

Palliative Care in North Tyneside



Who we are, what we do and how to get in touch

**WE ARE
MACMILLAN.
CANCER SUPPORT**



North Tyneside Council

Introduction



This booklet has been developed as a result of listening to people living in North Tyneside, who have been told that they have now reached the palliative phase of care, and their family members, who are providing care and support (carers).

Many of the people we spoke to told us that they often feel alone and unsure of what support is available to them during this difficult time.

Others found that having those “needed to be had” difficult conversations with family and friends or someone they could trust provided a sense of relief and was the first step to getting the support that was right for them.

“We cried a lot of tears together but at least we can now be honest with each other and continue to hope for the best yet plan for the worst while we continue to make memories that we can all cherish”

By working together we have produced this booklet which we hope provides you and your carer with the information you need to stay in control, make informed decisions, get the right support from the right people at the right time for you, avoid crisis situations and most importantly know that you don't have to face this alone.

Understanding what palliative care is and how your care will be monitored is the first step to staying in control.

What is palliative care?



The goal of palliative care is to help patients with serious illnesses feel better. It prevents or relieves

symptoms and side effects of disease and treatment. Palliative care also supports people with emotional, social, practical, and spiritual problems that illnesses can bring up. When patients feel better supported in these areas, they often have an improved quality of life.

Palliative care can also include treatments that aim to cure or treat the disease. You may receive palliative care when the illness is diagnosed, throughout treatment, during follow-up, and at the end of life.

Making sure you receive the Palliative Care that is right for you and your family may mean having discussions that can be difficult and may involve a number of services working together. This will make sure that we can help you to identify the things that matter most to you and provide the right support.

Confidentiality

You will be asked to give your consent to share information on a need to know basis between agencies and services. Giving your consent to share information about you will help those involved in delivering your care to work together. This will make sure you get the right support at the right time from the right person for you without the need to constantly repeat yourself.

Who will deliver my palliative care and how will it be monitored?

When you're being looked after at home, your GP has overall responsibility for your care. Your GP is also responsible for prescribing any drugs you need, and for arranging admission to a hospital or other care setting such as hospice if necessary. They will assess your need for nursing and medical care, and

often with the support from the District Nurses arrange the necessary help.

To make sure that you receive the right support for you throughout this phase of your care your doctor will place you on the Surgery's Palliative Care register. The reason for this is to make sure that all of your needs are monitored closely with an aim to support you to have the best quality of life.

Your needs will be discussed with a range of Health and Social Care professionals on a regular basis. This is where your care and support is monitored and reviewed. This process helps bring everyone's views together so that access to the right support at the right time from the right person can be provided for you and avoid crisis situations where possible.

Who might be part of my multi disciplinary palliative home care team?

- **GP** Your GP has the overall responsibility for your care at home. Once any care and support is agreed, delivered and your situation is stable you will probably see the community nurse more regularly than your GP
- **Community or District Nurses** can make regular home visits. They offer nursing care services, which may include changing dressings, giving medicines and supporting patients and their carers. They can also arrange practical aids, such as pressure-relieving mattresses or commodes.
- **Palliative Care Consultants** lead the Palliative Care teams and provide expertise in symptom control, psychological care and difficult decision making. They see people in their own homes, clinics, or hospital wards and work closely with your GP and other Consultants. They are in charge of Palliative Care beds in hospices or Palliative Care Units.
- **Specialist Nurses** (sometimes known as Macmillan nurses) specialise in pain and symptom control, as well as giving emotional support to patients and their families. They see people in hospitals or in their own homes. They don't usually provide daily nursing care, but they can contact or visit. You're GP or your specialist doctor or nurse can arrange a palliative care nurse for you.

