowing pre-purchase of graves at present. Other than at Sutton Cemetery, only immediate use burial plots are available for purchase.
You can complete an application to purchase a grave in Croydon cemeteries and be added to the waiting list for people who are also wanting to pre-purchase a grave; sadly, this is all that can be offered at the current time. To request an application form, call 02086843877
To reserve a burial plot at Sutton Cemetery, please see below:
Sutton Cemetery Tel 02086471024 (press 2 for Sutton Cemetery)
Cost to reserve burial plot at Sutton Cemetery for two people is £5000 (£4000 for one)
Other inf: Contact details for local funeral directors:
Rouse and Co Independent Funeral Directors [02086510544](https://outlook.office.com/mail/id/tel%3A02086510544) are exceptional and highly rated. They went above and beyond to help me locate a burial plot despite the fact I’m not a customer.

**For Muslims suffering bereavement**
Sakoon Counselling offers counselling to anyone who is experiencing emotional and/or bereavement distress. They are a faith and culturally sensitive counselling organisation with most clients being of the Muslim faith. Counselling is available for individuals - including bereavement- and incorporates spirituality in the therapy as well as physical, mental, and social wellbeing. In addition, Sakoon's model includes looking at one's culture, family, and siblings as this all plays a part in the therapeutic process.
Free self-help tools and blog articles are available on the website. [www.sakoon.co.uk](http://www.sakoon.co.uk/)Email: info@sakoon.co.uk Telephone: 07943 561 561 Sakoon Counselling
Apple Tree Ave, Uxbridge, Middlesex UB8 3PU

**Samaritans**
Freephone 116 123 (24/7)

**General Advice**
**for the future**

**Citizens Advice in Plymouth who help with debt and fuel**

We wanted to reach out to reassure you that we are here to support you if you need help. We provide debt advice including income maximisation, budgeting, and energy efficiency. You can reach us either by Phone or Webchat on 0808 156 6666 (free from a landline or mobile) or via the following link <https://citizensadviceplymouth.org.uk/edfe/>. We are open from 9am – 5pm Monday to Thursday and 9am until 4:30pm on Friday.
We have included some useful information for you about what you may be entitled to with the cost-of-living crisis and what creditors can do if you aren’t able to pay your debts, a factsheet on energy efficiency around the home and information on using smart meters and how they could save you money.
Many people struggle with keeping up with all their payments because they are on a low income and not receiving all the help they are entitled to. Please contact us if you would like some help.
As an EDF Energy customer you have access to Income Max, a free, independent service that can check your entitlement to benefits and help with any benefit applications you wish to make. You can contact them on
0300 777 7772. (They are open from 9am – 5pm Monday to Friday)
 Citizens Advice - EDF Energy Team
EDF Citizens Advice Plymouth noreply.edf@citizensadviceplymouth.org.uk Office: 0808 156 6666

**Free Wills**
If you've assets such as a house, savings or a business, and people you'd like to look after when you are gone, consider a will. My timing of writing this is not coincidental. There are two schemes on at this time of year that get you a solicitor-drafted will - which is the gold standard, normally costing £100s - for free or cheap. With both, go for an appointment sooner, as they are getting booked up quickly.

And for many a will is important, as Margaret tweeted: "My friend just passed away. A single parent with a child of 11. No will or wishes for her daughter. Now a custody battle with her brother and a boyfriend for the daughter and a house."

- *October is Free Wills Month (over-54s).* There are two [Free Wills Months](https://clicks.moneysavingexpert.com/f/a/O_1i5ZNf1DBeGkLVDhyzSA~~/AAAHagA~/RgRlKFw1P4QFAWh0dHBzOi8vd3d3Lm1vbmV5c2F2aW5nZXhwZXJ0LmNvbS9mYW1pbHkvZnJlZS1jaGVhcC13aWxscy8_dXRtX3NvdXJjZT1NU0VfTmV3c2xldHRlciZ1dG1fbWVkaXVtPWVtYWlsJnV0bV90ZXJtPTExLU9jdC0yMi1jZTE3NDhiMmYzMjRlZTA5MjNjLTYzNDVkMjkyOWFiMzJlNzYwYjYzZmMxOTEwYTYwMjE3JnNvdXJjZT1DUk0tTVNFVElQLWNlMTc0OGIyZjMyNGVlMDkyM2MmdXRtX2NhbXBhaWduPW50LWhpeWEmdXRtX2NvbnRlbnQ9NSNmcmVld2lsbHNtb250aFcFc3BjZXVCCmM9NddFY64bASlSImFuZGVyaWRhLmhhdGNoQGFnZXVrY3JveWRvbi5vcmcudWtYBAAAAPI~) a year, covering various locations. It's for those aged 55 or over, doing a single will, or couples doing 'mirror wills' (ie, that are identical) where one is 55+. It's free, as it's run by charities, in the hope you will leave them a bequest (something in your will).

The October event includes Birmingham, Belfast, Bristol, Cardiff, Cornwall, Manchester, Newcastle, Stoke, Swansea and many more (see the [full list](https://clicks.moneysavingexpert.com/f/a/XRBCLoVqSCJQQ9Xh8_SI4Q~~/AAAHagA~/RgRlKFw1P0T8aHR0cHM6Ly93d3cubW9uZXlzYXZpbmdleHBlcnQuY29tL2ZhbWlseS9mcmVlLWNoZWFwLXdpbGxzLz91dG1fc291cmNlPU1TRV9OZXdzbGV0dGVyJnV0bV9tZWRpdW09ZW1haWwmdXRtX3Rlcm09MTEtT2N0LTIyLWNlMTc0OGIyZjMyNGVlMDkyM2MtNjM0NWQyOTI5YWIzMmU3NjBiNjNmYzE5MTBhNjAyMTcmc291cmNlPUNSTS1NU0VUSVAtY2UxNzQ4YjJmMzI0ZWUwOTIzYyZ1dG1fY2FtcGFpZ249bnQtaGl5YSZ1dG1fY29udGVudD02I2FyZWFzVwVzcGNldUIKYz0110VjrhsBKVIiYW5kZXJpZGEuaGF0Y2hAYWdldWtjcm95ZG9uLm9yZy51a1gEAAAA8g~~)). If it's not on in your area now (for example, there's nowhere in Scotland this time), it's you'll be covered by March Free Wills Month.

- ***November is Will Aid month (all ages).*** [Will Aid month](https://clicks.moneysavingexpert.com/f/a/esLX7_qoyqrAR_ZUJp8Dzw~~/AAAHagA~/RgRlKFw1P0T9aHR0cHM6Ly93d3cubW9uZXlzYXZpbmdleHBlcnQuY29tL2ZhbWlseS9mcmVlLWNoZWFwLXdpbGxzP3V0bV9zb3VyY2U9TVNFX05ld3NsZXR0ZXImdXRtX21lZGl1bT1lbWFpbCZ1dG1fdGVybT0xMS1PY3QtMjItY2UxNzQ4YjJmMzI0ZWUwOTIzYy02MzQ1ZDI5MjlhYjMyZTc2MGI2M2ZjMTkxMGE2MDIxNyZzb3VyY2U9Q1JNLU1TRVRJUC1jZTE3NDhiMmYzMjRlZTA5MjNjJnV0bV9jYW1wYWlnbj1udC1oaXlhJnV0bV9jb250ZW50PTcjd2lsbGFpZFcFc3BjZXVCCmM9NddFY64bASlSImFuZGVyaWRhLmhhdGNoQGFnZXVrY3JveWRvbi5vcmcudWtYBAAAAPI~) is a much bigger scheme, it runs across the UK and is open to anyone age 18+. Solicitors give time for simple wills in return for a suggested £100 donation (£180 for couples) spread across nine charities, including Age UK and Save the Children. This is likely far cheaper than normal. If you can't afford it, you can give less, but don't game it as it is for charity.

Full help and an explanation of your rights, how to get a will, and what happens if you die intestate (will-less) in our [Cheap & free wills](https://clicks.moneysavingexpert.com/f/a/Df2hC_d0CyU4fogMXNx2eA~~/AAAHagA~/RgRlKFw1P0T1aHR0cHM6Ly93d3cubW9uZXlzYXZpbmdleHBlcnQuY29tL2ZhbWlseS9mcmVlLWNoZWFwLXdpbGxzP3V0bV9zb3VyY2U9TVNFX05ld3NsZXR0ZXImdXRtX21lZGl1bT1lbWFpbCZ1dG1fdGVybT0xMS1PY3QtMjItY2UxNzQ4YjJmMzI0ZWUwOTIzYy02MzQ1ZDI5MjlhYjMyZTc2MGI2M2ZjMTkxMGE2MDIxNyZzb3VyY2U9Q1JNLU1TRVRJUC1jZTE3NDhiMmYzMjRlZTA5MjNjJnV0bV9jYW1wYWlnbj1udC1oaXlhJnV0bV9jb250ZW50PThXBXNwY2V1QgpjPTXXRWOuGwEpUiJhbmRlcmlkYS5oYXRjaEBhZ2V1a2Nyb3lkb24ub3JnLnVrWAQAAADy) guide.

**Live together but not married? Get a will, a contract, a civil partnership or tie the knot - your relationship means nowt in law.** I don't care if you've been together 82 years and have 17 children, if you're not married or in a civil partnership, your relationship usually has no status under inheritance law. So if your partner dies, the other one may not get the house, even if they've lived in it for years. So a will can be even more important here.

In addition, it's worth considering a [cohabitation agreement](https://clicks.moneysavingexpert.com/f/a/JXO0UOnb8pj51pPv2zhmrw~~/AAAHagA~/RgRlKFw1P0T8aHR0cHM6Ly93d3cubW9uZXlzYXZpbmdleHBlcnQuY29tL2ZhbWlseS9mcmVlLWNoZWFwLXdpbGxzLz91dG1fc291cmNlPU1TRV9OZXdzbGV0dGVyJnV0bV9tZWRpdW09ZW1haWwmdXRtX3Rlcm09MTEtT2N0LTIyLWNlMTc0OGIyZjMyNGVlMDkyM2MtNjM0NWQyOTI5YWIzMmU3NjBiNjNmYzE5MTBhNjAyMTcmc291cmNlPUNSTS1NU0VUSVAtY2UxNzQ4YjJmMzI0ZWUwOTIzYyZ1dG1fY2FtcGFpZ249bnQtaGl5YSZ1dG1fY29udGVudD05I3NwbGl0VwVzcGNldUIKYz0110VjrhsBKVIiYW5kZXJpZGEuaGF0Y2hAYWdldWtjcm95ZG9uLm9yZy51a1gEAAAA8g~~), which spells out what happens if your relationship breaks down.

