

INDEX

Advice and Information	Page
<u>Benefits Agency</u>	34-35
<u>Citizens Advice Bureau</u>	36
<u>DIAL UK/Scope</u>	37-38
<u>Disability North</u>	39-40
<u>Equality Advice Support Service (EASS)</u>	41
<u>Independent Living Centre – Middlesbrough</u>	42-43
<u>Salvere</u>	44
<u>Legal Aid Agency</u>	45
<u>NHS Choices</u>	46
<u>Scarborough Disablement Action Group</u>	47
<u>Soldiers, Sailors, Airmen and Families Association (SSAFA)</u>	48-49

The Law Society	50
Veterans UK	51
Whitby Scarborough & Ryedale Disability Action Group	52-53
The Coliseum Centre	54-55
Advocacy	
Advocacy Alliance	56
ICA (Independent Complaints Advocacy	57
Aids and Equipment	
Active Mobilty Centre	58
British Red Cross - North Yorkshire	59
ArjoHuntleigh	60
Remap - Custom Made Equipment for Disabled People	61
St. John Ambulance	62
Whitby Scarborough & Ryedale Disability Action Group	52-53
Blind and Partially Sighted	

Guide Dogs for the Blind Association (Teeside, Durham, N.Yorkshire)	63
Yorkshire Coast Sight Support (YCSS)	
Sight Support Ryedale	
Scarborough Talking News	
Talking Newspaper – Whitby	
Talking Newspaper Association of the UK (TNAUK) part of RNIBGroup	
Revitalise Holiday	
BUILDING DESIGN AND ADAPTATIONS	
147 Design	
Disabled Facilities Grants	
ECYH Trust	
Scarborough Borough Council – Building Control (NYBCP)	
White Rose Home Improvement Agency	
Whitby Scarborough & Ryedale Disability Action Group	
CARERS	
Caring Together - Whitby and District	

<u>Parent to Parent</u>	
<u>Scarborough and Ryedale Carers Resources</u>	
<u>Scarborough and Ryedale Carers Resources – Carers Support Group</u>	
<u>Scarborough and Ryedale Carers Resources – Young Carers</u>	
Children and Young People	
<u>Shine Charity</u>	
<u>Disc (North Yorkshire Horizon)</u>	
<u>Child and Adolescent Mental Health Service (CAMHS)</u>	
<u>Children’s Therapy Department</u>	
<u>Contact</u>	
<u>Disabled Children’s Services Team (NYCC)</u>	

<u>Family Fund</u>	
<u>Whitby Underground</u>	
<u>InterActive Whitby & District</u>	
<u>Wooden Horse Nursery</u>	
<u>NYCC Families Information Service</u>	
<u>PAPYRUS</u>	
<u>Relate North East</u>	
<u>Ryedale Special Families</u>	
<u>YorSexual Health</u>	
<u>The Endeavour Fun Club</u>	
CHIROPODY AND PODIATRY	
<u>Chiropodists</u>	

<u>Department of podiatry and foot health, Scarborough, Whitby and Rydale Primary Care Turst</u>	
Counselling	
<u>Bereavement Support Service</u>	
<u>Cruse Bereavement Care</u>	
<u>Relate North East</u>	
<u>Samaritans - Scarborough</u>	
<u>The Compassionate Friends</u>	
<u>Victim Support</u>	
Customer/Client/Paitent Consultation	
<u>Scarborough and North East Yorkshire NHS Trust (PALS)</u>	
Day Care and Day Centre	

<u>Cauwood Day Centre</u>	
<u>Day Hospital</u>	
<u>Elders Street Day Centre</u>	
<u>Larpool Lane – Day Centre, Whitby</u>	
<u>Trinity Centre</u>	
Deaf and Hard of Hearing	
<u>British Sign – online BSL course</u>	
<u>Hearing Aid Clinic</u>	
<u>Hearing Dogs for Deaf People</u>	
<u>Ransdale House</u>	
<u>Action on Hearing loss: RNID Typetalk</u>	
<u>Sarabec Ltd – Loop Systems & Communication</u>	

--	--

ADVICE AND INFORMATION (INCL. WELFARE BENEFITS)

Benefits Agency

Website: www.gov.uk

Employment Support Allowance & Income Support – Telephone: 0800 055 6688
Textphone: 0800 023 4888

Child Benefit Centre - Telephone: 0300 200 3100 Textphone: 0300 200 3103

Carers Allowance Unit - Telephone: 0345 608 4321 Textphone: 0345 604 5312

Disability Service Centre:

Disability Living Allowance (DLA) Telephone: 0345 605 6055 Textphone: 0345 604 5312

Disability Living Allowance (DLA): If you were born on or before 8 April 1948
Telephone: 0345 605 6055 Textphone: 0345 604 5312

Attendance Allowance (AA) Telephone: 0345 605 6055 Textphone: 0345 604 5312

Personal Independence Payment (PIP) Telephone: 0345 850 3322 Textphone: 0345 601 6677

National Insurance (Contributions) - Telephone: 0300 200 3500 Textphone: 0300 200 3519

Pension Credits Office – Telephone: 0800 99 1234 Textphone: 0800 196 0133

Tax Credit Helpline - Telephone: 0345 300 3900 Textphone: 0345 300 3909

Winter Fuel Payment – Telephone: 03459 151515 Textphone: 0345 606 0285

Job Seekers Allowance: Contribution-based and income-based: New Claims
Telephone: 0800 055 6688 Textphone: 0800 023 4888

Job Centre Plus, 6 Bobbies Bank, Whitby, YO21 1QZ, Telephone: 0345 604 3719
Textphone: 0345 608 8551

Citizens Advice

Church House Centre, Flowergate, Whitby, YO21 3BA

Telephone: 08444 111 444, 9.30am – 4.30pm Monday to Friday

Telephone: 01723 318710 – Scarborough Citizens Advice

Website: www.citizensadvice.org.uk

The Citizens Advice Bureau (CAB) offers a free, confidential, impartial and independent advice service. Telephone advice is a 24 hours automated service. Leave messages on answer machine when staff are unavailable.

Appointments arranged for General Advice (Tuesday & Thursday, 10am – 3.30pm). All clients will be given a short introductory interview either in person or by telephone. Only if further advice is needed will an appointment be made for Monday's.

Assessment line Tel: 01947 605157 Tuesday & Thursday, 10am – 3.30pm if staff are available.

Welfare Benefits Check drop in, Friday 10am – 1pm

DIAL UK/SCOPE

Selby and District Dial, 12 Park Street, Selby, Yorkshire, YO8 4PW

Telephone: 01757 210495, Selby and District Dial

Opening times: Mon – Fri 10am – 3pm

Telephone: 0808 800 3333 – Scope Helpline 9am - 5pm weekdays

E-mail: helpline@scope.org.uk

Website: www.scope.org.uk

DIAL UK information and advice services are based throughout the UK and provide information and advice to disabled people and others on all aspects of living with a disability.

DIAL UK is the national organisation for the DIAL network which is now part of Scope's Information & Advice Services - approximately 90 disability information and advice centres run by, and for, people with disabilities. DIAL groups give free, independent advice on all aspects of disability over the telephone and in drop-in centres; many can arrange to visit less mobile clients in their own homes. As the national organisation for the network, DIAL UK promotes the interests and usage of

disability advice centres controlled by disabled people and provides information and support services to DIAL groups and other disability information providers.

Disability North

Castle Farm Road, Newcastle upon Tyne, NE3 1PH

Telephone: 0191 2840480

Fax: 0191 2130910

Text phone: 18001 0191 2840840

E-mail: reception@disabilitynorth.org.uk

Website: www.disabilitynorth.org.uk

Opening Time: Monday – Friday: 9am – 5pm

Disability North is a free Independent Living Service which promotes social inclusion, independence and choice for disabled and older people in the North East of England and Cumbria. Disability North is a user led registered charity which works with, and for, disabled people, empowering them to maximise the control they have over their own lives.

Our Service Team can provide information and advice on equipment and activities for daily living (ADL), benefits and Direct Payments as well as advising on many

other aspects of disability and signposting to other organisations who can help.

Disability North & Contact a Family, in conjunction with Irwin Mitchell Solicitors, are running a series of free legal surgeries to provide advice in relation to disability related queries. The legal surgeries will be held at Disability North's Dene Centre in Newcastle and will be attended by a lawyer who will discuss your query with you, and advise you on what you should do next. All advice given at the legal advice surgeries is free of charge.

These are a few issues that advice will be given to help with;

Education

Transport (including school transport)

Health and social care needs (including access to, or failure to provide statutory care services)

Access to medical treatment

Issues relating to medical treatment received

Issues surrounding mental capacity/vulnerability of family members (particularly if there is a dispute)

Equality Advice Support Service (EASS)

EASS Freepost, FREEPOST EQUALITY ADVISORY SUPPORT SERVICE FPN4431

Telephone: 0808 800 0082

Text phone: 08080 800 0084

There is a live chat available for anyone in need of quick one to one communication.

Website: www.equalityadvisoryservice.com

The Helpline advises and assists individuals on issues relating to equality and human rights, across England, Scotland and Wales. We can also accept referrals from organisations which, due to capacity or funding issues, are unable to provide 'in depth help and support' to local users of their services.

The EASS helps people understand what protected characteristics of a person might be discriminated against, where discrimination can take place (sector), and what actions could be classed as discriminatory (prohibited conduct).

The Independent Living Centre

Holyrood Lane, off Lansdowne Road, Middlesbrough, TS4 2QT

Tel: 01642 250749

Website: www.middlesbrough.gov.uk

The Independent Living Centre is a resource and advice centre designed to assist people who have difficulties with every day activities to increase or maintain their independence, improve their quality of life or to assist their carers.

The centre gives free and impartial expert advice on information and products; enables people to compare and contrast a range of products in the showroom (mobility equipment, kitchen, hall, stairs, bedroom and bathroom); provides individual assessments (carried out by an Occupational Therapist); informs people of their eligibility for provision of equipment locally and alternative sources including private purchase. Where the centre is unable to resolve a need presented by a service user they are referred onto to a moreScop appropriate agency/service.

Specialist exhibitions and demonstrations of equipment are provided on a regular monthly rotational basis.

The centre acts as a training resource for carers and staff involved in the care of people with disabilities. The centre also is a resource for training organisations, i.e. colleges, universities, and helps social services and voluntary agencies regarding equipment for people with disabilities.

The centre is open to all regardless of where you live: disabled people; carers; health services; social services; community professionals; general public. Self referrals are accepted.

Assessments are available to all. Only those living in Middlesbrough and Redcar and Cleveland localities will be provided with equipment where eligible. Advice can be given to people from other areas, following assessment.

Opening Hours

Monday - Wednesday: 1pm - 6pm; Thursday: 1pm - 7pm; Friday: 1pm - 4.15pm;
Saturday: 9.30am - 1.30pm

Salvere

Salvere Drop in Centre, 15 Priory Street, York, YO1 6ET

Telephone: 0300 303 3064

E-mail: contactus@salvere.co.uk

Website: www.salvere.co.uk

Post: Salvere Mailroom PO BOX 480 Sevenoaks TN13 9JY

Salvere is a community interest company. We are a not for profit social enterprise focused on helping people to organise care and support.

Salvere was established to bring about the conditions that enable people to get the support they need to be well and in good health to remain independent. How support is defined and what form it takes can be what people want and afford.

Our mission is to create desirable personal support solutions that are accessible, affordable and trustworthy to improve health and well-being.

Legal Aid Agency

Legal Aid Agency, Unit B8 Berkly Way, Viking Business Park, Jarrow South Tyneside 31 1SF

Telephone: Civil general enquiries 0300 200 2020

Website: www.legalservices.gov.uk

Email: contactcivil@legalaid.gsi.gov.uk

The Legal Aid Agency looks after legal aid in England and Wales and is the responsible office for ensuring that people get the information, advice and legal help they need.

Civil Legal Advice (CLA) - for civil matters. CLA provides advice to people who are eligible as well as put you in contact with a CLA legal adviser.

Public Defenders Services (PDS) - for criminal matters. Helps people who are under investigation or facing criminal charges.

North Yorkshire Law, Baxtergate, Whitby, Tel: 01947 602131 (Family Section only)

Thorpe & Co, Bagdale, Whitby, Tel: 01947 603465 (Criminal, Family & Housing).

NHS Choices

Telephone: 111 (24 hr helpline) Free of charge from any landline or mobile phone.

Website: www.nhs.uk

NHS Choices (England) provides a wide range of health related advice and information including information about illnesses, operations, tests and treatments, advice on common health problems, finding the nearest doctors, dentists, opticians and pharmacies.

The Website includes a Health Encyclopaedia, Self Help Guide, details of local NHS Services, and answers to common health questions from Accidents and First Aid to Quitting Smoking and Women's Health.

Scarborough Disablement Action Group

Unit 4, The Street, 12 Lower Clark Street, Scarborough, YO12 7PW

Telephone: 01723 480029 10am – 2pm

Website: www.scarboroughdag.org.uk

Email: info@scarboroughdag.org.uk

9:30am – 4pm, Monday to Friday

Scarborough Disability Action Group (DAG) helps over 6,000 disabled people in Scarborough & District each year by providing information and advice about a wide range of key issues surrounding disability. Our aim is offer local disabled the opportunity to achieve empowerment and full integration into the local community.

Soldiers, Sailors, Airmen and Families Association (SSAFA)

SSAFA Forces Help, 4 St Dunstons Hill, London, EC3R 8AD

Telephone: 0207 403 8783. (general enquiries)

Free phone helpline 0800 731 4880, 9am - 5.30pm, Monday – Friday

E-mail: info@ssafa.org.uk

Website: www.ssafa.org.uk

National charity which helps serving and ex-service men and women, Reserves personnel, and their families, including widows and widowers, in need. Confidential helpline provided on behalf of the MoD for many issues including loneliness, drugs, bullying, equal opportunities, racial and sexual harassment.

Also if needed there is an AWOL helpline where you can speak in confidence to the SSAFA AWOL Support Line worker on 0800 731 4880.

North Yorkshire Branch – Building 48, Queen Elizabeth Barracks, Strensall, York,

YO32 5SW. Telephone: 01904 492 562. Open Monday - Friday 10am - 1pm
Email - secretaryinyork@aol.com

Cleveland Branch - SSAFA Forces Help Office, TA Centre, Stockton Road,
Middlesbrough, TS5 4AD. Telephone: 01642 217 440. Open Monday – Friday 10am
– 12pm Cleveland@ssafa.org.uk

The Law Society

Telephone: 020 7320 5650 (for general and public enquiries or you need further help using Find a Solicitor) Monday – Friday 9am – 5.30pm

Website: www.lawsociety.org.uk/for-the-public

The Law Society is the regulatory and representative body for solicitors in England and Wales. It can provide information on ways to help you in finding a solicitor, paying for legal services, complaints about solicitors, and guides to common legal problems.

