Kent Clinical Neuropsychology Service

Support and information for people in East Kent who have an acquired brain injury or long term neurological condition

Services provided by:
East Kent Hospitals University NHS Foundation Trust
Kent and Medway NHS and Social Care Partnership Trust
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If you are an EKHUFT patient and would like this information in another language, audio, Braille, Easy Read, or large print please ask a member of staff.

Any complaints, comments, concerns, or compliments please speak to your doctor or nurse, or contact the Patient Advice and Liaison Service (PALS) on 01227 783145 or 01227 864314, or email ekh-tr.pals@nhs.net

Further patient leaflets are available via the East Kent Hospitals website: www.ekhuft.nhs.uk/patientinformation

If you are a KMPT patient and have a concern about your care and treatment, we welcome your comments and ask that you speak with the staff providing your care. If you feel unable to and would rather speak to the PALS and complaints team directly, please contact us and we will support you through the process. All complaints will be carefully listened to and thoroughly investigated.

Compliments

If you have something positive to say about our service, we would love to hear from you. Please speak to staff direct or you can log your compliment at www.kmpt.nhs.uk/feedback

Contact details for PALS and complaints

East Kent: 0800 783 9972
West Kent and Medway: 0800 587 6757
Email: kmpt.pals.kmpt@nhs.net

Or write to: KMPT PALS and complaints, St Martins Hospital, Littlebourne Road, Canterbury, Kent CT1 1TD

This booklet was produced by:
Dr Melanie George, Consultant Clinical Neuropsychologist.
With thanks to Miss Lydia Davidson, Applied Psychology Student for her considerable help with the revised version.
Home improvement agencies

**Handyperson service**

This service is run by the charity Age UK and is provided for people over the age of 60. The handyperson service offers help with small, practical jobs. The service charges £15 per hour for minor repairs and installing safety equipment around the home, and any materials/equipment are paid by the customer. More information can be found on the Age UK website.

**Age UK advice telephone line:** 0800 678 1602  
**Website:** www.ageuk.org.uk

**Peabody care and support**

Provides care and support to over 8,000 individuals. This home improvement agency service provides practical support, advice, adaptations, small handyperson jobs and information for older or disabled people to help them feel safe and independent in their home.

There are different teams across Kent - an east Kent team, a Medway team and a mid and west Kent team. The east Kent team covers Shepway, Ashford, Thanet, Canterbury and Dover. The mid and west Kent team provides help to Sevenoaks, Tunbridge Wells, Tonbridge, Malling, Dartford, Gravesham and Maidstone.

**Telephone:** 0800 028 3172  
**Email:** careandsupport@peabody.org.uk  
**Website:** www.peabody.org.uk/care-support

**Remap**

Remap is a service which helps people with disabilities achieve improved independence and a better quality of life. This service designs custom made equipment based on an individual's needs such as rollators, eating aids, tools to open doors while in a wheelchair and much more.

**Telephone:** 01732 760209  
**Website:** www.kent.remap.org.uk

**Staying Put**

Staying Put is a home improvement agency based in Swale, providing help, advice and support to the elderly or disabled. Staying Put can help with minor jobs to help make the home a safer place such as performing repairs, making the home safer and even installing adaptations.

**Telephone:** 01795 417131  
**Website:** www.swale.gov.uk/staying-put
Information about conditions and charities

Ageless Thanet
Ageless Thanet provides free, high-quality local activities for all of Thanet’s 50+ residents. Programmes include art classes, woodwork, tai chi, pottery and learning a musical instrument.

Telephone: 01843 210005
Email: t.lovelock@sekgroup.org.uk
Website: www.sekgroup.org.uk/community-support/ageless-thanet

Assistance Dogs
Assistance Dogs is a coalition of eight charities where dogs are trained and accredited to promote freedom and independence for people living with a disability.

Website: www.assistedogs.org.uk

The Brain Charity
This charity offers emotional support such as counselling and support groups, practical help such as legal advice, and social activities to anyone with a neurological condition and to their family, friends and carers.

Helpline: 0800 008 6417 (Monday - Friday: 9am-4.30pm)
Email: info@thebraincharity.org.uk
Website: www.thebraincharity.org.uk

Brain and Spine Foundation
The Brain and Spine Foundation provides support and quality information to people affected by brain and spine conditions, in order to reduce anxiety and help inform their choices.

Additionally, the Brain and Spine Foundation has a manned helpline providing information on neurological conditions.

Telephone: 0808 808 1000
Email: helpline@brainandspine.org.uk
Website: www.brainandspine.org.uk

Brain and Spinal Injury Charity (BASIC)
BASIC provides counselling, information and support services for patients and their families following a brain or spinal injury. It offers cognitive and physical rehabilitation alongside psychology support through the use of cognitive behavioural therapy (CBT). BASIC accepts self-referrals which can be completed via its website.

Telephone: 0161 707 6441
Email: enquiries@basiccharity.org.uk
Website: www.basiccharity.org.uk

The Brain Tumour Charity
The Brain Tumour Charity is committed to saving and improving lives faster to help every single person affected by a brain tumour. They provide essential funding for research, campaigning for change alongside support. They offer both online and offline support groups alongside an information support line which is open Monday to Friday 9am-5pm, with someone to listen to concerns or frustrations.

Support and information line: 0808 800 0004
Email: enquiries@thebraintumourcharity.org
Website: www.thebraintumourcharity.org
**British Red Cross**
The British Red Cross is a charity helping anyone, anywhere in the UK and around the world to get the support they need if crisis strikes. British Red Cross offers a range of services to provide help, including their Home from Hospital and Borrow a Wheelchair services.

**Telephone:** 0344 871 1111  
**Email:** contactus@redcross.org.uk

**Cinnamon Trust**
Free advice and practical support (such as dog walking, feeding and temporary fostering), for older pet owners who are unable to look after their animals due to ill health or hospital stays.

**Telephone:** 01736 757900  
**Email:** admin@cinnamon.org.uk  
**Website:** www.cinnamon.org.uk

**Different Strokes**
Different Strokes is an organisation supporting younger stroke survivors reclaim their lives through active peer support and independent recovery.

