



Stepping Forward

**A Directory of Services and Organisations for
Later Life**

Introduction

This leaflet contains information about different services and organisations available for older adults in Wolverhampton. The services listed aim to improve quality of life and offer support to people living in the area, if you need any further information then please make use of the relevant contact details.

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Dementia Services

Wolverhampton Alz Café – meets at the Oxbarn Members Club from 7-9pm, 116 Church Road, Wolverhampton, on the second Tuesday of each month 7pm – 9pm. It provides emotional support, information, and discussion. People with dementia and their family and friends are welcome.

Telephone: **01902 445665** between 9.30am and 12.30pm.

Alzheimer's Society – provides a lot of support in the form of programmed events, a carers group, home visits, and a 24 hour telephone help line (07071 225615).

Helpline – 0845 300 0336

Telephone: **01902 741505** (Administration Line) and www.alzheimers.org.uk for more information including information leaflets on many topics.

Young-Onset Dementia Support Group – meets on the third Thursday of each month at Bromley House, Penn Road, Wolverhampton. The group provides activities, and an opportunity for discussion with other people with young-onset dementia. People diagnosed with a dementia under the age of 65 are welcome, and can bring family and friends.

Telephone: **01902 445794** between 9.30am and 12.30pm.

Support for Carers

Carer Support Team – supports unpaid carers in Wolverhampton, through Carer Assessments, emotional support, support groups and also provides information for carers such as newsletters and email bulletins and also signpost carers to relevant services. Assessment includes a benefits check to ensure that carers are receiving the financial support they are entitled to and also register them for an emergency card. Duty officer is available Mon to Fri, 9am till 4.30pm so carers can drop in at any time or they can call to make an appointment.

Address: Carer Support Centre, Blossoms Fold, Wolverhampton, WV1 4HJ.
Telephone: **01902 553409**. Email: carer.support@wolverhampton.gov.uk
Website: www.wolverhampton.gov.uk/carers

Crossroads Caring for Carers – provides care attendants to families in need. Staff are able to help with getting up, washing, toileting, dressing, and feeding, and also aim to provide stimulating companionship. The scheme is available to all carers, and in some circumstances, help may be available for people with a disability living alone. There may be a charge for this service.

Address: Merry Hill House, Flat 1, Bassett Close, Langley Road, Merry Hill, Wolverhampton, WV3 7LJ. Telephone: **01902 764295**. Emergency Telephone: 07710 227286.

Dementia UK West Midlands – aims to influence practice and policy development. It supports health and social care services in Wolverhampton. Dementia West Midlands can also provide information on mental illnesses.
National Telephone: **020 7874 7210**.
Wolverhampton Telephone: **01902 575064**.

Carers UK –run a national advice and information line 10am-12pm & 2-4pm on Wednesday and Thursday and respond to email queries throughout the week. They offer advice, leaflets and publications around benefits, practical support, carers working rights, things to consider when coming out of hospital and more.
Address: Carers UK, 20/25 Glasshouse Yard, London, EC1A 4JT. Telephone: **020 7490 8818** www.careruk.org.uk
Email: advice@carersuk.org

Penn Hospital – run a support group 1st Tuesday of the month for carers of people who have been inpatients in Penn Hospital, are currently in Penn Hospital, attend the Groves Day Hospital or are being seen by the Home Treatment Team. A separate “friendship group” is run concurrently for the people the carers care for.

Address: Occupational Therapy Service, Penn Hospital, Penn road, Wolverhampton, WV4 5HN. Telephone: **01902 445665**.

ACCI – run a carers’ support group 1st Tuesday of the month for people who support individuals of African Caribbean origin with mental health problems.

Address: 217 Waterloo Terrace, Newhampton Road East, Whitmore Reans, Wolverhampton, WV1 4BA. Telephone: **01902 571231**

AWAAZ (Asian Women’s Adhikar Association) – run 4 support groups across the city for people from an Asian background who support individuals with mental health problems and/or dementia. 2 groups run on the last Wednesday of the month and 2 groups on the last Friday of the month They also have an IAPT and welfare officer. Please call Vidya or Kuldip for further information

Address: Waterloo Terrace, 222 Newhampton Road East, Wolverhampton, WV1 4BA. Telephone: **01902 571260**

Ageing

Age UK provides accessibility to a range of services, such as befriending services, home visiting services, drop-in centres, supportive discharge services, shopping services, and telephone support. General information and advice is also available. Age UK services are available to everybody over the age of 50. There are also many volunteering opportunities with Age UK.