Veterans UK

Service Personnel and Veterans Agency, Norcross Thornton Cleveleys, Lancashire, FY5 3WP.

Freephone: 0800 169 22 77 (UK only) Telephone: +44 1253 866 043 (Overseas)

Email: veterans-uk@mod.uk

Website: www.veterans-uk.info

Telephone lines are open from 8am to 5pm Monday to Friday

Veterans-UK is for ex-service personnel (Army, Navy, RAF – regular or reserve), providing a single point for accessing information on a variety of veterans services provided by a range of different organisations. Advice and information can be accessed on pensions and compensation schemes; service records; medals, badges and emblems; welfare services and one-to-one support (in the home if needed). The website provides information on services for veterans and useful links to ex-Service organisations.

Whitby Scarborough & Ryedale Disability Action Group

Church House Centre, Flowergate, Whitby, YO21 3BA

Telephone: 01947 821001

E-mail: info@whitbydag.org.uk

Website: www.whitbydag.org.uk

Open for all enquiries: Monday, Tuesday, Thursday, 9am - 5pm, Friday 9am – 4.30pm. Office closed Wednesday, weekends, bank holidays and between Christmas and New Year.

Whitby DAG provides a wide range of services for people with disabilities, their families, carers and other professionals, including:

Confidential advice on benefits entitlement and assistance with claims over the phone, in the office or home visits; Telephone helpline and information service; Handbook of local and national services; guides and information for disabled people on "Where to Go", "Where to Stay" and "Where to Eat" in the Whitby and District area; monthly Newsletter; Volunteering opportunities; Access advice and information.

Wheelchair and mobility scooter hire scheme for residents and visitors to the area – Monday to Friday contact the WhitbyDAG office. Delivery to hotels and B&Bs in Whitby town are free of charge. Deliveries/ collections can be arranged to addresses outside of the town and will be subject to charges depending on the distance. Collection point by prior arrangement will be at Whitby Tourist Information Centre.

Wheels@TheTIC – wheelchair and mobility scooter hire scheme based at Whitby Information Centre, Langbourne Road, Whitby: Saturdays and Sundays, 11am – 2pm.

Whitby DAG also has a membership scheme including trips out to places of interest, shopping trips, coffee mornings, member run workshops, training and educational opportunities.

The Coliseum Centre

The Coliseum, Victoria Place, Whitby, YO21 1EZ

Telephone: 01947 825000

Website: www.whitbynetwork.org.uk

E-mail: info@whitbynetwork.org.uk

Contact: Maureen Lynch

Open: Monday, Wednesday & Friday, 9am to 5pm; Tuesday & Thursday 9am to 7pm. Closed Saturdays and Sundays.

Whitby Network (The Whitby Resource Centre Ltd) is a registered charity, based at The Coliseum building, serving the community of Whitby and its surrounding villages. The building is located in Whitby town centre and is situated close to the train and bus stations. Ramp and stepped access from street level. Lift to upper floors except Crows Nest. Whitby Network provides welfare services, opportunities for volunteering, education and training, culture, social and community building activities. Much of the work is undertaken by volunteers, people of all ages, from all walks of life and with all levels of physical and mental abilities.

Venue for conferences, corporate functions, trade fairs, lectures and meetings.

Facilities include a theatre/ cinema with raked seating for ninety (90); private rooms for one to one meetings; larger meeting rooms accommodating up to 30 people - on-site catering, internet access, OHP, TV and video facilities available; office accommodation and hot-desking opportunities – internet access available, daily rates; Wi-fi internet cafe. The Discovery Suite is occupied by the Adult Learning Services department of Caedmon College Whitby. Further information can be obtained from The Coliseum or by contacting the College direct.

The Café on the ground floor is run by The Dalewood House Trust (for adults with learning disabilities), providing the opportunity to work in a busy community environment, and the chance to learn and gain new skills. The menu offers a wide variety of choice for every taste to eat in or take away. Meals are freshly prepared every day. You can also place your order by phone.

The Network Shop, located on Bagdale, a short distance from The Coliseum, is staffed wholly by volunteers, offering affordable second hand household items and furniture. Opening Hours: 10am to 3.45pm, Monday to Friday.

ADVOCACY

Advocacy Alliance

The Street, 12 Low Clark Street, Scarborough, YO12 7PU

Telephone: 01723 363910 or 07435965064

Website: scarboroughadvocacy.co.uk

E-mail: office@scarboroughadvocacy.co.uk

Tuesday to Friday 9am - 4.30pm.

Advocacy Alliance covers the Scarborough, Whitby and Ryedale area promoting the rights and interests of disadvantaged or vulnerable people. Volunteer advocates are partnered with people who need their help. Help is given with writing letters, talking to officials, representation at meetings, liaison with the private and public sector services, complaints procedures and general support. Appointments and visits are organised at mutually agreed places and can be in the individual's home.

ICA (Independent Complaints Advocacy)

Carers Federation Head Office

Christopher Cargill House, 21-23 Pelham Road, Nottingham, NG5 1AP

Telephone: 01159 629 310 Outreach appointment Telephone: 01482 304821

Fax: 01159 629 338

E-mail: info@carersfederation.co.uk

Website: www.carersfederation.co.uk

ICA is free, independent and confidential, and can help if you feel you have not had the service you expect from the National Health Service (NHS) and want to complain. An experienced Advocate can help and support you to make your complaint. ICA Advocates cannot support you with matters outside of the NHS complaints procedure.

ICA can generally support you with your NHS complaint; provide information so you can deal with your own complaint; put you in touch with other people who can help you; involve an interpreter or translator if you need one.

AIDS AND EQUIPMENT

Active Mobility Centre

Head Office & Customer Services Billingham Showroom

174 Belasis Avenue, Billingham, Cleveland, TS23 1EY

Telephone: 01642 805050

Fax: 01642 808487

E-mail: enq@activemobility.co.uk

Website: www.activemobility.co.uk

Open Monday to Saturday 9am to 5pm. Closed Sundays and bank holidays. Closed between Christmas and New Year

Active Mobility Centre sells aids and equipment to make life easier for people with disabilities inside and outside the home. These include manual wheelchairs, electric wheelchairs and scooters, lifting chairs, hoists, kitchen utensils, crutches, walking frames and sticks, heat pads, grab rails, leisure products, orthopaedic beds, toilet and bathroom accessories, ramps, rehabilitation accessories and furniture.

Showroom at Billingham. Goods can be ordered by catalogue and via the website.

British Red Cross - North Yorkshire

British Red Cross, Basics Plus Mount View Business Park, Salisbury Street Seamer Road, Scarborough, North Yorkshire YO12 4EH

Telephone: 0113 201 5250

Fax: 0207 562 2000

Textphone: 0207 562 2050

E-mail: NYorkshire@redcross.org.uk

Website: www.redcross.org.uk

North Yorkshire wide, volunteer-led medical equipment service provides short-term loans for wheelchair and komods. The service helps people's sense of independence return and helps make their lives easier.

Equipment is usually available within 24hours in an emergency and is loaned free of charge. Loan is for 4 – 6 weeks; extension of loan time can be requested and may be given if available. Refundable deposit may be requested. Donations welcome.

ArjoHuntleigh

Houghton Hall Business Park, Houghton Regis, Bedfordshire, LU5 5XF

Telephone: 01582 413 104

Fax: 01582 745 745 (sale)

Email: sales.admin@arjohuntleigh.com

Website: www.arjohuntleigh.co.uk

ArjoHuntleigh provide a wide range of products and services for both professional use and use at home, including transfer equipment, medical beds and therapeutic surfaces e.g. foam mattresses, wound healing, DVT prevention, etc. Products can either be purchased or hired as necessary. Rentals are covered by a 24 hour helpline for additional piece of mind.

Remap - Custom Made Equipment for Disabled People

Remap Head Office, D9 Chaucer Business Park, Kemsing, Sevenoaks, Kent TN15 6YU

Telephone: 01732 760209

Email: data@remap.org.uk

Website: www.remap.org.uk

Scarborough contacts

Telephone: 01723 352383 to Contact: Mr Reeds

Telephone: 01723 369759 to Contact: Mr F Parrott Evening (evening)

A volunteer panel of engineers and others devoted to the design and construction of aids to meet the individual needs of people with disabilities where such aids cannot be provided by any other means, plus the promotion of closer liaison between the engineering and caring professions.

Clients referred by hospitals, GP, Occupational Therapists or Social Services.

St. John Ambulance

St. John Ambulance Hall, Back St.Hilda's Terrace, Whitby, YO21 3AE

Website: www.sja.org.uk

Telephone: 08700 104 950 General enquiries (Mon-Fri: 9am - 5pm)

St John Ambulance provides volunteer positions, a number of first aid training courses which anyone can apply for, as well as providing information and tips about first aid which are available via the website. First aid kits and equipment can also be purchased from the St. John Ambulance online store.

BLIND AND PARTIALLY SIGHTED

Guide Dogs for the Blind Association

Leeds Mobility Team, Guide Dogs, Shire View, 72 Headingley Lane, Leeds LS6 2DJ

Telephone: 0345 143 0210 (Leeds) General Enquiries Telephone: 0118 983 5555

E-mail: leeds@guidedogs.org.uk guidedogs@guidedogs.org.uk

Website: www.guidedogs.org.uk

A national association which aims to provide guide dogs, mobility and other rehabilitation services that meet the needs of blind and partially sighted people.

Training and provision of guide dogs to give people back their freedom and independence.

Campaigns on issues such as access to public transport and the promotion of good eye health. Contact the team to discuss how they may be able to help you, a family member or a friend.

Yorkshire Coast Sight Support (YCSS)

(Formerly Scarborough Blind and Partially Sighted Society)

183 Dean Road Scarborough YO12 7JH

Telephone: 01723 354417 Monday to Thursday 10am - 4pm

Website: www.ycss.org.uk

Resource Centre which offers a comprehensive range of equipment for visually impaired clients, including talking watches, clocks, calculators, kitchen and bathroom scales. Clients are able to try out equipment such as the EZEE Reader which transfers magnified written material onto a television screen.

The Society also has the most up-to-date computer equipment available including a speech synthesizer and scanner. Tuition for computer skills is available on a one-to-one basis, including touch typing, word processing and internet. A training kitchen is available with a talking microwave oven. Braille transcription service available. Monthly magazine in Braille, large print, tape and disc formats. Benefits advice and help filling in forms.

Sight Support Ryedale

Norton Hive Community Library, Commercial Street, Norton, YO17 9ES

Telephone: 01653 698860

Email: enquiries@sightsupportryedale.org

Website: www.sightsupportryedale.org

Open time Mondsy to Friday 9am – 5pm

Sight Support Ryedale provides a network of support, activities and friendship to help alleviate the social, emotionl and practical problems that living sight loss can bring. We have a thriving and active membership, supported by over 20 volunteers.

The service provided by Sight Support Ryedale cover the following 5 specific areas: Activities, IT support, resources, information and optimeyes.

Scarborough Talking News

Allatt House, 5 West Parade Road, Scarborough, YO12 5ED

Telephone: 01723 383459 (24 hour answer phone)

Website:

Contact: Brian Heap

Free service where news from the local press is made available in cassette form and distributed to visually impaired readers every week. 90 minute magazine cassette produced six times a year. Library of 450 books on cassette.

Catchment area is from Whitby to Bridlington along the coast and inland to Malton, Pickering and Helmsley. Available to anyone with sight problems who cannot read a newspaper, or anyone who has difficulty holding a newspaper e.g. stroke patients and people with Parkinson's Disease.

Talking Newspaper – Whitby

71, Lowdale Lane, Sleights, Whitby, North Yorkshire, YO22 5AD

Telephone: 01947 810401

Website:

Contact: Geoff Cooling

Monthly talking newspaper produced using the Whitby Gazette as a source for news items. Also includes updates on benefits, coming events etc. The newspaper is recorded onto standard cassette tapes which can be played on any domestic cassette player. The tapes are delivered free of charge by the Royal Mail. Talking newspaper is available to visually impaired people (whether or not they are registered), people with Parkinson's Disease and anyone to whom reading is a problem. The service is free and is supported by local charities. Apply in writing, by e-mailing or phone to.

Talking Newspaper Association of the UK (TNAUK) part of RNIBGroup

RNIB, Bakewell Road, Peterborough, Cambridgeshire, PE2 6XU

Telephone: 0303 123 9999

E-mail: helpline@rnib.org.uk

Website: www.tnauk.org.uk

Provides national newspapers and magazines on audio tape, computer disc, e-mail, internet download and CD Rom for visually impaired and disabled people who find reading print difficult. Over 200 titles are produced, including all daily and weekend papers, periodicals and special interest and hobbies publications. Service provided by subscription.

Revitalise

212 Business Design Centre, 52 Upper Street, London, N1 0QH

Telephone: 0303 303 0145

Fax: 020 7588 0899

E-mail: info@revitalise.org.uk

Website: www.revitalise.org.uk

Revitalise Holidays run three holiday centres in Chigwell in Essex, Southampton and Southport. These centres cater for adults with a variety of physical disabilities. We aim to provide a refreshing alternative to traditional residential respite care. Each centre offers short breaks in a relaxed, holiday-style environment, with a variety of trips and activities. Guests on our breaks are supported by volunteers who provide companionship and assistance.

BUILDING DESIGN AND ADAPTATIONS

147 Design

Packhorse House, 51 High Street, STOKESLEY, TS9 5AD, Yorkshire, North

Telephone: 01642 713 300

E-mail: 147design@totalise.co.uk

Contact: Andrew Fletcher

Monday to Friday 9am - 5.30pm, plus evening visits where necessary

Design for new build or property adaptations suitable for disabled people.

Disabled Facilities Grant (private property)

North Yorkshire County Council Adult and Community Services – Occupational Therapists

Telephone: 01609 780780

Website: www.northyorks.gov.uk, www.gov.uk/disabled-facilities-grants

Means tested grant for disabled people, or someone living with a disabled person, towards the cost of providing adaptations and facilities to enable the disabled person to continue to live there.

Applicant must either be the property owner or tenant, and does not have to be the person with a disability. Eligible works may include widening doors and installation of ramps, installation of stair lifts, and installation of disabled showers, providing a downstairs bathroom, adaptation of heating and lighting controls.

To apply for the grant, it is necessary to consult Occupational Therapy at [NYCC Adult and Community Services](#) - an Occupational Therapist will arrange an assessment of need and pass on recommendations to Scarborough Borough Council.

The grants process is managed by the Home Improvement Agency (see separate entry [page 71](#)).