3. One in three will develop dementia. In my view, a Power of Attorney (PoA) is often more crucial than a will. Like many, I've felt the pain of seeing close loved ones suffer the ravages of dementia. It's horrid. And while there's little that can be done to stop it, there are things that can be done to make life easier if and when it does happen.

I'm only 50 (yes, I know I look younger - thanks for thinking that). While I have no reason to foresee losing mental capacity for hopefully decades at least, I do have a [Lasting Power of Attorney](https://clicks.moneysavingexpert.com/f/a/roCyeqxbEnAXsY5oHlS7wA~~/AAAHagA~/RgRlKFw1P0T3aHR0cHM6Ly93d3cubW9uZXlzYXZpbmdleHBlcnQuY29tL2ZhbWlseS9wb3dlci1vZi1hdHRvcm5leT91dG1fc291cmNlPU1TRV9OZXdzbGV0dGVyJnV0bV9tZWRpdW09ZW1haWwmdXRtX3Rlcm09MTEtT2N0LTIyLWNlMTc0OGIyZjMyNGVlMDkyM2MtNjM0NWQyOTI5YWIzMmU3NjBiNjNmYzE5MTBhNjAyMTcmc291cmNlPUNSTS1NU0VUSVAtY2UxNzQ4YjJmMzI0ZWUwOTIzYyZ1dG1fY2FtcGFpZ249bnQtaGl5YSZ1dG1fY29udGVudD0xMFcFc3BjZXVCCmM9NddFY64bASlSImFuZGVyaWRhLmhhdGNoQGFnZXVrY3JveWRvbi5vcmcudWtYBAAAAPI~) set up, in case.

Without a PoA, lose your faculties through dementia, stroke, accident or 'owt else, and sorting your finances is less clear-cut than if you'd died. Don't assume relatives can walk into the bank & access your money - not even to pay for your care, or the mortgage.

To take charge of your affairs, someone would need to apply via the Court of Protection - this is a hassle and costly. I've heard many nightmares, people deeply regretting they didn't sort things sooner, like Bridget on Facebook: "My father was suffering with dementia when my mother died. She did everything and he was lost. One day he didn't know his ATM PIN, got flustered and the bank suspended his account. He was unable to do anything. We applied to the Court of Protection. It's horrendously expensive and extremely slow. He died before we got anywhere. Make sure a PoA is in place."

With a PoA, you nominate a trusted friend or relative to look after your affairs if needed. This DOESN'T mean giving up control now - you can opt for it only to come into effect if you're no longer capable.

The cost of registering a PoA is £80 to £150, yet most people will want help to do it. A solicitor is again the gold standard, but can cost £200 to £500. One alternative is a [Which? Wills\*](https://clicks.moneysavingexpert.com/f/a/2eQbsGNCW9ir6fM8KxvtKg~~/AAAHagA~/RgRlKFw1P0TtaHR0cHM6Ly93d3cubW9uZXlzYXZpbmdleHBlcnQuY29tL3JlZGlyL2YyN2Y3YWM1P3V0bV9zb3VyY2U9TVNFX05ld3NsZXR0ZXImdXRtX21lZGl1bT1lbWFpbCZ1dG1fdGVybT0xMS1PY3QtMjItY2UxNzQ4YjJmMzI0ZWUwOTIzYy02MzQ1ZDI5MjlhYjMyZTc2MGI2M2ZjMTkxMGE2MDIxNyZzb3VyY2U9Q1JNLU1TRVRJUC1jZTE3NDhiMmYzMjRlZTA5MjNjJnV0bV9jYW1wYWlnbj1udC1oaXlhJnV0bV9jb250ZW50PTExVwVzcGNldUIKYz0110VjrhsBKVIiYW5kZXJpZGEuaGF0Y2hAYWdldWtjcm95ZG9uLm9yZy51a1gEAAAA8g~~) deal, which we've blagged a discount on. Usually it costs £139, but via this link it is £97. More help and options in [Lasting Power of Attorney](https://clicks.moneysavingexpert.com/f/a/582WdWflEXNLtjJ2d3zlTw~~/AAAHagA~/RgRlKFw1P0T3aHR0cHM6Ly93d3cubW9uZXlzYXZpbmdleHBlcnQuY29tL2ZhbWlseS9wb3dlci1vZi1hdHRvcm5leT91dG1fc291cmNlPU1TRV9OZXdzbGV0dGVyJnV0bV9tZWRpdW09ZW1haWwmdXRtX3Rlcm09MTEtT2N0LTIyLWNlMTc0OGIyZjMyNGVlMDkyM2MtNjM0NWQyOTI5YWIzMmU3NjBiNjNmYzE5MTBhNjAyMTcmc291cmNlPUNSTS1NU0VUSVAtY2UxNzQ4YjJmMzI0ZWUwOTIzYyZ1dG1fY2FtcGFpZ249bnQtaGl5YSZ1dG1fY29udGVudD0xMlcFc3BjZXVCCmM9NddFY64bASlSImFuZGVyaWRhLmhhdGNoQGFnZXVrY3JveWRvbi5vcmcudWtYBAAAAPI~).
Power of Attorney isn't just for financial issues

There's also a [Health & Welfare Power of Attorney](https://clicks.moneysavingexpert.com/f/a/H4nOwtMFKE2IHIH3dsKUqA~~/AAAHagA~/RgRlKFw1P4QBAWh0dHBzOi8vd3d3Lm1vbmV5c2F2aW5nZXhwZXJ0LmNvbS9mYW1pbHkvcG93ZXItb2YtYXR0b3JuZXk_dXRtX3NvdXJjZT1NU0VfTmV3c2xldHRlciZ1dG1fbWVkaXVtPWVtYWlsJnV0bV90ZXJtPTExLU9jdC0yMi1jZTE3NDhiMmYzMjRlZTA5MjNjLTYzNDVkMjkyOWFiMzJlNzYwYjYzZmMxOTEwYTYwMjE3JnNvdXJjZT1DUk0tTVNFVElQLWNlMTc0OGIyZjMyNGVlMDkyM2MmdXRtX2NhbXBhaWduPW50LWhpeWEmdXRtX2NvbnRlbnQ9MTMjaGVhbHRobHBhVwVzcGNldUIKYz0110VjrhsBKVIiYW5kZXJpZGEuaGF0Y2hAYWdldWtjcm95ZG9uLm9yZy51a1gEAAAA8g~~) and a [living will](https://clicks.moneysavingexpert.com/f/a/jIbHVEN7uV_if0w8W_9WZA~~/AAAHagA~/RgRlKFw1P4QAAWh0dHBzOi8vd3d3Lm1vbmV5c2F2aW5nZXhwZXJ0LmNvbS9mYW1pbHkvZGVhdGgtcGxhbj91dG1fc291cmNlPU1TRV9OZXdzbGV0dGVyJnV0bV9tZWRpdW09ZW1haWwmdXRtX3Rlcm09MTEtT2N0LTIyLWNlMTc0OGIyZjMyNGVlMDkyM2MtNjM0NWQyOTI5YWIzMmU3NjBiNjNmYzE5MTBhNjAyMTcmc291cmNlPUNSTS1NU0VUSVAtY2UxNzQ4YjJmMzI0ZWUwOTIzYyZ1dG1fY2FtcGFpZ249bnQtaGl5YSZ1dG1fY29udGVudD0xNCNhZHZhbmNlZGVjaXNpb25XBXNwY2V1QgpjPTXXRWOuGwEpUiJhbmRlcmlkYS5oYXRjaEBhZ2V1a2Nyb3lkb24ub3JnLnVrWAQAAADy) (officially 'an advance decision'),
where you can refuse certain medical treatments if you lose capacity in future.

4. Are you hurting your partner by looking after the finances? Share the info and, even better, the burden. In a [Twitter poll](https://clicks.moneysavingexpert.com/f/a/E5FJU__n_ffP3rWqCUt-qg~~/AAAHagA~/RgRlKFw1P0Q7aHR0cHM6Ly90d2l0dGVyLmNvbS9NYXJ0aW5TTGV3aXMvc3RhdHVzLzE1Nzk3NjAwNjkyMjY2OTI2MDlXBXNwY2V1QgpjPTXXRWOuGwEpUiJhbmRlcmlkYS5oYXRjaEBhZ2V1a2Nyb3lkb24ub3JnLnVrWAQAAADy) I did today, after 30,000 votes nearly 80% of couples said one partner dominates doing the financial chores and sorting the money.

And with half of those, one person just does it all, like Rachibelles who replied: "[@MartinSLewis](https://clicks.moneysavingexpert.com/f/a/A6Ma_ROLrtKVFaCW_PQkBA~~/AAAHagA~/RgRlKFw1P0QgaHR0cHM6Ly90d2l0dGVyLmNvbS9NYXJ0aW5TTGV3aXNXBXNwY2V1QgpjPTXXRWOuGwEpUiJhbmRlcmlkYS5oYXRjaEBhZ2V1a2Nyb3lkb24ub3JnLnVrWAQAAADy) I do it all... I always tell my hubby I could be squirrelling away a fortune to run away with my fancy man and he wouldn't have a clue!" (PS: She was happy for me to publish this, as it 'might teach my other half a lesson'.)