Address: Hupton House, 93 Darlington Street, Wolverhampton, WV1 4EX.

Telephone: **01902 572060**

Telephone : 0800 169 6565 – lines open between 8.00am and 7.00pm.

Over 50s Information Service – provides information on services, activities, and opportunities. A large database of useful contacts is kept. It also provides talks and presentations to groups.

Address: HCCIS, 10 King Street, Wolverhampton, WV1 1ST.

Telephone: **01902 444012**.

Counsel and Care – provide national support and information to older people their carers and families about issues such as gaining housing, support, small grants and sometimes offer case management.

Address: Counsel and Care, Twyman House, 16 Bonny street, London, NW1 9PG.
www.counselandcare.org.uk

Telephone: **020 7241 8555 or 0845 3007585**

The Pension Service – provides information on pension-related services and deals with applications for benefits.

Address: PO Box 3080, Wolverhampton, WV2 4WN.

Telephone: **0845 6060265**.

Ring and Ride is a door-to-door bus service for people whose circumstances limit their mobility. Concessionary passes, Centro cards and Busmaster cards are accepted, as are blind and disabled passes. Without a pass, a small payment, equivalent to a local bus fare, will be charged.

Telephone: **01902 421515**.

Black and Minority Ethnic (BME) services
Resource Centres

Woden Resource Centre – provides advice and information sessions, social activities, respite care, rehabilitation, and a day centre. It is available for adults over the age of 65 in the North of Wolverhampton.

Address: Vicarage Road, Wednesfield, Wolverhampton, WV11 1SF.

Telephone: **01902 553494.**

Bradley Resource Centre - gives older people in the South-East of Wolverhampton opportunities for learning, healthy living, and social inclusion. Facilities include a day centre, drop-in café, rehabilitation, social activities, respite care, and advice and information sessions.

Address: Lord Street, Bilston, Wolverhampton, WV14 8SD.

Telephone: **01902 553543.**

Warstones Resource Centre - is a Respite Care unit for older people with dementia care needs. It provides rehabilitation, day services, a drop-in café, carer support, and an information service for the South-West area of Wolverhampton. The centre is currently undergoing organisational changes.

Address: Warstones Drive, Penn, Wolverhampton, WV4 4PG.

Telephone: **01902 553419.**

Blakenhall Community Resource Centre – caters for older adults with mental health needs. It provides opportunities for lifelong learning, healthier living, and social inclusion. Facilities include day centre, respite care, long stay and residential care, dementia care mapping, and social activities.

Address: Haggard Street, Blakenhall, Wolverhampton, WV2 3ET.

Telephone: **01902 553547.**

Daily Living

Care Link is an alarm system which provides 24-hour help every day of the year. It is available to people who are frequently alone and are unable to use a telephone in an emergency, or who live with a person who is unable to give effective help when needed. The maximum charge is £2.50 per week plus VAT.

Telephone: **01902 552965**.

Link Line provides support services to help people to cope with everyday living and stay independent. It offers a range of services including a 24-hour telephone support service. Link Line can help people to get to appointments, or with shopping, clean, do simple DIY and gardening jobs, and similar tasks. Subscriptions start from £6 a month.

Telephone: **01902 405878**.

Telecare provides equipment which can detect falls, inactivity, smoke, flooding, gas, or extremes in temperature. Alerts to a 24-hour call centre or carers are triggered when needed. Telecare is available to people with memory difficulties, or those who experience difficulty getting assistance in a crisis. There may be a small charge for this service.

Telephone: **01902 553648**.

Meals on Wheels provides meals to people living at home who are unable to prepare meals for themselves because of illness or disability. To see if you are eligible phone the assessment team **01902 551199**.

For more information please call: North: **01902 553600**,

South-East: **01902 553635**, or South-West: **01902 553700**.

There are some private companies whose services are available at a cost (contact social services).

Safety Support Service (Age UK) service available to over 50's in Wolverhampton. Supply and fit free door safety features including door chains and door viewers and a limited number of free window locks. They also provide advice and support on security, safety and falls prevention.