Tenants of Yorkshire Coast Homes (YCH) should contact **Tel: 0345 065 56 56.**

ECYH Trust

Riverside Building, New Company Row, Skinningrove, Saltburn, TS13 4AU

Tel: 01287 644044

Website: www.ecyhtrust.com

ECYH Trust is a non-profit organisation that aims to help local Church Halls, Community Centres, Youth Centres, Community Groups and Village Halls by providing high quality building work, renovation work and improvements to disabled access. The Trust aims to ensure customer satisfaction, a reliable service, offer affordable prices and to complete works within a reasonable time scale. Types of work include disabled access improvements, minor building work, painting and decorating, and portable appliance testing for appliances used within community centres or halls.

Scarborough Borough Council – Building Control (NYBCP)

Town Hall, St. Nicholas Street, Scarborough, YO11 2HG

Tel: 01723 232323

E-mail: BuildingStandards@scarborough.gov.uk

Open Monday to Friday, 8.30am - 5pm Except Wednesday, open 9:30am – 5pm

The Building Standards Consultancy is responsible for ensuring that new buildings are properly designed and constructed to ensure the health, safety, welfare and convenience of the people using them. The Building Control is available for the domestic householder or any business wanting to build within the Scarborough Borough. Guidance can be given on accessibility issues and obligations under building regulations, for example ramped access to entrances, door, corridor and lobby requirements, fire safety. Contact the Building Standards Consultancy Service for more information.

White Rose Home Improvement Agency

Town Hall, St. Nicholas Street, Scarborough, YO11 2HG

Tel: 01723 232323

E-mail; hia@scarborough.gov.uk

Open Normal office hours

A not for profit service to assist older people and those with disability needs and other vulnerable home-owners and tenants living within Scarborough and Ryedale Boroughs, chiefly in the private sector, to repair, maintain and adapt their homes. The Agency provides advice, support, practical and financial help to enable them to remain in their own home in greater comfort and safety. Assistance can include such things as arranging funding for major repairs, arranging for tenders of work and dealing with contract administration, arranging for the HIA Handyman Scheme to carry out small jobs such as fixing tap washers, giving general advice on such matters as home safety and benefits.

CARERS

Caring Together - Whitby & District

Church House Centre, Flowergate, Whitby, YO21 3BA

Tel: 01947 605757

E-mail: caringwhitby@btopenworld.com

Open Monday to Friday 9am – 4pm

Provides a visiting service offering emotional and practical support for elderly people living alone. Sitting service for carers, provided by volunteers, to enable carers to have a break from their caring responsibilities. Provides information and support for carers and people who suffer from the effects of Alzheimer's Disease and other illnesses which cause confusion.

Support group for carers in the Whitby area, an opportunity for carers to share their concerns, receive some positive support and simply take time out to relax.

Parent to Parent Local Services:

Action for Children, Scarborough Services

Cherry Tree Avenue, Scarborough, YO12 5HL

Tel: 01723 343755

Fax: 01723 381637

Email: neusbs@actionforchildren.org.uk

Website: www.autism.org.uk (News and events) www.actionforchildren.org.uk

This project provides a single access point offering advice and support to families of disabled children in Scarborough, Whitby and Ryedale. The centre coordinates resources, information and relevant cross-agency training, provided by the local authority and the independent and voluntary sectors in partnership with users, parents and carers.

Scarborough and Ryedale Carers Resource

96 High Street, Snainton, Scarborough, YO13 9AJ

Tel: 01723 850155

E-mail: staff@carersresource.net

Website: www.carersresource.net

Contact: Elizabeth McPherson

An independent organisation that aims to support and empower all carers in this area. The organisation is staffed by people who understand the strains of being a carer and who try to help by allowing time to talk in confidence, giving information about what help is available, helping carers "through the system" to arrange support, putting carers in touch with each other and support groups, sending out a free magazine "Focus Carer".

Extensive information is available about equipment, holidays, transport, sitting services, respite care, residential care, benefits, home help, illness and disabilities, assessments, specialist organisations and research on carers needs. Carers support groups organised in certain areas, and monthly support sessions at some GP surgeries.

Scarborough and Ryedale Carers Resource – Carers Support Group

96 High Street, Snainton, Scarborough, YO13 9AJ

Tel: 01723 850155

E-mail: staff@carersresource.net

Website: www.carersresource.net

Carers Support Groups are for anyone who is involved in helping or supporting a friend or relative with some kind of mental health problem. This could be an adult or young person with Schizophrenia, Depression, Anxiety or Dementia. The groups provides a listening ear, an informal setting to chat, exchange information and share experiences. Speakers have covered topics such as Aromatherapy and Relaxation. Other speakers have included a worker from Crisis Call, a Mental Health Nurse and a Psychiatrist.

To find out more information about each support group visit the website www.carersresource.net. To find the information select the carers information tap and follow down to the support groups tab and this will show all the information you should need.

Scarborough and Ryedale Carers Resource - Young Carers

96 High Street, Snainton, Scarborough, YO13 9AJ

Tel: 01723 850155

Email: staff@carersresource.net

Website: www.carersresource.net

The Young Carers Service offers support to Young Carers from 8 years old, once referred to the service a qualified support worker will assess the caring situation and the impact that caring has on the young person. We can then offer appropriate support tailored to the individual need.

CHILDREN AND YOUNG PEOPLE

Shine Charity

42 Park Road Peterborough PE1 2UQ

Tel: 01733 555988

E-mail: firstcontact@shinecharity.org.uk

Website: www.shinecharity.org.uk

Shine charity provides support to parents when children have been given a diagnosis of Spina Bifida/ and or Hydrocephalus on educational matters. Shine helps young people access services to progress towards control of their lives.

There is also additional support given by the Shine Health Hub. The Health Hub aims to offer all-round support to people with spina bifida and hydrocephalus, providing health checks for those able to visit the health suite, and telephone, and online support to anyone with SB/H in need of help.

All Shine's health services staff are fully qualified nurses or Occupational Health Practitioners. As well as offering general help. We also have nurses on the staff in some of our regions and we hope there will soon be a regional health lead in each regional team.

Through our Health Hub work we can offer support with any health issue affecting our members. We not only offer advice, but can help you in managing your relationships with the health services that you access within the NHS and elsewhere.

Disc - North Yorkshire Horizons

56-60 Castle Road, Scarborough YO11 1XE

Telephone: 01723 330730

E-mail: info@nyhorizons.org.uk

Website: www.nyhorizons.org.uk

Free and confidential advice and non-judgmental services for individuals and families living in the county of North Yorkshire who have been affected by drugs and/or alcohol.

Child and Adolescent Mental Health Service (CAMHS)

Lake House, 20 Manor Court, Scarborough Business Park, Eastfield, Scarborough
YO11 3TU

Telephone: 01723 346000

Email: TEAWVNT.swr-cyps@nhs.net

Website: www.tewv.nhs.uk/site/content/Care-&-Treatment/Children-and-Young-Peopl/Community-mental-health-team

The Scarborough, Whitby and Ryedale child and adolescent mental health services (CAMHS) team work with other agencies including schools, youth services and children's centres in the area to support and help children, young people and their families.

The CAMHS team has a range of different professionals offering various therapies for problems and difficulties following assessment.

Children's Therapy Department

Scarborough Hospital, Woodlands Drive, Scarborough, YO12 6QJ

Telephone: 01904 631313

Alison Brown (AHP Children's Therapy Service Manager) 01904 726599

Alison Brown (Team Manager York) 01904 726599

Sue Haley (Team Manager Scarborough) 01723 342472

Website: www.yorkhospitals.nhs.uk/childrens-centre/your-childs-hospital-journey/therapy-services/

Children and young people's development is individual and unique. Although for many their development follows a typical pattern, others may have specific problems with their development and may benefit from specialist assessment and advice.

The AHP Children's Therapy Team for Children and Young people includes:
Dietetics, Occupational Therapy, physiotherapy, speech and language therapy.

They provide a local community service for children and young people aged between 0-18 years who have physical, occupational and speech and language in York, Scarborough and its surrounding areas. Therapists work with children, young people and their families/ carers to maximise their health, function and independence.

Contact

209-211 City Road, London, EC1V 1JN

Tel: 020 7608 8700 (Admin)

Tel: 0808 808 3555 (Helpline)

E-mail: info@contact.org.uk

Website: www.contact.org.uk

UK charity providing advice, information and support to families with disabled children. They can put families in touch with support groups for specific medical conditions as well as linking individual families affected by rare disorders. Web based linking service where parents can register to be contacted by other families around the world.

Freephone helpline has a specialist welfare rights advisor and can provide basic immigration advice. Advice and guidance to parents who wish to start a local or national support group. Team of parent advisors as point of contact for any parent or professional looking for information or contacts for rare conditions.

Disabled Children's Services Team (North Yorkshire County Council Adult and Community Services)

County Hall, Northallerton, North Yorkshire, DL7 8AD

Telephone: 01609 780780

Fax (out of hours only): 01609 532009

Minicom (for hearing impaired individuals only): 01609 779838

Website: www.northyorks.gov.uk/disabled-children-and-young-people

The Team provides a statutory service to disabled children and their families in the Whitby, Ryedale and Scarborough area. The Team responds to families in need of support or help to access practical support in the home, play and leisure activities, breaks from caring for a disabled child, advice and support.

Family Fund

Unit 4, Alpha Court, Monks Cross Drive, Huntington, York, YO32 9WN

Telephone: 01904 550055

Fax: 01904 652625

E-mail: info@familyfund.org.uk

Website: www.familyfund.org.uk

Family Fund is the UK's largest charity providing grants for families raising disabled or seriously ill children and young people. They provide grants for a wide range of items, such as washing machines, sensory toys, family breaks, bedding, tablets, furniture, outdoor play equipment, clothing and computers.

Eligibility criteria and application forms can be found on the website. Application forms can also be requested to be sent by post.

Whitby Underground

Church House Centre, Flowergate, Whitby, Yo21 3BA

Telephone: 01947 605599

Telephone/ Text: 0700 400438

Email: whitbyunderground@gmail.com

Free community led counselling service for young adults aged between 11 – 25. The service provides trained volunteers to give you support when you need it.

Underground provides a safe, informal, friendly environment in which you can talk through any worries you might have. The service is completely confidential.

Volunteers are trained to deal with many issues and problems, including relationship difficulties, family breakdown, exam stress, anxiety, anger management, low self esteem, sexuality, eating disorders, bereavement, alcohol or drug-related issues.

For more information or to arrange an appointments there is a direct telephone number for calls and text messages, as well as a confidential e-mail address. If nobody is available to take a call, a message can be left consenting to a call back within 24 hours.

InterActive Whitby & District

1 The Archway, Skinner Street, Whitby, YO21 3AJ

Tel: 01947 601259

Website: www.whitbyinteractive.co.uk

Email: whitbyinteractive@yahoo.co.uk

InterActive is a Whitby-based charity, working with local children and young people of all abilities. Their specific focus is on those with disabilities or special needs, for whom we run regular weekend and holiday activities. They also provide inclusive holiday play schemes and a pre-school play session, integrating mainstream and disabled children.

Wooden Horse Nursery

Church House Centre, Flowergate, Whitby, YO21 3BA

Tel: 01947 821988/ 605256

Website: www.thewoodenhorsenursery.com

Email: whitbythewoodenhorse@outlook.com

Opening times: 8am-6pm, Monday to Friday, 51 weeks a year

Sessions – Full, short, half days and sessional places available. Please contact the nursery for prices and more information

Offers quality child care by experienced, qualified staff, for a maximum of 20 children aged from birth to 5 years of age. Attendance on sessional basis.

Registered with the Department of Education and Skills as a provider of Nursery Education. Under current law every 4 year old and some three year olds are entitled to five free two and a half hour sessions of nursery education each week.

NYCC Families Information Service

Tel: 01609 533483

Mobile: Text “info” to 07624 802425

E-mail: FIS.information@northyorks.gov.uk

Website: www.northyorks.gov.uk/choosing-childcare

North Yorkshire County Council provides a childcare brokerage service through the Families Information Service (FIS) to help working parents find registered childcare. The FIS is an impartial service available to all parents of children aged up to 19 years.

The FIS recognises the difficulties that can face families looking for childcare, such as finding vacancies, affordability and support if the child has additional needs relating to behavioural difficulties, learning difficulties or other impairments. The FIS staff will help families find registered childcare to enable them to work or train.

PAPYRUS

Lineva House, 28-32 Milner Street, WARRINGTON, Cheshire WA5 1AD

Tel: 01925 572 444 (main office) Mon –Fri: 9am – 5pm

E-mail: admin@papyrus-uk.org

Website: www.papyrus-uk.org

HOPElineUK Tel: 0800 068 4141, Monday to Friday 10am - 10pm, Saturday, Sunday 2pm - 10pm and Bank Holidays 2pm to 10pm

National UK charity committed to the prevention of young suicide, particularly teenagers and young adults. The telephone helpline, HOPElineUK is staffed by professionally qualified advisors who can give support, practical advice and information to anyone who is concerned that a young person they know may be suicidal.

Relate North East

The Street, 12 Lower Clark st, YO12 7PW

Telephone: 01325 461 500

Website: www.relatenortheast.org.uk

Email: rne@relate.org.uk

Open Monday – Wednesday, 8am – 9pm, Thursday, 8am – 7pm, Friday, 8am – 5pm, Saturday, 8am – 1pm and Sunday Closed

Counselling service for young people who are going through difficulties in their personal relationships with parents, step-parents or family, for any reason. You can have as many meetings as you feel necessary and may stop at any time. The service is not available in Whitby but meetings can be arranged in Scarborough or Middlesbrough if clients are able to travel there.

Ryedale Special Families

121 Town Street, Old Malton, YO17 7HD

Tel: 01653 699000

E-mail (general enquiries): post@ryedalespecialfamilies.org.uk

Website: www.ryedalespecialfamilies.org.uk

Open 9am to 4.30pm

Ryedale Special Families is an independent charity founded in the early 1990s by a group of parents of disabled children, for families with children with disabilities and special needs who live in Ryedale, North Yorkshire.

YorSexual Health (YSH)

Spinaker Lodge, Whitby Hospital, Spring Hill, Whitby, YO21 1EE

Telephone: 01904 721111

Website: www.yorsexualhealth.org.uk/clinics/whitby-community-hospital/?map

Lines are open: 8:30am – 5pm Monday – Thursday, 8.30am - 4pm Friday, 9am – 12pm

Walk in: 3 – 6pm Monday (Closed Bank Holidays)

Appointments: 2 – 3pm Monday (Closed Bank Holidays)

Full range of STI tests and most treatments, most methods of contraception, HIV testing, free condoms, Hepatitis B screening and vaccination.

The Endeavour Fun Club

The Prefab, Airy Hill School, Waterstead Lane, Whitby, YO21 1PZ

Telephone: 07974 974 033

Open every day except Christmas week. 3:30pm – 6pm Term time, 8am - 6pm holiday times.

Out of school club aiming to provide quality, affordable child care for school children aged 4 to 11 years. The club aims to provide a safe, happy and stimulating environment where parents can leave their children with no worries. We offer a planned structure of activities along with free play opportunities. Activities include art and design, games, videos, music, and role play.