- **Marie Curie Nurses** are available to provide one-to-one nursing from a registered nurse or senior healthcare assistant in your home either overnight or for short periods throughout the day or evening. They're usually arranged through the district nurse, who talks to the patient and carers to decide what hours of care they need. The services of Marie Curie nurses are free.
- **Community Nursing Support Team** are available to provide one-to-one nursing from a senior healthcare assistant in your home .They're usually arranged through the district nurse, who talks to the patient and carers to decide what hours of care they need.
- **Occupational Therapists** focus on helping you to continue to participate safely achievable daily living activities particularly those that impact on your well-being and are meaningful to you. This can be done by making changes to your environment, showing you, your family or your carers how to do things differently.
- **Physiotherapists** can help you remain as mobile and independent for as long as possible. They are experts in mobility, exercise, and can help in the management of pain, breathlessness and fatigue.

What you might like to ask your G.P

If you are unsure of who is part of your multidisciplinary team or feel there is someone missing from your support and care team please speak to your G.P. or your Specialist Nurse to find out who the members of your team are and how to get in touch with them through the day and for **emergencies** overnight and at weekend.

Hospital and Hospice Care

Additional Hospital Care

Your multidisciplinary team will provide as much care and support as possible to avoid the need for any avoidable admission into hospital. If however you do need to be admitted into hospital for treatment your multidisciplinary team will work closely with the hospital with an aim to get you safely back to your home as soon as possible

If you have troublesome symptoms or other problems that make it difficult to manage at home, it may be recommended that you are referred for an admission to a palliative care bed for more intensive management.

Your doctor or nurse may refer you to a hospice or palliative care unit in a hospital.

What is a Hospice or Palliative Care Unit?

Hospices and palliative care units can offer a variety of services in addition to symptom control. These include social work, benefit maximisation, physiotherapy and a range of additional complementary therapies such as counselling, spiritual care, religious, cultural and bereavement support.

Sometimes people go into hospices for short stays of a few days. This may be to get their symptoms under control or to give them a change of scene (respite care) and give their carers a break.

Some hospices and palliative care services have day centres, where people can go for one or two days a week.

Hospices/palliative care units also care for people who need help towards the end of their lives. They do not give long-term care. Hospice care is always free.

What you might like to ask your GP or Specialist Nurse

Where your local Hospice or Palliative Care unit is and what it can offer you.



Prescriptions and medication

Having access to your prescribed medications and taking them as directed is essential to manage your condition or symptoms. If you are finding it difficult to remember to take your medication or to get prescriptions from the doctors many of the local pharmacists now provide a free prescription and delivery service as well as medication dispensers.

What you might like to ask your Pharmacist

If you feel this support would be helpful you or your carer should contact your local pharmacist to discuss what support they can offer. It is also worth asking how you would access pharmacies support out of normal working hours.

Condition specific support services

There are additional condition specific support services available to patients and carers living in North Tyneside such as the **Macmillan Support Service**. If you would like to know more about a particular condition specific support services in North Tyneside you can contact:

SIGN NT is a group of organisations who have come together to provide local residents with information and contact details for available community support

Visit their website at:-

www.sign-nt.co.uk

North Tyneside Council Adult Social Care

<http://my.northtyneside.gov.uk>

My Care- North Tyneside and the SIGN Directory

can provide you with information and help you find and connect with local care and support resources.

You can visit My Care at:-

<https://mycare.northtyneside.gov.uk>

Care and Connect is a service for people in North Tyneside and provides advice and support to stay independent and connected with the community.

Support is provided by telephone on 0191 6437474 or face to face in community settings

or you can speak to a member of your Multidisciplinary team.

North Tyneside website.

<https://mycare.northtyneside.gov.uk>

Your medical condition, treatment and cost of care

If you have any questions you want to ask about your medical condition or treatments your. Consultant, GP or a Specialist Nurse will provide this information for you.

Care and support delivered by Health is free.

However, not everyone will be able to have the cost of their care and support needs met by North Tyneside Council. You will always be given help to understand your choices, know what support is available and help to plan your care. For further information speak to your social worker, who will discuss this with you, or you can visit the My Care-

- In certain circumstances the full cost of your care will be the responsibility of the NHS. This is called NHS Continuing Care to find out more please speak to your G.P. Consultant, Nurse or Social Worker or visit

<http://www.nhs.uk/Conditions/social-care-and-support-guide/Pages/nhs-continuing-care.aspx>

Safeguarding

Safeguarding means protecting people's health, wellbeing and human rights, and enabling them to live free from harm, abuse and neglect.