Tel: **01902 572060**

Therapeutic Services

Cruse Bereavement is a volunteer run counseling service for anyone who has experienced a bereavement. Practice support, advice and counseling are provided either online, by telephone or face to face. Cruse aims to promote the well-being of bereaved people and to enable anyone bereaved by death to understand their grief and cope with their loss. Address: PO Box 800, Richmond, Surrey, TW9 1RG

Wolverhampton and Dudley Branch:

Wolverhampton **01902 420055**

Dudley **01384 262878**

Pet bereavement services 0800 096 6606

Relate is a service aimed at supporting healthy, positive and balanced relationships for everyone. They provide counseling for relationships, families, sexual difficulties and for survivors of childhood sexual abuse. Counseling is provided face to face.

There is a charge which can be discussed on the phone with the appointment secretary. Address: 346 Newhampton Road East, Wolverhampton, WV1 4AD

Telephone Number: **01902 428447**

Email Address: relatewolves@hotmail.com

Wolverhampton Community Teams (due to change)

Home Treatment Team – works city wide to promote independence, reduce the need for hospital admission, facilitate early and safe discharge and prevent premature moves to residential/nursing care.

A team of nurses and support workers provide rapid response and intensive therapeutic interventions to adults over 65 experiencing mental health problems or people under 65 being supported by old age psychiatry services with complex needs. They work closely with inpatient, psychiatric and community mental health services and take referrals from these teams.

Telephone: **01902 445826**

Community Mental Health Teams (CMHTs) – are multidisciplinary teams consisting of a psychiatrist, community psychiatric nurses, social workers, occupational therapists, a psychologist, and support workers.

They work with adults over the age of 65 who are experiencing problems with their mental health, and those with dementia. If you would like to be referred to a CMHT, speak to your GP.

Working with all three team are a specialist Asian CPN and specialist African-Caribbean CPN. They offer support and advice; ensuring people's cultural needs are understood and met.

There are three teams across the city:

- 1) North CMHT Telephone: **01902 444047.**
- 2) South-East CMHT Telephone: **01902 575152.**
- 3) South-West CMHT Telephone: **01902 553791**

Social Services

Social services can help with a range of things such as independent living, access to services and care, support and information.

Access and Initial Assessment Social Services Team – are able to offer assessments to access a range of services including assistance with personal hygiene, prompts for medication, and a range of respite services. Whether you already access services or require an initial assessment, they are the first point of contact for teams across the city (regional care management, review, learning disability, physical and sensory). They will either put you through to the relevant team or if possible will provide the information themselves.

Address: Social Services Building, Alfred Square, Wednesfield, Wolverhampton, WV11 1XU.

Telephone: **01902 551199**.

Emergency Duty Team – provide an out of hour's emergency service when you are unable to contact the teams above.

Telephone: **01902 552999**.

Hospital Social Services Team – this team provide support to people whilst they are in New Cross Hospital and assist with organising appropriate care is available following discharge.

Address: New Cross Hospital, Wednesfield road, Wolverhampton, WV10 0QP.

Acute Services

Cedar Ward – is an inpatient ward for older adults with severe mental health problems and/or dementia, based at Penn Hospital. It is an assessment and treatment centre which provides 24-hour care.

New Cross 'Care Bundle'- Dedicated Ward Centre of Excellence for testing and development of care. This special ward at New Cross Hospital has a Multi-Disciplinary Outreach Team offering Advice and Support to Wards and Departments, to minimise impact of relocation to hospital.

Residential Services

Care homes - there are a number of residential care and nursing homes in Wolverhampton, offering respite and permanent care. Contact social services for details (contact details for social services are on page 10).

Patient Advice and Liaison Service (PALS)

PALS is a confidential service to inform, help and support clients, family and carers whilst visiting or staying in hospital. The service can provide information on NHS and related services, put patients in contact with relevant organisations and support groups, help to sort out problems, and work alongside health services in the community.

One PALS covers New Cross Hospital

Address: PALS, Top Floor-The Lodge, New Cross Hospital, Wolverhampton, WV10 0QP. Telephone: **01902 695362**.

A second PALS covers West Park Hospital, Penn Hospital, and Health Centres in Wolverhampton.

Address: PALS, Coniston House, West Entrance, Chapel Ash, Wolverhampton, WV3 0XE. Telephone: **01902 445378**.

Memory Services

Memory Clinic – is an assessment and possible treatment service for people with particular types of memory problems. People are invited to the clinic for an assessment of their memory. They are offered a follow up meeting with a qualified professional from the team who will explain the results and whether there is treatment available. If suitable, treatments are not a cure but can often help memory to work better for a short time. Additional information and advice about memory difficulties is available as well as information about other services or support. You need to be referred to this service by a professional such as your GP.