Yet as I explained in the intro, if the chief family finance-doer (CFF) were hit by one of the three Ds (death, divorce or dementia), it can be a disaster. It's important, where possible, that both partners are capable of picking up the financial reins. So three quick steps for the CFF to do to help...

a) Sit down to do a beginner's briefing on the family finances for your partner. They may resist, but be blunt that this is so they could take over if needed (blame me if you must).

b) Create a [financial factsheet](https://clicks.moneysavingexpert.com/f/a/uQ_Qh5VhH92cvwvfvOcR9w~~/AAAHagA~/RgRlKFw1P0T6aHR0cHM6Ly93d3cubW9uZXlzYXZpbmdleHBlcnQuY29tL2ZhbWlseS9kZWF0aC1wbGFuP3V0bV9zb3VyY2U9TVNFX05ld3NsZXR0ZXImdXRtX21lZGl1bT1lbWFpbCZ1dG1fdGVybT0xMS1PY3QtMjItY2UxNzQ4YjJmMzI0ZWUwOTIzYy02MzQ1ZDI5MjlhYjMyZTc2MGI2M2ZjMTkxMGE2MDIxNyZzb3VyY2U9Q1JNLU1TRVRJUC1jZTE3NDhiMmYzMjRlZTA5MjNjJnV0bV9jYW1wYWlnbj1udC1oaXlhJnV0bV9jb250ZW50PTE2I2ZhY3RzaGVldFcFc3BjZXVCCmM9NddFY64bASlSImFuZGVyaWRhLmhhdGNoQGFnZXVrY3JveWRvbi5vcmcudWtYBAAAAPI~) listing all product providers, from roadside recovery to investments, boiler cover to bank accounts. Keep it somewhere safe that you can both access, but don't put too many security details in, just in case.

c) Every few months, have a kitchen table briefing to update and discuss. I'd love to know how you do it, via this [financial couples tips](https://clicks.moneysavingexpert.com/f/a/JPQLi0hLIfbz9PsxLfzN4w~~/AAAHagA~/RgRlKFw1P4QuAWh0dHBzOi8vZm9ydW1zLm1vbmV5c2F2aW5nZXhwZXJ0LmNvbS9kaXNjdXNzaW9uLzYzOTM4MDAvY291cGxlcy13aGF0LWFyZS15b3VyLXRpcHMtZm9yLW1hbmFnaW5nLWpvaW50LWZpbmFuY2VzL3AxP3V0bV9zb3VyY2U9TVNFX05ld3NsZXR0ZXImdXRtX21lZGl1bT1lbWFpbCZ1dG1fdGVybT0xMS1PY3QtMjItY2UxNzQ4YjJmMzI0ZWUwOTIzYy02MzQ1ZDI5MjlhYjMyZTc2MGI2M2ZjMTkxMGE2MDIxNyZzb3VyY2U9Q1JNLU1TRVRJUC1jZTE3NDhiMmYzMjRlZTA5MjNjJnV0bV9jYW1wYWlnbj1udC1oaXlhJnV0bV9jb250ZW50PTE3VwVzcGNldUIKYz0110VjrhsBKVIiYW5kZXJpZGEuaGF0Y2hAYWdldWtjcm95ZG9uLm9yZy51a1gEAAAA8g~~) forum discussion.

5. Is your house your only real asset? Don't leave it too late. Those in their 60s living in large homes with kids who've long since left the nest often tell me they plan to downsize "one day" to release money, as they're asset rich, cash poor. But as time ticks on, this can become "it's still a few years away" and then finally "we're too old to move".

It may be better to bite the bullet early. If not, the main option is equity release, a way to borrow from your home's value while living there. These products have improved a lot in recent years, but rising interest rates won't make it cheap. See our [Should I equity-release?](https://clicks.moneysavingexpert.com/f/a/jDafF96lhvkkESOsrIJ6aQ~~/AAAHagA~/RgRlKFw1P0T4aHR0cHM6Ly93d3cubW9uZXlzYXZpbmdleHBlcnQuY29tL21vcnRnYWdlcy9lcXVpdHktcmVsZWFzZS8_dXRtX3NvdXJjZT1NU0VfTmV3c2xldHRlciZ1dG1fbWVkaXVtPWVtYWlsJnV0bV90ZXJtPTExLU9jdC0yMi1jZTE3NDhiMmYzMjRlZTA5MjNjLTYzNDVkMjkyOWFiMzJlNzYwYjYzZmMxOTEwYTYwMjE3JnNvdXJjZT1DUk0tTVNFVElQLWNlMTc0OGIyZjMyNGVlMDkyM2MmdXRtX2NhbXBhaWduPW50LWhpeWEmdXRtX2NvbnRlbnQ9MThXBXNwY2V1QgpjPTXXRWOuGwEpUiJhbmRlcmlkYS5oYXRjaEBhZ2V1a2Nyb3lkb24ub3JnLnVrWAQAAADy) guide.

6. One in 29 children lose a parent before they are 18. Are yours financially protected? That's roughly one per class. I was one of them. It's why whenever friends who've had children ask me "where should I save for their future?", I first check if they've got life insurance. It gets me a few funny looks, but it's worth it. Families already in dire unexpected grief can risk losing their income, standard of living or even their home if unprepared.

For most people wanting a fixed payout, the cheap and easy way is [level term life insurance](https://clicks.moneysavingexpert.com/f/a/aOBr0SF9PX-ueI7xaTR8IQ~~/AAAHagA~/RgRlKFw1P0T9aHR0cHM6Ly93d3cubW9uZXlzYXZpbmdleHBlcnQuY29tL2luc3VyYW5jZS9jaGVhcC1saWZlLWluc3VyYW5jZT91dG1fc291cmNlPU1TRV9OZXdzbGV0dGVyJnV0bV9tZWRpdW09ZW1haWwmdXRtX3Rlcm09MTEtT2N0LTIyLWNlMTc0OGIyZjMyNGVlMDkyM2MtNjM0NWQyOTI5YWIzMmU3NjBiNjNmYzE5MTBhNjAyMTcmc291cmNlPUNSTS1NU0VUSVAtY2UxNzQ4YjJmMzI0ZWUwOTIzYyZ1dG1fY2FtcGFpZ249bnQtaGl5YSZ1dG1fY29udGVudD0xOVcFc3BjZXVCCmM9NddFY64bASlSImFuZGVyaWRhLmhhdGNoQGFnZXVrY3JveWRvbi5vcmcudWtYBAAAAPI~), which pays out a fixed sum if you die within a set term. Yet how you pay for it can make a huge difference.

For a £200,000 level term policy to last until children leave education, so 21 years, for a 45-year-old non-smoker. Typically...

- Straight with a bank, it's £28/mth, so £7,000 over the term.
- Via a comparison site, it's £21/mth, so £5,300 over the term.
- Via an execution-only broker, it's £15/mth, so £3,850 over the term.

That's because the bank charges you its own rate. The comparison site finds the cheapest but takes commission year after year, while the execution-only broker charges a one-off £25 fee, but rebates all the commission.

Many should get advice though, which you may be able to do, and still get a policy less than a comparison site (but more than the execution-only broker). Full help in the [Cheapest level term life insurance](https://clicks.moneysavingexpert.com/f/a/9-LmTusmpjSz_r2l_kJxGg~~/AAAHagA~/RgRlKFw1P0T9aHR0cHM6Ly93d3cubW9uZXlzYXZpbmdleHBlcnQuY29tL2luc3VyYW5jZS9jaGVhcC1saWZlLWluc3VyYW5jZT91dG1fc291cmNlPU1TRV9OZXdzbGV0dGVyJnV0bV9tZWRpdW09ZW1haWwmdXRtX3Rlcm09MTEtT2N0LTIyLWNlMTc0OGIyZjMyNGVlMDkyM2MtNjM0NWQyOTI5YWIzMmU3NjBiNjNmYzE5MTBhNjAyMTcmc291cmNlPUNSTS1NU0VUSVAtY2UxNzQ4YjJmMzI0ZWUwOTIzYyZ1dG1fY2FtcGFpZ249bnQtaGl5YSZ1dG1fY29udGVudD0yMFcFc3BjZXVCCmM9NddFY64bASlSImFuZGVyaWRhLmhhdGNoQGFnZXVrY3JveWRvbi5vcmcudWtYBAAAAPI~) guide.

PS: The one in 29 children losing a parent stat is one I worked out a number of years ago. Forgive me, I couldn't face updating it. It's unlikely to have changed much.

7. Funeral costs. Want to pay for your funeral now? Even the most basic funeral can cost over £4,000 all-in. So that and wanting to save your loved ones some of the stress of organising it are some of the big sells used by the prepaid funeral sector to try to get people to sign up.

The good news at least is finally, since July this year, the sector is now regulated by the Financial Conduct Authority, meaning tighter fairness rules.

One advantage of funeral plans is you can lock in the price now. Yet funeral plans don't include things like burial plots, headstone, flowers, embalming and the costs involved in a wake. Our [Funeral plans](https://clicks.moneysavingexpert.com/f/a/xxol1m3flj5bn7HPhOlTEA~~/AAAHagA~/RgRlKFw1P0T8aHR0cHM6Ly93d3cubW9uZXlzYXZpbmdleHBlcnQuY29tL2ZhbWlseS9wcmVwYWlkLWZ1bmVyYWwtcGxhbnMvP3V0bV9zb3VyY2U9TVNFX05ld3NsZXR0ZXImdXRtX21lZGl1bT1lbWFpbCZ1dG1fdGVybT0xMS1PY3QtMjItY2UxNzQ4YjJmMzI0ZWUwOTIzYy02MzQ1ZDI5MjlhYjMyZTc2MGI2M2ZjMTkxMGE2MDIxNyZzb3VyY2U9Q1JNLU1TRVRJUC1jZTE3NDhiMmYzMjRlZTA5MjNjJnV0bV9jYW1wYWlnbj1udC1oaXlhJnV0bV9jb250ZW50PTIyVwVzcGNldUIKYz0110VjrhsBKVIiYW5kZXJpZGEuaGF0Y2hAYWdldWtjcm95ZG9uLm9yZy51a1gEAAAA8g~~) guide takes you through it in more detail.
What to do when someone dies

If someone you know passes away, even if it was expected, it can be a very difficult time.
 Just so you're aware, we've a [What to do when someone dies checklist](https://clicks.moneysavingexpert.com/f/a/v7eEC2EGU8lPJnt5UFsz2Q~~/AAAHagA~/RgRlKFw1P4QCAWh0dHBzOi8vd3d3Lm1vbmV5c2F2aW5nZXhwZXJ0LmNvbS9mYW1pbHkvd2hhdC10by1kby13aGVuLXNvbWVvbmUtZGllcz91dG1fc291cmNlPU1TRV9OZXdzbGV0dGVyJnV0bV9tZWRpdW09ZW1haWwmdXRtX3Rlcm09MTEtT2N0LTIyLWNlMTc0OGIyZjMyNGVlMDkyM2MtNjM0NWQyOTI5YWIzMmU3NjBiNjNmYzE5MTBhNjAyMTcmc291cmNlPUNSTS1NU0VUSVAtY2UxNzQ4YjJmMzI0ZWUwOTIzYyZ1dG1fY2FtcGFpZ249bnQtaGl5YSZ1dG1fY29udGVudD0yM1cFc3BjZXVCCmM9NddFY64bASlSImFuZGVyaWRhLmhhdGNoQGFnZXVrY3JveWRvbi5vcmcudWtYBAAAAPI~), which helps you through
the practicalities step-by-step, from how to register a death and check for a will, to how to cancel
someone's outstanding mobile contract or stop mail going to them.