The club is run by trained and experienced play workers and is registered with Ofsted. Mobile creche facility is now available to organisations running training and events for parents. The team of staff are qualified and experienced with both babies and young children. For more information about the service, prices etc. use the phone number provided or look us up on facebook.

CHIROPODY AND PODIATRY

Chiropodists

Lindsey Ebbs Podiatry, Green Lane Centre (suite 3), Green Ln, Whitby, North Yorkshire YO22 4EH Telephone: 01947 820319 Email: info@footcheck.co.uk
Website: www.footcheck.co.uk

Hunter Street Podiatry Practice, 3-4 Hunter Street, Whitby, YO21 3DA, Tel: 01947 820319

Saul Black Chiropodist & Podiatrist, 5a Skinner Street, Whitby, YO21 3AH,
Telephone: 01947 825137 Email: saulblack14@hotmail.com
Website: www.saulblackchiropodist.co.uk

Department of Podiatry and Foot Health, Scarborough

Whitby Hospital, Spring Hill, Whitby, YO21 1EE

Tel: 01723 342822 for details of opening times.

Assessment, diagnosis, advice and management of foot-related problems. Referrals are made through any health professional e.g. GP, Nurse or Health Visitor. There is no age limit for patients who access the service. Treatment sessions are held in Whitby, Robin Hoods Bay, Egton, Danby, Sleights and Staithes. Home visits can be arranged only for people who are housebound.

COUNSELLING

Bereavement Support Service

St. Catherine's Hospice, Throxenby Lane, Scarborough, YO12 5RE

Telephone 01723 351421

Email: general@saintcathrines.org.uk

Website: www.stcatherineshospice-nyorks.org

Saint Catherine's provides a Bereavement Support Service to relatives, friends and carers of patients who were registered with Saint Catherine's. The service is available to children aged five and over, young people and adults who have experienced the death of a significant person in their life.

They offer individual support, where people meet on a one-to-one basis with a counsellor or Supporter who has received specialist training in bereavement. All Supporters work to agreed guidelines, are regularly supervised and work to professional standards. They have undergone Disclosure and Barring Service (DBS) checks and have an awareness of child and vulnerable adults' protection procedures.

Cruse Bereavement Care

Website: www.cruse.org.uk

E-mail: info@cruse.org.uk (National)

E-mail: york@cruse.org.uk (York and North Yorkshire Area)

Telephone: 0808 808 16779 (National Helpline)

Telephone: 01904 481 162 (York and North Yorkshire Area)

Telephone: 01325 288 633 (Darlington & Durham Area)

Cruse Bereavement Care is the leading national charity for bereaved people in England, Wales and Northern Ireland. We offer support, advice and information to children, young people and adults when someone dies and work to enhance societies care of bereaved people.

Relate North East

The Street, 12 Lower Clark st, YO12 7PW

Telephone: 01325 461 500 (Scaborough office)

Website: www.relatenortheast.org.uk

Email: rne@relate.org.uk

Open Monday – Wednesday, 8am – 9pm, Thursday, 8am – 7pm, Friday, 8am – 5pm, Saturday, 10am – 1pm and Sunday Closed

Services include Relationship Counselling for individuals and couples, Family Counselling, Mediation, Children and Young People's Counselling and Sex Therapy. Relate also provide friendly and informal workshops for people at important stages in their relationships.

Relate have a network of Centres across the UK and a group of licensed local counsellors that provide face-to-face counselling and support. They also provide phone, email and Live Chat counselling so you can choose the support that works for you.

Samaritans – Scarborough

Samaritans House, 40 Trafalgar Street,
West Scarborough, North Yorkshire YO12 7AS

Tel: 01723 368888

Tel: 116 123 Samaritans Freephone

Email: jo@samaritans.org

Website: www.samaritans.org

Scarborough office usually open to receive callers from;

Monday, Tuesday and Thursday 6:00 a pm to 10:00 pm

Wednesday and Friday 8:00 pm to 10:00 pm,

Sunday 2 pm to 6pm

UK charity offering confidential emotional support (24 hours per day, 365 days per year), to people who are suicidal or despairing.

The Compassionate Friends

Tel: 0345 123 2304 (national helpline)

Email: info@tfc.org.uk

Email: helpline@tcf.org.uk

Website: www.tcf.org.uk

Local Contact: David and Janet - Pickering (contact details available via national helpline)

National helpline open most days (including weekends and bank holidays) 10am – 4pm/7pm - 10pm. Local contact available at any reasonable time.

A self-help organisation for parents and siblings of a child (of any age, including adult) who has died. Sympathy, friendship and support are offered through home visits, newsletter and telephone contacts. Service can be accessed by referral, self referral, national helpline and website.

Victim Support

Hannibal House Elephant and Castle Shopping Centre, London, SE1 6TB

Tel: 08 08 16 89 111 (Victim Supportline)

Tel: (North Yorkshire) 01609 643 100 (Monday – Friday 8am – 7pm)

Alternate Tel: Samaritans on 08457 90 90 90

Textdirect Access No: 18001 08 08 16 89 111 (Deaf and hard of hearing victims, interpretation for people who do not speak English as a first language.)

Email: jo@samaritans.org

Website: www.victimsupport.org.uk

National Charity providing free, confidential support to people affected by crime. Support is given to victims of crime, people going to court (Witness Service) and through the Victim Supportline.

CUSTOMER/ CLIENT/ PATIENT CONSULTATION

Scarborough and North East Yorkshire NHS Trust Patient Advice and Liaison Service (PALS)

Scarborough Hospital, Woodlands Drive, Scarborough, YO12 6QL

Tel: 01904 726262 (Monday – Friday 8:30am – 4:30pm)

E-mail: pals@york.nhs.uk

Website: <https://www.yorkhospitals.nhs.uk/contact-us/patient-experience/pals/>

PALS offers impartial advice and assistance to patients, their relatives, friends and carers. We can listen to feedback (positive or negative), answer questions and help resolve any concerns about Trust services.

Please note that the PALS team cannot offer counselling, a diagnosis, detailed medical information or advocacy. However, please be assured that if PALS can't assist you they will direct you to other sources of help.

DAY CARE AND DAY CENTRES

Cauwood Day Centre

Old Malton Road, Malton, YO17 7EY

Tel: 01653 696588

Provides daytime support and activities for up to 12 adults with high or complex support need, includes autistic spectrum disorders.

Day Hospital

Whitby Hospital, Spring Hill, Whitby, YO21 1DP

Tel: 01947 824209

Fully integrated day hospital service which operates from Monday to Friday. It is supported by physiotherapists, speech therapists and occupational therapists to meet the patients' needs. Patients are referred via their own GP and are at the Day Hospital for a limited time only, for some specific treatment or assessment. Transport to and from the day hospital can be arranged.

Elders Street Day Centre

Elders Street, Scarborough, YO11 1DZ

Tel: 01609 532009 (North Yorkshire County Council Customer Services Centre)

Tel: 01723 500788

Opening times; Mon – Fri: 8.30am – 5pm

Elders Street Day Centre provides day care, outreach and supported employment to adults and older people with disabilities. Contact the Customer Services Centre for details about referrals.

Larpool Lane - Day Centre

1 Larpool Lane, Whitby, YO22 4JE

Tel: 01947 603582

Monday to Friday 8.30am - 4.30pm. Closed weekends and bank holidays

Contact: NYCC Adult and Community Services Care Managers

The Day Centre aims to provide a service which meets the needs of carers and service users alike. It provides emotional and physical support to enable people to remain in the community with the help of statutory and voluntary organisations.

Referral to the Day Centre is by a Care Manager (Adult & Community Services, **Tel: 01609 532009**).

Trinity Centre

Flowergate United Reformed Church, Flowergate, Whitby, YO21 3BA

Tel: 01947 601548 (08:30am – 3:30pm)

Website: trinitycentrewhitby.org

Open Monday & Wednesday and Friday 10am - 3pm. Closed bank holidays and during Christmas and New Year.

Day Centre providing good quality day care for older and disabled people from Whitby and the surrounding villages, together with door to door transport facilities (minibus with disabled lift at the rear) which can be arranged with Good Neighbours Community Transport Scheme. The Trinity Centre is accessible for people with disabilities, having wide doors and a lift to the first floor. There are disabled toilets on the ground and first floor. The Centre is for socially isolated people, enabling them to meet new friends, have a home-cooked meal at lunchtime and to join in activities such as whist, dominoes and bingo. Trips out are also arranged during the year.

Referral to Trinity Centre is by self referral or via NYCC Adult and Community Services, Tel: 0845 034 9494, or by contacting The Trinity Centre for information.

DEAF AND HARD OF HEARING

British Sign – online BSL course

Website: www.britishsign.co.uk

Email: info@british-sign.co.uk

British Sign is dedicated to teaching British Sign Language and Fingerspelling over the internet – making it easy and accessible for people to learn skills to communicate with people with hearing impairments. There are a number of different lessons covered in the course.

Hearing Aid Clinic

Whitby Hospital, Spring Hill, Whitby, YO21 1EE

Tel/ Fax: 01723 342821

Hearing Aid Clinics are by appointment only. Clients may be referred by the Social Worker for the Hearing Impaired.

For referral to the Social Worker for the Hearing Impaired contact North Yorkshire Council Adult and Community Services (see [page 264](#)).

Hearing aid batteries are available from most GP surgeries and hospital reception desks and can be obtained by post.

Hearing Dogs for Deaf People

The Grange, Wycombe Road, Saunderton, Princes Risborough, Bucks, HP27 9NS

Tel: 01844 348100 (voice) or 18001 01844 348100 (minicom)

Website: www.hearingdogs.org.uk

Email: info@hearingdogs.org.uk

Launched in 1982 Hearing Dogs for Deaf People trains dogs to assist deaf owners by alerting them to sounds hearing people take for granted in the home, workplace and public buildings.

Covers England, Scotland, Wales Northern Ireland and the Channel Islands.

Contact the main office or visit the website for further details including how to apply for a Hearing Dog.

Ransdale House

54 Caversham Road, Middlesbrough, TS4 3NU

Tel/ Text: 0333 2405659

Email: referrals@hearingloss.org.uk

Website: www.actiononhearingloss.org.uk/how-we-help/support-and-care/care-and-support-services/care-homes/care-homes/ransdale-house/

Rehabilitation and residential home for deaf adults who have a range of additional needs including autism, and learning and physical disabilities. Long and short term care provided. The home is staffed 24 hours per day. Residents are supported to learn skills to aid independence, such as cooking, shopping, using public transport, and there is a garden, summer house and conservatory used for sensory development.

Action on Hearing Loss: RNID – Text Relay

PO Box 284, Liverpool, L69 3UZ

0800 7 311 888 (telephone helpline)

0800 500 888 (text helpline)

Website: www.actiononhearingloss.org.uk

Helpdesk open times: Monday to Friday, 9am – 8pm Saturday, 9am – 6pm Sunday, 9am - 1pm and Public holidays, 9am - 5pm (Closed on Christmas Day)

The Next Generation Text (NGT) service helps people with hearing loss and/or a speech impairment to access the telephone system. A relay assistant acts as an intermediary to convert speech to text and vice versa for the two people in conversation.

The original Text Relay service required the person with hearing loss to have a textphone to be able to access the service. You can continue to access the service using a textphone, however NGT now enables access to the telephone system through a range of other ways including smartphones, tablets, laptops and PCs with an internet connection.

Users can link a TextNumber, which looks like a standard phone number, to their home, work or mobile number so that when someone dials the TextNumber the call is automatically connected to the NGT service without the need for a caller to dial a special prefix.

People with some hearing, can still have a voice conversation, but with the added back-up of text in case they do not quite catch something. If the person cannot hear, but can use their voice, the phone allows them to speak directly to the other person while the app displays the other person's speech translated to text by the relay assistant.

For any additional information on the Next Generation Text service, go on their website: www.ngts.org.uk

Action on Hearing Loss: RNID

Tel: 0808 808 0123

Textphone: 0808 808 9000

SMS: 0780 0000 360

Free confidential and impartial information on a whole range of subjects relating to deafness, hearing loss and tinnitus.

Sarabec Ltd - Loop Systems & Communication

15 High Force Road, Middlesbrough, TS2 1RH

Tel: 01642 247789

Fax: 01642 230827

Text (minicom): 01642 251310

E-mail: mail@sarabec.co.uk

Website: www.sarabec.com

Open Monday to Thursday 8.15am – 4.45pm, Friday 8.15am - 4pm. Closed weekends and bank holidays

Specialises in the manufacture and marketing of a comprehensive range of products for people who are deaf and hard of hearing. All goods are supplied on a 28-day money back guarantee basis, which allows clients to try the item at home.

Products include TV and audio equipment, doorbells, timekeeping accessories, Telecommunications, alerting devices etc.

Scarborough & District Deaf Society

Tel/ Minicom/ Typetalk/ Fax: 01723-516203

An organisation for deaf people to meet regularly on a social basis.

What services Scarborough and District Deaf Society provides:

- Economic/community development/employment
- Education/training
- Amateur sport
- Disability
- The advancement of health or saving of lives

Scarborough and District Deaf Society provides services to:

- Elderly/old people
- Children/young people
- People with disabilities
- Other charities or voluntary bodies

Where Scarborough and District Deaf Society operates:

- North yorkshire

Scarborough and District Deaf Society's charitable objectives:

To promote the welfare of the deaf and hearing impaired people in any manner which is now or hereafter be deemed by law to be charitable within scarborough district. Contact for details.

Whitby Hard of Hearing Club

7 Taunton Vale, Hunter's Hill, Guisborough, TS14 7NB

Tel: 01287-633722 (Secretary)

Tel: 01947 605404 (Treasurer)

Social group for hearing impaired people. Activities include playing scrabble, dominoes, regular outings, Christmas lunch. Signing service available if requested. Own transport required as there is no pick-up.

DENTAL SERVICES

Dental Surgeries

Please contact to check opening times and whether NHS and/ or private treatment is available.

Bee & Associate, 9 Victoria Square, Whitby, YO21 1EA, Tel: 01947 820026;

North Yorkshire Dental Care Service, Dental Department Whitby Hospital, Tel: 01947 824248;

Havelock Dental Laboratory, 2 Havelock Place, Whitby, YO21 3ER, Tel: 01947 602040.

North Yorkshire Dental Care Services – Whitby

Whitby Dental Clinic, Whitby Hospital, Spring Hill, Whitby, YO21 1EE

Tel: 01947 824248

Open Monday to Thursday 8.30am -12.30pm, 1.30pm - 5pm. Friday 8.30am - 12.30pm, 1.20pm - 4.30pm. Access to emergency treatment during evenings, weekends and bank holidays via NHS Direct Tel: 08454647

Emergency treatment for adults and children who are not registered with a dentist. Emergency and long term care for children and adults with special needs - physical, sensory, mental, emotional or social disability who would be unable to see a regular high street dentist. Intravenous and inhalation sedation for patients referred by local dentists/ doctors.