Safeguarding adults means:

- Protecting people's rights to live in safety, free from abuse and neglect.
- People and organisations working together to prevent the risk of abuse or neglect, and to stop it from happening.

- Making sure people's wellbeing is promoted, taking their views, wishes, feelings and beliefs into account.

If you have concerns that you or the person caring for you is being harmed or at risk of being harmed physically, emotionally, sexually, psychologically or financially contact your **GP** or contact North Tyneside Adult Social Care Gateway Service on **0191 643 2777**

You can also report concerns about an adult to Adult Social Care online by visiting <http://my.northtyneside.gov.uk/> and selecting [Adult Social Care](#)

Emergencies

Unfortunately unavoidable emergency situations do arise for some people and you might find it useful to record and keep all of your Emergency contact details in one place.

To help you to get the right support it's important to let the person you are calling know that you or the person you are calling about is on their GP Palliative Care register

Emergency contacts			
Name	What they do	How to get in touch	
		Monday - Friday	Evenings and weekends

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Sorting things out and making choices

Planning ahead is important for anyone, regardless of whether they have an illness or not. You may want to make important choices about your care and treatment in the later stages of your illness.

For example, some people may become very ill unexpectedly, and be unable to make decisions about their healthcare or make any financial plans for their loved ones.

There are different ways you can plan ahead. This is sometimes known as **Advance Care Planning** and includes:

- **Power of Attorney,**
- **Advance Statements**
- **Advanced Decisions to Refuse Treatment.**

Before making any decisions you may want to talk through your wishes or other plans with a loved one or someone who you can trust.

Remember that you are the expert on you and your unique situation and only you can know exactly how you would like to be cared for.

We hope this information answers some of your questions and helps you to make the choices and decisions that are important to you.



Power of Attorney

In England, a Lasting Power of Attorney (LPA) is a legal document. It allows you to put in writing the name of someone you trust to make decisions or manage your financial, legal or health affairs on your behalf in the future if you're no longer able to do so.

An LPA must be made while you're able to understand what it is and what it means for you.

There are two types of LPA that are valid in England:

- **Health and Welfare LPA** - this allows your attorney(s) to make decisions about things such as treatment, care, medication and where you live.
- **Property and Financial Affairs LPA** - this allows your attorney(s) to make decisions about things such as paying bills, dealing with the bank and selling your house.

There is a fee to register an LPA. If you're receiving certain benefits or have a low income, you may be exempt from paying the registration fee or you may only have to pay part of it.

You can get more information about registering an LPA from your solicitor.

End-of-life Care Planning

Most people wish for their end-of-life care to take place outside of hospital and to die in the comfort of their own home. One of the ways to do this is to write an individual ***end-of-life care plan*** which anyone, regardless of age or current state of health, can do with their doctor.

Unfortunately, we often do not have control over *when* our death occurs but we can try to plan for *'how'* and *'where'* we die. Hence the aim of this end-of-life care plan is to state exactly *what* your treatment will be, *where* this should take place and importantly what care you would *NOT* wish to receive. This plan will only come into effect if you become unable to express your wishes and can be changed at any time - by talking to your doctor.

Locally there are three parts to an end-of-life care plan.

1) **The Emergency Health Care Plan (EHCP):**

This is for anyone who may develop or already have an urgent medical need, from a peanut allergy to end-of-life care. It states what emergencies are anticipated, who to call and what treatment should be started.

2) **The Advanced Decision to Refuse**

Treatment (ADRT). This is the only legally binding document where you can state what care you do NOT want to receive in an emergency. It is only used when you are unable to communicate your wishes (called loss of capacity). Examples of this may be the refusal of a life support machine, intravenous antibiotics or blood products. Remember that

it's important to share your decisions with your family so that they understand your wishes.

3) The Do Not Attempt Resuscitation (DNAR) form. This is a very important aspect of end-of-life care. It allows a natural death to take place with no attempts made to '*bring you back to life*' in circumstances where this is *unlikely to succeed* or when you have said this would be *against your wishes*.