**Telephone:** 0345 130 7172  
**Email:** info@differentstrokes.co.uk  
**Website:** www.differentstrokes.co.uk

**The Encephalitis Society**
Support for adults and children affected by encephalitis and their families and carers. The society provides advice and information, alongside a strong level of support, including opportunities to meet other individuals with encephalitis and telephone, Skype and email contact information to talk to a member of the support team personally. Skype calls should be pre-arranged via email.

**Telephone:** 01653 699599  
**Email:** support@encephalitis.info  
**Skype:** Encephalitis Society

**Guillain-Barré and Associated Inflammatory Neuropathies**
This charity offers a range of useful information such as financial support, notifying the DVLA and information guides on Guillain-Barré syndrome. Additionally, this charity provide a free helpline which is open Monday to Friday 9am-3pm, which can provide support or even just a friendly chat.

**Freephone helpline:** 0800 374803  
**Email:** office@gaincharity.org.uk  
**Website:** www.gaincharity.org.uk

**Huntington’s Disease Association (HDA)**
This charity works to improve care and support services for people with Huntington’s disease, educate families and professionals and champion people’s rights. The HDA offers a specialist Huntington’s disease advisory service; all specialist advisers are experienced and compassionate care management professionals, understanding that whole families may need support. This service offers home visits to provide practical help and emotional support and a confidential helpline alongside making referrals into specialist Huntington’s disease clinics.

**Telephone:** 0151 331 5444  
**Email:** info@hda.org.uk  
**Website:** www.hda.org.uk
Kent MS Therapy Centre
This centre provides a wide range of therapies and services that are vital in helping to alleviate some of the symptoms of MS. Some of the therapies available include acupuncture, counselling, hydrotherapy and physiotherapy.

Anyone wishing to use the Kent MS Therapy Centre is invited to become a member for a small annual fee, currently £15.

Telephone: 01227 470876
Email: info@kentmstc.org
Website: www.kentmstc.org.uk

Motor Neuron Disease Association
This charity offers information and advice to individuals living with motor neuron disease including information of benefits, financial support, treatments and medication. They focus on improving access to care, research and campaigning for individuals living with or affected by motor neuron disease.

Helpline: 0808 802 6262
Email: mndconnect@mndassociation.org
Website: www.mndassociation.org

The MS Society
The MS Society funds research and support for individuals with MS. This charity provides a community support network to be there through highs and lows.

The society also has a social networking site for people with MS and can be accessed via the link: https://shift.ms

Free helpline: 0808 800 8000
Website: www.mssociety.org.uk

Multiple Sclerosis Trust
This charity provides information to help people with MS live the best life possible. Additionally, it trains and educates MS health professionals alongside funding MS nurses in the areas of greatest need.

Telephone: 0800 032 3839
Email: infoteam@mstrust.org.uk
Website: www.mstrust.org.uk

Parkinson’s Local Adviser service
Parkinson’s UK offers a network of friendly local advisers – whether you have the condition or you’re a carer, friend or family member of someone with Parkinson’s. Your Parkinson’s local adviser will have a wide range of knowledge and expertise about Parkinson’s and about services available in your area.

Telephone: 0344 225 3737
Email: adviser5.southeast@parkinsons.org.uk

Parkinson’s UK
Parkinson’s UK drives better care, treatments and quality of life. It aims to bring forward the day when no one fears Parkinson’s.

Helpline: 0808 800 0303
Email: hello@parkinsons.org.uk
Website: www.parkinsons.org.uk
**Porchlight**
Helping people manage any issues affecting their day-to-day life and their ability to live independently. Porchlight help vulnerable and isolated people get support with their mental health, housing, education and employment.

**Helpline:** 0800 567 7699  
**Website:** www.porchlight.org.uk

**PSP Association**
PSP Association provides support and information to people living with Progressive Supranuclear Palsy (PSP) and Corticobasal Degeneration (CBD), while funding research into treatments and ultimately a cure. PSP Association offers a helpline which provides emotional and practical support, information of living with PSP and CBD alongside contact details of local support networks.

**Helpline:** 0300 011 0122  
**Email:** info@pspassociation.org.uk  
**Website:** www.pspassociation.org.uk

**Red Zebra**
Red Zebra is a charity providing a range of services across Kent enabling people to be involved and active in their communities. Examples of services offered include, Ageless Thanet, social prescribing and a volunteer car service. Visit the website to find out more.

**Telephone:** 01227 262313  
**Website:** www.redzebra.org.uk

**Shaw Trust**
A national charity providing employment opportunities, skills development training and health and wellbeing services.

**Email:** support@shaw-trust.org.uk  
**Website:** www.shaw-trust.org.uk

**Spinal Injuries Association**
This charity offers a range of services such as advice and advocacy, telephone counselling and help regarding funding. The association also provides Peer Support Officers who can provide one-to-one support, practical help and advice, encouragement and a listening ear. The Peer Support Officers provide help both in an inpatient setting and within the community. They will also support family members and friends, allowing them to talk with someone who understands and who can signpost them to sources of help and information.

**Telephone:** 01908 604191  
**Email:** sia@spinal.co.uk  
**Website:** www.spinal.co.uk

**Social prescribing**
Social prescribing is a way to help people make positive changes in their lives and within their communities by linking them to voluntary and community groups and other non-clinical services. The Connect Well online directory has been created to improve links between health professionals and voluntary and community sector.

**Telephone:** 01227 272781  
**Email:** connectwell@redzebra.org.uk
The Stroke Association
The UK’s leading charity dedicated to conquering stroke. The Stroke Association provides services across the UK, campaigns for better stroke care and invests in research. Some of the services include communication support, exercised-based rehabilitation and emotional support.

**Helpline:** 0303 3033 100  
**Email:** helpline@stroke.org.uk  
**Website:** www.stroke.org.uk

Stroke Recovery Service
The Stroke Recovery Service is a part of the Stroke Association and provides high quality information, practical advice and emotional support following a stroke. Whether you are a stroke survivor, carer or family member, the team will begin working with you after a stroke.

**Ashford:** 07515 596731  
**Canterbury:** 01227 783023  
**Medway:** 01634 382868  
**South Kent Coast (Dover, Deal, Shepway):** 01227 783023  
**Swale:** 07703 319061  
**Email:** info@stroke.org.uk

Volunteer car service
This service is based in Whitstable and enables people who find it difficult to use public transport, either through age or a need for special assistance, to attend essential health appointments and where resources allow, shopping trips or social excursions.