Domiciliary visits for limited treatment to those unable to access the clinic, including visits to hospital wards. General anaesthetic for those with special needs.

DISTRICT NURSES

District Nurses, Whitby Hospital, Spring Hill, Whitby, YO21 1DP

Tel: 01947 824208/ 824270

District Nursing Service, Monday to Sunday 8.30am - 5pm

Evening Nursing Service, Monday to Sunday 5pm - 10pm

The District Nursing Service provides holistic skilled nursing care to patients within their own home, specifically to those people unable to attend their GP surgery. District Nurses assess health needs and develop packages of care in conjunction with other agencies and services. A wide range of services are provided including wound care, chronic disease monitoring, palliative care, care of people with terminal illnesses and health promotion. There is always an emphasis on the promotion of self-care.

DRUGS AND ALCOHOL

Addictive Behaviours Service

The Ellis Centre, Dean Road, Scarborough, YO12 7SN

Tel: 01723 356090

Open Monday to Friday 9am - 4.30pm. Arrangements can be made outside these hours. Closed weekends and bank holidays

Assessment and treatment service for substance users for contact covering the Scarborough, Whitby and Ryedale area. The majority of the work is done within the primary care services in GP's surgeries.

Family Support Worker is available to offer advice and support to family members of substance users. Referrals to the service are usually via GP, Probation, Adult and Community Services or another treatment agency.

Cambridge Centre – Scarborough

Plaxton House, 23 Alma Square, Scarborough, YO11 1JR

Tel: 01723 367475/ 503803

E-mail: info@cambridgecentre.org

Website: www.cambridgecentre.org

Open Monday and Thursday 9am - 4.30pm, Friday 9am - 4pm. Other times by appointment

Contact: Nikki Orrell, Chief Executive

Free and confidential advice, support, advocacy, counselling and information on all aspects of drug and alcohol use/ issues and difficulties. Also offers one to one support, telephone support, free needle exchange, awareness. Phone to arrange a visit or appointment.

Cambridge Centre – Youth and Outreach Service

See [page 81](#)

Ryedale Drug and Alcohol Advisory Centre (RADAC)

13a Newbiggin, Malton, YO17 7JE

Tel: 01653 698547

Open Monday 9am - 4.40pm; Thursday 9am - 4.30pm; Tuesday, Wednesday and Friday to be confirmed

Contact: Hazel Williamson

One-to-one counselling for people with alcohol and/ or drug problems. There are also opportunities for group work, relaxation and acupuncture. Clients can refer themselves or be referred by schools, doctors, Probation, Adult and Community Services.

The centre covers Malton, Pickering, Kirbymoorside, Ampleforth etc. Home visits can be made if necessary.

EDUCATION AND LEARNING

Learning Matters, (Formerly TAP Training Access Points)

North Bedale Hall, North End, Bedale, North Yorkshire, DL8 1AA

Tel: 0800 515547 (Learning helpline),

Tel: 01677 425900 (all other enquiries)

E-mail: info@learningmatters.net

Website: www.learning-matters.co.uk

Open Monday to Friday 9am - 5pm. Answerphone available at other times.

Yorkshire Training and Learning Matters offers a range of services, free of charge to individuals and businesses, about learning opportunities, funding options, options for managing child care. Information can be provided in different formats.

Portage Home Visiting Service

Pupil and Parent Services, North Yorkshire House, 442-444 Scalby Road,
Scarborough, YO12 6EE

Tel: 01723 508430

Open Monday to Friday in term time

Home teaching service in the Scarborough/ Whitby/ Ryedale area, for pre-school children who have additional needs. The Portage Home Visitor aims to provide support, advice and experience to enable parents to teach their children effectively at home. Each family is visited for about one hour per week by a Home Visitor who, together with the parents, decides which activities will help the child to learn new skills. Parents then teach their child each day for a short period of time.

Sensory and Physical Support Services, The Specialist Teaching Service

Harrogate Education Office, Ainsty Road, Harrogate HG1 4XU

Tel: 01423 700172

Open Monday to Thursday 8.30am - 5pm, Friday 8.30am - 4.30pm

We are a service of specialist teachers and support staff working together with schools, parents and other agencies to raise achievements and aspirations of our target groups who are children and young people with physical, visual or hearing difficulties.

Whitby & District Business Development Agency

St. Hilda's Business Centre, The Ropery, Whitby, YO22 4ET

Tel: 01947 600827

Fax: 01947 821307

Tel: admin@whitbybda.co.uk

Open Monday to Thursday 9am - 5pm, Friday 9am - 4pm. Closed weekends and bank holidays

Contact: Tom Saunders, Anne Hornigold

Courses and training including business start up courses, business seminars on book-keeping, taxation and marketing. Advice on starting and running a business, help in accessing grants available by preparing a business plan. Courses take place at St. Hilda's Business Centre, which has ramps, lifts and accessible toilet.

Whitby Community College Education Service

Prospect Hill, Whitby, YO21 1LA

Tel: 01947 601901

Fax: 01947 821169

Open for enquiries - Monday to Thursday 9am - 12 noon, Friday 9.30am - 12 noon.
Monday and Tuesday evenings, Community Education Classes 6.30pm - 8.30pm

Offers learning opportunities to meet a wide range of needs and interests. Fresh Start is a part time flexible learning programme for people who want to fill the gaps in their CVs by adding up to date qualifications. These include New Skills for Life courses in Maths and English. Cooking and the expressive arts are part of the Foundation for Living and Life Programme, and language courses are available at all levels. Fresh Start courses run in Whitby and Hinderwell and other courses are offered at different community centres.

EMERGENCY ALARMS/ EMERGENCY INFORMATION/

TELEPHONE HELP SCHEMES

Coastcall

For information, contact Yorkshire Coast Homes: **0845/0345 065 56 56**

Website: www.ych.org.uk/tenancy-support/coastcall

24 hour communication and Good Neighbour Service primarily for elderly, disabled or other vulnerable people living in their own home in the Scarborough, Whitby, Filey area, including rural locations and villages within the Borough.

Service available to tenants in sheltered and general housing as well as owner-occupiers. In an emergency or serious difficulty, help can be summoned 24 hours a day, 365 days a year at the press of a button or by calling the Control Centre on **01723 351558**. Staff at the Control centre will alert the relevant emergency services or contact a Doctor, personal carer a nominated friend or relative or send a mobile warden out to your home, or simply provide a reassuring voice at the end of a phone. Whatever you call for, an immediate response is guaranteed.

Lions Message in a Bottle Scheme

c/o Age Concern Scarborough & District, 39 Aberdeen Walk, Scarborough, YO11 1BD

Tel: 01723 379058

Message in a Bottle - a simple idea that encourages people to keep their basic personal and medical details in a common place where they can be easily found in an emergency. The plastic bottle is kept in the fridge where emergency services would expect to find it in the event of being called to your home. They will know you have a bottle by two labels, one fixed on the inside of the front door or main entrance into your home and the other to the door of your fridge.

The service is free. The distinctive plastic bottles can be obtained from health centres, doctors' surgeries, some chemists, Whitby DAG or by contacting local Lions Clubs, c/o Age Concern, Scarborough & District.

EMPLOYMENT SUPPORT

Disability Employment Advisors

Job Centre Plus, 6 Bobbies Bank, Whitby, YO21 1QZ

Tel: 01947 675975

Website: www.jobcentreplus.gov.uk

Disability Employment Advisors (DEAs) can advise people with disability or health condition, or who are carers, who want to return to work, stay in their current employment or find paid work for the first time. DEAs are usually based at Jobcentre Plus or job centres and can provide specialist support, looking at practical ways to stay in employment, the best way to return to work and find a suitable job (for example by using connections with local employers). They can also refer you to specialist programmes for disabled people.

Contact Whitby Jobcentre Plus to make an appointment.

ProAbility (formerly Fern Training & Development)

Carter and Carter Group plc, Employability and Skills, 3 Wentworth House,
Vernongate, Derby, DE1 1UR

Tel: 0800 7835216

Website: www.ferntd.com

New Deal for Disabled People is a government initiative, which ProAbility are running in partnership with Jobcentre Plus. It is a voluntary scheme which aims to get people on incapacity or health-related benefits back into employment.

The service is tailored to meet your requirements. ProAbility aims to get you into work in your chosen occupational area and to overcome barriers you may have and find your perfect job. A local Job Broker will be available to provide confidential assistance and support, helps prepare you for job interviews and provides ongoing support during the first six months of employment. Help is provided with applications, interview and job search, a new or updated CV.

IAG Pathfinder Outreach Programme

Rosedale Abbey School, Rosedale Abbey, Pickering, YO18 8SA

Tel: 0777 37 57 494 (24 hour answer service)

Free help, information and advice for people aged 20+ about career and employment opportunities, education and training opportunities, voluntary work, child care, benefits and grants.

Working Pathways

Mental Health Resource Centre, 9 Alma Square, Scarborough, YO11 1JR

Tel: 01723 501049, extension 28

Open Mondays & Thursdays normal office hours. At other times leave a message on the answerphone.

Workplace Experience Officer for people with mental health problems in Scarborough, Whitby and Ryedale, providing information and support for work activities and supported employment.

EMPLOYMENT, VOLUNTEERING AND TRAINING

Basics Plus

Mount View Business Park, Salisbury Street, Scarborough, YO12 4EH

Tel: 01723 371335

Fax: 01723 357755

E-mail: info@basicsplus.org

Website: www.basicsplus.org

Open Monday to Friday 9am – 3pm. Conference venue open 8am -9pm and available evenings and weekends

Basics Plus is a Social Enterprise operating in the borough of Scarborough. Basics Plus is a charity which works with adult with learning difficulties or other social needs. The main aim of the organisation is to offer a work experience placement in projects that benefit the community.

SOFA (Shifting Old Furniture About) & Re-Use Project - a household goods/

furniture warehouse where people can donate items for Basics Plus to sell on to people on low income or benefits. Basics Plus is in the process of developing a re-use centre at the same site which will take and re-use most unwanted goods.

Gardening & Conservation - Several teams of gardeners supervised by qualified staff, offering a low cost garden maintenance service to residents of Scarborough. Project also assists local schools, Forest Enterprise, North York Moors National park and local parish councils with specific conservation projects.

Paper & Wood Re-cycling - Waste Paper Project provides a collection service to the local business community. Old haulage pallets used for kindling.

Craft & Leaflet Distribution - Handmade greetings cards and gifts for sale to the public. Leaflet distribution service used by local businesses and organisations.

Catering and Conferencing - fully equipped catering kitchen, café and conference space offering a low cost pleasant venue for all occasions. Outside catering also provided for local companies and groups.

Outreach Plus (Employment Training Services)

Tel: 0800 731 8689 (freephone)

Contact freephone number for details.

Outreach Plus is run by North Yorkshire County Council with JobCentrePlus. Access points at local libraries, information centres and hospitals. Free service available to unemployed people, including specialist support to people with disability or incapacity issues - CV preparation, IT training, job search guidance and support, assertiveness and confidence building, personal budgeting, free travel costs, free childcare, freephone direct to operational support team, signposting to appropriate job vacancies.

Coast and Vale Community Action (Volunteer Centre) – (Coast and Moors Voluntary Action)

Coast & Vale Community Action, The Street 12 Lower Clark Street, Scarborough
YO12 7PW

Tel: 01723 362205

Volunteering offers many benefits - the opportunity to meet new people, learn new skills, gain confidence, have fun, contribute to your local community, use and improve your skills, feel good about yourself, and be involved in something worthwhile. You really can make a difference! You don't need specific skills or qualifications to be a volunteer. Organisations can offer you all the help and guidance you need. Volunteers come from all walks of life - old, young, male, female, disabled, able bodied, employed or unemployed.

GP SURGERIES

Contact the surgeries for details of opening times and services provided.

Sleights Tel: 01947 810466

Dan

by Tel: 01287 660739

Sandsend Tel: 0844 477 3718

Egton Tel: 01947 895356

Staithe Tel: 01947 840480

Whitby Group Practice Tel: 01947 820888

Falsgrave Surgery, Scarborough Tel: 01723 360835

HEALTH VISITORS

Whitby Hospital, Spring Hill, Whitby, YO21 1EE

Tel: 01947 824259

Fax: 01947 820568

Open Monday to Friday 9am - 5pm. Closed weekends and bank holidays

The GP's may be coordinating along side (PALS) Patient Advice and Liasons Service as they may have other information for other problems or other services that might be needed.

The geographical area covered by the service is for anyone registered with Whitby Group Practice and GP surgeries in the Esk Valley. Referrals are made through your GP or directly to the Health Visitor based at Whitby Hospital.

Health Visitors are all qualified nurses who have special training in children's health, as well as family health promotion. Service offers help, advice and support for a variety of situations. We aim to help you and your family lead as healthy a life as possible.

HOLISTIC THERAPIES

Janet Fraser,

Clinical Reflexologist and Ear Candling, Mobile Service

Tel: 01947 811252 (for appointments, information and costs of treatments)

Janet Fraser MICHT, IIHHT - member of the International Council of Holistic Therapists and International Institute of Health and Holistic Therapies.

Reflexology – massage and pressure therapy to hands and feet to promote relaxation and reduce stress. Ailments which may benefit from treatment include Migraine, Asthma, MS, IBS, Sciatica, Back pain.

Ear candling – safe natural effective and alternative pain free method of removing wax and debris from the ears. Possible benefits include relief from tinnitus, sinusitis, hay fever, vertigo, catarrh, colds and flu, reduced snoring, improved hearing, balancing ears after flying or diving.

Natural Therapy Centre

7 Westgate Road, Guisborough, TS14 6EA

Tel: 01287 633591 (for appointments, information)

Open Monday to Thursday 9am - 9pm, Friday 9am - 1pm. Closed weekends and bank holidays

Team of properly trained and registered practitioners offering a wide range of treatments using natural therapies which can assist in the restoration of health and increase well being. Uses holistic principles of health and disease.

Acupuncture, Aromatherapy, Chiropody, Counselling, Cranial Osteopathy, Herbal Medicine, Homeopathy, Hypnotherapy, Natural Beauty Therapy, Physiotherapy, Quit Smoking with Lazer Quit, Reflexology, Reiki, Remedial Massage.

HOME SUPPORT AND HOME CARE SERVICES

Carewatch (North & East Riding of Yorkshire)

Unit 15, Manor Court Manor Garth Eastfield Scarborough, YO11 3TU

Tel: 01723 585355

E-mail: support@carewatch.co.uk

Website: www.carewatch.co.uk

Carewatch is a major provider of care throughout the North and East of Yorkshire helping people to live comfortably and securely in their own home. Carewatch can help people at home recovering from a major operation or just starting to find certain jobs around the house more difficult.