8. Consider saving a life when you're gone. In England, Scotland and Wales, you're automatically considered willing to be an organ donor unless you opt out. Yet it's good to ensure your family know your decision in advance, and to register it officially: [England/Wales registration](https://clicks.moneysavingexpert.com/f/a/fBXdwtdDoJ0bX0VgHaDmsQ~~/AAAHagA~/RgRlKFw1P0QgaHR0cHM6Ly93d3cub3JnYW5kb25hdGlvbi5uaHMudWtXBXNwY2V1QgpjPTXXRWOuGwEpUiJhbmRlcmlkYS5oYXRjaEBhZ2V1a2Nyb3lkb24ub3JnLnVrWAQAAADy) or [Scotland registration](https://clicks.moneysavingexpert.com/f/a/Iz9Hgdiiyi22r_pY46Ug1g~~/AAAHagA~/RgRlKFw1P0RAaHR0cHM6Ly93d3cub3JnYW5kb25hdGlvbnNjb3RsYW5kLm9yZy95b3VyLWRlY2lzaW9uL2hvdy1yZWdpc3RlclcFc3BjZXVCCmM9NddFY64bASlSImFuZGVyaWRhLmhhdGNoQGFnZXVrY3JveWRvbi5vcmcudWtYBAAAAPI~). In Northern Ireland, until 2023, you still need to [opt in to register as a donor](https://clicks.moneysavingexpert.com/f/a/irKu0-LQllR4-VAJot7aTw~~/AAAHagA~/RgRlKFw1P0QhaHR0cHM6Ly93d3cub3JnYW5kb25hdGlvbm5pLmluZm8vVwVzcGNldUIKYz0110VjrhsBKVIiYW5kZXJpZGEuaGF0Y2hAYWdldWtjcm95ZG9uLm9yZy51a1gEAAAA8g~~).

9. What happens to your online photos and social media when you die? It sounds trivial, but this could include documents, all your photos, social media accounts and more that your loved ones may need to go to court to access. MSE Kelvin has written a great blog on [protecting your digital life for death](https://clicks.moneysavingexpert.com/f/a/ilkmxQ_r9T83rJeJZK91ZQ~~/AAAHagA~/RgRlKFw1P4QjAWh0dHBzOi8vd3d3Lm1vbmV5c2F2aW5nZXhwZXJ0LmNvbS90ZWFtLWJsb2cvMjAyMi8wMy9ob3ctdG8tcHJlcGFyZS15b3VyLWRpZ2l0YWwtbGlmZS1mb3Itd2hlbi15b3UtZGllLz91dG1fc291cmNlPU1TRV9OZXdzbGV0dGVyJnV0bV9tZWRpdW09ZW1haWwmdXRtX3Rlcm09MTEtT2N0LTIyLWNlMTc0OGIyZjMyNGVlMDkyM2MtNjM0NWQyOTI5YWIzMmU3NjBiNjNmYzE5MTBhNjAyMTcmc291cmNlPUNSTS1NU0VUSVAtY2UxNzQ4YjJmMzI0ZWUwOTIzYyZ1dG1fY2FtcGFpZ249bnQtaGl5YSZ1dG1fY29udGVudD0yNFcFc3BjZXVCCmM9NddFY64bASlSImFuZGVyaWRhLmhhdGNoQGFnZXVrY3JveWRvbi5vcmcudWtYBAAAAPI~).

10. Later life care. What should happen. I don't have resources or expertise on this. Yet it is worth throwing it into your unpleasant issues discussion. If you (or perhaps your parents) are no longer physically or mentally capable of looking after yourself, how would you like to be cared for, and what resources are there for your care?

**Cost of living help**
<https://www.gov.uk/government/publications/cost-of-living-support/cost-of-living-support-factsheet-26-may-2022>**Energy Bills Support Scheme – Fact Sheet**

**What is the Energy Bills Support Scheme?**
· Over the past year, global energy prices have soared, with wholesale gas prices alone quadrupling. This has led to an unprecedented rise in household energy bills.
· The Energy Bills Support Scheme will deliver a £400 non-repayable discount to eligible households to help with energy bills from October.
· This is an £11.7bn scheme which forms part of the £37bn cost of living assistance package for consumers over winter 22/23.
· The scheme will help around 29 million households across Great Britain.
· There is no need to apply for the discount. Energy suppliers will deliver this support to GB households with a domestic electricity connection over six months from October 2022.
Who is eligible for the Energy Bills Support Scheme?
· All households with a domestic electricity connection in Great Britain are eligible for the £400 discount. There is no need to contact energy suppliers concerning this.
How will I receive the discount?
· The £400 discount will be administered by suppliers and paid to consumers over six months with payments starting from October 2022, to ensure households receive financial support over the winter months.
· Households will see a discount of £66 applied to their energy bills in October and November, rising to £67 each month from December through to March 2023.
· The discount will be provided on a monthly basis regardless of whether consumers pay monthly, quarterly or have an associated payment card.
· Households will never be asked for their bank details, and those with a domestic electricity connection will not need to apply.
· There is no need to contact your supplier as all domestic electricity customers will be automatically eligible. Electricity bill payers should enquire with their supplier if they have not received their first instalment by the end of October.

**Breakdown of the delivery process for each payment method:**
· Direct Debit customers will receive the discount automatically as a reduction to the monthly Direct Debit amount collected, or as a refund to the customer’s bank account following Direct Debit collection during each month of delivery.
· Standard credit customers and payment card customers will see the discount automatically applied as a credit to standard credit customers’ accounts in the first week of each month of delivery, with the credit appearing as it would if the customer had made a payment.
· Smart prepayment meter customers will see the discount credited directly to their smart prepayment meters in the first week of each month of delivery.
· Traditional prepayment meter customers will be provided with redeemable vouchers or Special Action Messages (SAMs) in the first week of each month, issued via SMS text, email or post. Customers will need to take action to redeem these at their usual top-up point.I
’m on a traditional prepayment meter. Will I receive the discount?
· Traditional prepayment meter customers will be provided with redeemable vouchers in the first week of each month, issued via SMS text, email or post.
· Customers will need to take action to redeem these at their usual top-up point.
· Traditional prepayment meter customers must ensure their supplier has up-to-date contact details for them so they receive their voucher and understand how to redeem it.
· The government will work with suppliers and third parties on targeted communications and messaging for PPM customers to ensure vouchers are used. I am a direct debit customer.

**What should I look out for when checking whether the discount has been credited to my account? Will it show up on your account when you log in online?**
· Direct debit and credit customers will have the money credited to their account and the discount will be clearly shown on the bill, whether it’s a paper or online statement.
· More supplier guidance on this will be published ahead of October’s launch.
I pay for energy in my rent - how do I make sure my landlord passes on the reduction?
· Landlords who have a domestic electricity contract with a licensed electricity supplier and then resell the electricity to their tenants based on energy usage must comply with the maximum resale price rules.
· The maximum resale price for electricity is currently set as the same price as that paid by the person reselling it. Under these circumstances, we expect landlords to pass on the discount received to each tenant.
· Landlords with a domestic electricity connection who charge ‘all inclusive’ rent, such as the case for many student houses, where a fixed cost for energy costs are included in their rental charges, should also be passing on the discounted payments to tenants.
· There are rules which can protect tenants and ensure they receive the benefit of this policy. Ofgem’s guidance on how to ensure customers are being charged no more than they should when they buy the electricity through their landlord, including what to do if they think there has been a mistake, is available here:<https://www.ofgem.gov.uk/sites/default/files/docs/2005/10/11782-resaleupdateoct05_3.pdf>**I am a student. Will I receive the discount too?**
· Any students that are tenants of properties with a domestic meter will be eligible for the scheme.
· Landlords with a domestic electricity connection who charge ‘all inclusive’ rent, often the case for many student houses, where a fixed cost for energy costs are included in their rental charges, must pass on the discounted payments to tenants.
· There are rules which can protect tenants and ensure they receive the benefit of this policy,
· Those living in Purpose Built Student Accommodation, such as halls of residence, won’t receive the discount as they do not have a domestic electricity meter and a direct relationship with an electricity supplier.
Is the Energy Bills discount UK-wide?
· The Energy Bills discount will apply to consumers in England, Scotland and Wales.
· The UK Government is urgently working to ensure the people of Northern Ireland receive the equivalent of this support as soon as possible.
Will I get the discount if I live in a park home, houseboat or am an energy consumer living off the grid?
· Approximately one per cent of UK households are currently ineligible to receive Energy Bills discount as they do not have a domestic electricity meter and a direct relationship with an electricity supplier.
· The government has confirmed that further funding will be available to provide equivalent support of £400 for energy bills for the 1% of households who will not be reached through the Energy Bills discount.
· An announcement with details on how and when these households across Great Britain can access this support will be made this Autumn.
What happens if I switch energy suppliers or my household circumstances change?
· Electricity suppliers will apply the discount to bills from October 2022. This will be done by meter points, so it won’t matter if you switch supplier.
· The Scheme will now provide six, monthly payments based on six qualifying dates than a single date in October. This allows new eligible households to benefit from the relevant portion of the total £400 as there will be multiple qualifying dates.