Journeys are arranged in advance via telephone and three days notice is required when making a booking. To use the scheme, you must first pay a membership registration fee of £10 per person (or £15 per couple). Journeys are charged at 45p per mile with a minimum charge of £6.50.

Please note the telephone line is open Monday to Friday 10am-12.30pm.

**Telephone:** 01227 271111  
**Website:** www.redzebra.org.uk

Support groups

**Active Parkinson’s exercise class**
Takes place every Monday from 6-7pm at the Community College, Bellevue Road, Whitstable CT5 1PX. This is a high impact class for those who are active.

**Telephone:** 07935 227327  
**Email:** gillharvey2016@gmail.com

**Ashford working age stroke support group**
This group offers a friendly, informal environment for peer support. Meetings are held on a monthly basis.

**Telephone:** 07791 993615  
**Email:** amandakgray80@gmail.com
East Kent Stroke Group
An organisation which aims to improve the lives of stroke survivors and their families who live in east Kent. They have regular coffee mornings, lunches and outings.

Telephone: 07486 484968
Email: eastkentstrokes@gmail.com
Website: www.eastkentstrokes.co.uk

Parkinson’s Café
Tenterden: Every first Tuesday of the month from 12pm-1pm at The Red Lion, Hythe, for a friendly and informal social gathering for people affected by Parkinson’s. Partners, family and friends welcome.

Telephone: Christine: 01580 764046

New Romney: Every first Monday of the month from 10:30am at Costa Coffee, New Romney for a friendly and informal social gathering for people affected by Parkinson’s. Partners, family and friends welcome.

Telephone: 0344 225 3660
Email: jstarling@parkinsons.org.uk

Parkinson’s Group
Parkinson’s UK runs groups that offer information, friendship and support to local people with Parkinson’s, their families and carers. They organise regular social activities, singing and exercise classes.

Ashford
Telephone: 01580 764046
Email: mim.londonbeach@gmail.com

Canterbury
Telephone: 01224 452638
Email: jean.whitehead123@btinternet.com

Dover
Telephone: 01304 206959
Email: celiamp@talktalk.net

Folkestone
Telephone: 01303 248194
Email: isobel_salisbury@hotmail.com

Thanet
Telephone: 01843 842985
Email: adouglashamilton@aol.com

Whitstable Stroke Club
The Whitstable Stroke Club is a Stroke Association affiliated club that provides peer support following stroke, social opportunities, speakers, outings and other events and activities.

Weekly meetings held every Friday, 3.30-5.30pm.
Telephone: Pat Pittock - 01227 281377
Local authorities

Debt advice

Benefits
Benefits are payments from the government to certain people. Following a brain injury, you may experience changes within your life and these benefits may help you handle these changes.

Advice line: 0808 802 2000
Carers allowance: 0800 731 0297
Disability Living Allowance: 0800 121 4600
Personal Independence Payment: 0800 121 4433
Pension credit: 0800 99 1234

Citizens Advice Bureau
This offers free, confidential, impartial and independent advice from over 3,500 locations. These include high streets, community centres and doctor’s surgeries in order to help people resolve their problems with such things as debt, benefits, employment, housing and discrimination. The service is available to anyone. Advice may be given face-to-face or by phone. Most bureaus can also arrange home visits.

Website: www.citizensadvice.org.uk

Ashford
Address: Seabrooke House, Church Road, TN23 1RD
Telephone: 01233 626185

Canterbury
Address: 3 Westgate Hall Road, CT1 2BT
Telephone: General enquiries - 01227 452 762. Advice line - 0344 848 7978

Dover and Deal
Address: Maison Dieu Gardens, Maison Dieu Road, CT16 1RW
Telephone: 0344 848 7978

Folkestone
Address: Units 4-6, Princes Gate, George Lane, CT20 1RH
Telephone: General enquires - 01303 241435

Herne Bay
Address: 185/187 High Street, CT6 5AF
Telephone: General enquiries - 01227 740647. Advice line - 0344 848 7978

Swale - Faversham
Address: 43 Stone Street, ME13 8PH
Telephone: General enquiries - 01795 417666. Advice line - 0344 848 7978

Swale - Sittingbourne
Address: Swale House, East Street, ME10 3HT
Telephone: General enquiries - 01795 417666. Advice Line - 0344 848 7978
Disability Information Service Kent (DISK)
DISK is an independent organisation with an aim to provide a one-stop point of information to any person with a disability, the elderly, carers, family and service providers.

Telephone: 01303 226464
Email: disabilinf@aol.com
Address: 7 Town Walk, Folkestone CT20 2AD

Disablement Services Centre (DSC)
A service providing equipment to people who have a permanent medical or severe physical condition to help with everyday life. There are two services within DSC: Environmental Control Service and Prosthetic Service (artificial limbs)

Telephone: 01634 833927
Email: kmpt.specialistequipmentservices@nhs.net
Website: www.kmpt.nhs.uk/our-services/specialist-equipment-services

Loan sharks advice
Loan sharks are illegal moneylenders who often charge very high interest rates. You can check if a company is authorised to lend money and report loan sharks anonymously. You can check for companies and individuals authorised by the Financial Conduct Authority (FCA) via the website, email or telephone.

Telephone: 0800 111 6768
Email: consumer.queries@fca.org.uk
Website: www.direct.gov.uk/stoploansharks

Money Advice Service
Set up by the government, this service offers free and impartial money advice. It also offers advice and guides to help improve your finances, tools and calculators to help keep track and plan ahead alongside support over the phone and online.

Telephone: 0800 138 7777
Website: www.moneyadviceservice.org.uk

My Money Steps
The national debtline offers free independent advice and they have an online service called My Money Steps. This service will tell you what options you can choose from to deal with your debts and give you a personal action plan to help you manage your money. There is an interactive online advise service via the website.

Telephone: 0808 808 4000
Website: www.mymoneysteps.org

Social Enterprise Kent
This service offers free courses, including a course on budgeting and money management:

Telephone: 01227 469970
Email: info@sekgroup.org.uk
Website: www.sekgroup.org.uk
**StepChange**
The StepChange debt charity, offers solutions via its online debt counselling service: Debt Remedy. This charity can offer tailored advice and practical solutions such as bankruptcy advice, debt management plans and equity release.