Advanced Statement. This is a verbal or written statement by an individual with capacity describing their wishes and feelings, beliefs and values about their future care.

An Advance Statement isn't legally binding, but your doctors should take it into account if there is a need for others to decide what's best for you.



Advanced Decisions. An Advance Decision can only be made by someone aged 18 or over who is able to make the decision (this is called having mental capacity). It must indicate exactly what treatment you want to refuse and in which situation.

If you would like to begin discussing your own end-of-life care plan, to ensure your wishes are carried out, please make an appointment with your GP or specialist doctor who will be happy to discuss with you your concerns and wishes.

Recording your wishes and making them known

Tissue, organ and body donations

Many people think that if they have a terminal medical condition, they won't be able to donate their organs or tissue to another person when they die. Having, or having had, a terminal diagnosis doesn't exclude you from organ, tissue donation or body donation. However, if you have a medical condition such as cancer, a healthcare professional will review your medical history and decide whether one or more of your organs or tissues are suitable for donation.

Planning your funeral For family or close friends who are left behind, arranging a funeral can be stressful if they don't know exactly what type of funeral service you want.

You can choose to plan your funeral with a funeral director of your choice or if you tell your family and friends what you want, your funeral is much more likely to reflect your wishes. It may also be one less thing for your family or friends to worry about.

For more information please visit:

Dying Matters

<http://www.dyingmatters.org/>

NHS Inform: <https://www.nhsinform.scot/care-support-and-rights/palliative-care>

NHS Improving Quality:

<http://www.nhs.uk/Planners/end-of-life-care/Pages/planning-ahead.aspx>



Looking after those who look after you

Many of the patients we have spoken to have told us that they worry about the level of care or support that they need and receive from family and friends. They feel that those providing the care and support often ignore their own needs during this difficult time and are worried that this will impact on the health and well-being of those caring for them and could impact on their relationships.

Carers have told us that they often feel tired, frightened and alone and are unsure of what support is available to them during this difficult time.

Many carers don't see themselves as such, but rather as a partner, friend or relative. Caring can mean many things, including being a good listener, helping with personal care, providing transport or assisting with everyday chores.

Helping those who support you to recognise themselves as carers and that their own needs are important to you can be the first step to support them to get the support they need to ensure that they look after their own wellbeing during this difficult time.

Carer - a carer is 'someone who is unpaid and looking after you and you would be unable to manage without this help'.

Carer support

It is recognised that each carer is an individual with individual needs and for this reason we would suggest that if family and friends are struggling or unable to continue with the level of support required that they speak to a member of your multi-disciplinary team of contact Adult Social Care Gateway by telephoning 0191 643 2777 and request a carers assessment.

You can also self assess your own care and support needs online by visiting My Care – North Tyneside at <https://mycare.northtyneside.gov.uk>

What is a Carers Assessment?

The assessment will consider the impact the care and support they are providing is having on their wellbeing, as well as important aspects of the rest of

their life, including the things they want to achieve day-to-day. It must also consider other important issues, such as whether your carer is able or willing to carry on caring, whether they work or want to work, and whether they want to study or do more socially.

The assessment can be done face-to-face, over the telephone or online. The person undertaking the carer assessment will use the information you share with them to identify your carer's support needs, and to discuss how these could be met.

Following an assessment a range of support may be offered for example

- Advice or training on how to provide care
- Information and advice on the support available
- Someone they can talk to/emotional support

- Information about the palliative care journey
- Breaks from caring
- Access to a professional care worker

You can get more information from:

North Tyneside Carers Centre
www.northtynesidecarers.org.uk

Day to day practicalities for you and your carer

We know from National and Local research that many people choose to have the care and support they need during the Palliative Care phase of their condition provided by family and friends. We have been told by patients and their carers that it would be helpful to know about some of the community support services available to you without the need of Health or Social Care involvement.

You will find the contact details for the services we are sharing with you at the end of this booklet should you wish to introduce yourself to any of the services.

Your rights at work



You or your carer may be concerned about your employment future. People with disabilities and those providing care have employment rights.