Offers a wide range of practical support services including: help with shopping, collecting pensions and prescriptions; help with meal preparation; personal care including help with bathing, washing, dressing etc; support in overcoming problems of poor mobility such as getting in and out of bed and going up and down stairs; support for existing carers who may not otherwise get a break.

Service ranges from a few hours around the home each week to 24-hour live-in support.

Dalewood Trust - Laundry Scheme

Chomley Way, Stainsacre Industrial Estate, Whitby, YO22 4NQ

Tel: 01947 600583

Fax: 01947 820021

E-mail: info@dalewoodtrust.org

Open Monday to Thursday 9am - 4.30pm, Friday 9am - 4pm.

Contact: Eileen

Laundry scheme for elderly people run in conjunction with Adult and Community Services Home Care Service. Contact Eileen for more details. 01947 606104

Esk Moors Caring Ltd

Esk Moors Lodge, Langburn Bank, Castleton, Whitby, YO21 2ED

Tel: 01287 669357

Website: www.eskmoorscaring.org

E-mail: admin@eskmoorscaring.org

Registered Charity and not for profit social enterprise company to provide care at home and activities to allow older and less able people living in the upper Esk Valley to stay in their own homes.

There is a charge for the service. Referral to the service is via GP, Social Services (Adult and Community Services) or by self referral.

Contact telephone number or visit the website for further information.

Gladstone Care

54 Gladstone Street, Scarborough, YO12 7BN

Tel: 01723 501683

Website: www.gladstonecare.co.uk

Open Monday to Friday, 9am - 4pm

Provides assistance in the home, including domestic tasks such as cooking, shopping, and cleaning, assistance with dressing and undressing, assistance with bathing.

Support can be offered 24 hours per day, including sleepovers. Clients can self refer, or be referred by other agencies such as GP, Health Visitor, Adult and Community Services etc. There is a charge for the service. For further details please contact the office.

Home Help Services, East Cleveland

Unit 117, The Innovation Centre, Vienna Court, Kirkleatham Business Park, Redcar, TS10 5SH

Tel: 01642 777775

Domestic cleaning and gardening services. Confidential and friendly service, choice of day for service, back up in case of staff absence, range of tasks carried out. Home Help Services is registered with Social Services. There is a charge for the service.

Service currently not available further south than Loftus.

Careforce (formerly Simply Care Ltd)

Unit G9, St. Hilda's Business Centre, The Ropery, Whitby, YO22 4ET

Tel: 01947 825991

Website: www.careforcegroup.co.uk

Office open Monday to Friday, 9am to 5pm

Personal care and associated domestic services to meet the needs of dependant clients in their own home environment. Services provided include:- Domiciliary Care, Cleaning, Domestic Care, Personal Care, Sitting Service; Respite Care, Sleeping Night Care, Working Night Care, Meal Preparation, Shopping Service.

Careforce offers three hour breaks to the carers of people with Dementia. These breaks are free of charge but are dependent on availability. This service can be accessed via Careforce or Adult and Community Services (see [page 264](#)). This service is also available to private clients.

Wilf Ward Family Trust

Community Services, Isabella Court, 72a Westgate, Pickering, YO18 8AU

Tel: 01751 476627

Fax: 01751 477 116

Tel: 01751 474 740 for genral enquiries

Website: wilfward.org.uk

Open Monday to Friday 9am - 4pm

For futher information and other contact details check their website

The Trust employs staff to give direct support and care within the person's own home or at the family home. This allows carers to have time to themselves, and allows the service user to take the opportunity to make use of community facilities and activities.

Access to the scheme is via NYCC Adult and Community Services (see [page 264](#)) who cover the main cost, although some of the cost may need to be paid by the client. Service operates 7 days a week.

HOSPICE AND PALLIATIVE CARE

Macmillan Nurses

Macmillan Office, St. Catherine's Hospice, Throxenby Lane, Scarborough YO12 5RE

Tel: 01723 356043

Office open Monday to Friday 10am - 4pm.

E-mail: macmillan@st-catherineshospice.org.uk

Macmillan Nurses are trained to give emotional and physical support to patients with cancer and their carers. They offer advice on management of symptoms and work closely with the patient's own GP. Patients can be seen at any time during their illness, from diagnosis onwards. Macmillan Nurses have time to spend with patients and their carers and families to help them to cope with the effects of their illness and treatments.

Requests for a Macmillan Nurse can be made via the GP, District Nurse, Consultant or Ward Sister. Individuals may contact the service directly if preferred.

Marie Curie Nursing Service

District Nursing Service, Whitby Hospital, Spring Hill, Whitby, YO21 1DP

Tel: 01947 824208

This service is available for patients who are terminally ill with cancer. It is a supplementary service to that provided by the District Nursing Team. Marie Curie Nurses provide care within the patient's own home.

Referral via the District Nursing Service.

Martin House Hospice for Children & Young Adults

Grove Road, Clifford, Wetherby, LS23 6TX

Tel: 01937 845045

E-mail: admin@martinhouse.org.uk

Website: www.martinhouse.org.uk

Contact: Miss S O'Leary, Director of Care

Situated in Boston Spa, there are nine single bedrooms for children in Martin House and six in Whitby Lodge for young adults as well as family accommodation.

Referrals considered from anywhere in the old Yorkshire Health region, for children and young adults who have a progressive life limiting disorder/ illness. The aim is to provide a home from home for both the child and family, offering friendship, support and practical help.

Provides help and advice at home and short term stays for sick children, young adults and their families, symptom control, terminal care (in Martin House or at home) and bereavement support.

Saint Catherine's Hospice

Throxenby Lane, Scarborough, YO12 5RE

Tel: 01723 351421

Fax: 01723 356033

Website: www.stcatherineshospice-nyorks.org.uk

E-mail: genral@st-catherineshospice.org.uk

Saint Catherine's Hospice was established in 1985 and provides care for adults with advanced, progressive disease irrespective of diagnosis. It serves the Scarborough, Whitby and Ryedale areas, with a portion of East Riding from Bridlington to Driffield, a population of approximately 220,000. All services are free of charge.

The majority of patients have cancer, but there are a significant and growing number of patients with motor neurone disease, multiple sclerosis and other neuro-degenerative disorders. Likewise, there are increasing numbers of patients with cardiac, renal and pulmonary disease although these remain a minority. Saint Catherine's also accepts patients with HIV disease.

The range of services provided include a Day Hospice, out-patients, in-patient care,

a neurological community nurse specialist, occupational therapy, physiotherapy and bereavement support.

Saint Catherine's also provides a satellite day hospice at Whitby (see [page 183](#)), and medical advice to Scarborough General Hospital where the consultants run joint oncology/palliative medicine clinics twice a week. Medical support is also provided to the hospital Macmillan Nurse specialists.

St Catherine's Day Hospice - Whitby

5 Mulgrave Crescent, Whitby YO21 3JU

Tel: 01947 821049

Opening times: Thursday – Friday: 4am – 4pm

Day care facilities for those with a progressive terminal illness, providing care and support two days a week.

The Whitby Day Hospice is set on the West Cliff; a bungalow set in its own garden overlooking the harbour. Patients can receive important treatments, such as intravenous infusions, if required. The Day Care Team provide specialist medical care, treatment, advice and rehabilitation for people who require regular monitoring of their illness and for those that require diversion and respite.

HOUSING AND HOMELESSNESS

Foundation

22 Victoria Road, Scarborough, YO11 1SD

Tel: 01723 361100

Fax: 01723 361575

E-mail: scarborough@foundationuk.org

Website: www.foundationuk.org

Office open Monday, Friday 10am - 1pm. closed weekends and bank holidays

Information, advice and support on all issues relating to housing and homelessness for young people aged 16 - 25.

Foyer accommodation for young people linked with training, education and employment opportunities.

Supported Housing Scheme, and Floating Support Scheme for young people in their own homes. Supported housing for ex-offenders referred by the Probation Service.

Housing Associations

Housing Associations that own/ manage general accommodation for families and single people and older people in the Whitby & District area

Contact each Housing Association for details of eligibility criteria, location of properties etc.

Anchor Trust, Tel: 01274 381600

Accent Housing, Tel: 01274 717 500

Home Group, Tel: 01723 366566

Leeds & Yorkshire HA, Tel: 0113 278 3335

Places for People - Hull, Tel: 01482 972200

Ryedale HA – Pickering, Tel: 01751 476621

Sanctuary HA, Tel: 0800 131 3348

Tees Valley HA, Tel: 01642 261100/08000 467 600

Yorkshire Coast Homes; Tel: 0345 065 57 57

Further details of all Housing Associations in the Scarborough Borough area can be obtained from Yorkshire Coast Homes (see separate entry, [page 190](#)).

Scarborough Homeless Support Services

46 Cross Street, Scarborough, YO11 1HP

Tel/ Fax: 01723 361711

Day Services: Monday to Thursday 9.30am – 3.30pm, Friday 9.30am – 1.30pm, closed bank holidays;

Winter Watch: 6pm - 10pm every night between 1st December and 31st March;

Summer Watch: 1st June to 30th September.

Covers Scarborough, Whitby and Filey. Provides information, advice and support to people aged 25+ and who are either roofless, homeless or facing the loss of their accommodation through eviction notices, rent arrears, harassment, threats etc., or those people who may be living in poor and inappropriate housing conditions. Focus and help is offered free of charge to assist people to sustain their tenancy and prevent crisis situations arising.

A community based support service is also offered covering housing and homelessness issues for people over 50 years of age. Summer and Winter Watch emergency accommodation (accessed via Scarborough Police Station) from 6pm to 10pm between 1st December to 31st March and 1st June to 30th September for

people aged 16+ who are street homeless.

The premises are fully accessible to people with disabilities, with ramped entrance. All facilities are at ground floor level with shower and toilet accessible to wheelchair and scooter users. Laundry facilities also available.

Yorkshire Coast Homes (YCH)

The Coliseum, Victoria Place, Whitby, YO21 1EZ

Tel: 0345 065 56 56

Out of Hours/Weekends **01723 351558**

Website: www.ych.org.uk

Open Monday to Friday, normal office hours

Housing Association set up in 2003 to take over the ownership and management of Scarborough Borough Council rented property stock. Provides general housing to rent for people, and accommodation for older people throughout the Borough.

YCH is responsible for property repairs and maintenance, estate management, care support and customer involvement and deals with applications from people who are homeless or who are at risk of homelessness. YCH will nominate applicants to other social housing providers/ housing associations.

Anyone over 16 years of age can apply for housing - certain eligibility criteria apply. YCH works in partnership with [Stonham](#) and [Foundation Housing](#) to provide a tenancy support service.

For information on how to apply for housing search How to Apply on the YCH website.

HOUSING AND TENANCY SUPPORT

Abbeyfield Esk Moors Lodge

The Bradbury Centre, Langburn's Bank, Castleton, Whitby, YO21 2ED

Tel: 01287 669357

Email: post@abbeyfield.com – General Enquiries

A new Abbeyfield UK residential complex, managed by Esk Moors Caring. Six one bedroom and six two bedroom flats offering accommodation and independent living with support for up to 18 people. Primarily for residents of the Upper Esk Valley, The Bradbury Centre in the same complex is a Community Centre offering leisure, educational and fitness activities, and opportunities to volunteer, for adults living in the Upper Esk Valley. Esk Moors Caring also offers personal and practical care to older and less able people in their homes in the Upper Esk Valley. For more information on Abbeyfield UK, Tel: 01727 857536.

Stonham - Scarborough Tenancy Support

Stonham - Homestay

62 Roscoe Street, Scarborough, YO12 7BY

Tel: 01723 366566

Fax: 01723 374837

E-mail: contactus@homegroup.org.uk

Website: www.homegroup.org.uk

Open Monday to Friday 7am - 8pm. Saturday from 8am - Noon

A free confidential advice, assistance and support service covering a wide range of tenancy related issues such as settling into a new home, neighbour disputes, rent arrears and other debts, accessing welfare benefits, budgeting, information on employment and training opportunities, finding out about local amenities, getting in touch with specialist support services.

The service is available to local authority, housing association or private tenants, aged over 16 years, housed in the Scarborough, Whitby and Ryedale districts and is available to tenants for up to 2 years.

Tenants can be working, unemployed or sick. There is no upper age limit.

Contact with service users is usually at their home or any other agreed venue. Tenants can refer themselves directly to the service, or can be referred by other agencies e.g. social services, landlords. For all enquiries please contact the Scarborough office.

LEARNING DISABILITY

Avalon (Formerly APS)

6 Grove Park Court, Harrogate, North Yorkshire, HG1 4DP

Tel: 01423 530053

E-mail: enquire@avalongroup.org.uk

Website: www.avalongroup.org.uk

Avalon works with vulnerable adults providing long term and short term care in Avalon carers' homes, a community support service, independent supported living service and specialised housing.

Contact for details of how to access the service.

British Dyslexia Association (BDA)

Unit 8, Bracknell Beeches, Old Bracknell Lane, Bracknell, RG12 7BW

Tel: 0333 405 4567 (helpline)

Switchboard: 0333 405 4555

Website: www.bdadyslexia.org.uk

Opening hours: Monday to Friday, 10am – 1pm, 1.30pm – 4pm, Wednesdays 10am – 1pm

BDA works to enable dyslexic people to reach their potential, by influencing government and other institutions to promote a dyslexia friendly society. BDA promotes early identification and support in schools and higher education to ensure opportunity to learn for dyslexic learners.

Dalewood Trust

Chomley Way, Stainsacre Industrial Estate, Whitby, YO22 4NQ

Tel: 01947 600583

Fax: 01947 820021

Email: info@dalewood.org

Open Monday to Thursday 9am - 4.30pm, Friday 9am - 4pm.

Dalewood is a charitable Trust currently running day services for adults with learning disabilities living in Whitby and the surrounding areas. Various activities are offered such as gardening, craft, woodwork, sport, adult education, keep fit, personal hygiene programmes, social and domestic training.

We can also offer specialist care in our 'special care unit' which offers a variety of activities for people with profound and complex disabilities. We can offer assistance with individual needs such as benefits and personal care.

Physiotherapy and Speech Therapy can also be made available through Scarborough Health Trust.

Charges for our services are in line with current NYCC Adult and Community Services Policy.

Down's Syndrome Association (National Office)

Langdon Down Centre, 2a Langdon Park, Teddington, TW11 9PS

Tel: 0333 1212 300

E-mail: info@downs-syndrome.org.uk

Website: www.downs-syndrome.org.uk

Opening times: Monday – Friday 10am – 4pm

A national charity which focuses solely on all aspects of living successfully with Downs Syndrome.

It provides information and advice to people with Downs Syndrome, their parents and carers and interested professionals, including information for new parents, speech and language therapy, health, education, welfare benefits, training and conferences around the country. The Association has a network of regional volunteer-led support groups.

