The North Lincolnshire

Carers’ Guide

Produced in partnership with
North Lincolnshire Council,
The Carers’ Advisory Partnership
and the Carers’ Support Centre
Welcome to the North Lincolnshire Carers’ Guide

There are over 19,000 carers in North Lincolnshire which makes up an estimated 11% of our local population. Carers are an essential part of care in our communities. Without them we would not be able to meet the needs of some of our most vulnerable people. Carers need and deserve support and this Guide will help carers to:

- Care well and safely
- Look after their own health and wellbeing
- Realise their education and employment potential
- Not feel isolated or unable to cope
- Have a life of their own alongside caring responsibilities

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Are you a Carer?

A carer is someone who helps another person, usually a relative or friend, in their day to day life. This is not the same as someone who provides care professionally or through a voluntary organisation.

**Adult Carers** are adults caring for adults over the age of 18. This includes adults caring for their adult children.

**Parent Carers** are parents caring for a child or young person under the age of 18 who has additional care needs because of an illness or disability.

**Young Carers** are young people under the age of 18 who look after a family member who is ill or disabled. As a result, they may not have as many personal, social and educational opportunities as other young people.

This Guide is primarily focused on support for adult carers. If you are a parent carer contact Kaleidoscope on 01724 277766, or if you are a young carer contact the Young Carers’ Support Service on 01724 407988 for more information.
You can also get information about support for Carers from the following organisations:

- The Carers’ Support Centre on 01652 650585
- Your GP and primary care staff such as health visitors or community nurses
- North Lincolnshire Council’s Access Team on 01724 297979
- North Lincolnshire Council’s Family Carer Team on 01724 298393
- Any other supporting organisation or agency, such as Age UK, the Stroke Association or the Alzheimer’s Society
CONTENTS

In this Guide you will find information about the following:

- Staying well and healthy Page 5
- Supporting carers Page 8
- Having a Carers’ Needs Assessment Page 10
- Finding support for the person you care for Page 12
- Advice about finances Page 15
- Specialist support Page 16
- Living your life Page 17
- Housing Page 20
- Keeping safe Page 21
- Thinking about the future Page 25
- How to be involved Page 26
- Useful contacts Page 27
- My personal contact list Page 30
Staying Well and Healthy

General Health and Wellbeing

Aside from all the usual reasons to look after your health, people depend on you so it is important to care for your emotional, mental and physical wellbeing.

- Don’t wait for a crisis – early support can enable you to continue activities such as work or education. Support can be vital to maintaining relationships and a sense of identity outside of being a carer
- Try to eat well
- Try to maintain regular exercise, even if it is only slight
- Make time for yourself, even if it’s only 10 to 15 minutes a day

The Health Trainer Service (tel: 01724 292170) offers free information and support to anyone wanting to maintain or improve their health and wellbeing.

If you are 40-74 and have not been diagnosed with heart disease, stroke, type 2 diabetes or kidney disease, you are entitled to a FREE NHS Health Check. Ask your GP for details.

If you are 75 years old and over you can have a Wellbeing Check. Further information is available at the Community Wellbeing Hubs (Tel: 01724 277906 or your nearest Hub).
Health Services

Let your GP, dentist or the hospital know that you are a carer. They will be better able to understand your concerns such as time constraints, and how this can impact on your health needs.

- Ask to be put on the Carers’ Register at your GP surgery
- Try to make/keep appointments regularly, rather than putting them off because of your caring role. It uses less time in the long run and could prevent the development or progression of a health issue
- When making an appointment, ask for extra time with your GP/hospital staff to talk through any caring matters. It is useful to make a list of questions beforehand
- Some surgeries and pharmacies have arrangements in place to help with the collection and delivery of prescriptions – ask at your surgery or local pharmacy.
- If you need to go into hospital and have concerns about your hospital stay, speak to your GP and/or your contact at the hospital well before your admission
- If you are going into hospital for a planned stay, you have time to prepare. Ask your doctor if the procedure can be done as an outpatient visit. If not, ask if any tests can be done prior to going into hospital in order to shorten the length of stay. Contact family members or Adults Services if the person you care for needs support while you are in hospital
• If the person you care for is going into hospital and you still need to be involved in their care and support, let the hospital staff know. If you are going to be a frequent visitor to the person you care for ask for advice about parking

• There is a Social Work Team based at the hospital and also a worker from the Carers’ Support Centre. Ask the ward staff how to get in touch if you feel they can support you (or the person you care for) with your discharge from hospital

For more information about health services and healthy living visit NHS Choices at www.nhs.uk

For non-emergency, but urgent, medical help or advice call the free NHS service on 111 to speak to a highly trained advisor, supported by healthcare professionals.