**Telephone:** 0800 138 1111  
**Website:** www.stepchange.org

**Tax help for older people (60+)**
This service provides free, independent and expert advice and help for older people on lower incomes (£20,000 gross per annum or less).

**Telephone:** 01308 488066  
**Email:** taxvol@taxvol.org.uk  
**Website:** www.taxvol.org.uk

**Turn2Us**
An organisation which helps people in financial need gain access to welfare benefits, charitable grants and other financial help online, by phone and face-to-face.

**Website:** www.turn2us.org.uk

**Social services information and advice about equipment and care needs**

**Citizens Rights for Older People (CROP)**
CROP is not a campaigning organisation, but a confidential advocacy service. They use trained volunteers who visit older people in their own home to express their individual needs, either for themselves or through visiting an advocate. CROP can offer help when people are unsure about making a complaint, have suffered a suspected injustice or even need help filling in a benefits form. All volunteers are police checked to deal with vulnerable older people and carry identity badges with them. CROP ensures that its volunteers are regularly updated and trained to a high standard.

**Telephone:** 01622 851200  
**Email:** lenham@cropkent.org.uk  
**Website:** www.cropkent.org.uk

**The Court of Protection**
The court provides information about the Mental Capacity Act and applying for Power of Attorney (LPA). It also provides advice about applying for deputyships for finances or care.

**Telephone:** 0300 456 4600  
**Email:** courtofprotectionenquiries@hmcts.gsi.gov.uk  
**Website:** www.gov.uk/courts-tribunals/court-of-protection

**Kent Adult Social Services and Health**
This service can provide a needs assessment whereby someone will discuss what changes you would like to make in your life. From here, the kind of care and support you need can be arranged. This service can include help with things such as washing, dressing, cooking and eating.

**Telephone:** 0300 041 6161  
**Email:** social.services@kent.gov.uk
Kent Association for the Blind (KAB)
KAB is a service providing comprehensive support to people of any age and at any stage of their sight loss journey. This service offers rehabilitation to help manage sight loss, emotional support and practical advice about the services available to individuals, training in understanding sensory impairment and assistive technology and provides a support network.

Website: www.kab.org.uk

East Kent Team - covers Swale, Canterbury, Thanet, Dover, Ashford and Shepway
Telephone: 01227 763366
Email: rehab.canterbury@kab.org.uk

West Kent Team - covers Dartford, Gravesham, Sevenoaks, Maidstone, Tonbridge and Malling, and Tunbridge Wells
Telephone: 01622 691357
Email: enquiry@kab.org.uk

Kent Childcare, Children and Families Information Service
This service can offer help to children and young people up to the age of 18 who are living with severe and profound learning disabilities, physical and sensory disabilities or a combination of disabilities. An assessment can be done to help agree what kind of care and support is best including help at home and access to other services and support groups.

Telephone: 0300 041 2323
Email: kentcfis@kent.gov.uk

Kent County Council - Home Library Service
This service can deliver library items to you if you cannot visit a library. After visiting you to discuss your tastes and needs, staff will select suitable material for you. A volunteer will deliver your books, DVDs or other items and collect ones you are finished with. Applications can be made online.

Website: www.kent.gov.uk/ibs

Kent Supported Employment
Kent Supported Employment offer this service for individuals with a disability who are seeking employment alongside offering advice to those already in employment. People need to be referred to, or known to social services, in order to access this service. The service does accept self-referrals.

Email: kentsupportedemployment@theeducationpeople.org

Lifeline
Lifeline offers a 24-hour personal alarm, available as a pendant or wristband. Pressing the red button will transmit a message to the lifeline home unit, which will in turn raise a call to the local monitoring centre, providing a reassuring link to the outside world. Applications can be made online and demonstrations are available. Prices start from £3.08 per week.

Website: lifeline.canterbury.gov.uk

Ashford
Telephone: 01233 642095
Email: lifeline@ashford.gov.uk

Shepway
Telephone: 01303 242615
Email: lifeline.proactive@shepway.gov.uk

Canterbury
Telephone: 01227 862 540
Email: lifeline.coordinators@canterbury.gov.uk
Health and hospital support

Cardiac Rehabilitation Service
This service provides information about all issues relating to cardiovascular health. It promotes secondary prevention through lifestyle changes and offers physical, social and psychological rehabilitation through a range of options. It offers an eight week exercise programme for anyone who has suffered from a heart attack, angioplasty, bypass surgery, heart transplant or one of a number of other conditions. Referrals can be made via your GP within six months of cardiac event.

Telephone: 0300 123 1709
Email: kcht.communitycardiacrehab@nhs.net
Website: www.kentcht.nhs.uk

Insight Healthcare
Insight Healthcare is a not-for-profit organisation providing free NHS talking therapy services across the UK. To access these services you can self-refer by telephoning or emailing or you may ask your GP for a referral.

Telephone: 0300 555 5555
Email: kent@insighthealthcare.org
Website: www.insighthealthcare.org

Kent and Medway wheelchair services
This service provides assessments for people with mobility and other postural problems, supplying wheelchairs, pressure care cushions and accessories for wheelchairs. To access this service you will need a referral from a GP or a qualified healthcare professional.

Telephone: 0330 124 4485
Email: kentandmedwaywcs@millbrookhealthcare.co.uk

League of Friends, Kent and Canterbury Hospital
The League of Friends (the League) of the Kent and Canterbury Hospital (K&CH) raises funds to buy a wide range of gifts, equipment and other items to benefit patients attending the hospital as well as visitors and staff.

Telephone: 01227 864030
Email: ekh-tr.leagueoffriends@nhs.net
Website: www.lofkch.org.uk

Patient Experience Team (PET)
PET is available to listen to any compliments or complaints regarding experiences with the NHS. PET can help to resolve any problems or concerns, listen to views and experiences and alert hospital staff if there are recommendations for changes to be made to services.

Telephone: 01227 783145 or 01227 864314
Email: ekh-tr.pals@nhs.net
Address: First Floor, Trust Offices, Kent and Canterbury Hospital, Ethelbert Road, Canterbury CT1 3NG
Mental health support services

**Breakeven**
Breakeven is a service of experienced counsellors who are trained specialists in working with problem gambling. Whether it is a personal problem, or the gambling of a friend or family is more widely adversely affecting life, Breakeven can help. Breakeven has counselling facilities in Maidstone offering easy access from across Kent and Medway.

