

Sid Valley HELP

01395 892 011 or 07378 964 521

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



## ***Information for Carers in the Sid Valley***



**Sid Valley  
Practice**

**If you look after a relative or friend  
who cannot manage alone then this  
booklet may be useful to you**

**September 2022**

## INTRODUCTION

Carers are people who care for a relative, friend or neighbour who cannot manage at home without help because of illness, disability, or the effects of old age.

Carers can be any age, men or women, and the care they provide can vary between providing occasional help to fulltime support. Carers are ordinary people who simply get on with what has to be done when someone close to them needs help. Caring can be stressful and tiring and some people do it for many years, often unaware of the help that is available to them. If you are a carer living in the Sid Valley area this booklet may help you.

The booklet lists organisations alphabetically but if you cannot find the information you need easily, please contact one of the following organisations:

- Devon Carers 03456 434 435
- Sid Valley Practice GPs 01395 512 601
- Sid Valley HELP 01395 892 011

or visit the Sidmouth Hospice at Home Information Centre at 48 High Street, Sidmouth 01395 578 707.

**You are entitled to request a free Carer's Assessment to help you find the best support. Contact Devon Carers on 03456 434 435.**

*Every effort has been made to ensure the accuracy of the information in this booklet however Sid Valley Help does not accept liability for any errors or omissions.*

## SUPPORT ORGANISATIONS

### **ADMIRAL NURSE (Sidmouth)**

Admiral Nurses give expert practical, clinical and emotional support to families living with dementia.

Contact via the Sid Valley GP Surgery 01395 512 601

National Helpline 0800 888 6678 [www.dementiauk.org](http://www.dementiauk.org)

### **AGE UK (Devon)**

Information and advice, welfare benefits help, and services for older people. Unit 1, Manaton Court, Matford Business Park, Exeter EX2 8PF 0333 241 2340 [www.ageukdevon.co.uk](http://www.ageukdevon.co.uk)

### **ALCOHOL & DRUG PROBLEMS:**

- Talk to your GP
- **Al-Anon** for families and friends; regular meetings in Seaton and Exmouth 020 7403 0888  
[www.al-anonuk.org.uk](http://www.al-anonuk.org.uk)
- **Alcoholics Anonymous** regular meetings in Sidmouth 0800 917 7650 [www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk)
- **Drinkline** 0300 123 1110 [www.drinkaware.co.uk](http://www.drinkaware.co.uk)
- **Adfam** (families, drugs and alcohol) [www.adfam.org.uk](http://www.adfam.org.uk)
- **Talk To Frank** 24 hour helpline for drug users and their carers. 0300 123 6600 text: 82111 [www.talktoFRANK.com](http://www.talktoFRANK.com)
- **Together** Devon's drug and alcohol service  
0800 233 5444 [www.edp.org.uk](http://www.edp.org.uk)

### **ALZHEIMERS SOCIETY**

Advice and support for people living with dementia and their families 0300 222 1122 [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

## **AUTISM HELPLINE**

Help line and specialist support for autistic people and their families 0808 800 4104 [www.autism.org.uk](http://www.autism.org.uk)

## **BENEFITS (Government)**

Information on benefits including Carer's benefits.  
[www.gov.uk/browse/benefits](http://www.gov.uk/browse/benefits)

## **BLUE BADGE SCHEME (Devon)**

Parking concessions for drivers or passengers with mobility difficulties. Contact Care Direct 0345 1551 006  
[www.devon.gov.uk](http://www.devon.gov.uk)

## **BRITISH RED CROSS SOCIETY (Devon)**

Mobility aids, including wheelchairs.  
Bradbury House, Apple Lane, Sowton, Exeter, EX2 7HA  
01392 353 271 [www.redcross.org.uk](http://www.redcross.org.uk)

## **BRITISH TINNITUS ASSOCIATION**

Help and advice for tinnitus sufferers and their families  
0800 018 0527 [www.tinnitus.org.uk](http://www.tinnitus.org.uk)

## **CARE DIRECT (Devon)**

Providing information and help for older people, vulnerable adults and their carers. Access to Devon County Council Social Services. 0345 155 1007  
<https://www.devon.gov.uk/care-and-health/carers/>

## **CARERS UK**

Provides advice, information and support  
0808 808 7777 [www.carersuk.org](http://www.carersuk.org)

## **CARERS TRUST**

Provides advice and support for unpaid carers  
0300 772 9600 [www.carers.org](http://www.carers.org)

## **CHILDLINE**

For children and young people to age 18 in danger or distress  
and for any other problems 0800 1111  
[www.childline.org.uk](http://www.childline.org.uk)