In the case of an emergency dial 999.

Having a break from Caring

Having a break from caring from time to time will help you stay well. Everyone needs time to recharge their batteries and this is even more important when you are caring for someone. Having a break can be spending time with family and friends, having the chance to pursue your own interests or just having time for yourself. You may need someone to support the person you care for while you have a break, such as support in the home.
Supporting Carers

The Carers’ Support Centre

The Carers’ Support Centre helps support carers in North Lincolnshire. It provides support and signposting to other services as needed, but also provides a wide range of its own community based services. In addition, it promotes and champions carers’ rights.

Services include:

• Information and advice related to caring
• Emotional support including befriending, counselling and a listening ear
• Carers’ groups and social activities
• Advocacy – someone to support you with an issue or speak or act on your behalf
• Lifelong Learning – help to take up a hobby, interest or activity
• Training for carers – First Aid, Back Care, Caring with Confidence etc.
• Relaxation treatments – massage, aromatherapy, manicures etc.
• Support when caring ends
• Home care
• Personal budget management
If at any time you are unsure of where to access the information, advice or support that you need, or you would like further information, contact the Carers’ Support Centre on 01652 650585 or the Family Carer Team on 01724 298393.

The Family Carer Team

The Family Carer Team is part of North Lincolnshire Council Adult Services. The team’s primary focus is on the needs of the carer, keeping them well and enabling them to live their life while undertaking a caring role. The team will be able to support carers with the following:

• Carers’ Needs Assessments
• Carer reviews
• Carer break funding
• Information and advice
• Signposting and referral to other services
• Listening ear
• Emergency planning

To find out more please call 01724 298393 and speak to the Duty Worker.
Having a Carers’ Needs Assessment

What is a Carers’ Needs Assessment?

A Carers’ Needs Assessment is about you and the support you need. It looks at how caring affects your life and your wellbeing, and considers whether you are willing and able to continue caring. The assessment will focus on your care and support needs and provide information and advice about the services to meet those needs. The support agreed with you will be recorded in a support plan. A worker from the Family Carer Team will make an appointment to visit you at home, or at another suitable venue if talking at home is difficult when the person you care for is there.

Who can have a Carers’ Needs Assessment?

The Care Act 2014 gives carers the same recognition as the person they care for. Carers’ Needs Assessments are now more widely available to all people in caring roles. The new rights entitle carers to an assessment regardless of the needs of the person being cared for. The person being cared for does not need to have had a Community Care Assessment or be eligible for support. Carers have a right to an assessment regardless of the amount or type of care or support they provide, their financial means or their level of support.
Preparing for a Carers’ Needs Assessment

An assessment will take into account:

- The effect of caring on your emotional wellbeing
- Whether your health is affected in any way by caring
- Whether you are able to get out and about
- Whether caring allows you any time for yourself
- Any effect of caring on your other relationships or responsibilities
- Whether you want/need information about benefits
- Whether you are worried you may have to give up work or education
- Whether the person you care for is getting enough/the right kind of help
- What your goals/aspirations are outside of caring
- Any cultural, spiritual, lifestyle or other needs you may have

Where can I find more information?

Contact the Family Carer Team (01724 298393), Access Team (01724 297979) or the Carers’ Support Centre (01652 650585) or visit North Lincolnshire Council’s website at www.northlincs.gov.uk/carers. There is also information and advice at the Carers UK website www.carersuk.org/help-and-advice
Finding support for the person you care for

Community Wellbeing Hubs

Community Wellbeing Hubs provide advice and support for vulnerable adults in North Lincolnshire.

Activities in the Hubs and local community will vary and may include:

• Support to access employment and meaningful activity
• Activities and support for carers
• Wellbeing Checks for people aged 75 and over
• Activities such as craft, reminiscence, healthy eating, chair based exercise, tabletop games, kurling, archery and discussion of current affairs
• Targeted workshops on issues such as dementia, nutrition, home and personal safety
• Access to services including bathing, podiatry and other health topics
• Volunteering opportunities
• Information and signposting to other services
If you are feeling lonely or isolated then please contact your local Community Wellbeing Hub either on the phone numbers below or just drop in and say hello. There is always a warm welcome.