**Telephone:** 01273 833722  
**Email:** info@breakeven.org.uk  
**Website:** www.breakeven.org.uk

**CALM**
This service aims to prevent male suicide in the UK and offers anonymous, confidential help. The helpline is open between 5pm-12am every night.

**Telephone:** 0800 58 58 58  
**Website:** www.thecalmzone.net

**East Kent Stop Smoking Service**
You are four times more likely to quit with support. This service offers both an inpatient and community support network. You can self-refer by phoning the service or asking a health professional. This service offers professional support and advice alongside nicotine replacement therapy tailored to your individual needs.

**Telephone:** 0300 123 1220  
**Text:** QUIT to 87023

**Insight Healthcare Kent Talking Therapies**
Free confidential service available to anyone aged 17 and over who lives in east Kent and anyone aged 18 or over who lives in Dartford, Gravesham, Swanley or Swale. Self referrals can be accepted online, via phone, by emailing or by contacting a GP.

**Telephone:** 0300 555 5555  
**Email:** kent@insighthealthcare.org  
**Website:** www.insighthealthcare.org/our-services/talking-therapies/find-a-service/kent

**Kent Clinical Neuropsychology Service**
The Kent Clinical Neuropsychology Service provides neuropsychological assessment and rehabilitation to people who have an acquired brain injury or other neurological disorder. Referrals to this service can be obtained from your GP or a healthcare professional.

**Telephone:** 01634 833937  
**Website:** www.kmpt.nhs.uk/our-services/east-kent-and-medway-clinical-neuropsychology-service/

**Kent and Medway NHS and Social Care Partnership Trust (KMPT)**
If you are currently receiving support from KMPT, then please contact your Community Mental Health Team (CMHT) Monday-Friday from 9am-5pm.

If you need help out-of-hours, please contact your local crisis team:

**Medway and Swale:** 01634 833738  
**North east Kent crisis team:** 01227 812286  
**North Kent crisis team:** 01322 622222  
**South east Kent crisis team:** 01227 812215  
**West Kent crisis team:** 01622 722105/01622 723205
If you are not a KMPT patient, please make an appointment to see your GP to discuss your concerns. Your GP can request an urgent assessment through the Single Point of Access team by contacting them on 0300 222 0123 or refer you to our Support and Signposting service.

If you are a new patient and need urgent or emergency mental health help out-of-hours, please dial 111 where the call handler will assist you to reach the right help.

**Live Well Kent**
This service can provide a range of support from healthy living to managing your money and making new friends. You can self-refer to this service.

**Telephone:** 0800 567 7699  
**Website:** www.livewellkent.org.uk

**Mental Health Action Groups**
Mental Health Action Groups (MHAGs) provide local forums for mental health information, support and expertise across Kent. MHAGs welcome everyone to work in partnership to improve the lives of people living with or affected by mental health problems. There are nine groups across Kent with each group meeting every two months. Visit the website to find the next scheduled meeting in your area.

**Telephone:** 01732 744950  
**Email:** mhag@westkentmind.org.uk  
**Website:** westkentmind.org.uk/mental-health-action-groups

**Mental Health Matters Helpline**
Mental Health Matters Helpline is a confidential service staffed by trained helpline workers, offering emotional support to people. The helpline also provides information on local and national mental health services and can signpost to further support. You do not need to have been diagnosed with a mental health issue to call the helpline. Anyone can call about a range of issues for which they may need emotional support, including bereavement, relationship problems, loneliness, isolation and stress. The helpline can provide ongoing support over a period of time. It is also open to support people who are caring for others with mental health needs.

**Telephone:** 0800 107 0160 (free from landlines) or 0300 330 5486 (free for mobiles)  
**Email:** info@mentalhealthmatters.co.uk  
**Website:** www.mhm.org.uk

**NHS Intermediate Care Teams**
This multi-disciplinary team provides short-term health and social care support and/or rehabilitation to people in the community. They aim to enable service users, where possible to remain in the community rather than be admitted to hospital or long-term care. To access this service, a referral from a GP or health care professional is required.

**Telephone contacts**

<table>
<thead>
<tr>
<th>Area</th>
<th>Contact Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ashford</td>
<td>0300 790 6798</td>
</tr>
<tr>
<td>Dover and Deal</td>
<td>01304 865310</td>
</tr>
<tr>
<td>Folkestone</td>
<td>01303 854451</td>
</tr>
<tr>
<td>Herne Bay</td>
<td>0300 123 4415</td>
</tr>
<tr>
<td>Margate</td>
<td>01843 254134</td>
</tr>
<tr>
<td>New Romney</td>
<td>01797 366774</td>
</tr>
<tr>
<td>Swale</td>
<td>01795 879138</td>
</tr>
<tr>
<td>Tenterden</td>
<td>01580 261545</td>
</tr>
<tr>
<td>Thanet</td>
<td>01843 254134</td>
</tr>
<tr>
<td>West Kent</td>
<td>0300 123 4081</td>
</tr>
</tbody>
</table>

**Online mental health support**

Online therapeutic self-help resource

**Website:** www.getselfhelp.co.uk
Psychological Therapies
A free confidential service where a trained mental health specialist will offer support to develop strategies to enable a person to feel more in control of their life and able to cope with feelings of depression and anxiety (also known as PTP and IAPT).

Dover Counselling Centre - IAPT service
Telephone: 01304 204123
Email: admin@dovercc.org.uk
Address: Horizon House, Gordon Road, Whitfield, Dover CT16 2ES

Thinkaction Ashford
Telephone: 0300 012 0012
Address: 171 Beaver Road, Ashford TN23 7SG

Thinkaction Canterbury
Telephone: 0300 012 0012
Address: 34 Simmonds Road, Wincheap, Canterbury CT1 3RA

Thinkaction Swale and Medway
Telephone: 0300 012 0012
Address: Anchorage House, 44-67 High Street, Chatham ME4 4LE

Release the pressure
Life can get really tough sometimes, but talking can help. Release the pressure have a highly trained and experienced team available 24/7 to provide you with confidential support to get you back on track. So if you are beginning to feel the pressure, don’t suffer in silence. Make the call or chat online.