## **CITIZENS ADVICE (East Devon)**

An independent charity and part of the national Citizens Advice  
network, providing free, confidential and impartial advice. Advice  
0808 250 5703 Exmouth office 01395 265 070  
[www.citizensadviceeastdevon.org](http://www.citizensadviceeastdevon.org)

## **CONTACT A FAMILY**

Support and advice for parents of children with special needs and  
disabilities. 0808 808 3555 [www.cafamily.org.uk](http://www.cafamily.org.uk)

## **DEAFNESS / ACTION ON HEARING LOSS**

0808 808 0123 Textphone: 0808 808 9000  
[www.actiononhearingloss.org.uk](http://www.actiononhearingloss.org.uk)

## **DEMENTIA support in Sidmouth - see entries for:**

- ADMIRAL NURSE
- EARLY STAGE DEMENTIA GROUP
- DEMENTIA CARERS GROUP
- SID VALLEY MEMORY CAFÉ

## **DEMENTIA CARERS GROUP (Sidmouth)**

Every Wednesday afternoon at Twyford House, Coburg Road,  
Sidmouth, EX10 8NF  
01395 577 394 (Angela Thompson)

## **DEPRESSION & ANXIETY SERVICE (NHS) - TalkWorks**

Referrals by GP or self-referral 01392 675 630  
email: [dpn-tr.ExeterDAS@nhs.net](mailto:dpn-tr.ExeterDAS@nhs.net)  
[www.dpt.nhs.uk/our-services/depression-and-anxiety-das](http://www.dpt.nhs.uk/our-services/depression-and-anxiety-das)

## **DEVON CARERS**

Provides support services and assessments to unpaid carers across Devon. It is a service provided by Devon-based charity Westbank that is commissioned jointly by Devon County Council and NHS Devon. 03456 434 435 [www.devoncarers.org.uk](http://www.devoncarers.org.uk)

## **DEVON SOCIAL CARE REABLEMENT SERVICE**

Helps people regain their independence after a hospital stay or illness. This is a free service provided for up to 6 weeks. Care Direct 0345 155 1007  
[www.devon.gov.uk](http://www.devon.gov.uk)

## **DEVON IN SIGHT**

Help, advice and equipment offered to those with sight loss. Splatford Barton, Kennford, Exeter, EX6 7XY  
01392 876 666 [www.devoninsight.org.uk](http://www.devoninsight.org.uk)

## **DEVON LINK UP**

Support and advocacy in helping people with a learning disability to say what they want, secure their rights, represent their interests and obtain the services they need. 07808 053 992  
[www.devonlink-up.org](http://www.devonlink-up.org)

## **DEVON YOUNG CARERS**

Support for young people aged 4 to 18 who help look after someone in their family, or a friend, who is ill, disabled or misuses drugs and alcohol. The service is funded by Devon County Council and provided by Westbank as part of Devon Carers. 03456 434 435

[www.westbank.org.uk](http://www.westbank.org.uk) [www.devoncarers.org.uk](http://www.devoncarers.org.uk)

## **DISC (Devon)**

Devon's family information service for parents and carers of 0-19 year olds. This includes registered childcare and other services and support for children, young people and parents. Kingfisher House, Western Way, Exeter, EX1 2DE 0345 155 1013

[www.devon.gov.uk/disc](http://www.devon.gov.uk/disc)

## **EARLY STAGE DEMENTIA GROUP (Sidmouth)**

The group meets every Tuesdays from 10.30-11.30 at the Fort Café, The Esplanade, Sidmouth EX10 8NS  
contact Angela Thompson 01395 577 394

## **ELDER ABUSE RESPONSE LINE**

A confidential information support service for anyone concerned about the abuse of an older person.

0808 808 8141 [www.elderabuse.org.uk](http://www.elderabuse.org.uk)

## **FAMILY LIVES**

Confidential helpline support for parents and families under stress. 0808 800 2222 [www.familylives.org.uk](http://www.familylives.org.uk)

## **FILO PROJECT (South West)**

Provides high quality day care for individuals and small groups. 0333 939 8225 [www.thefiloproject.co.uk](http://www.thefiloproject.co.uk)

## **FORCE (Devon)**

Support and advice for cancer patients and carers.  
01392 406 151 [www.forcecancercharity.co.uk](http://www.forcecancercharity.co.uk)

## **HEADWAY (Devon)**

Advice, support and day services for people who have acquired a brain injury, their carers and families.