**What if my energy supplier goes bust?**
· Government will ensure that customers who switch payment methods, or whose energy suppliers fail, will not be penalised.
· If a supplier is not able to provide the discount to all its eligible customers, the supplier must report to BEIS and Ofgem what steps it is taking to ensure delivery.
What if I change payment method/tariff?
· Eligible customers will receive their discount on a monthly basis regardless of their supplier, payment method or tariff.
How will it work for customers in arrears / in debt?
· All households with a domestic electricity connection in Great Britain are eligible for the £400 discount.
· The government expects and encourages suppliers to make it their priority to work actively to move customers with large arrears balances onto repayment plans wherever possible. This is already a licence condition for suppliers.

**Why are people with second homes getting more than one payment?**
· We want to ensure households start to receive this support from October and taking action on second homes could risk the start date for delivering the Scheme as a whole for winter, which would have an impact on many more households including the most vulnerable.
· We acknowledge that delivering support at this scale and pace means there may be instances where people receive the discount multiple times if they are paying multiple electricity bills.
· However, any delay would further disadvantage consumers experiencing high energy bills, particularly those in lower income households who are most in need of the payment.
· Removing the discount from those with multiple meters could also stop people who are paying on behalf of elderly/disabled individuals from receiving a needed discount.

**Why isn’t this support targeted to vulnerable households who need it most? ·**
The Energy Bills discount is an essential part of the government-wide Help for Households cost of living support package set out on 26 May 2022, providing help for as many households as possible throughout the country.
· Households most in need will be eligible for further support in addition to the Energy Bills discount. This includes: a £650 one-off Cost of Living Payment for around 8 million households on means tested benefits; a one-off £300 Pensioner Cost of Living Payment for over 8 million pensioner households to be paid alongside the Winter Fuel Payment; a payment of £150 for around six million people across the UK who receive certain disability benefits; a £500 million increase and extension of the Household Support Fund.

**Why can't I donate my £400 to charity instead?**
· The discount is being provided to households to assist with the cost of energy bills and it is for individual households to decide if they do not wish to retain it. Any charitable donation is an individual’s choice from their own assets.

**Guardian piece:**
**What payments are being made?**
There are three different cost of living payments:

The main cost of living payment, worth £650 in total, for those on income-related benefits and tax credits.

The pensioner payment, worth £300, for everyone who receives the winter fuel payment.

The disability payment, worth £150, for those on non-means-tested disability benefits.

It is the first of these that will start to be paid in July. The disability cost of living payment will be paid from September, and the pensioner payment will come in November.

## **How will the money be paid?**The £650 is being paid in two instalments – the first is £326 and the second £324. The money will be paid into the same account that your benefits are paid into, and will have a reference “DWP Cost of Living”.

It should be paid automatically to everyone who qualifies – you do not need to apply.

## **Who qualifies for the £650 payment?**

About 8.2m households are expected to be eligible. To qualify you need to be receiving one of the following benefits:
Universal credit.
Income-based jobseeker’s allowance (JSA).
Income-related employment and support allowance (Esa).
Income support.
Pension credit.
Child tax credit.
Working tax credit.

If you receive new-style employment and support allowance, contributory employment and support allowance or new-style jobseeker’s allowance but do not get universal credit, you will not qualify. If you receive housing benefit, but none of the qualifying benefits, you will not get the payment either.

To get the first, £326, payment you need to have been entitled to receive a benefit payment for an assessment period ending between 26 April 2022 and 25 May 2022. The qualifying dates for the second payment have not been announced yet.

If you are on universal credit but your earnings mean that your benefit entitlement for the period is reduced to £0, you won’t qualify for the first payment.

## **Can you get more than one of the payments?**

Yes, some households and individuals will qualify for more than one of the special cost of living payments. For example, a pensioner who was claiming attendance allowance at the right time can receive the £300 pensioner payment and the £150 disability payment. A pensioner claiming pension credit and attendance allowance will also qualify for the £650 support.

## **When will the money be paid?**

The government says “between 14 and 31 July for most people”. Exceptions include if you find out later that you were entitled to a benefit during the qualifying period.

If you receive only tax credits, you will not get the [first instalment until the autumn](https://ukc-word-edit.officeapps.live.com/we/wordeditorframe.aspx?new=1&ui=en%2DGB&rs=en%2DGB&wdorigin=OFFICECOM-WEB.START.NEW-INSTANT&wdenableroaming=1&mscc=1&wdodb=1&hid=404E91A0-E07C-6000-04CE-003B9B9DA5BA&wopisrc=https%3A%2F%2Fageukc-my.sharepoint.com%2Fpersonal%2Fanderida_hatch_ageukcroydon_org_uk%2F_vti_bin%2Fwopi.ashx%2Ffiles%2Fe81df1a05c9d45cb9842077467b606e9&wdhostclicktime=1675082805565&jsapi=1&jsapiver=v1&newsession=1&corrid=2cec3854-94f8-4d82-8ee1-368943f15c35&usid=2cec3854-94f8-4d82-8ee1-368943f15c35&sftc=1&cac=1&mtf=1&sfp=1&wdredirectionreason=Unified_SingleFlush&rct=Medium&ctp=LeastProtected#pensioner-cost-of-living-payment), and the second payment will not come until the winter. About 1.1m of the households that will qualify for a payment are in this group.

## **What else will households get?**

In the winter there will be a £400 discount on electricity bills for all households – this will be arranged by energy providers and, unlike the previous scheme, will no longer need to be paid back by customers.

A £150 rebate on council tax for band A-D properties has been paid to many households but is still being processed by some councils.

## **Is it enough?**

Probably not.

A family who qualifies for the £650 payment and the £150 council tax rebate alongside the £400 discount will have received £1,200 worth of help. A pensioner who qualifies for all of the help available will receive just over £1,500.

At the time Sunak announced the measures the regulator, [Ofgem, was suggesting annual bills would hit £2,800](https://www.theguardian.com/business/2022/may/24/energy-bills-likely-to-rise-by-800-in-october-says-ofgem-chief), representing a year on year increase of about £1,500.

However, the latest predictions for energy bills this winter are even bleaker: analysts at Cornwall Insight have suggested the energy price cap for average users [could rise to £3,244 a year in October](https://www.theguardian.com/money/2022/jul/08/uk-energy-bills-rise-winter-energy-price-cap). That would mean an extra £500 for households to find, alongside having to deal with rising food prices.

<https://www.uswitch.com/gas-electricity/guides/help-with-energy-bills/>

**Animals and Pets**
**Cinnamon Trust**
A network of 18,000 volunteers “hold hands” with owners to provide vital loving care for their pets. We keep them together – for example, we will walk a dog every day for a housebound owner, we will foster pets when owners need hospital care, we’ll fetch the cat food, or even clean out the bird cage, etc. When staying at home is no longer an option, our Pet Friendly Care Home Register lists care homes and retirement housing happy to accept residents with pets, and providing previous arrangements have been made with us we will take on lifetime care of a bereaved pet. The Cinnamon Trust – Peace of mind for owners, love, care, and safety for beloved pets. But helping over 150,000 people a year with 157,977 animals and running two homes from home sanctuaries costs – We need your help to make sure we’re always there.
<https://cinnamon.org.uk/home/>**Croydon Animal Samaritans**
<http://www.croydonanimalsamaritans.co.uk/>

**Medical**
<https://www.pdsa.org.uk/near-me/41_croydon-pdsa-pet-hospital>

**Help with injured cats and homecare**
<https://www.cats.org.uk/croydon>**RSPCA**
<https://rspcasouthlondon.org.uk/>**Pest Control Croydon Council**
<https://www.croydon.gov.uk/environment/animals-and-pest-control>**Animal Samaritans**
https://www.croydonanimalsamaritans.co.uk/

**Online help and IT**

**Websites**
[https://sparko.tv](https://sparko.tv/)[https://wavelength.org.uk/apply-for-help/
https://broadbandsavvy.com/](https://wavelength.org.uk/apply-for-help/)**Clearc**[**ommunityweb.co.uk**
We continue to provide help at West Norwood Library (Every Monday 2pm-4pm), Age UK Croydon (Every Tuesday 2pm-4pm) as well as the Upper Norwood Library Hub (10am-12pm) as well starting a new weekly drop-in every Tuesday 10am-12pm at the Purley Cross Centre, Purley Cross Baptist Church, Banstead Rd, Purley CR8 3EA.
https://www.independentage.org/get-advice/technology?ct=t(EMAIL\_CAMPAIGN\_TechHub\_Nov22)](http://www.clearcommunityweb.co.uk/)Form to fill for online referrals
<https://form.jotform.com/212373506464050>[**Purley Baptist Church/Purley Cross centre**
https://www.purleybaptist.org/Groups/312102/Computer\_Training.aspx](https://wavelength.org.uk/apply-for-help/)Drop in Tues 10-12
C[ontact us to find out more about getting online and signing up for our computer & tablet training sessions. Sessions are held on various days, for just £6 per hour. A trainer will be present to assist you. ~Computer Training Courses for all age groups.](https://wavelength.org.uk/apply-for-help/) [Do you want to keep in touch with family and friends when they’re away?
Do you want to learn in a small group (3 or 4 people) or one-to-one?
For the complete beginner to those at an intermediate skill level who want to improve or brush up on their computer knowledge. Bring your own laptop or tablet if you have one.](https://wavelength.org.uk/apply-for-help/)For further information, or to enrol contact us on 020 8668 4189.

