

## **Local Resources and Information for Carers**

This booklet contains details of some of the resources you can access in Southampton and the surrounding area. These include financial and legal advice, benefit information and support groups. Further information can be accessed through the Carers Workers.

### **Contents**

<b>Local Support Groups</b>	<b>2</b>
<b>National Organisations for Carers</b>	<b>5</b>
<b>Young Carers and Families</b>	<b>7</b>
<b>Financial Information and Advice</b>	<b>9</b>
<b>Benefit Agency Offices and Helplines</b>	<b>11</b>

## Local Support Groups and Meetings

Some people find it useful to meet with others in a similar situation to discuss their caring role and ways to make life easier for themselves. If you would be interested in doing this, there are a variety of groups in the Southampton area, some of which are included in the list below.

### Big Rethink and Young Rethink

These groups are provided by the Mental Health charity, Rethink. They are run on a more 'solution-focused' approach than some more traditional support groups, meaning the attendees work together using their collective experience to help solve problems other people may encounter. For more information, please contact the people below.

Christine Hammond      023 8022 2455  
christine.hammond@southamptonvs.org.uk

Geoff Lindsay              023 8082 9795  
geoff.lindsay@rethink.org.uk

Lynne Edmonds            01962 840324  
(Winchester area)

**Carers Together (Southampton and Romsey)**

This organisation is carer-led and offers a dedicated phone line as well as a Carer's Café and local branches in Shirley Warren and Romsey. They offer information, advice and support to carers in the surrounding areas and can be contacted on the details below.

Southampton Branch  
The Warren Centre  
Warren Crescent  
Shirley Warren  
SO16 6OJ  
General Tel: 023 8051 0492  
Email: [admin@carers-southampton.org.uk](mailto:admin@carers-southampton.org.uk)

Romsey and New Forest Branch  
Unit D6  
The Premier Centre  
Premier Way  
Romsey  
SO51 9DG  
Tel: 01794 519 495

Carers Active Listening Line – 08000 3 23456  
Website – [www.carerstogether.org.uk](http://www.carerstogether.org.uk)

**Carers UK**

A national charity offering advice and support to carers. They also have a dedicated Carers Line to offer listening and guidance, available Weds and Thurs 10am-12pm and 2pm-4pm.

General enquiries 0207 490 8818  
Carers Line 0808 808 7777

### **Bedford House Carers Group**

This group meets at Bedford Place once a month on a Wednesday and offers support and friendship to carers of those experiencing long term mental health problems. Contact the group via the details below.

Diane Tildesley                      023 8063 7189  
Bedford House  
Amoy Street

### **Rehab Carers Group**

This is a group for people whose relative has been in contact with the Rehabilitation Team. It is based at Morris House and meets the first Tuesday of each month. If you are interested in attending please contact the group via the details below.

Nuala Rosenvinge                      023 8079 5300  
Morris House  
73 Morris Road  
Southampton

### **Saidia Carers Group**

This is a support group for people with a caring role within the African Caribbean community or of mixed ethnicity with mental health needs. It meets the third Monday of each month.

Vivienne Golding                      023 8033 4977  
Café Club  
28 The Avenue  
Southampton

## National organisations for carers

### **Mental Health Foundation**

This is a national organisation offering information and working to influence service development and policy across the country.

Tel: 020 7803 1147

London Office

Website: [www.mhf.org.uk](http://www.mhf.org.uk)

9<sup>th</sup> Floor  
Sea Containers House  
20 Upper Ground  
London  
SE1 9QB

### **MIND**

MIND have an extensive range of fact sheets for mental health carers, all of which are free and can be obtained either by phone or downloaded from the internet. Local branches also offer information and guidance.

Excellent information booklets are available, including 'How to cope as a carer', 'How to help someone who is suicidal' and 'Mind's rights guide 1: Civil admission to hospital'. The general carer's information pack is in-depth and very good. The MIND legal unit also offers specialised Mental Health legal advice free of charge. You can contact them on 020 8519 2122.