The X Centre, Commercial Road, Exeter, EX2 4AD  
01392 211 822 [www.headwaydevon.org.uk](http://www.headwaydevon.org.uk)

## **HEALTHWATCH DEVON**

The consumer watchdog for the NHS. It welcomes feedback from carers on NHS services. 0800 520 0640

[www.healthwatchdevon.co.uk](http://www.healthwatchdevon.co.uk)

## **HOME SAFEGUARD (East Devon)**

A scheme run by East Devon District Council supplying a pendant to be worn around the neck to summon help in an emergency. 10a -12a Lymebourne House, Lymebourne Park, Sidmouth, EX10 9HY 01395 578 237

[www.eastdevon.gov.uk/homesafeguard](http://www.eastdevon.gov.uk/homesafeguard)

## **HONITON COMMUNITY ADVICE SERVICE (Sidmouth)**

Help and advice with benefits, forms, and finance. Tuesday mornings from 10.30 at Sidmouth Youth Centre, Manstone Lane. Email [honitoncas@hotmail.com](mailto:honitoncas@hotmail.com) to make an appointment or turn up and you will be seen.

## **INDEPENDENT LIVING CENTRE (Devon)**

Free impartial advice and information for people with a disability. An appointment needs to be made to discuss needs and try out equipment. Devon House, Brunel Road, Newton Abbott, TQ12 4PB 01392 380 181 [www.devon.gov.uk/ilc](http://www.devon.gov.uk/ilc)



## **MARIE CURIE**

Care and support through terminal illness

Helpline 0800 090 2309 [www.mariecurie.org.uk](http://www.mariecurie.org.uk)

## **M.E. - Myalgic Encephalomyelitis**

Devon Self Help group 01404 851 179

Devon ME/CFS group 07597 440 836

## **MENCAP**

Charity working with people with a learning disability, their families and carers. 0808 808 1111 [www.mencap.org.uk](http://www.mencap.org.uk)

## **PARKINSONS UK (East Devon)**

Coordinator: 0344 225 3695 (Mary Jane Hacker)

Sidmouth Coffee Morning 0777 569 5686 (Mike Ford)

Sidmouth Exercise Group 01395 263 360 (Liz Potter)

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

## **RNIB -The Royal National Institute for the Blind**

Information on Talking Books and more.

0303 123 9999 [www.rnib.org.uk](http://www.rnib.org.uk) email: [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk)

## **ROYAL BRITISH LEGION**

Gives support including welfare grants to current and ex-servicemen and women. 0808 802 8080

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

## **SANE MENTAL HEALTH HELPLINE**

Provides information and support for those coping with mental health problems, their families and friends.

0300 304 7000 [www.sane.org.uk](http://www.sane.org.uk)

## **SERVICE PERSONNEL AND VETERANS AGENCY**

Provides information and advice to war veterans and their families. Runs the war pensions and armed forces compensation schemes. 0800 169 2277

[www.gov.uk/government/organisations/veterans-uk](http://www.gov.uk/government/organisations/veterans-uk)

## **SHOPMOBILITY (Exeter)**

Hires out manual and powered wheelchairs and scooters for people with temporary and long-term mobility problems. 8-10 Paris Street, Exeter, EX1 1GA

01392 494 001 [www.exetercta.co.uk](http://www.exetercta.co.uk)

## **SIDMOUTH BLIND CLUB**

Meets at St. Peters Church Hall, Sidford. Call for details of times 01395 516 572 (Mary Trilsbach)

## **SIDMOUTH HOSPICE AT HOME**

Provides a specialist Palliative Care Service and support for those with life threatening illness and their families. Referrals through GP. Church Street, Sidford, Sidmouth, EX10 9RL

01395 578 707 [www.sidmouthhospiceathome.org.uk](http://www.sidmouthhospiceathome.org.uk)

## **SIDMOUTH LIBRARY**

Carers who hold a Devon Carers Alert Card receive concessions. Blackmore Drive, Sidmouth, EX10 8LA 01395 512 192

## **SIDMOUTH LIVING WITH CANCER**

Support group for people with cancer and their carers. Meetings first Thursday of the month in the Lymebourne Community Centre. Outings are arranged during the year.

01395 577221

## **SIDMOUTH VOLUNTARY SERVICES**

Voluntary car service for medical appointments for older people or those with a disability as well as a daily lunch club with transport provided. Door to door shopping trips by minibus available. Twyford House, Coburg Road, Sidmouth, EX10 8NF  
Lunch Club 01395 515 063 Transport 01395 512 221

## **SID VALLEY HELP**

Free and confidential advice on care and support services in the Sid Valley. Also runs services to reduce loneliness and to befriending isolated people. 01395 892 011 or 07378 964 521 [www.sidvalleyhelp.org.uk](http://www.sidvalleyhelp.org.uk)