There are a number of agencies that can make the whole process understandable and offer support.

Citizens Advice Bureau

Job Centre Plus

ACAS

Finance

When you or someone close to you has been diagnosed with a palliative condition, money may be the last thing on your mind. However money is often one of the biggest concerns for people.

Some people want to plan and make future finance decisions; others have concerns about the extra expense of travel to hospital, which could mean paying for fares, petrol or parking. You may need a special diet or to pay for support in your home with

daily living tasks. Your heating bills could go up because you're at home more during the day.



Perhaps you're finding yourself in debt for the first time, or maybe the debts you already had are now becoming unmanageable. Making sure you are receiving the income you are entitled to could be the first step to help you to make those financial decisions and there are agencies that can help you:

Age UK

Citizens Advice Bureau

Macmillan

Home and garden



Home repairs

If you live in rented accommodation your landlord is responsible for home repairs.

If you live in your own property and you need to have repairs undertaken and you are unsure of how or where to access reputable traders you can contact the **Trader Register Scheme** which has been set up in order to help residents find local home

improvement trades people with the reassurance that the traders have committed to providing a high level of customer service and compliance with consumer legislation. Finding a home improvement trader is free

If you cannot afford to pay for essential works yourself, you may be eligible to apply for financial support or the **Helping Hand Service**, may be able to offer financial help, in the form of an affordable loan. The scheme can also provide step-by-step support, even if you don't qualify for a loan.

For further information see:

SIGN Directory

Care & Connect

Helping Hand service



Small repairs

It is often difficult and expensive to call someone out for smaller jobs like fitting a plug, hanging a curtain rail, fitting a light bulb, fixing a tap or installing a grab rail. The small repairs team can help you to carry out small routine jobs like these, that you are unable to do yourself. For further information contact the **Helping Hand Service**

If you think your home is affecting your health, then you can have a free healthy homes check by contacting **Healthy Homes**.

You can also contact the **Home Heat Helpline**. It works with major energy companies in England, Scotland and Wales and gives information about benefits and grants.

Gardening



There are a range of companies and organisations in North Tyneside who can support you with maintaining your garden. You can get more information about these support services by contacting:

SIGN NT

Care & Connect

Mobility

Keeping links to your local community is vital to ensure a sense of wellbeing and being able to get out and about for as long as possible is an important factor.

If you are experiencing difficulties with your mobility both inside your home and out ask your GP to arrange a mobility assessment to see if there is any items of equipment that can provide the support you need to mobilise safely at home and in the community.

Wheelchairs

If you have a wheelchair that has been provided by the Health Service and it needs to be repaired you need to contact the Wheelchair Service on 0191 282 8090

You can access a short term loan of a wheelchair from several organisations to find out more contact North Tyneside Coalition of Disabled people on 0191 296 1437

Travel and transport

The Healthcare Travel Costs Scheme

You may be able to claim a refund under the 'Healthcare Travel Costs Scheme' (HTCS) of the cost of travelling to hospital or other NHS premises for NHS-funded treatment or diagnostic test arranged by a doctor or dentist. To find out more visit

NHS Choices

<http://www.nhs.uk/NHSEngland/Healthcosts/Pages/help-with-health-costs.aspx>

Transport

Public transport can help you get out-and-about around North Tyneside. To find out if you are entitled to a concessionary travel pass contact **Nexus**.

Did you know that if you need someone to accompany you on public transport, you might be entitled to apply for a **Nexus Companion Card**. If you have a concessionary travel pass and are in receipt of the higher rate of attendance allowance or higher rate disability living allowance, the Companion Card enables your companion to travel free of charge.

Private car use

It is important to inform the **DVLA** and your car insurance company of any medical condition or medication that could impact on your ability to drive.



You should speak to your GP if you are unsure if your condition or medication will have an impact on your ability to continue to drive safely.

- The **Blue Badge Scheme** provides a range of parking and other motoring concessions for people with severe mobility problems. It is a national scheme, but is administered by the local authority.