Barton and Winterton - 01652 634554
Brigg and Broughton - 01652 653384
Scunthorpe - 01724 277906
Epworth and Crowle - 01724 297771

Core Therapy

You and the person you care for can contact Core Therapy to assess whether some equipment in the home such as grab rails, a raised toilet seat or a walking frame would make life easier and safer. For further information contact:

Brigg and Barton - 01724 298180
Scunthorpe - 01724 290600 / 290620
Isle of Axholme - 01724 290620

Blue Badge

The Blue Badge Scheme provides parking concessions for disabled people with severe mobility problems. A Blue Badge enables you to park in dedicated parking bays which are closer to facilities and parking is free of charge. There is a small charge for a Blue Badge. For more information visit www.northlincs.gov.uk or telephone

Barton - 01724 296981
Brigg - 01724 298180
Scunthorpe North - 01724 290623 / 290624
Scunthorpe South - 01724 290601 / 290603
Isle of Axholme - 01724 871184
Longer Term Support

If you or the person you care for have more complex needs or may need longer term support you/they may be entitled to an assessment by North Lincolnshire Council.

The Access Team is the first point of contact for people who haven’t previously had contact with Adult Services. The team will work with you and the person you care for to provide advice and help you find the best support to meet your needs.

Whoever provides support to you and the person you care for will be there to help you and respect your wishes. You will be in control and people will work with you to ensure you are happy with the process.

If longer term support is needed, the Access Team will refer you for a full assessment which will be completed by one of the Case Management Teams. The case worker will also be able to tell you and the person you care for about any financial support you may be entitled to including information about a personal budget. The case worker will explain the process to you and how the personal budget can be used.

Information and guidance is available about the Assessment Pathway and how to manage a personal budget so you know what to expect at each stage of the process.

For further information contact the Access Team on 01724 297979 or visit www.northlincs.gov.uk/adultservices
Advice about finances

There are many welfare benefits available, both for the carer and the person they care for. It is vital that you get these in place as soon as you can. However, they can be complicated to work out without expert support and advice. The following organisations can help you:

- Age UK North Lincolnshire (01652 636208) – for over 65s
- Crosby Community Association (01724 330022) – for all ages
- Citizens Advice Bureau (01724 870941) – in person/phone
- North Lincolnshire Homes Financial Inclusion Team (01724 279900) – for tenants only
- Department of Works and Pensions (0845 604 3719)

The North Lincolnshire Financial Inclusion Group has created a pocket guide leaflet to provide information on where to go for free help and assistance relating to money worries. This can be found at www.northlincs.gov.uk The Local Link Offices are also a good place to start when looking for advice. Contact 01724 296296 for information on your nearest Link Office.

Carers UK Carers Rights Guide also has some good information relating to finances – visit www.carersuk.org or ask the Carers’ Support Centre for a copy.
You may also be able to get financial help with Council Tax or Housing Benefit. Contact North Lincolnshire Council for more advice on 01724 297000 or visit www.northlincs.gov.uk/counciltax

There are many organisations who can offer independent financial advice. The Money Advice Service has been set up by the government to offer free and impartial advice. They can be contacted by visiting www.moneyadviceservice.org.uk or you can ring 0300 500 5000.

**Specialist support**

There are a number of specialist services who can provide information and advice about conditions such as dementia, strokes, multiple sclerosis, mental health and arthritis, for example.

Information and contact details for organisations that can offer support can be found at the end of this Guide.

For more information services and support contact North Lincolnshire Council’s Adult Information Service on 01724 296607 or visit www.northlincs.gov.uk/ais
Living your Life

Support with Work

Carers may find that the best, or only way to manage their work and caring responsibilities is to change their work arrangements. A carer may need to take leave at short notice for emergencies, for example. The law now gives carers more rights at work, such as the right to request flexible working and the right to have time off for emergencies. For more details ask the Carers’ Support Centre on 01652 650585 or visit the Carers UK website www.carersuk.org.

There is also a specialist team of advisers at the Job Centre who aim to help carers wishing to return to work. They can often help with payments for alternative care and transport costs, for example, when attending interviews, going on a training course or during the first six months of employment. For more details on the schemes that are available to help please contact 01724 275527.
Leisure and Social Activities

North Lincolnshire Council’s Community Wellbeing Hubs can provide various activities to help with health as well as social activities. A copy of their newsletter can be obtained by emailing prevention.adults@northlincs.gov.uk or contacting your local Hub.

Scunthorpe – 01724 277906
Barton & Winterton – 01652 634554
Brigg & Broughton – 01652 653384
Epworth – 01427 873787
Crowle – 01724 297212.

The Adult Information Service (North Lincolnshire Council) can also provide information on lots of local activities. You can contact them on 01724 296607 or email ais@northlincs.gov.uk. Further information can be found on www.northlincs.gov.uk/ais.