Tel: 0845 766 0163 Website: [www.mind.org.uk](http://www.mind.org.uk)

### **Rethink**

A charity which works with service users and carers living with severe mental illness. Rethink runs local groups, campaigns nationally for better standards in mental health care and offers comprehensive information and advice.

Website: [www.rethink.org](http://www.rethink.org)

### **Samaritans**

Offer a telephone listening service to anyone experiencing stress or concern mainly during the hours of 10am-10pm, although out of hours services are sometimes available.

Tel: 08457 90 90 90

Website: [www.samaritans.org.uk](http://www.samaritans.org.uk)

## For young carers and families

### **@ease**

A part of the Rethink organisation, offering young people somewhere to explore their feelings and seek someone to talk to if they wish to.

Rethink @ease  
30 Tabernacle Street  
London  
EC2A 4DD

Tel: 020 7330 9100

### **Southampton Young Carers Project**

Offers group support and one to one befriending to young carers in Southampton, as well as information about specific illnesses and the caring role. A young carers group meets on the 2<sup>nd</sup> Saturday of the month and is open to young carers aged 10-17 years.

Oakland's Community School has its own young carers group. This is run with the school nurse and meets up once a fortnight during term time. There are also two sibling support groups (if you care for a brother or sister). The 8 – 11 year olds group meets up monthly and the 11 – 18 years old meets up once a fortnight.

Contact Tel: 023 8022 8291

123 St Mary's Road  
Southampton  
SO14 0BL



## Financial Information and Advice

There are many organisations available to help you with matters of money and benefits. A small selection of these can be found below, but for more detailed information, please contact the Carers' Worker.

### **Citizens Advice Bureau**

Offers independent advice on many issues, including benefits and legal matters. Appointments and a drop-in service are available, as is telephone information.

3 Kings Park Road

Southampton

SO15 2AT

Website: [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)

Tel: 023 8022 1406

023 8033 3868

### **DAIN (Disability Advice and Information Network)**

Provide independent information and advice relating to disability benefits. A free but very busy service.

Sembal House

Handel Terrace

The Polygon

Southampton

Tel: 023 8033 5473

**Ropewalk Neighbourhood Advice Centre**

For advice from housing to benefits

53 Derby Road

Southampton

Tel: 023 8033 9206

**SARC**

Independent financial advice in central Southampton

c/o Citizens Advice Bureau

3 Kings Park Road

Southampton

SO15 2AT

Tel: 023 8022 1406

SARC also visit the Department of Psychiatry every 4<sup>th</sup> Thursday of the month to offer a clinic to enable you to ask experts about all aspects of benefits. To book a slot to meet an advisor, please call SARC on 023 8043 1435.

## **Benefit Agency Offices and Helplines**

### **Benefits Helpline (Southampton City Council)**

Offers information and advice about benefit payments and eligibility. Also distributes application forms. Visits in person can be made to Gateway at the Civic Centre.

Southampton City Council  
Civic Centre  
Southampton  
SO15 7LY  
Tel: 023 8083 2031

### **Gateway Southampton**

Deals with all enquiries relating to Housing Benefit, parking issues, local services, Council Tax etc

Civic Centre  
Southampton  
Tel: 023 8022 3855

### **Disability Enquiry Line for Benefits (Department for Work and Pensions)**

Enquiry line specifically for disabled or incapacitated people and their carers, offering advice about Carers Allowance, Carers Premium and Disability Living Allowance.

Tel: 0800 882200

**Carers Allowance Unit**

Palatine House  
Lancaster Road  
Preston  
PR1 1NS  
Tel: 01253 856123

**Regional Disability Benefits Centre**

For initial claims for Disability Living Allowance and  
Attendance Allowance  
Sutherland House  
27-37 Brighton Road  
Sutton  
Surrey  
SM2 5AN  
Tel: 020 8652 6000

**Department for Work and Pension Offices**

St. Cross House  
18 Bernard Street  
Southampton  
SO14 3PJ  
Tel: 023 8071 3600  
Fax: 023 8071 3700

1 High Street  
Totton  
Southampton  
SO40 9HL  
Tel: 023 8066 5200  
Fax: 023 8066 5300