For further information and guidance on how to apply contact your local:

North Tyneside Council Customer Service Centre

Taxi use. There is a Taxi card service which offers a discounted, convenient and affordable taxi transport service for some people with restricted mobility. To find out more or request an application form contact:

Nexus

Travel Insurance



There are many different reasons why you might want to travel. You may want to go away to relax, see new places, meet friends or family.

Although your GP may think you're well enough to travel, you may find it difficult to get travel insurance.

Different insurance companies use different factors to decide whether they will give insurance to people receiving palliative care. You may need to phone a few different companies before you find one that will give insurance cover for your particular situation.

SIGN NT

Care & Connect

Pet care

You may become less able to look after your pet as a result of your condition.

There are several pet care charities and services in North Tyneside who can provide short term support both in your home and away from your home.



You may have concerns about who will look after your pet and you may want to identify and agree with the person who you would like to look after your pet and include the details in your will.

You can use the **SIGN North Tyneside Directory** to Search for Pet Care Services or contact Care & Connect.

Useful services and how to get in touch

Who	What	How to get in touch
SIGN NT Signposting, Information and Guidance Network North Tyneside	Provide one to one support and will guide you to the full range of local services, including those offered by North Tyneside Council that might be of benefit to you	Age UK North Tyneside Bradbury Centre, 13 Saville Street, North Shields Tel: (0191) 280 8484 www.ageuk.org.uk/northtyneside
	We can help you with information on: <ul style="list-style-type: none"> • Finding services • Support to continue to live at home • Taking part in activities • How to access work, education and volunteering opportunities • Finding equipment and small aids to help you stay independent • Housing and fuel issues • Benefits advice 	Community & Healthcare Forum 205 Park Road, Wallsend Tel: (0191) 295 4233 www.chcfnorthtyneside.org.uk
		Disability North The Dene Centre, Castle Farm Road, Newcastle Tel: (0191) 284 0480 www.disabilitynorth.org.uk
		North Tyneside Adult Social Care Gateway Team Quadrant East, Silverlink North, Cobalt Business Park Tel: (0191) 643 2777 www.northtyneside.gov.uk

Who	What	How to get in touch
SIGN NT Signposting, Information and Guidance Network North Tyneside	Provide one to one support and will guide you to the full range of local services, including those offered by North Tyneside Council that might be of benefit to you We can help you with information on: <ul style="list-style-type: none"> • Finding services • Support to continue to live at home • Taking part in activities • How to access work, education and volunteering opportunities • Finding equipment and small aids to help you stay independent • Housing and fuel issues • Benefits advice 	Learning Disability North East 205 Park Road, Wallsend Tel: (0191) 200 1100 http://www.ldne.org.uk/
		Independent Advocacy North East 62 Howard Street, North Shields Tel: (0191) 259 6662 www.iant.org.uk
		North Tyneside Carers Centre Floor 3, YMCA Building, North Shields Tel: (0191) 643 2298 www.northtynesidecarers.org.uk
		North Tyneside Citizens Advice Bureau -St Lukes Church House, Hugh Street, Wallsend -Camden House Commercial Centre Howard Street, North Shields Tel: 0344 245 1288 www.ntcab.org.uk

Who	What	How to get in touch
SIGN NT Signposting, Information and Guidance Network North Tyneside		Skills for People Key House, Tankerville Place, Jesmond Tel: (0191) 281 8737 www.skillsforpeople.org.uk
		Care & Connect Tel: 0191 6437474 Email: Care&connect@northtyneside.gov.uk
		North Tyneside Coalition of Disabled People (NTCDP) Tel: 0191 296 1437 www.ntcdp.co.uk
		Healthwatch North Tyneside Tel: 0191 263 5321 http://www.healthwatchnorthtyneside.co.uk/
Benefits Advice	A to Z information and support on all benefits for all ages and disabilities.	Free phone: 0800 220 674 https://www.gov.uk/browse/benefits