Gateway Club

17 Maudon Avenue, Pickering, YO18 7EJ

Tel: 01751 476414

Open Monday 6.30pm - 8pm

Contact: Miss MaryPrice

A general charitable purposes club for people with vairing disabilities. Activities include sport, Education/training, Arts/culture/heritage/science.

To provide or assist in the provision, in the locality, of facilities for recreation or other leisure time occupation for people who have need thereof by reason of mental handicap with the object of improving their conditions of life.

Learning Disability Service

Eastfield Clinic, Westway, Scarborough, YO11 3EG

Tel: 01723 581344

Fax: 01723 585017

Open Monday to Thursday 8.30am - 5pm; Friday 8.30am - 4.30pm. Closed evenings, weekends and bank holidays

A team of health professionals offering a broad based service to children and adults with learning disabilities/ severe developmental delay, their families and carers. They also work closely with social services. The multi-disciplinary team provide packages of care to meet the health needs of individuals of all ages and offer advice and support to carers, thus enabling people with learning disabilities to pursue lifestyles of their choosing.

Mencap - Scarborough and District

Brookleigh, 60 Valley Road, Scarborough, YO11 2JE

Tel: 01723 374819

E-mail: info@scarboroughmencap.org.uk

Website: www.mencap.org.uk

Open Monday to Friday 9am - 5pm. Out of hours appointments can be made if arranged in advance.

Provides practical services for children with learning disabilities and their families including support and information service for families, weekly support group for parents/ carers at Brookleigh on Wednesday mornings (children welcome), play days during school holidays with professional/ qualified play leaders, a varied programme of activities all year (trips, parties, discos, horse riding, drama), disco club every Friday for people aged 16-60, tea time service (up to 7pm) for young people over 14yrs to bridge the gap between school and evening clubs or to give parents a break, day care for older members (40yrs upwards).

The National Autistic Society – North Yorkshire

North Yorkshire Central Branch

Tel: 07818 016431

E-mail: northyorkshirecentre@nas.org.uk

Telephone or e-mail advice, information, help and support for parents/ carers, professionals and anyone interested in Autism/ Asperger Syndrome (ASD).

Hull and East Riding Information for Autism

Provides information and advice for young families. Contact on 07917 040380

Email: hulleastriding@nas.org.uk

National Autism Helpline: 0808 800 4104. Monday to Thursday, 10am – 4pm.

Friday 9am – 3pm.

Email: nas@nas.org.uk

LIBRARY SERVICES

LIBRARY SERVICES FOR VISUALLY IMPAIRED PEOPLE

Website: www.gatesheadlibraries.com

Gateshead Council has a 'core' library service of 12 libraries, a Readers at Home Service, a Mobile Library plus five branch libraries operated by constituted groups of volunteers. You can also access information about the libraries, including our online catalogue, on their website.

Large Print and Talking Books

Each library offers a range of large print books and 'Talking Books' (books on audio cassette, CD and to download). Please contact your local library for further details.

Readers at Home Service

If you are unable to get to a library yourself, you can apply to become a member of our Readers at Home Service. This free service is operated in partnership with RVS, who make a monthly visit to you in your own home with a selection of books or audio books.

The Readers at Home Service can also provide books to sheltered or residential homes to individuals or by "bulk loans" to a "bookcase collection" which is changed monthly.

They also provide a twice-weekly ward round of books to hospital patients in the Queen Elizabeth Hospital.

If you are interested in applying for the Readers at Home Service, please telephone 0191 433 6415

For more information on the other services provided use the website address above.

Calibre Audio Libery

New Road, Weston Turville, Aylesbury, Bucks, HP22 5XQ

Tel: 01296 432339

Fax: 01296 392599

E-mail: enquiries@calibre.org.uk

Website: www.calibre.org.uk

Postal lending scheme for people who are not able to read ordinary print books because of sight problems or other disability. Over 8000 titles, of which 1500 are suitable for children. Scheme free to members. One off membership fee of £30 (£25 for young calibre)

North Yorkshire County Council Home Library and Information Service

E-mail: libraries@northyorks.gov.uk

Contact: Whitby Library, Tel: 0845 300 6687

Covering the Whitby and surrounding rural area mobile library service operating on a 2-weekly timetable. Home library service will deliver books, information, Audio books, videos, DVD's or music CDs, to anyone not able to visit the library in person.

Supermobile Library (possible duplication)

Our supermobile library carries around 3,000 items of stock, including books, DVDs and audiobooks.

Disabled access is provided and access to the internet is available via our satellite link. The supermobile calls at 21 locations on a rolling fortnightly timetable and stays for two hours in each location. You can join the library service by visiting the supermobile at your nearest stop.

The supermobile library provides access to the full range of materials held by the library service. You may request items from the supermobile as you would from a library.

For more information visit:

www.northyorks.gov.uk – resident - libraries and archives – local libraries – supermobile library

Whitby Library and Customer Service Centre

26 Windsor Terrace, Whitby, YO21 1ET

Tel: 0845 3006687

Fax: 01947 820288

E-mail: whitby.library@northyorks.gov.uk

Website: www.northyorks.gov.uk/libraries

Open: Monday, Thursday, Friday 9.30am - 5pm; Tuesday 9.30am – 7pm;
Wednesday closed; Saturday 10am – 1pm. Closed Sunday and bank holidays.

Activities, Books, CDs, DVDs, Information, Internet Cafe, Local Studies,
Photocopying, Picture Lending, Play Station Games, Story Tapes, Talking Books,
Videos.

Disabled access via ramp and lifts from street level. Hearing loop system.

LOCAL AUTHORITIES

North Yorkshire County Council

County Hall, Northallerton, DL7 8AD

Tel: 01609 534527

Fax: 01609 532009

Minicom: 0845 603 6391

Website: www.northyorks.gov.uk

County-wide authority responsible for a range of services including Adult and Community Services, Planning, Highways, Trading Standards, Education, Transport Policy, Waste Management, Environment, Libraries and Information Services.

Visit the website for further information.

Scarborough Borough Council

For information on all Council services

Scarborough Town Hall, Tel: 01723 232323, Mon, Tue, Thu, Fri 8.30am to 5.00pm,
Wednesday 9.30am to 5.00pm

Whitby (Northern Area Office) Tel: 01723 232323, April - October 9.30am to 5.00pm
November – March 9.30am to 4.30pm

Filey (Southern Area Office) Tel: 01723 514498: 9.30am to 4.00pm

Cleansing and Refuse Tel: 01723 351558

Dog Warden Tel: 01723 351558

Environmental Health Officer Tel: 01723 351558

Highways, Works and Street Cleansing Tel: 01723 351558

Homelessness Enquiries Tel: 01723 351558

Housing Officer Tel: 01723 351558

Mobile Warden Control Tel: 01723 351558

Yorkshire Coast Homes now owns and manages former Scarborough Borough Council properties and tenancies. (See [page 190](#)).

MEALS – HOME DELIVERY

RVS Meals on Wheels Service

15 Queensway Court, Queensway, Middlesbrough, TS3 8TG

Tel: 01642 222 643

We offer a wide range of menu choices, covering cultural as well as dietary needs, and including special requirements like soft foods or diabetic meals. All our menus are designed to provide a good, balanced diet. They can be hot meals or frozen for eating later.

Contact to obtain a brochure giving the various meal options, costs and delivery days/ times.

MENTAL HEALTH

Community Mental Health Team

The Anchorage, 11 Byland Road, Whitby, YO21 1JH

Tel: 01947 820294

Open Monday to Friday, 9am - 5pm. Answer phone messages can be left outside office hours.

Tees and North East Yorkshire NHS Trust provides specialist mental health services for people in the Scarborough, Whitby and Ryedale area.

Whitby Adult Community Mental Health Team and Whitby Elderly Community Mental Health Team, based at The Anchorage provide help and support to anyone over 18 years of age with mental health problems.

The team consists of psychiatrists, community psychiatric nurses, social workers, occupational therapists and admin support staff, and can provide help with difficulties such as stress, relationship problems, abuse, longer term mental health needs, support for older people who are confused, and support for carers.

Clients are usually referred by GPs. For further details contact The Anchorage.

Crisis Call Service - Ryedale, Scarborough & Whitby

Tel: 0800 501254 FREEPHONE.

24 hour service, including weekends and public holidays

24 hour mental health outreach service providing non-medical intervention. Available to people aged 16 years plus who are in a crisis due to mental health problems. The service is free but you need access to a telephone. You may need to use a public phone box or ask a hospital or Police Station if you can use their phone.

Crisis workers are paid workers with experience of mental health issues. A worker might suggest that a visit to you may be helpful - visits are made at a safe place agreed with you by the two workers on duty. They will listen to you and may assist you in sorting out the most appropriate service that may be able to help.

Friends, carers and relatives can also contact CrisisCall on your behalf and with your agreement. CrisisCall only deals with a crisis where the main problem is mental health.

Mental Health Services

Spinnaker Lodge, Whitby Hospital, Spring Hill, Whitby, YO21 1DP

Tel: 01947 824333

Contact: David Wright, Unit Manager

Spinnaker Lodge provides a service for people over the age of 65 with mental health problems. There are eight in-patient beds for assessment. Respite care and day care facilities are provided Monday to Friday, 10am to 4.30pm.

Initial contact with the unit is by referral from Whitby Community Mental Health Team for the Elderly via a client's GP. The Consultant Psychiatrist for older people in Whitby must be informed. The unit has its own transport for clients who are physically fit enough to use it, otherwise ambulance transport can be arranged. The small friendly unit aims to provide as flexible a service as possible to suit clients and carers.

Mind - Circle of Friends Scarborough, Whitby & Ryedale

MIND, PO Box 304, Unit 22, Scarborough, YO11 3YJ

Tel: 01723 588008

Website: www.scarboroughmind.co.uk

The Circle of Friends is designed to offer practical and emotional support that good friends offer. The aim is to introduce you to a volunteer who will be able to provide the following support:-Emotional, Practical, Social support, Advocacy, Information.

National Association for Mental Health (MIND)

15-19 Broadway, London, E15 4BQ

Tel: 020 8519 2122

Fax: 020 8522 1725

E-mail: info@mind.org.uk

Information helpline: 0300 123 3393

Open 9am – 6pm

Mind is the leading mental health charity in England and Wales. We work to create a better life for everyone with experience of mental distress by advancing the views, needs and ambitions of people with mental health problems, challenging discrimination and promoting inclusion, influencing policy through campaigning and education, inspiring the development of quality services which reflect expressed need and diversity, achieving equal rights through campaigning and education.

Scarborough, Whitby & Ryedale MIND

PO Box 304, Unit 22, Cayley Court, Hopperhill Road, Scarborough, North Yorkshire,
YO11 3YJ

Phone: 01723 588008

Contact: local rate number: 0845 6034723

Fax: (01723) 588012

Email: info@swrmind.org.uk

Website: www.swrmind.org.uk

Opening hours: Monday to Friday: 9am-5pm

Drop-in for support & information from trained staff & volunteers if you would like information about mental health either for yourself or someone else.

Queen Street Methodist Church, Queen Street, Scarborough. Fridays, 12.30pm-3.30pm. (except bank holidays)

Whitby Evangelical Church, Skinner Street, Whitby. Mondays (except bank holidays), 12.30pm-3.30pm

Scarborough Survivors

9 Alma Square, Scarborough, YO11 1JR
Tel: 01723 500222 (Help and information line)
E-mail: andrea@scarboroughsurvivors.org.uk
Website: www.scarboroughsurvivors.org.uk
Contact: Andrea Woolcott, General Manager

Scarborough Survivors offers support, practical help and information to people with mental health needs, or to those who want to learn more about being mentally healthy. Contact the office for details.

SAFE Project, 9 Alma Square, Scarborough, YO11 1JR

Tel: 01723 506582
E-mail andrea@scarboroughsurvivors.org.uk
Contact; Roseanne Wyatt Bull, Project Manager

Supports adult survivors of sexual abuse through training for professionals, access to services, advocacy and representation, and facilitated self-help groups.

Stepping Stones Resource Centre

The Stepping Stones Resource Centre Church House Centre, Flowergate, Whitby has now closed.

For further information please contact:

Tees and North East Yorkshire NHS Trust
Flatts Lane, Normanby, Middlesbrough, TS6 0SZ

Tel: 01642 288288

E-mail: enquiries@tney.northy.nhs.uk

MOBILITY EQUIPMENT – SALES AND HIRE

Abbey Health

7 Central Arcade High Street, Northallerton, North Yorkshire, DL7 8PY

Telephone: 01609 714 006

Email: enquiries@abbey-health.co.uk

Website: www.abbey-health.co.uk

Opening Hours: Mon to Sat: 9.00am - 4.30pm Close Sun

For sales of a range of mobility equipment such as electric wheelchairs, electric scooters, bath aids, chair lifts and other mobility aids.

Alfred Bekker Ltd

Kellythorpe Industrial Estate, Drifffield, YO25 9DJ

Tel: 01377 241700

Emergency: 07791 576677

Fax: 01377 241767

E-mail: alfred@alfredbekker.com

Website: www.alfredbekker.com Open Monday to Friday 8.30am - 5pm. Closed bank holidays. Weekends by appointment only

The company provides a range of mobility aids and adaptations including hand controls and steering aids, car and van conversions, manual and electric wheelchairs, hire vehicles, mobility scooters, wheelchair and scooter loaders. Show room with all kinds of aids and equipment including different types of wheelchairs, lifts, ramps, adaptations for drivers, swivel seats, wheelchair accessible vehicles, driving from wheelchairs.

Coastal Stairlifts & Mobility

Field House, Jewison Ln, Sewerby, Bridlington YO16 4UH

Tel: 01262 601395

Coastal Stairlifts & Mobility in Bridlington, North Humberside, is a local stairlift company. Proudly offer stairlifts, mobility products and home stair lifts.

Esk Valley Mobility/Online (ebay)

Unit B4C, St. Hilda's Business Centre, The Ropery, Whitby, YO22 4ET

Tel/ Fax: 01947 825555

Mobility scooters (4 to 8 mph) and wheelchairs – sales and hire, servicing, repairs, accessories. Stairlifts – servicing, repairs. Free, no obligation home demonstrations. Lots of other equipment on the online shop.

M D Mobility Ltd

Unit 5, Morgan Drive, Guisborough, TS14 7DH

Tel: 01287 635922

Fax: 01287 635922

Open Monday to Friday, 9am - 4.40pm

Contact: Carol and Alan Dixon

Provides a range of products including manual and powered wheelchairs, 3 and 4 wheel scooters, riser chairs, and adjustable beds, toilet aids, small aids and products including incontinence items.

Servicing and repairs. Home visits.