**Help at home**
https://abilitynet.org.uk/

[**Art Therapy online**](http://www.clearcommunityweb.co.uk/)[http://www.arttherapy4all.co.uk/workshops.html

**Advice Services List**
https://advicelocal.uk/national-organisations#more](http://www.arttherapy4all.co.uk/workshops.html)Zoom events and web seminars
<https://www.u3a.org.uk/events/educational-events>[https://www.list.co.uk/events/talks-and-lectures/online-events/price:free/](https://www.list.co.uk/events/talks-and-lectures/online-events/price%3Afree/)<https://www.nationalarchives.gov.uk/about/visit-us/whats-on/events/online-talks/>[https://www.bl.uk/events#](https://www.bl.uk/events)**Cantonese Group**
[https://ccil.org.uk/en/congregations/croydon/

**Info on Memory test**](https://ccil.org.uk/en/congregations/croydon/)<https://www.ihpa.gov.au/sites/default/files/publications/smmse-guidelines-v2.pdf>

**LGBTQ**
Metro Charity
We hear that 50-60 yr olds find it difficult to access services because of being LGBTQ, [metrocharity.org.uk](http://metrocharity.org.uk/). Contact Mark Healy mark.healey@metrocharity.org.ukStonewall
[www.stonewall.org.uk](http://www.stonewall.org.uk)
LGBT lobbying organisation who campaign for LGBT rights. Has projects such as the Workplace Diversity Index for employers.
Stonewall Housing
[www.stonewallhousing.org](http://www.stonewallhousing.org)
Stonewall Housing is the specialist lesbian, gay, bisexual and transgender (LGBT) housing advice and support provider in England.
The Naz Project
[www.naz.org.uk](http://www.naz.org.uk)
NAZ aims to educate and empower communities to face up to the challenges of sexual health and HIV, and to mobilise the support networks that exist for BAME people living with HIV/AIDS.
The Albert Kennedy Trust
[www.akt.org.uk](http://www.akt.org.uk)
Albert Kennedy Trust supports lesbian, gay, bisexual and trans homeless young people in crisis.
Galop
[www.galop.org.uk](http://www.galop.org.uk)
anti-violence and abuse charity. Provides advice and support to people who have experienced biphobia, homophobia, transphobia, sexual violence or domestic abuse. Also supports lesbian, gay, bi, trans and queer people who have had problems with the police or have questions about the criminal justice system.
ELOP
[www.elop.org](http://www.elop.org)Offers a range of social, emotional and support services to LGBT communities with core services include services for people in East London. Opening Doors www.openingdoorslondon.org.ukOpening Doors London (ODL) aims to specifically meet the needs of older LGBT (Lesbian, Gay, Bisexual and Transgender) communities and isaimed at men and women who identify as LGBT and are over the age of 50.
Imaan
[www.imaan.org.uk](http://www.imaan.org.uk)
Supports LGBT Muslim people, their families and friends, to address issues of sexual orientation within Islam. It provides a safe space and support LGBTQ+ Support Organisations network to address issues of common concern through sharing individual experiences and institutional resources
Mermaids
[www.mermaidsuk.org.uk](http://www.imaan.org.uk)
Offers information, support, friendship and shared experiences for young people
OneBodyOneFaith
[www.onebodyonefaith.org.uk](http://www.onebodyonefaith.org.uk)
This is a UK-based international charity which challenges homophobia and transphobia, especially within the Church and faith-based organisations, as well as working to create and praying for an inclusive church
Jewish LGBT+ Group
[www.jglg.org.uk](http://www.jglg.org.uk)
Social group with membership, is open to Jewish men and women who are lesbian, gay, bisexual or transgender, including people from many different backgrounds
Quest
[www.questlgbti.uk](http://www.jglg.org.uk)
A group for lesbian, gay and bisexual Catholics
The UK Intersex Association
www.ukia.co.uk
The United Kingdom Intersex Association (UKIA) is an education, advocacy, campaigning and support organisation which works on behalf of Intersex people. Intersex people are individuals whose anatomy or physiology differ from contemporary cultural stereotypes of what constitute typical male and female Gendered Intelligence
[www.genderedintelligence.co.uk](http://www.genderedintelligence.co.uk)Offers youth group, support for families and mentoring to young trans people
Rainbow Migration
[www.rainbowmigration.org.uk](http://www.rainbowmigration.org.uk)A charity that promotes equality and dignity for lesbian, gay, bisexual, trans and intersex (LGBTI) people who seek asylum in the UK, or who wish to immigrate here to be with their same sex partner
Beaumont Society
[www.beaumontsociety.org.uk](http://www.beaumontsociety.org.uk)UK-wide trans support and directory of local information, advice and help56 Dean Street www.dean.st This is a free NHS sexual health clinic in the heart of London. The service, based in Soho also offers full outpatient HIV clinic services
Terrence Higgins Trust
[www.tht.org.uk](http://www.tht.org.uk)
Provides information and advice on sexual health
BLGBT
[www.blgbt.org](http://www.blgbt.org)Birmingham LGBT provide LGBT services in and around Birmingham at the LGBT centreLGBTQ+ Support Organisations The Outside Project www.lgbtiqoutside.org Community shelter, centre, and domestic abuse refuge in London supporting LGBTIQ+ people who feel endangered or are homeless
Switchboard LGBT+ Helpline
[www.switchboard.lgbt](http://www.switchboard.lgbt)
Information and support helpline and safe space for LGBT+ individuals to discuss anything
House of Rainbow
[www.houseofrainbow.org](http://www.houseofrainbow.org)
Provide support and encouragement, especially to LGBTIQ+ people of colour who belong to a religion or faith UK
Black Pride
[www.ukblackpride.org.uk](http://www.ukblackpride.org.uk)African, Asian, Middle Eastern, Latin American and Caribbean-heritage LGBTQI+ people
Mosaic LGBT
[www.mosaictrust.org.uk](http://www.mosaictrust.org.uk)
Support, educate and inspire young LGBT+ people LGBTQ+ Support Organisations Legislation

**Food banks and lunch clubs**
Food bank and help
<https://www.guidinghands.org.uk/>UNACC lunch club
<http://unacc.org.uk/weekly-programme>Open 9:30am – 2:30pm Monday to Friday – closed on Thursdays
A freshly cooked lunch is served daily, we also have introduced a day rates
Day Rate 1: £10.00 includes two course lunch, unlimited tea, coffee a piece of cake or fruit and whichever activity on the day.
Day Rate 2: £5.00 which includes unlimited tea, coffee a piece of cake or fruit and whichever activity on the day.
Day Rate 3: £3.00 which includes unlimited tea, coffee a piece of cake or fruit.
Lunch is served at 12:30pm, and must be ordered by 11am on the day, specifying your choice of main course.
Please prebook if you wish to attend – this can be done through the website or call them on 0208 771 6886:
<http://unacc.org.uk/booking>[FoodCycle Thornton Heath - More than a Food bank | Free Food homeless charity](https://foodcycle.org.uk/location/foodcycle-thornton-heath/)Free meals every sat at 12:30 Everyone welcome for food and company.
St Albans Church Hal, 1 Whitehorse Lane Se25 6R

General information on food and clothes provision

**Croydon Churches Together**
Although Croydon Churches Together can no longer provide accommodation to the homeless during the winter months, they have put together a list of FREE meal locations and other support for the homeless and hungry people [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=9e0ad07711&e=4cf59f6345)[**Nightwatch**](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=cd37c532e0&e=4cf59f6345) **Croydon**
Hot food, sleeping bags, clothing and household items on request for homeless people and others in need at The Queen’s Gardens by Fell Road *every night* from 9.30 pm *Please note: As the gardens are currently cordoned off, they meet in front of the public entrance of Bernard Weatherill House in Mint Walk*. For more information [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=3c2a0eb0d7&e=4cf59f6345)**His Grace Evangelical Outreach Foodbank**
around CR7 postcode area for families and vulnerable people in need (Tuesday and Friday: 2pm – 4pm). Distributing jackets and jumpers from end November from foodbank. Christmas Eve: distributing usual Christmas Hampers between 3 – 5pm. For more information [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=1d9a794ca8&e=4cf59f6345) or call 07946546507/email info@hisgraceevangelicaloutreach.co.uk
**Here Tu Help Project Foodbank**
Deliver Emergency Care Packages with essential foods, household items, and hygiene products for those in need in Thornton Heath, Croydon, South Norwood, Purley, Norbury, Addington. To find out more and request support [Click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=f4c2d7334a&e=4cf59f6345)

**Food banks and Soup kitchen's schedule**
**by day of the week**

**MONDAY**

* **Start It Right** Food **& Essentials Hub,** Longheath Gardens Croydon. Collections: by prior arrangement from Food & Essentials Hub, Monday, 12 noon - 1 pm. More information and how to [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=1f66bd5664&e=4cf59f6345)
* **The Well - Salvation Army:** Hot lunch, clothing, plus support from the Mental Health Team, Thames Reach Outreach Team and the Job centre every Monday, 11 - 12.30. Note: This service will not be operating on Monday, 27 December 2021, and Monday, 23 January 2022. For more information [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=72ddaadc4e&e=4cf59f6345)
* [Nightwatch Croydon](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=a90d9fa633&e=4cf59f6345) *every night* from 9.30 pm click [here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=30e54ac52a&e=4cf59f6345)
* **Swan Soup Kitchen** outside Thornton Heath Mosque, Monday, 6.30 - 7 pm. For more information [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=85e5633a99&e=4cf59f6345)

**TUESDAY**

* **Selhurst Community Kitchen** provides a hot meal and an additional takeaway food for Rough Sleepers and anyone experiencing difficulties every Tuesday from 6.00 pm - 7.30 pm. For more information [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=a269c0fb75&e=4cf59f6345) *\* Kitchen will be* ***closed the week after Christmas.***
* **Church of God (Seventh Day) West Croydon** Coffee, chat and hot lunch, Tuesday, 10 am - 1 pm. For more information [Click Here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=61870e75c1&e=4cf59f6345)
* [Nightwatch Croydon](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=83a76bee78&e=4cf59f6345) *every night* from 9.30 pm [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=8a3c956771&e=4cf59f6345)
* **Salvation Army (Croydon)** Food parcels for the most vulnerable on Tuesday, Wednesday & Thursday between 2:30 pm - 4 pm Client referrals only. For more information [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=0a68f9a032&e=4cf59f6345)
* **His Grace Evangelical Outreach** Food**bank** Tuesday and Friday: 2pm – 4pm). For more information [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=e126072a7c&e=4cf59f6345)