Who	What	How to get in touch
Blue Badge	<p>Provides a range of parking and other motoring concessions for people with severe mobility problems.</p> <p>Blue Badge is a national scheme, but is administered by the local authority.</p>	<p>Tel: 0345 2000 101 Monday to Friday, 7.30am to 8.00pm or learn more by visiting https://mycare.northtyneside.gov.uk/web/portal/pages/help/community/bluebadge</p> <p>or call into your local Council Customer Service Centre</p>
Care Call	<p>Equipment to support the individual in their home and tailored to meet their needs. The response centre is staffed 24 hours a day, 365 days a year. As well as responding to an immediate need, telecare can work in a preventative mode, with services programmed to monitor an individual's health or well-being. Often known as lifestyle monitoring, this can provide early warning of deterioration, prompting a response from family or professionals.</p> <p>Anyone can refer themselves to this service by phone or letter. There will be a charge if referral does not meet eligibility criteria.</p>	<p>Tel: 0191 200 6800</p>

Who	What	How to get in touch
Carers Centre	Run a number of services that offer carers a range of high-quality services to help them look after their own health and wellbeing, and cope better in their caring role.	North Tyneside Carers Centre Floor 3, YMCA Building, North Shields Tel: (0191) 643 2298 www.northtynesidecarers.org.uk E-mail: enquiries@ntcarers.co.uk Opening Hours: Monday to Thursday 9am-5pm, Friday 9am – 4.30pm 2nd and 4th Wednesdays each month open late until 8pm. 2nd Saturday of each month open 9am – 1pm.
Care & Connect	A service for adults in North Tyneside that helps you find ways to stay independent. We provide advice and information about local care and support.	Tel: 0191 6437474 Email: Care&connect@northtyneside.gov.uk
Citizens Advice	The Citizens Advice Bureau is an independent service providing free, confidential and impartial advice The core service provides general advice and information across a wide subject area and specialist advice for Debt, Welfare Benefits, Housing and Community care problems.	North Tyneside Citizens Advice Bureau -St Lukes Church House, Hugh Street, Wallsend -Camden House Commercial Centre Howard Street, North Shields Tel: 0344 245 1288 www.ntcab.org.uk

Who	What	How to get in touch
DVLA	<p>If you've had, or currently suffer from a medical condition or disability that may affect your driving you must tell the Driver and Vehicle Licensing Agency (DVLA). You'll also need to provide details if you develop a new condition or disability or one that has become worse since your licence was issued.</p> <p>Failure to notify DVLA is a criminal offence and is punishable by a fine of up to 1000.</p>	<p>To learn more or to make contact https://www.gov.uk/driving-medical-conditions/telling-dvla-about-a-medical-condition-or-disability</p> <p>Telephone: 0300 790 6806</p> <p>(Monday to Friday, 8.00 am to 5.30 pm and Saturday, 8.00 am to 1.00 pm)</p>
Find a trader	<p>Helps residents find local home improvement trades people with the reassurance that the traders have committed to providing a high level of customer service and compliance with consumer legislation.</p>	<p>Tel: 08454 04 05 06 or visit the trading standards section of our website http://www.northynteside.gov.uk/trading-standards-mi-display.shtml?p_ID=517852&p_subjectCategory=305</p>
Gateway	<p>An Adult Social Care service provided by North Tyneside Council to provide Signposting, Assessment and reporting of Safeguarding concerns</p>	<p>Contact the team by phone on: Tel: (0191) 643 2777 Fax: (0191) 643 2569 SMS text message: 07950 081 316</p>

Who	What	How to get in touch
Health Care travel costs	Claim a refund under the 'Healthcare Travel Costs Scheme' (HTCS) of the cost of travelling to hospital or other NHS premises for NHS-funded treatment or diagnostic test arranged by a doctor or dentist.	To find out more visit http://www.nhs.uk/NHSEngland/Healthcosts/Pages/Travelcosts.aspx
Healthy Homes	If you think your home is affecting your health, then you can have a free healthy homes check. Find out more by telephone or email	Tel: 0191 6437585 Email: healthyhomes@northtyneside.gov.uk
Helping Hand	Smaller jobs like fitting a plug, hanging a curtain rail, fitting a light bulb, fixing a tap or installing a grab rail . The small repairs team can help you to carry out small routine jobs like these, that you are unable to do yourself. For further information or to contact the team.	Tel: 08001114418
Home Heat Helpline	Works with major energy companies in England, Scotland and Wales and gives information about benefits and grants.	Call free on 0800 33 66 99 or go to www.homeheathelpline.org.uk