The Carers’ Support Centre runs carers’ support groups all over North Lincolnshire where carers can find friendship and mutual support. They may also be able to help with alternative care and transport. To find out which group is near you ring 01652 650585 and they will send you a programme of planned activities.
Education and Training

There are many places that a Carer can obtain information about education and training, whether in relation to their caring role, getting back to work or pursuing an interest.

There is specific training for carers such as Caring with Confidence, Understanding Dementia, Back Care and First Aid – all available from the Carers’ Support Centre. Some of this training can be provided following a Carers’ Needs Assessment.

North Lincolnshire Council also offers courses that are free for carers.

Lifelong Learning can be provided following a Carers’ Needs Assessment. This is an opportunity for a carer to access some education or training to help them get back into the workplace or to improve their wellbeing and learning opportunities.

The Alzheimer’s Society provides specialist dementia training courses. Options Recovery College and MIND also provide courses around mental health issues. Courses are also available from places such as North Lindsey College and the Workers Education Association.
Housing

North Lincolnshire Council’s Housing Advice Team (01724 297777) will advise, help and signpost with regard to any general questions or problems around housing. The team will assist tenants, homeowners and landlords with any issues they might have.

To apply to go on the Housing Register you need to use the HomeChoiceLincs website www.homechoicelincs.org.uk Contact the Housing Advice Team if you need any help.

If you need help with a housing related problem, or you need someone to write or speak on your behalf, contact the Carers’ Support Centre (01652 650585) and ask for the Advocacy Service as they may be able to help. Alternatively, you can call the Scunthorpe & District Citizens Advice Bureau (01724 870941).

Disabled Facilities Grants

A Disabled Facilities Grant helps pay for essential adaptations to the homes of people who are registered as disabled to help them live more independently. The grant can only provide funding for adaptations where the work is necessary and appropriate to meet the needs of the disabled person. They must also be reasonable and practicable taking into consideration the age and condition of the property. For further information contact North Lincolnshire Council’s Home Assistance Team on housing@northlincs.gov.uk or call 01724 297000.
**Keeping safe**

It is important to feel safe and be safe, and to ensure the person you care for is safe. To find out more about safety in your community ring 01724 244651 or email saferneighbourhoods@northlns.gov.uk

**Technology – Telecare**

Telecare is the name given to a range of electronic sensor equipment which can support your relative/friend to remain independent in their own home. Equipment can help someone feel safe and secure within their home and also offers their family and carers peace of mind and reassurance.

An alarm or sensor can be worn by the person, or placed around the home. This enables the person to directly seek help or, when a sensor is automatically triggered, alerts a Call Centre or a named contact. For example:

- Pendant alarm and Lifeline box
- Bed and chair sensors
- Prompts and reminders
- Enuresis sensor (for those with continence problems)
- Falls detector
- Epilepsy sensor
- Home pager/Care assist
- Property exit sensors and security features
- Bogus caller button
- Environmental sensors

For information and advice on Telecare please ring 01724 298408 or email TelecareServices@northlns.gov.uk
Emergency Plan/Emergency Card

It is important for carers to consider who would help if they had a crisis situation and were unable to provide support for the person they care for. By completing an emergency plan the carer can identify a family member or friend or professional that they would like to be contacted should an emergency arise.

The carer will be given a Carers’ Emergency Card which provides carers with reassurance and confidence that in such situations the emergency number will be contacted to ensure the person they care for is supported.

The Emergency Services recognise the card and know that someone is dependent on the person carrying it. The card also has the phone number for the 24-hour control room so help can be accessed immediately.

For further information contact the Family Carer Team on 01724 298393 or visit www.northlincs.gov.uk/carers

Caring for someone who has behaviours that are challenging to you

If you are caring for someone who has behaviours that are challenging to you such as shouting, hitting or throwing something, and you don’t feel safe or able to manage, contact your health professional, social worker or Adult Services (01724 297979) for advice and support.
The Herbert Protocol

The Herbert Protocol is named after George Herbert, a war veteran of the Normandy landings who lived with dementia. This is a national scheme adopted by Humberside Police and other police services across the country.

The scheme encourages carers, families and friends to hold information about the person they are caring for that can help the police to find them should they go missing or not return home when expected. For more information you can pick up a form from your local police station or visit www.humberside.police.uk/issues/vulnerability

Safe Place

Safe Place is a simple scheme to help vulnerable people to stay safe whilst out and about in the North Lincolnshire area.