## **SID VALLEY PRACTICE**

GP doctors and nurses at Beacon and Blackmore Medical Centres. Minor Injuries Unit at the Beacon Medical Centre, EX10 9YA. 01395 512 601 [www.sidvalleypractice.nhs.uk](http://www.sidvalleypractice.nhs.uk)

## **SID VALLEY MEMORY CAFÉ**

An informal café for people with memory problems, their families and carers. Provides information and support. Every Wednesday and Friday afternoon at Twyford House, Coburg Road, Sidmouth, EX10 8NF

Contact Angela Thompson 01395 577 394  
[www.sidvalleymemorycafe.co.uk](http://www.sidvalleymemorycafe.co.uk)

## **SOCIAL SERVICES (Devon)**

Care Direct - Adult Services 0345 155 1017  
[www.devon.gov.uk/care-and-health/adults/contact](http://www.devon.gov.uk/care-and-health/adults/contact)  
Children & Families 0345 155 1013  
Safeguarding Children 0345 155 1071

### **SOUND BASE (Exeter)**

Offers a free, impartial service for people with hearing difficulties and their families. Bull Meadow Clinic, Bull Meadow Road, Exeter, EX2 4JF 01392 424 018

### **STROKE SURVIVORS CLUB**

Meetings every week in Sidmouth and Exmouth. Phone for details 07952 273866

### **THE EDDYSTONE TRUST**

Provides a wide range of information, advice and support, including peer support service, on HIV and sexual health. 0800 328 3508 [www.eddystonetrust.org.uk](http://www.eddystonetrust.org.uk)

### **TRIP COMMUNITY TRANSPORT (East Devon)**

Information on community transport in East Devon. Hire of wheelchairs and powered scooters on a daily or long term basis. 01404 46529 [www.tripcta.org](http://www.tripcta.org)

### **YOUNG LIVES VS CANCER** (was called CLIC Sargent)

Supports children affected by cancer and their families. 0300 330 0803 [www.younglivesvscancer.org.uk](http://www.younglivesvscancer.org.uk)

## DISCOUNTS FOR CARERS

The **Carersmart Club** [www.carersmart.org](http://www.carersmart.org) is run by the Carers Trust and provides benefits such as:

- Cash back on shopping from numerous high street retailers.
- Best rates from energy suppliers.
- Reductions on insurance renewals.
- Discounts on holidays and travel arrangements.
- Free legal advice services and much more!

**The CEA (Cinema Exhibitors' Card)** offers free tickets to carers accompanying anyone in receipt of DLA, AA, PIP, Armed Forces Independence Payment (AFIP), Severely Sight Impaired Registration (formerly Registered Blind), Sight Impaired Registration (formerly Partially Sighted). Cards are valid for one year and cost £6 from [www.ceacard.co.uk](http://www.ceacard.co.uk) and are accepted at The Radway Cinema

**The Devon Carers Alert Card** enables carers to get discounts on items as listed below. To apply call Devon Carers on 03456 434435

- FREE Parking at the Royal Devon Hospital. Show your Alert card to the hospital department you are visiting and they will call car parking.
- 20% discount on non-branded food and drink in the restaurant and café.
- Many attractions across Devon offer discounts for carers and recognise the Alert card as proof of being a carer. Contact the venue in advance to check the arrangements.

**The National Trust and English Heritage** gives free entry to companions or carers of disabled visitors. For NT it is also possible to apply in advance for an 'Access for All Admit One Card'.

**Sidmouth Library:** reduced daily overdue charges, free loan of audio books and music CDs and reduced reservation charges. Similar concessions are also available to those with a disability.

## USEFUL NUMBERS

Emergency Services <i>Police, Ambulance, Fire &amp; Rescue</i>	<b>999</b>
Non-emergency NHS advice	<b>111</b>
Non-emergency Police	<b>101</b>
Sid Valley GP Practice Beacon Medical Centre Sedemuda Road, Sidmouth EX10 9YA <i>The Minor Injuries Unit is open Monday to Friday 8am to 6pm.</i>	<b>01395 512 601</b>
Royal Devon Hospital, Exeter	<b>01392 411 611</b>
Samaritans	<b>0845 790 9090</b>
Social Services Devon <i>9am - 5pm Mon to Thursday, 9am - 4pm Friday Out of hours</i>	<b>01392 383 000</b>  <b>0845 600 0388</b>

**Sid Valley HELP**

01395 892 011 or 07378 964 521

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



## **Contact Us**

Sid Valley Help is a local charity that provides free and confidential information and advice on health and care support services for Sid Valley residents.

**[www.sidvalleyhelp.org.uk](http://www.sidvalleyhelp.org.uk)**

**01395 892 011 or 07378 964 521**

**[sidvalleyhelp@gmail.com](mailto:sidvalleyhelp@gmail.com)**

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