Who	What	How to get in touch
Job Centre Plus	Jobcentre Plus / Jobseeker Direct also provides a wide range of information and services, like benefits, loans and grants and help with finding a job. Call the Jobcentre Plus Helpline for help & advice on Jobseekers Allowance, Income Support, Incapacity Benefit, Employment & Support Allowance or to notify that someone has died.	Tel: 0843 487 1634 This is a direct dial telephone number that will connect you directly to a customer service representative waiting to take your call https://www.gov.uk/contact-jobcentre-plus
Macmillan Support Service	Macmillan Support Services offer free and confidential information and support for adults affected by cancer or a life limiting illness living in North Tyneside. We provide information and support, befriending service, treatments and appointments, bereavement service, support groups and events, and North Tyneside Day Hospice. We offer time to listen, time to talk and time to make sense of it all.	Tel: 0191 220 5908 Email: macmillan.support@northumbria.nhs.uk https://www.northumbria.nhs.uk/our-services/end-life-care/macmillan-support-service#sthash.QszWIYgx.dpuf . There is also a National free phone number on 0808 808 00 00 available Monday to Friday, 9am-8pm or you can visit their website http://www.macmillan.org.uk/information-and-support/coping/getting-support/talking-to-us/index.html

Who	What	How to get in touch
My Care –North Tyneside	An Online resource including Information and signposting about care and support for adults in North Tyneside. My Care North Tyneside includes online self assessment for adults and carers of adults, financial calculators to assess potential charges and the SIGN Directory to search for and find local support organisations, groups and events.	https://mycare.northtyneside.gov.uk https://services.northtyneside.gov.uk/sign/
Dying Matters	Dying Matters is a coalition of 30,000 members across England and Wales which aims to help people talk more openly about dying, death and bereavement, and to make plans for the end of life.	http://dyingmatters.org
Patient	Trusted medical information and support	http://patient.info/
Nexus	Concessionary travel pass Companion Card. Taxi card	Tel : North Tyneside – 0345 200 0101 http://www.nexus.org.uk/concessions Tel: Nexus 0191 202 0777 Email: access@nexus.org.uk

Who	What	How to get in touch
North Tyneside Coalition for disabled people	The Coalition plan activities and tap into the most appropriate support to meet the needs of the disabled community in North Tyneside.	Tel: 0191 296 1437 (24hr answering machine) http://www.ntcdp.co.uk/index.php?id=29
North Tyneside Council Customer Service Centres	Information on North Tyneside Council Services Blue Badge Applications	Killingworth Customer Service Centre Tel: 0191 643 7660 North Shields Customer Service Centre Tel: 0191 643 7975 Wallsend Customer Service Centre Tel: 0191 643 7265 Whitley Bay Customer Service Centre Tel: 0191 643 5420
Human Tissue Authority	You can find more about organ and tissue donation. They keep a register for people who wish to donate their organs and/or tissue after their death. Donating your body for medical research Ensuring that human tissue and organs are used safely and ethically, and with proper consent	You can join the register online, by phoning the NHS donor line Tel: (0300 123 23 23) or by texting SAVE to 84118 NHS Blood and Transplant https://www.hta.gov.uk/make_an_enquiry Tel: 020 7269 1900

Who	What	How to get in touch
Please use this space to store any additional contacts of people or services that are personal to you or your carer.		

If you would like to be involved in ongoing development of health and social care services in North Tyneside we would like to hear from you.

Please register your interest with either:

Healthwatch

Tel: 0191 263 5321

Email: info@healthwatchnorthtyneside.co.uk

Twitter: [@HWNTyneside](https://twitter.com/HWNTyneside)

Facebook: [HealthwatchNT](https://www.facebook.com/HealthwatchNT)

Community Health Care Forum

Tel: 0191 295 4233

Email: chcfnorthtyneside.org.uk