Telephone: 0800 107 0160
Website: www.kent.gov.uk/social-care-and-health/health/release-the-pressure

Samaritans
A service which provides confidential, emotional support 24 hours a day, 365 days a year. Talk at any time, in your own way and off the record, about whatever’s getting to you.

Telephone: 116 123
Email: jo@samaritans.org
Website: www.samaritans.org

The Silver Line
The Silver Line is a free and confidential helpline providing information, friendship and advice to older people. This helpline is open 24 hours a day, every day of the year.

Telephone: 0800 470 8090
Website: www.thesilverline.org.uk

Together For Mental Wellbeing
A national charity working to help individuals manage mental health difficulties via supporting people to return to work, find new hobbies, solving housing issues, making friends and organising finances.

Telephone: 020 7780 7300
Email: contact-us@together-uk.org
Website: www.together-uk.org
Leisure activities

The Broadstairs Town Shed Club
A place for people aged 55 and over to get together to do DIY / woodwork and metal-work based activities as a way to tackle loneliness and isolation. Allows members to share and learn new skills.

Telephone: 07597 349290 / 01843 867580
Email: info@broadstairstownshed.org.uk
Website: www.broadstairstownshed.org.uk
Address: Unit 3 Oakwood Industrial Estate, Dane Valley Road, Broadstairs CT10 3JL

Enable Holidays
Provides package holidays for people with disabilities, their families and friends

Telephone: 0203 598 3865
Email: enquiries@enableholidays.com
Website: www.enableholidays.com

Free cinema tickets for carers
People in receipt of Attendance Allowance or Disability Living Allowance or who are registered blind can apply for a Cinema Exhibitors Card. The card is valid for one year and entitles a carer to accompany them free of charge. There is a small processing fee of £6.

Telephone: 01244 526016
Email: info@ceacard.co.uk
Website: www.ceacard.co.uk

Kent Adult Education
Kent Adult Education offers individuals the opportunity to join specific courses at a reduced fee if referred by their health professional. It provides a range of courses to help with mental and physical wellbeing and helps demonstrate the important part learning can play in recovery. Courses can help to improve confidence and social interaction, support and improve wellbeing and make individuals feel more able to cope with everyday life, reduce stress and anxiety levels and help people learn to relax plus improve fitness and mobility.

Telephone: 0300 041 2222
Email: clscustomerrelations@Kent.gov.uk
Website: www.kentadulteducation.co.uk

Kent Sport
Kent Sport is a service committed to raising the profile of disability sport and helping everyone have equal access to opportunities, encouraging people with a disability to become more active. The website lists key disability contacts for sports such as fencing and cycling.

Telephone: 0300 041 4001
Email: kentsport@kent.gov.uk
Website: www.kentsport.org/get-active/sport-disability

National Key Scheme
The National Key Scheme enables key holders to unlock all disabled toilets registered to the scheme. Keys cost £4.50.

General Enquires: 0330 995 0400
Email: enquiries@disabilityrightsuk.org
Website: www.disabilityrightsuk.org/shop
**Revitalise**
Holidays for people with disabilities, and for people with disabilities and their carers, together with volunteers who enable carers to rest

**Telephone:** 0303 303 0145  
**Website:** www.revitalise.org.uk

**Riding for the Disabled Association (RDA)**  
The RDA uses horses and ponies to provide therapy, achievement and enjoyment to people with disabilities across the UK. The RDA offers activities to any age group and where possible, any disability.

**Telephone:** 01926 492915  
**Email:** info@rda.org.uk  
**Website:** www.rda.org.uk

**Rough Guide to Accessible Britain**  
Ideas on days out across the UK, featuring 100 accessible locations. The guide is now free to view or download online.

**Website:** www.motability.co.uk

**Sailability**  
Sailability is the Royal Yachting Association’s national programme, enabling people with disabilities to try sailing and take part regularly. It’s the perfect sport to experience tranquillity and freedom out on the water, or progress skills and become competitive.

Sailing is open to anyone, no matter what age or disability. You don’t need to be able-bodied, or even a strong swimmer. The network of approved Sailability sites will have boats and facilities to cater for everyone.

**Telephone:** 0844 556 9550  
**Email:** sailability@rya.org.uk  
**Website:** www.rya.org.uk

**Tourism for All**  
Information about holidays and travel for people with disabilities.

**Telephone:** 0845 124 9971  
**Email:** info@tourismforall.org.uk  
**Website:** www.tourismforall.org.uk
Leisure centres

Blue Wave Hydrotherapy and Gym Complex
The Blue Wave Hydrotherapy and Gym complex offers an exercise referral membership. This membership is a three month contract for clients referred by a GP or health professional. There are two sessions a week in the gym for the referral group and two sessions a week in the hydrotherapy pool, where a fitness instructor is either in the water or poolside helping clients with their exercises. Outside of these sessions, clients may use the gym and pool at any time during opening hours. Individuals will also meet with the fitness instructor after six weeks and at the end of the programme to assess their progress and suggest any changes to the gym exercises as required.

Telephone: 01843 233570
Email: reception@bluewavecomplex.co.uk
Website: www.bluewavecomplex.co.uk

Hartsdown Leisure Centre
Hartsdown offers a range of activities including aqua aerobics, aerobics, gym sessions, circuit classes, swim sessions and badminton groups. Additionally, this leisure centre has a sensory room, which is available to book alongside a disability group exercise class on Wednesdays 1pm-2pm and disability swim sessions on the first Saturday of every month between 5.30pm and 7.30pm.

Hartsdown offers a Live Better Referral Scheme for those who are recovering from injury or suffering from prolonged illness and are looking to get back into exercise to enhance their lifestyle. Referrals must come from a GP or healthcare professional. Initial appointments/assessments are required following a referral, which cost £4.25.

Telephone: 01843 226221
Email: hartsdown.reception@yourleisure.uk.com
Website: www.hartsdownleisurecentre.co.uk/live-better

Medway Park Leisure Centre
Medway Park Leisure Centre in Gillingham offers a disability membership of £20 a month. This membership encompasses all the benefits of a premier membership such as unlimited gym access, free swimming, free squash and badminton and free fitness classes alongside access to accessible gym equipment. Proof of disability is required upon joining.