**WEDNESDAY**

* **St Andrew’s Church** Food**bank** Food parcels for rough sleepers and those in need on Wednesday 10 - 12 noon from St Andrews Church, 29B Southbridge Rd, Croydon CR0 1AG. For more information, contact Adassa on 07521 463 656 or adassacynthia@gmail.com. **St Andrew’s will open for a hot meal at 4pm on 26 December 2021.**
* [Nightwatch Croydon](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=4f9d83352a&e=4cf59f6345) *every night* from 9.30 pm [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=261b8a8e9d&e=4cf59f6345)
* **Salvation Army (Croydon)** Food parcels for the most vulnerable on Tuesday, Wednesday & Thursday between 2:30 pm - 4 pm. *Client referrals only*. For more information [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=4625593f09&e=4cf59f6345)
* **Swan Soup Kitchen** Croydon Mosque, Wednesday at 7.30 pm. For more information [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=5132bfce2a&e=4cf59f6345)
* **West Croydon Methodist Church Drop** Wednesday, 11am to 12 noon. Hot take away meal and cold food for the day. A small number of family food parcels are also available, as these are limited it is essential to arrange with us ahead of time. For more information [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=8f7864b5d3&e=4cf59f6345)

 **THURSDAY**

* **The Link (Purley Baptist Church)** Soup Kitchen and Clothes/Bedding Bank for homeless and vulnerably-housed adults on Thursday from 6.30pm -7.15 pm. Donations accepted. \**This service will operate throughout the Christmas period***.** For more information [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=482512c70b&e=4cf59f6345)
* **Al Noor** Food **Drive,** Norbury, fresh cooked food for those in need on Thursday, 6.30pm -7.30pm. For more information [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=a42decdfde&e=4cf59f6345)
* [Nightwatch Croydon](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=a45bc3495b&e=4cf59f6345) *every night* from 9.30 pm [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=6e0952b157&e=4cf59f6345)
* **Salvation Army (Croydon)** Food parcels for the most vulnerable on Tuesday, Wednesday & Thursday between 2:30 pm - 4 pm *Client referrals only*. For more information [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=d4be040dda&e=4cf59f6345)

 **FRIDAY**

* Food **Cycle - Norwood Junction** free hot meal every Friday between 7:00pm – 8:00pm. \**Closed Friday 24 and 31 December 2021*. For more information [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=965803deca&e=4cf59f6345)
* **Croydon Muslim Association** Food **and Soup Kitchen,** Croydon Mosque, every Friday between 7- 8 pm. For more information [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=449680c1c2&e=4cf59f6345)
* **Love Loud**: Takeaway hot meal at St Andrews Church, 29B Southbridge Rd, Croydon CR0 1AG on Friday at 8 pm. For more information, contact: loveloudcroydon@outlook.com
* [Nightwatch Croydon](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=15f996f3f9&e=4cf59f6345) *every night* from 9.30 pm [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=02e89e8981&e=4cf59f6345)
* **Christmas Homeless Feed,** Croydon & New Addington. Hot take away meal plus Christmas package (food and toiletries) **only Friday 24 December** from Community Food Learning Centre New Addington from 3 pm - 7 pm, or Outside Croydon Council Offices from 9 pm - 10.30 pm. For more information [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=fe5d620cf0&e=4cf59f6345)

**SATURDAY**

* [Alhidaya Soup kitchen](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=7a111977c7&e=4cf59f6345)**,** Thornton Heath, Saturday, 5 - 7 pm. For more information [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=cf8b74db40&e=4cf59f6345)
* [South Norwood Community Kitchen](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=1f50adcc94&e=4cf59f6345) cooked meal/food parcel on Saturday, 12 pm-2pm. Closed Saturday 25 December 2021. For more information [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=4fd9bbb2cb&e=4cf59f6345)
* [Nightwatch](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=8a6caec181&e=4cf59f6345) **Croydon** *every night* from 9.30 pm [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=19893b2430&e=4cf59f6345)
* **Christmas Homeless Feed,** Croydon & New Addington. Hot take away meal plus Christmas package (food and toiletries) **only 18 December, 1 January, 8 January** from Community Food Learning Centre New Addington, from 3 pm - 7 pm, or Outside Croydon Council Offices from 9 pm - 10.30 pm. For more information [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=ba1274a848&e=4cf59f6345)

**SUNDAY**

* **Community Feeding Project, West Croydon** hot meals and food parcels on Sunday between 1 -3 pm for more information [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=9e7859bdd1&e=4cf59f6345)
* **St Mildred's Drop-In** hot meal, 1st and 3rd Sundays of the month between 1 -3 pm (Showers and clean clothes are currently only available for those in desperate need). For more information [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=2abaf7053d&e=4cf59f6345)
* **ISKCON South London** Food **For All** provide vegetarian hot food for the homeless and needy in South Norwood. For more information [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=e45e006e14&e=4cf59f6345)
* [Nightwatch Croydon](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=6f2aafae60&e=4cf59f6345) *every night* from 9.30 pm [click here](https://cvalive.us3.list-manage.com/track/click?u=2997e36d9b6764383e6a870fc&id=0261fb7a46&e=4cf59f6345)

**Fresh Fruit & Veg (Suppliers during Covid lockdown)**

Addiscombe Fruit & Veg: Free delivery. Fresh produce, food cupboard, fruit & veg boxes. 020 8654 0077 [www.addiscombefruitveg.co.uk](https://www.addiscombefruitveg.co.uk/)Honestly Grown: order via WhatsApp to collect fresh fruit/veg at Norwood Junction every Wed & Sat, 11am – 7pm 07850 247920

Thoroughgood’s (Suure St): 07952 692788 or thoroughgoodsvegbox@gmail.com

DM Houghton (Vegetables): 020 8462 7935

First Choice Produce: 020 7498 0550 [www.firstchoiceproduce.com](http://www.firstchoiceproduce.com/)

Food Point Produce: Wholesale prices for groceries. [www.foodpointproduce.co.uk](http://www.foodpointproduce.co.uk/)

Fresh Connect: Supplying essential fruit & veg. 020 7720 4126 [www.freshconnectuk.com](http://www.freshconnectuk.com/)

Fruit 4 London: Fresh fruit & Veg within the M25/ 0845 539 0279 info@fruit4london.co.uk [www.fruit4london.co.uk](http://www.fruit4london.co.uk/)

Magnificent Marrow: Essentials, fruit & veg, Flowers & plants. [www.magnificentmarrow.co.uk](http://www.magnificentmarrow.co.uk/)

Super Fruits Produce: orders@superfruitsproduce.co.uk [www.superfruitsproduce.co.uk](http://www.superfruitsproduce.co.uk/)

Wood Fruits: Fresh fruit & veg delivred to Croydon area. woodfruitsofvauxhall@gmail.com

The Organic Delivery Co: Fruit, veg, dairy, eggs & Cilled foods. 020 7730 8181

**Meat**
**Bashford's & Co. (Butchers): meat delivery to your home. 020 8657 7558** [www.meatpac.com](https://ukc-word-edit.officeapps.live.com/we/wordeditorframe.aspx?new=1&ui=en%2DGB&rs=en%2DGB&wdorigin=OFFICECOM-WEB.START.NEW-INSTANT&wdenableroaming=1&mscc=1&wdodb=1&hid=404E91A0-E07C-6000-04CE-003B9B9DA5BA&wopisrc=https%3A%2F%2Fageukc-my.sharepoint.com%2Fpersonal%2Fanderida_hatch_ageukcroydon_org_uk%2F_vti_bin%2Fwopi.ashx%2Ffiles%2Fe81df1a05c9d45cb9842077467b606e9&wdhostclicktime=1675082805565&jsapi=1&jsapiver=v1&newsession=1&corrid=2cec3854-94f8-4d82-8ee1-368943f15c35&usid=2cec3854-94f8-4d82-8ee1-368943f15c35&sftc=1&cac=1&mtf=1&sfp=1&wdredirectionreason=Unified_SingleFlush&rct=Medium&ctp=LeastProtected#/)

Parkers Meat, Wallington: Meat deliveries (can also possibly source bread & other snacks) Mon & Fri - text message on 07903 749815 or facebook/instagram message to services@oldwhits.

Superior Meats: delivery service 020 8660 6326 or Craig 07926 828042 [www.superiormeats.co.uk](https://www.superiormeats.co.uk/)

D Parker & Son, Wallington (Butcher): 020 8688 6416 orders@sausagemasters.co.uk [www.sausagemasters.co.uk](http://www.sausagemasters.co.uk/)

**Other Items**
Beelivery: Anything you can get at the supermarket! [www.beelivery.com](http://www.beelivery.com/)

Upstream Seafoods: Free home deliveries of fish & seafood. 020 8667 1251 [www.upstreamseafoods.com](http://www.upstreamseafoods.com/)

Kindred Bakery: Delivering to those in isolation or quarantine. 020 3638 2547 orders@kindredbakery.co.uk

City Pantry: Deliveries of ready meals or boxes of ingredients for 12 meals. 020 3893 3500 support@citypantry.com [www.citypantry.com](http://www.citypantry.com/)

M&S will deliver from BP petrol stations.

Nisa Store: Groceries, papers etc. 01689 942285

Café Deli: 020 8664 8899 enquiries@cafedeliwholesale.co.uk [www.cafedeliwhoesale.co.uk](http://www.cafedeliwhoesale.co.uk/)

Lord Roberts on the Green, Woodcote (Takeaway/delivery service): 020 8660 2000 / 07840 980674 [www.lordrobertsonthegreen.com](https://www.lordrobertsonthegreen.com/)

Priscilla's Tearoom, Sanderstead: 07837 719457 priscillastearoom@outlook.com [www.priscillastearoom.co.uk](https://www.priscillastearoom.co.uk/) Price list and details can be found here.

**List of Medications and there uses**

**A**
Amlodipine
A calcium channel blocker medication used to treat high blood pressure and coronary artery disease. While not typically recommended in heart failure, amlodipine may be used if other medications are not sufficient for treating high blood pressure or heart-related chest pain.

Atorvastatin
Sold under the brand name Lipitor among others, is a statin medication used to prevent cardiovascular disease in those at high risk and treat abnormal lipid levels. For the prevention of cardiovascular disease, statins are a first-line treatment. It is taken by mouth.

Apixaban
Sold under the brand name Eliquis among others, is an anticoagulant medication used to treat and prevent blood clots and to prevent stroke in people with nonvalvular atrial fibrillation.

**B**
Bendroflumethiazide
Formerly bendrofluazide, trade name Aprinox, is a thiazide diuretic used to treat hypertension. Bendroflumethiazide is a thiazide diuretic which works by inhibiting sodium reabsorption at the beginning of the distal convoluted tubule.