Anyone who is feeling vulnerable, scared, confused or lost is able to access the scheme and ask for help. Safe Place can be found in

- Shops
- Libraries, sports and community centres
- Train and bus stations

Window stickers (as above) will be displayed at the venues that are part of the scheme to show that they are a safe place to go.

For further information ring 01724 244651 or email saferneighbourhoods@northlincs.gov.uk
Protecting Vulnerable Adults

If you suspect that the person you care for (or any vulnerable adult) is the victim of abuse (whether the abuse is intentional or not), it is really important to seek help as soon as you can.

Abuse means causing another person significant harm and can include:

- Violence – physical abuse
- Sex without consent
- Fraud or theft
- Verbal abuse, threats or bribery
- Failing or refusing to keep someone from harm
- Neglect

If you are concerned about someone contact Adult Social Services on 01724 297979 as soon as possible.

Your concerns will be taken seriously and urgent action taken where appropriate. No action can be taken or information shared with others without the consent of the person being abused, unless there are public interest considerations or the adult concerned is unable to make a decision because of their mental capacity.

If you suspect someone is in imminent danger, then telephone 999 for the Police and Emergency Services.
Thinking about the future

Making Decisions

There may come a time when you are concerned that the person you care for is struggling to make decisions, particularly if they have dementia or other illnesses that affect their memory. The Mental Capacity Act 2005 and its guidance explains how to help someone with decision making. Adult Services and the Alzheimer’s Society can provide further information about this.

Lasting Power of Attorney

The person you care for may be concerned that they may need help with decision making in the future especially around their health and wellbeing, and their finances. One option is for them to choose someone they trust to be an attorney through a legal document called Lasting Power of Attorney.

That person must act in the best interests of the person cared for. Once registered, this person has authority to make decisions on their behalf if they can no longer do so. The person must act in their best interests. This decision needs to be made when the person is able to make that choice themselves. For further details contact [www.Gov.uk](http://www.Gov.uk)
Wills

A will lets someone decide what will happen to their money, property or possessions after their death. You can write your will yourself, but you should ideally get legal advice to ensure it will do what you want. You can get advice from a solicitor or the Citizens Advice Bureau. The www.Gov.uk website can also help. Many organisations such as Age UK, Macmillan Cancer Support and the Alzheimer’s Society can also help.

If you feel you need help and support with your caring role please contact the Carers’ Support Centre on 01652 650585 or Adult Services Family Carer Team on 01724 298393 or Adult Services Access Team on 01724 297979.

How to be involved

The Carers’ Advisory Partnership (01652 650585) and North Lincolnshire Clinical Commissioning Embrace Patient Network (0300 3000 567) provide a voice for carers and work with carers and professionals to improve services for carers. If you would like to be involved in either group please contact them for further information.
Useful Contacts

This Guide is available as a booklet and online. You can view an online version on the Carers’ Support Centre website at www.carerssupportcentre.com/northlincolnshire or North Lincolnshire Council’s website www.northlincs.gov.uk/carers

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<td>Humbercare Hospital Avoidance and Home from Hospital Service</td>
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<td>Humberside Fire &amp; Rescue</td>
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<td>Humberside Police</td>
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<td>North Lincolnshire Independent Complaints Advocacy</td>
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<td>Diane Princess of Wales Hospital, Grimsby</td>
<td>01472 875403</td>
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<tr>
<td>Goole and District Hospital</td>
<td>01724 290172</td>
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<tr>
<td>Hull Royal Infirmary and Castle Hill Hospital</td>
<td>01482 623065</td>
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<tr>
<td>North Lincolnshire Clinic Commissioning Group</td>
<td>01652 251125</td>
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<tr>
<td>Rotherham Doncaster and South Humber NHS Foundation Trust (RDaSH)</td>
<td>0800 015 4334</td>
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<tr>
<td>Scunthorpe General Hospital</td>
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<tr>
<td>RADAR Keys</td>
<td>0207 250 3222</td>
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<tr>
<td>Registrar of Births, Marriages and Deaths</td>
<td>01724 298555</td>
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<tr>
<td>Samaritans</td>
<td>01724 860000</td>
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<tr>
<td>Shopmobility</td>
<td>01724 297418</td>
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<tr>
<td>Stroke Association – Information, Advice and Support Service</td>
<td>01724 851453</td>
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<tr>
<td>Transport Solutions Voluntary Car Service</td>
<td>01652 637700</td>
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<tr>
<td>Walking the Way to Health in North Lincolnshire</td>
<td>01724 297631</td>
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My personal contact list (for your own use)

<table>
<thead>
<tr>
<th>Name</th>
<th>Telephone Number</th>
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