Telephone: 01634 336655
Email: medwaypark@medway.gov.uk
Website: www.medwaypark.org.uk

Renaissance Health and Wellbeing Gym
Renaissance Health and Wellbeing in Canterbury was created with the aim of providing exercise activities for anyone looking to fill the gap between physiotherapy rehabilitation and mainstream gym, and those who found health clubs or gym environments intimidating. Gym membership costs £25 per month. A Parkinson’s group runs every Friday from 1pm to 3pm allowing individuals to meet for a private gym workout and social session. Please contact the gym if you would like to attend.

Telephone: 01227 479476
Website: www.wellnessrenaissance.co.uk
Swallows Community Leisure Centre
This leisure centre offers a GP referral scheme which enables a GP to prescribe a course of exercise or activity as part of the rehabilitation process following physical or mental illness.

The types of GP referral programme offered vary, typically lasting between 10 and 20 weeks. On the last visit, a final assessment will be undertaken to show the positive results and encourage a continuation of the new healthy lifestyle.

Telephone: 01795 420420
Website: www.swaleleisure.com/swallows

The Stour Centre Ashford Leisure Trust
The Stour Centre offers a concession membership, available to those over 60 or in receipt of benefit. This membership allows access to the Contour gym and group fitness classes alongside use of the health suite. Additionally, this membership offers unlimited swimming during public sessions, 20% off racquet sports hire and 20% off swimming lessons. This membership is priced at £25 per month.

Telephone: 01233 663503
Email: info@ashfordleisuretrust.co.uk
Website: www.ashfordleisuretrust.co.uk/memberships

Assistive technology

AbilityNet
AbilityNet helps people of any age and with any disability to use technology to achieve their goals at home, at work and in education. They do this by providing specialist advice services, free information resources and by helping to build a more accessible digital world.

Telephone: 0800 269 545
Email: enquiries@abilitynet.org.uk
Website: www.abilitynet.org.uk

ACAT service
The Kent and Medway community assistive technology service (KM CAT) is a specialist hub service. They are multidisciplinary teams dedicated to meeting the needs of those requiring specialist alternative and augmentative communication (AAC) through a client-focused model. They carry out specialist assessments to identify potential communication aids and support local therapists by providing training and equipment.

To access this service, you need a referral from a GP or healthcare professional.

Telephone: 01227 864083
Email: acat.service@nhs.net
Website: www.ekhuft.nhs.uk/acat

Ace Centre
Ace Centre is a registered charity providing support for people with complex communications difficulties. Ace Centre aims to provide assistive technologies to help individuals live life as they wish. This charity might help someone to continue to work by providing an alternative way of controlling their computer, or it might enable someone to open the windows and doors in their own home.

Telephone: 0800 080 3115
Email: enquiries@acecentre.org.uk
Website: www.acecentre.org.uk
**Communication Matters**
Communication Matters is a UK-wide organisation committed to supporting people of all ages who find communication difficult because they have little or no clear speech. This charity provides education and training on different assistive technologies, supports research and additionally strives to obtain government and NHS support for services and equipment. This charity can also provide a vast amount of information regarding suppliers of equipment and services.

**Telephone:** 0113 343 1533  
**Email:** admin@communicationmatters.org.uk  
**Website:** www.communicationmatters.org.uk

**Find a Voice**
Find a Voice is a charity based in Ashford, which supports people who have a severe speech, language or communication difficulty and who may require some form of alternative and augmentative communication (ACC) support. This can include singing, symbols or a communication aid. Support is provided in person, by telephone and via the website.

**Telephone:** 01233 640443  
**Email:** speak@findavoice.org.uk  
**Website:** www.findavoice.org.uk/contact.aspx

**Shopmobility**
Shopmobility is a service that offers help to individuals with mobility problems while shopping. Shopmobility offers different equipment to help an individual's shopping experience become easier and more convenient, such as wheelchairs and scooters. You don’t have to be registered as disabled or have a Blue Badge to be able to use this service, it is available to anybody.

**Telephone:** 01933 229644  
**Email:** shopmobility@bhta.com  
**Website:** www.nfsuk.org

**Wheelchairusers.org.uk is a partner to shopmobility in Kent (Folkestone):**

**Telephone:** 0330 124 4485

**Information for carers**

**Carers Direct**
Telephone if you need help with your caring role and want to talk to someone about what options are available to you. The helpline is open from 9am to 8pm Monday to Friday, and from 11am to 4pm at weekends. Carers Direct have to respond to referrals within five days (but try to do so sooner if possible). They carry out an initial assessment over the phone.

**Telephone:** 0300 123 1053  
**Email:** carersmaidstonemalling@kent.gov.uk  
**Website:** www.nhs.uk/carersdirect

**Carers Emergency Card Scheme**
Carers can register for a free card which, in the event of an emergency (for example sudden illness or accident), will alert others to their caring role. The card has a 24-hour call centre number to ring and a unique identification number, which will enable the call centre to activate a pre-arranged care plan.

**Website:** www.kentcarersemergencycard.org.uk
Carers Support Groups
There is an Ashford, Folkestone and Shepway group and a Canterbury, Dover and Thanet group. Both services offer additional help for young carers (those under 18 years).

Ashford
Telephone: 01233 664393
Email: admin@carers-ashford.org.uk
Website: carers-ashford.org.uk

Canterbury
Telephone: 01304 364637
Email: support@carers-doverdistrict.org
Website: carers-supportcdt.org.uk

Carers Trust
The Carers Trust network supports carers locally though a unique UK-wide network of independent local services for carers of all ages. Services include emotional and practical support for carers including providing care in the home to enable carers to take a break. Additionally, the Carers Trust gives carers information and advice on issues such as benefits, provides access to education, training and employment and group support and social activities.

Telephone: 0300 772 9600
Email: info@carers.org
Website: www.carers.org

Carers UK
Carers UK helps to make life easier for carers. It offers expert advice, information and support including benefit checks and advice on financial and practical matters alongside an online community, creating a support network for all carers. Additionally, Carers UK offers a telephone helpline providing information. It is open on Mondays and Tuesday between 10am and 4pm.