Bumetanide
Sold under the trade name Bumex among others, is a medication used to treat swelling and high blood pressure. This includes swelling as a result of heart failure, liver failure, or kidney problems. It may work for swelling when other medications have not.

Bisoprolol
Marketed under the tradename Zebeta among others, is a beta blocker medication most commonly used for heart diseases. This specifically includes high blood pressure, chest pain from not enough blood flow to the heart, and heart failure. It is taken by mouth.

**C**
Carbocisteine
Also called carbocysteine, is a mucolytic that reduces the viscosity of sputum and so can be used to help relieve the symptoms of chronic obstructive pulmonary disorder and bronchiectasis by allowing the sufferer to bring up sputum more easily.

Clenil Modulite
Pressurised inhalation solution is used to help prevent the symptoms of mild, moderate or severe asthma. The active ingredient, beclometasone.

Clopidogrel
Sold under the trade name Plavix among others, is an antiplatelet medication used to reduce the risk of heart disease and stroke in those at high risk. It is also used together with aspirin in heart attacks and following the placement of a coronary artery stent. It is taken by mouth.

Co-amoxiclav
Amoxicillin/clavulanic acid, also known as co-amoxiclav, is an antibiotic useful for the treatment of a number of bacterial infections. It is a combination consisting of amoxicillin, a β-lactam antibiotic, and potassium clavulanate, a β-lactamase inhibitor.

Colecalciferol
Also known as vitamin D₃ and colecalciferol, is a type of vitamin D which is made by the skin when exposed to sunlight; it is also found in some foods and can be taken as a dietary supplement. It is used to treat and prevent vitamin D deficiency and associated diseases, including rickets.

Citalopram
Sold under the brand name Celexa among others, is an antidepressant of the selective serotonin reuptake inhibitor class. It is used to treat major depressive disorder, obsessive compulsive disorder, panic disorder, and social phobia. The antidepressant effects may take one to four weeks to occur.

**D**
Docusate
The common chemical and pharmaceutical name of the anion bis sulfosuccinate, also commonly called dioctyl sulfosuccinate. Salts of this anion, especially docusate sodium, are widely used in medicine as laxatives and as stool softeners, by mouth or rectally.

Donepezil
Sold as the trade name Aricept among others, is a medication used to treat Alzheimer's disease. It appears to result in a small benefit in mental function and ability to function. Use, however, has not been shown to change the progression of the disease. Treatment should be stopped if no benefit is seen.

Doxazosin
Sold under the brand names Cardura among others, is a medication used to treat symptoms of an enlarged prostate and high blood pressure. For high blood pressure, it is a less preferred option. It is taken by mouth.

Doxycycline
A broad-spectrum tetracycline-class antibiotic used in the treatment of infections caused by bacteria and certain parasites. It is used to treat bacterial pneumonia, acne, chlamydia infections, Lyme disease, cholera, typhus, and syphilis

**E**
Estradiol
Also spelled oestradiol, is an estrogen steroid hormone and the major female sex hormone. It is involved in the regulation of the estrous and menstrual female reproductive cycles.

**F**
Furosemide
Sold under the brand name Lasix among others, is a loop diuretic medication used to treat fluid build-up due to heart failure, liver scarring, or kidney disease. It may also be used for the treatment of high blood pressure. It can be taken by injection into a vein or by mouth.

**G**
Gabapentin
Sold under the brand name Neurontin among others, is an anticonvulsant medication used to treat partial seizures, neuropathic pain, hot flashes, and restless legs syndrome.

Goserelin
Sold under the brand name Zoladex among others, is a medication which is used to suppress production of the sex hormones, particularly in the treatment of breast and prostate cancer. It is an injectable gonadotropin releasing hormone agonist. Structurally, it is a decapeptide.

**H**

**I**
Indapamide
A thiazide-like diuretic drug generally used in the treatment of hypertension, as well as decompensated heart failure. Combination preparations with perindopril are also available.

Ipratropium bromide
Sold under the trade name Atrovent among others, is a medication which opens up the medium and large airways in the lungs. It is used to treat the symptoms of chronic obstructive pulmonary disease and asthma. It is used by inhaler or nebulizer.

**J**

**K**

**L**
Lactulose
A non-absorbable sugar used in the treatment of constipation and hepatic encephalopathy. It is used by mouth for constipation and either by mouth or in the rectum for hepatic encephalopathy. It generally begins working after 8–12 hours, but may take up to 2 days to improve constipation.

Lansoprazole
Lansoprazole, sold under the brand name Prevacid among others, is a medication which reduces stomach acid. It is used to treat peptic ulcer disease, gastroesophageal reflux disease, and Zollinger–Ellison syndrome. Effectiveness is similar to other proton pump inhibitors. It is taken by mouth.

Levetiracetam
Sold under the brand name Keppra among others, is a medication used to treat epilepsy. It is used for partial-onset, myoclonic, or tonic–clonic seizures and is taken either by mouth as an immediate or extended release formulation or by injection into a vein

Levothyroxine sodium
Oral and injectable prescription thyroid hormone medication that is used to treat underactive thyroid (hypothyroidism) and other conditions. Hypothyroidism is a medical term that refers to any state in which a person's thyroid hormone production is below normal.

Lisinopril
A medication of the angiotensin-converting enzyme inhibitor class used to treat high blood pressure, heart failure, and after heart attacks. For high blood pressure it is usually a first line treatment. It is also used to prevent kidney problems in people with diabetes mellitus.

Lorazepam
Sold under the brand name Ativan among others, is a benzodiazepine medication. It is used to treat anxiety disorders, trouble sleeping, active seizures including status epilepticus, alcohol withdrawal, and chemotherapy-induced nausea and vomiting.

**M**
Macrogol compound oral
For the treatment of chronic constipation. Compound Macrogol Oral Powder Sugar Free is also effective in resolving faecal impaction, defined as refractory.

Mirtazapine
Sold under the brand name Remeron among others, is an antidepressant of the atypical antidepressants class primarily used to treat depression. Its full effect may take more than four weeks to occur, with some benefit possibly as early as one to two weeks.

Metformin
Marketed under the trade name Glucophage among others, is the first-line medication for the treatment of type 2 diabetes, particularly in people who are overweight. It is also used in the treatment of polycystic ovary syndrome. It is not associated with weight gain. It is taken by mouth.

Mometasone
Also known as mometasone furoate, is a steroid medication used to treat certain skin conditions, hay fever, and asthma. Specifically it is used to prevent rather than treat asthma attacks. It can be applied to the skin, inhaled, or used in the nose.

**N**
Nitrofurantoin
Sold under the brand name Macrobid among others, is an antibiotic medication used to treat bladder infections, ear infections, and minor skin infections, but is not as effective for kidney infections. It is taken by mouth. Common side effects include nausea, loss of appetite, diarrhea, and headaches.

Nutilis
Thickening powders, pre-thickened oral nutritional supplements and pre-thickened hydration drinks.

**O**
Omeprazole
Sold under the brand names Prilosec and Losec among others, is a medication used in the treatment of gastroesophageal reflux disease, peptic ulcer disease, and Zollinger–Ellison syndrome. It is also used to prevent upper gastrointestinal bleeding in people who are at high risk.

Oxybutynin
Sold as under the brand names Ditropan among others, is a medication used to treat overactive bladder. It works similar to tolterodine. While used for bed wetting in children, evidence to support this use is poor. It is taken by mouth or applied to the skin.

**P**
Perindopril
A long-acting ACE inhibitor used to treat high blood pressure, heart failure, or stable coronary artery disease in form of perindopril arginine or perindopril erbumine.

Prednisolone
A steroid medication used to treat certain types of allergies, inflammatory conditions, autoimmune disorders, and cancers. Some of these conditions include adrenocortical insufficiency, high blood calcium, rheumatoid arthritis, dermatitis, eye inflammation, asthma, and multiple sclerosis.

**Q**

**R**
Ramipril
Sold under the brand name Altace among others, is a medication used to treat high blood pressure, heart failure, and diabetic kidney disease. Also used to prevent cardiovascular disease in those at high risk. It is a reasonable initial treatment for high blood pressure. It is taken by mouth.

Risedronate sodium
Risedronic acid, often used as its sodium salt risedronate sodium, is a bisphosphonate used to strengthen bone, treat or prevent osteoporosis, and treat Paget's disease of bone. It is taken by mouth.

Rosuvastatin
Sold under the trade name Crestor among others, is a statin medication, used to prevent cardiovascular disease in those at high risk and treat abnormal lipids. It is recommended to be used together with dietary changes, exercise, and weight loss. It is taken by mouth.

**S**
Simvastatin
Sold under the brand name Zocor among others, is a lipid-lowering medication. It is used along with exercise, diet, and weight loss to decrease elevated lipid levels. It is also used to decrease the risk of heart problems in those at high risk. It is taken by mouth.

Sodium bicarbonate
Commonly known as baking soda or bicarbonate of soda, is a chemical compound with the formula NaHCO₃. It is a salt composed of a sodium cation and a bicarbonate anion. Sodium bicarbonate is a white solid that is crystalline, but often appears as a fine powder.

**T**
Tamsulosin
Sold under the trade name Flomax among others, is a medication used to treat symptomatic benign prostatic hyperplasia and chronic prostatitis and to help with the passage of kidney stones. The evidence for benefit with a kidney stone is better when the stone is larger. It is taken by mouth.

**U**

**V**
Ventolin
Also known as albuterol and marketed as Ventolin among other brand names, is a medication that opens up the medium and large airways in the lungs. It is a short-acting β₂ adrenergic receptor agonist which works by causing relaxation of airway smooth muscle.

**W**
Warfarin
Sold under the brand name Coumadin among others, is a medication that is used as an anticoagulant. It is commonly used to treat blood clots such as deep vein thrombosis and pulmonary embolism, and to prevent stroke in people who have atrial fibrillation, valvular heart disease or artificial heart valves.

**X**

**Y**

**Z**
Zolpidem
Sold under the brand name Ambien, among others, is a medication primarily used for the short-term treatment of sleeping problems. Guidelines recommend that it be used only after cognitive behavioral therapy for insomnia and behavioral changes, such as sleep hygiene, have been tried.