Address: Penn Hospital, Penn road, Wolverhampton, WV4 5HN.
Telephone: **01902 445794**.

Memory Strategy Group – runs for three weeks, and each group lasts about one-and-a-half hours. It provides information on memory, communication, coping strategies, and community-based services. People with memory problems and their relatives, friends or carers are welcome. We now run separate groups for Punjabi speakers and those under the age of 65 with memory difficulties. If you think that this service would be of use to you or somebody that you know, ask a member of your community mental health team for a referral.

Address: As above. Telephone: **01902 444687** between 9.30am and 12.30pm for more information.

Physical and Mental Health

Walking for Health is a service that aims to encourage people to walk more, especially those who do very little or no physical activity. It is a service for people of all ages and abilities. People with dementia can attend provided they have a carer or friend to accompany them if needed.

Telephone: **01902 444620**.

The WEAD service and drop-in centre is run by and for elder Asians with a disability. It also caters for people with dementia or other mental health problems.

Address: Unit 3, Imex Business Centre, 21 Temple Street, Wolverhampton, WV2 4AN. Telephone: **01902 448552**.

Samaritans offer confidential support to anybody who is suicidal or despairing.

There is a 24 hour telephone line, and people can also visit the centre between 8am and 10pm Tuesday-Thursday.

Address: 54 Newhampton Road West, Wolverhampton, WV6 0RU. Telephone: **01902 426422**.

Mind is the leading Mental Health charity in England and Wales. They can provide information on drug treatments, alternative therapies, where to get help, and types of mental distress. They can also provide support and legal advice.

Telephone: **08457 660163**.

Parkinson's Disease Society aims to help patients, relatives and carers with the problems arising from Parkinson's disease. The local support group meets on the first Monday of each month at Inglewood Court, Inglewood Avenue, Wolverhampton.

Address: C/O Citizens Advice Bureau, 26 Snow Hill, Wolverhampton, WV2 4AD. Telephone: **01902 714766**.

SANELINE is a national mental health line which offers practical information and emotional support to anybody affected by mental health issues, including family and carers. The telephone helpline operated from 1pm – 11pm.

Telephone: **0845 767 8000**.

Radar – is a national network of organisations for and people with disabilities. They campaign for better rights and produce guides to dealing with various aspects of life whilst managing ill health, injury or disability.

Address: 12 City Forum, 250 City Road, London, EC1V 8AF. Telephone: **020 7250 3222**. □ Email: radar@radar.org.uk

www.radar.org.uk

Huntington's Disease Association – providing information, advice, support and useful publications for families affected by Huntington's disease.

Telephone: **0151 2983298**

Email: info@hda.org.uk

The Neurological Alliance – a group which consists of 50 charities concerned with the brain and neurological disorders.

Address: Dana Centre, 165 Queen's Gate, London, SW7 5HE

Telephone: **020 7584 6457**

The Bladder and Bowel Foundation - providing help, information and support for all types of bladder and bowel related problems, for patients, carers and healthcare professionals

Address: SATRA Innovation Park, Rockingham Road, Kettering, Northants, NN16 9JH

Telephone: **01536 533255**

Beacon Centre for the Blind- There to help people with sight loss live fuller and more independent lives. They have just finished expanding the range and quality of the services offered with a new development at the site in Wolverhampton.

Address: Beacon Centre for the Blind
Wolverhampton Road East, WV4 6AZ

Telephone: **01902 880111**

NHS Stroke services

Stroke Coordinators – can visit after an individual has had a stroke and been discharged from hospital. They usually see people for up to a year afterwards. They act as a single point of contact for support but can also sign post you to the correct service regarding your physical health needs, benefits, support groups and more.
Address: Stroke Coordinators Office, West Park Hospital, Park Road West, Wolverhampton. West Midlands, WV1 4PW . Telephone: **01902 576441**.

Psychology for Stroke –the service works with people who have had a stroke, their carers and other professionals involved in their care. They can talk with people, listen, observe, complete tests, use talking therapy to explore experiences and work with other professionals with emphasis on the needs of the client.
Address: Psychology for Stroke, West Park Hospital, Park Road West, Wolverhampton, WV1 4PW. Telephone: **01902 446 001**

Family and Care Worker – offers support to individuals and families of people who are currently or were previously admitted to West Park or New Cross Hospitals following a stroke. For more information, including current support groups, use the address above or call; Telephone: **01902 710987/07944 966365**.