Telephone: 020 7378 4999
Email: advice@carersuk.org
Website: www.carersuk.org

Crossroads Care
Crossroads Care Kent support carers and the people they care for. They help carers to make a life of their own outside caring by providing quality care services, offering peace of mind while they enjoy some time to themselves.

Telephone: 0345 0956701
Email: enquiries@crossroadskent.org
Website: www.carerskm.org
**Family and carer stroke support**

This service provides high-quality information, practical advice and emotional support following a stroke. Whether you are a stroke survivor, carer or family member, the team will begin working with you after a stroke. They will continue to provide the support you need, both at home and in the wider community.

- **Ashford**
  - Telephone: 07515 596731
  - Email: ruma.kinkeadweekes@stroke.org.uk

- **Canterbury**
  - Telephone: 01227 783023
  - Email: jacqui.white@stroke.org.uk

- **Medway**
  - Telephone: 01634 382286
  - Email: denise.martin@stroke.org.uk

- **South Kent Coast - Dover, Deal and Shepway**
  - Telephone: 01227 783023
  - Email: helen.evans@stroke.org.uk

- **Swale**
  - Telephone: 07703 319061
  - Email: olwen.shaw@stroke.org.uk

- **Thanet**
  - Telephone: 07717 275724
  - Email: jan.fletcher@stroke.org.uk

**The Relatives and Residents Association**

This service supports, informs and speaks on behalf of older people in care. They provide help and advice for people in long-term care (long-stay hospitals, residential and nursing homes) and their families. The relatives and residents association offers a helpline providing information, comfort and support.

- Telephone: 020 7359 8136
- Email: info@relres.org
- Website: www.relres.org

**Volcare**

It offers a home-based respite care service for carers. This service offers carers the opportunity to have flexible respite care of their choice. Volcare is a planned service and cannot offer carers emergency respite. This service covers the Thanet, Dover and Canterbury districts and Faversham and surrounding villages.

- Telephone: 01227 749400
- Email: volcare@aol.com

**Social Support**

**Age UK**

Formerly known as Age Concern, Age UK offers advice on money and legal issues, health and wellbeing, travel and hobbies, care and support and working and learning.

- Free advice line: 0800 055 6112
- Ashford: 01233 668765
- Canterbury: 01227 462368
- Dover: 01304 207268
- Folkestone: 01303 279031
- Thanet: 01843 223881
- Website: www.ageuk.org.uk
Headway
Headway is a national charity which aims to promote understanding of all aspects of brain injury and to provide information, support and services to people with a brain injury, their families and carers.

Website: www.headway.org.uk

Ashford
Telephone: 01233 663881
Email: ashford@headwayeastkent.org.uk

Canterbury
Telephone: 01227 783002 / 01227 370442
Email: jtwyman@headwayeastkent.org.uk

Dover
Telephone: 01304 208616
Email: dover@headwayeastkent.org.uk

Folkestone
Telephone: 01303 276872
Email: folkestone@headwayeastkent.org.uk

Ramsgate
Telephone: 01843 593084
Email: thanet@headwayeastkent.org.uk

Transport

Blue Badge
The Blue Badge scheme helps you park closer to your destination if you’re living with a disability. Applications can be made via Kent County Council and it can take up to eight weeks to process an application.

Telephone: 0300 416 262
Website: bluebadgeteam@kent.gov.uk

Disabled bus pass
The scheme provides free off-peak travel on local bus services across Kent for older people and people with disabilities. It is coordinated by Kent County Council on behalf of the English National Concessionary Travel Scheme (ENCTS).

Telephone: 0300 418 383
Website: www.gov.uk/apply-for-disabled-bus-pass

Disabled Persons Railcard
With a Disabled Persons Railcard, you can get 1/3 off rail fares to travel across Britain.

Telephone: 0345 601 0132
Email: disability@raildeliverygroup.com
Website: www.disabledpersons-railcard.co.uk
**Driver Vehicle Licensing Agency (DVLA)**
The DVLA maintains the registration and licensing of drivers in the UK. This information helps get the right drivers and vehicles taxed and on the road, as simply, safely and efficiently as possible.

You must tell the DVLA if you have a licence and have a notifiable medical condition or disability (a notifiable condition is anything that could affect your ability to drive safely).

Please note, you could be fined up to £1,000 if you do not tell the DVLA about a condition that might affect your ability to drive safely. You could also be prosecuted if you have an accident.

**Telephone:** 0300 790 6806  
**Address:** Drivers’ Medical Enquiries, DVLA, Swansea SA99 1TU

**Kent Karrier service**
Kent Karrier is a dial-a-ride service. It will take you from your home to set locations, such as the nearest town centre or supermarket.

Services operate within Ashford, Maidstone, Sevenoaks, Swale, Tonbridge, Tunbridge Wells, Thanet and North West and South East clusters.

The South East scheme encompasses Dover, Shepway (Folkestone and Hythe), and Canterbury.

The North West scheme encompasses Gravesham, Dartford and north Sevenoaks.

**Telephone:** 03000 413 567

**Motability**
A scheme that enables people in receipt of higher mobility component of Disability Living Allowance or War Pensioners Mobility Supplement to purchase or hire new or used cars. A carer can be the driver. Can also be used to buy motorised wheelchairs or scooters.

**Telephone:** 0300 4564566  
**Website:** [www.motability.co.uk](http://www.motability.co.uk)

**Southeast DriveAbility**
Southeast DriveAbility carry out assessments and give advice on driving, driving tuition, car adaptation and car choice for disabled drivers and passengers. If you are referred by the DVLA or Motability, they fund the assessment. If you have a medical condition, referrals are requested to be from a health care professional at a cost of £65. Drivability accepts self-referrals from individuals who do not have a medical condition at a charge of £95.

**Telephone:** 0300 0134 886  
**Email:** kcht.sedriveability@nhs.net  
**Address:** The First Floor, Aylesford Logistics Centre, Bellingham Way, Aylesford ME20 6XS

**Southeastern Trains**
Assisted travel arrangements for people with a disability. Southeastern can provide a wheelchair from the station entrance to the train, wheelchair ramps on trains and platforms, someone to guide you if you’re blind or visually impaired and help climbing stairs or getting on and off the train.

**To book assistance:** 0800 783 4524  
**General enquiries:** 0345 322 7021  
**Website:** [www.southeasternrailway.co.uk](http://www.southeasternrailway.co.uk)