□Email: sarah.parish@stroke.org.uk

Community Intermediate Care Team- provides intensive multi-disciplinary support over 6 weeks. The team includes occupational therapy, nursing, physiotherapy and rehabilitation support workers. Referrals are taken from professionals via single point of access.

Address: Marston Ward, West Park Hospital, Park Road West, Wolverhampton, WV1 4PW. Telephone: **01902 445 921**

Outpatient Physiotherapy, Speech and Language Therapy and Occupational Therapy – these departments can offer longer term support, accessible by referral from a professional.

Address: West Park Hospital, Park Road West, Wolverhampton. West Midlands, WV1 4PW. Telephone: **01902 444 000**

Voluntary sector stroke services

Headway Black Country – support people following a stroke or other forms of head injury. They offer memory and life skills classes and also run carer support groups at West Park hospital on the 1st and 3rd Wednesday afternoon of the month. Carers may be entitled to free transport and someone to stay with the person they care for during the group.

For general support and information call the free national helpline on 0808 800 2244 or contact the local office below.

Address: Headway Black Country, 198 Wolverhampton Street, Dudley, DY1 1DZ.

Telephone: **01384 869 961**.

□Email: headwayblackcountry@mailauth.co.uk

Stroke Club – was set up 10 years ago by people affected by stroke for others in a similar position and is now affiliated with the Stroke Association. Carers and 'stroke survivors' meet on a Saturday 11am-1pm for gentle exercise followed by socialising or a speaker. They also organise days out, where the person who has had a stroke goes free. For more information please contact Maureen Greenwood on Telephone: **01902 621 554**

The Stroke Association – provide information and support to people who have experienced a stroke. They are a national organization, with centres across the West Midlands. Address: The Stroke Association, 1st Floor Windsor House, 15 High Street, Kings Heath, Birmingham, B14 7BB Telephone: **0121 441 6407** □Email: info@stroke.org.uk

General

Citizen's Advice Bureau – provides advice about a wide range of topics including housing issues, benefits, trading standards information and more.

Address: 26 Snow Hill, Wolverhampton, WV2 4AD

Telephone: **01902 572200**

Benefit Enquiry Line – is for people with disabilities and their carers seeking support to complete their benefits forms.

Address: 2nd Floor, Red Rose House, Lancaster Road, Preston, Lancashire, PR1 1HB

Helpline: **0800 882200**

Charity Search – provides a free service which helps older people in financial need receive the support that may be available to them from a variety of charitable sources.

Address: Charity Search, Freepost (BS6610), Avonmouth, Bristol, BS11 9TW.

Telephone: **0117 982 4060**,

Email: info@charitysearch.org.uk, www.charitysearch.org.uk

National Council for Voluntary Organisation -

provides information about voluntary organisations in your area and assists in setting up self-help and support groups.

Address: Regent's Wharf, 8 All Saints Stree, London, N1 9R

Telephone: **020 77136161**

Neighbourhood Support Service is a confidential service giving advice and assistance to enable older or disabled people to maintain their home and continue to live independently in the community.

Address: The Maltings, Herbert Street, Wolverhampton, WV1 1NQ

Telephone: **01902 554701**

Elderly Accommodation Counsel – hold records of sheltered housing and residential care across the country which they can send out in request

Address 3rd Fkiirm 89 Albert Embankment, London, SE1 7PT

Helpline: 020 7820 1343

The Patients Association - highlights the concerns and needs of patients. We work with Government and a broad range of individuals and organisations to develop better, and more responsive, health services

Address: PO Box 935, Harrow, Middlesex, HA1 3YJ

Helpline Telephone: 0845 608 4455

Travel

Tourism for All - providing information to the public, especially to older people and those with disabilities, on where their specific access needs can be met so that they can fully participate in travel and leisure.

Address: c/o Vitalise, Shap Road Industrial Estate, Shap Road, Kendal, Cumbria, LA9 6NZ

Telephone: **0845 124 9971**

Vitalise - providing short breaks for disabled people and carers at accessible Centres in the UK.

Address: Short Break Bookings Team, Shap Road Industrial Estate, Shap Road, Kendal, Cumbria LA9 6NZ

Telephone: **0845 345 1970**

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