Quality Life Mobility Ltd

50-52 Seamer Road, Scarborough, YO12 4EA

Tel/ Fax: 01723 506030

E-mail: info@qualitylifemobility.co.uk

Website: www.qualitylifemobility.co.uk

Open Monday to Friday 9am - 5pm. Saturday 9am - 2pm. Not open bank holidays

Contact: Mr A Bracken (Proprietor)

Covers Scarborough, Whitby, Bridlington, Doncaster for hire and sales of new and used electric scooters, electric wheelchairs, stairlifts and recliner chairs. wheelchairs. Also has a range of aids for daily living and accessories for scooters and wheelchairs. 12 months warranty and 24 hour emergency breakdown service.

Shopmobility - National Federation

2-4 Meadow Close, Ise Valley, Industrial Estate, Wellingborough, NN8 4BH

Tel: 01933 229644

E-mail: shopmobility@bhta.com

Website: www.nfsuk.org

The Federation aims to promote access and encourage independence of people with disabilities through the provision of mobility equipment such as scooters, wheelchairs and power chairs.

Contact the Federation or log on to their website site for information about Shopmobility and schemes in your area or turn on to the next page

Shopmobility Schemes

Harrogate 01423 556778

Hartlepool 01429 861777

Hull 01482 225686

Leeds 0113 246 0125

Leeds, White Rose Shopping Centre 0113 277 3636

Middlesbrough 01642 254545

Redcar 01642 498894

Scarborough 01723 369910

Stockton 01642 605676

York 01904 679222

Contact in advance as opening times and equipment availability may vary.

Wheelchair Centre - Scarborough

Springhill House, 19 Springhill Close, Scarborough, YO12 4AD

Tel: 01723 353177

Contact: Sandra Broadbent, Co-ordinator

Supplies manual and powered wheelchairs on long term loan, also seating systems and cushions.

Referrals must be made by GP, District Nurse, Health Visitor, Occupational Therapist or Physiotherapist. No charge to client.

MUSIC THERAPY

North Yorkshire Music Therapy Centre

121 Town Street, Old Malton, Malton, YO17 7HD

Tel/ Fax: 01653 698129

Website: www.music-therapy.org.uk

E-mail: admin@music-therapy.org.uk

Contact: Angela Harrison

Registered charity based in Malton. Therapists work with people of all ages and disabilities within fifty miles, using music to develop the relationship between the client and the therapist, to promote healing. Therapists also work at special schools, day centres, hospitals and in individual's homes. Referrals are taken from health professionals, Adult and Community Services, teachers. Clients can self refer.

NURSING AGENCIES

British Nursing Association- Scarborough Branch

5 Zetland Rd, Middlesbrough, Cleveland TS1 1EH

Tel: 0845 605 0530

Website: bna.co.uk

National agency providing registered nurses, home carers and care assistants in the home. Services offered include respite care, shopping and help around the home, bathing service, help getting up in the morning and preparing for bed at night, home from hospital, sleepover, escorted holidays and outings, occupational health support programmes, work in partnership with social services departments. Run by qualified nurses. Fees are charged.

OCCUPATIONAL THERAPY

Community Occupational Therapists

Contact North Yorkshire County Council Customer Services Unit for details,
Tel: 01609 534527

Occupational Therapy Department

Whitby Hospital, Spring Hill, Whitby, YO21 1EE

Tel/ Fax: 01947 604851

Occupational Therapists assess and help people to overcome physical, psychological and social problems arising from physical or mental illness or disability, by concentrating not only on what they are unable to do but also on what they may be able to achieve.

The service offers a wide range of activities and individually tailored therapy programmes to help people regain the skills necessary for achieving maximum independence in their lives. Occupational Therapists are also involved in assessing for and providing environmental adaptations and equipment.

Occupational Therapy is available to hospital in-patients, outpatients and to people in the community in their own homes. As well as hospital based Occupational Therapists, the service is also based in areas such as community teams, social services, mental health, learning disabilities and palliative care.

OPTICIANS

Contact for details of opening times and services offered.

Vision Express, 3-4 Wellington Road, Whitby. Tel: 01947 603358

Specsavers, 9 New Quay Road, Whitby. Tel: 01947 824020

The following Opticians offer Low Vision Aid appointments. Appointments do not have to be made through the hospital.

Vision Express, 3-4 Wellington Road, Whitby. YO21 1DY Tel: 01947 60-3358

Local Eyes Opticians, 4 Newborough, Scarborough YO11 1NA. Tel: 01723 364045

Pagan & McQuade, 108 Westborough, Scarborough. YO11 1LD Tel: 01723 371250
(Home visits in Scarborough only)

Brown & Humphreys, 42 Huntriss Row, Scarborough. YO11 2EF Tel: 01723 361957 (Home visits. Small charge for visits outside Scarborough)

It is possible to get a referral from you're optician to you local eye clinic if they believe you need further assessments.

OVER 50s

AgeUK - Scarborough & District (formerly Age Concern)

39 Aberdeen Walk, Scarborough, YO11 1BD

Tel: 01723 379058

E-mail: reception@ageukscarborough.org

Website: <http://www.ageuk.org.uk/scarborough&district> +

Open Monday to Friday 9am - 3.30pm. Closed weekends, bank holidays and evenings

Contact: Bob Simonds, Chief Officer

Covering Scarborough, Whitby and Ryedale areas, AgeUK works with statutory and other voluntary agencies in planning, designing and running services for older people.

Provides information and advice from bases in Scarborough, Whitby and Filey, plus telephone helpline, Luncheon Clubs in Scarborough, Whitby and Staithes.

Coffee Club in Pickering, financial services designed for the over 50's such as car, house and contents insurance, funeral plans, energy services, Handyman Scheme for Whitby and Filey, Safer Communities and Home Improvement Agency work in Whitby. For enquiries/ advice about fuel consumption costs contact **01723 379058**.

Call in for information on **Age UK Personal Alarm (Aid-Call Ltd)** personal SOS system. See also [page 343](#) for details.

AgeUK Advice line

Tel: 0800 169 2081

A free, confidential and impartial service to and for older people in the Ryedale, Scarborough and Whitby areas.

Whitby & District 50 Plus

01947 604130 (Chairman)

Contact: Administrator: Tel: 07791889737; Membership Secretary: Mr W Batty, Tel: 01947 810899

Website: wd50plus.wordpress.com

Email: wd50plus@gmail.com

A local independent group. representing the interests and views of the Whitby & District over fifties.

Whitby Whaler U3A (University of the 3rd Age)

Chairman: Barry Foster

Secretary: Julie Whelan

Tel: 01947 604881

Website: <http://u3asited.org.uk/code/u3asite.php?site=250>

Activities, Learning and Education in Retirement.

Annual curriculum on a wide range of subjects including Health and Keep Fit, Reading for Pleasure, History, Listening to Music, French, German, Mathematics, Art, Patchwork and Quilting.

Monthly Newsletter and coffee mornings.

Annual subscription.

For further details, including term dates contact the Chairman or Secretary. For curriculum enquiries, contact Bruce Russell.

PHARMACIES

Chemist Prescription Collection Services

Free Prescription Collection Service where your prescription is collected from your doctor's surgery, and is dispensed ready for you to collect from the shop at your convenience.

To register or to get further information contact:

Boots Chemist, 64-66 Baxtergate, Whitby. Tel: 01947 602219;

Day Lewis Chemist, 4 The Paraid White point road, Whitby. Tel: 01947 602184;

Boots Chemist, 14 Skinner Street, Whitby. Tel: 01947 602084.

PHYSICAL AND SEXUAL ABUSE

Arch Noth East

22 Hoylake Road, Middlesbrough, TS4 3Jl

Tel: 01642 822331 (Supportline) 01642 822335 (Enquiries)

Helpline available: Mon & 8:30am - Fri 4pm; Tues, Wed, Thurs 8.30am - 7pm (24 answerphone at other times)

Covers the Stockton, Middlesbrough and Hartlepool area; however clients accessing our ISVA/LESA service from outside Middlesbrough will also be eligible to access our counselling service should this be required. Offers helpline and face to face counselling for women and girls who have experienced sexual violence. Also provides information for staff from other agencies, friends and relatives.

Life Enhancement Skills Advisor (LESA)

After experiencing any form of sexual abuse, it's normal for your emotions to be running high. For many people, this can have a real impact on how they cope with everyday issues. The Life Enhancement Skills Advisors can offer practical help and support to existing Arch clients, helping you to overcome these difficulties

Independent Sexual Violence Advisor (ISVA)

If you have reported or are thinking about reporting rape or sexual abuse, it's likely that you will have a lot of questions and may need more information before you can decide what to do. The Independent Sexual Violence
—————Advisory Service gives you free and confidential access to trained advisors who can offer practical help and support, whether your case has been reported to the police or not.

For more information on any of the provided services contact:

01642 822331 (Supportline) 01642 822335 (Enquiries)

National Women's Aid Helpline

Women's Aid Federation of England, PO BOX 3245 Bristol, BS2 2EH

Tel: 0808 2000 247 (freephone)

E-mail: info@womensaid.org.uk

Free phone 24 hour national Domestic Violence Helpline run in partnership by Women's Aid and Refuge.

Survive

Survive, 15 Priory Street, York YO1 6ET

Tel: 01904 642830 Helpline open Wednesdays 2pm – 4pm

Email: survive@survive-northyorks.org.uk

Advice, information and support for women who are victims of sexual violence, their partners, friends and family. Helpline is a telephone helpline for telephone counselling, self referrals and information.

Emerging from violence & abuse EVA

86 Highstreet, Redcar, TS10 3DL

Tel: 01642 835079 (24 hr helpline)

Tel: 01642 490677 (information)

E-mail: help@eva.org.uk (for women seeking help)

Website: www.eva.org.uk

Eva is the leading organisation in Redcar & Cleveland dedicated to improving the lives of women and children affected by domestic violence and sexual abuse. We provide end to end support and a fresh start for our clients and their families.

Foundation – Scarborough DAS

69a Manor Road, Scarborough, YO12 7RN

Tel: 01723 365609 (general enquiries)

Fax: 01723 355971

E-mail: scarboroughdas@foundationuk.org

Website: www.foundationdomesticabuse.org

Foundation provides specialist domestic abuse and sexual violence services to adults and their children in Scarborough, Redcar and Cleveland. The aim of the Redcar and Cleveland Domestic Abuse and Sexual Violence Service is to offer support and advice to women and children who are fleeing from or have experienced domestic abuse and sexual violence.

PHYSICAL DISABILITY

RADAR National Key Scheme

Tel: 020 7250 8181

Email: webmaster@disabilityrightsuk.org

Sales: 020 7250 8191

E-mail: shop@disabilityrightsuk.org

Provides disabled key holders with independent access to National Key Scheme (NKS) public toilet facilities throughout the UK. Purchasing one NKS key allows access to all NKS public toilets throughout the country.

Keys are available from Tourist Information Centres or the Council Offices. There is a small charge for the RADAR Key.

There are 5 NKS toilets in Whitby - Abbey Headland car park; Kyber Pass/ Pier Road; Marina; New Quay, New Quay Road; West Cliff

PHYSIOTHERAPY

The Muscle Injury Clinic

Mrs Cathy Harland, Physical Therapist L.C.S.P.

Tel: 01947 606665

Mobile: 07788 511839

Treats neck & Shoulder conditions, problem backs, arthritic joints, MS & fibrosis. Any muscular skeletal conditions. Specialised in orthopedic massage

Physiotherapy Department

Whitby Hospital Spring Hill, Whitby, YO21 1EE

Tel: 01947 604851/ 824209

Physiotherapists play an important role in the control of pain and treatment of injury and disease, to assist the body's own natural healing process. They use movement, exercise, manual techniques, electrotherapy, hydrotherapy and acupuncture.

The Physiotherapists work with people to improve mobility and function which has

been lost through accident, ageing and illness, to help them resume an active and independent life.

All patients are referred by a Doctor.

RESIDENTIAL AND NURSING CARE

Larpool Lane - Elderly Persons Home

1 Larpool Lane, Whitby, YO22 4JE

Tel: 01947 603582

Contact: Mrs Avril Paton, Operations Manager

NYCC Adult and Community Services residential home. All single rooms, although it is possible to have connecting rooms for couples. Short stays and respite care can be arranged, from overnight to up to 4 weeks, depending on the carer's needs. Referrals must be made by a Care Manager.

North Yorkshire Care Homes Directory

North Yorkshire County Council (NYCC) Customer Services Centre

Tel: 0845 034 9410

Contact NYCC Customer Relations Unit for details of Registered Nursing Homes and Residential Care Homes in the North Yorkshire County Council area.

Information can also be obtained from:

Care Quality Commission

CQC National Customer Service Centre, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA

Tel: 03000 616161

Fax: 03000 616171

E-mail: enquiries@cqc.gov.uk

Website: www.cqc.org.uk

We make sure health and social care services provide people with safe, effective, compassionate, high-quality care and we encourage care services to improve.

We monitor, inspect and regulate services to make sure they meet fundamental standards of quality and safety and we publish what we find, including performance ratings to help people choose care.

St. Cecilia's Care Home

19-21 Stepney Road, Scarborough, YO12 5BN

Tel: 01723 503111(out of hours)

Tel: 01723 340221

E-mail: info@stcecilias.co.uk

Website: www.stcecilias.co.uk

St. Cecilia's is a small, privately owned home, providing care for people aged 50+, from North and East Yorkshire. We specialise in helping those with confusion, and our aim is to treat all residents as we would wish to be treated ourselves. A dedicated and professionally trained staff team offers the reassurance of 24-hour care for up to 21 residents in a genuine family atmosphere. Clients' families are always welcome.

Services offered include day care, short term respite care, luncheon club, occasional respite care, long term care

SCHOOL NURSES

School Nurses, Community Health, Whitby Hospital, Spring Hill, Whitby YO21 1DP

Tel: 01947 604851/ 824245

School Nurses are qualified nurses with additional training who provide information and support on health related issues to children of school age. Support is given in physical, social and emotional areas e.g. hearing and vision testing, height and weight recording, diet and behavioural problems. Each school has a named School Nurse visiting on a regular basis, providing an 'Open Door' service to children, parents and carers.

In the three senior schools a Drop-In Service is offered to individual pupils, giving them the chance to talk through their health problems or worries in confidence. School Nurses also run an Enuresis Service for school children who suffer with a bed-wetting problem.

SELF HELP

Expert Patients

Expert Patients is a course where you take control of your condition and make a difference to your life and learn important skills to:- Manage your symptoms, deal with stress, depression and low self-image, manage pain, develop coping skills, relax, eat healthily, work more closely with those caring for you, plan for the future.

Your doctor or local clinical commissioning group (CCG) should be able to help you find suitable courses in your area.

SHOPPING SERVICES

Dalewood Trust - Shopping Service

Chomley Way, Stainsacre Industrial Estate, Whitby, YO22 4NQ

Tel: 01947 604839

Open Monday to Thursday 9am - 4.30pm, Friday 9am - 4pm.

Contact: Paul Hemingway

Employment training initiative to help people with a learning disability, giving people the opportunity to prepare for full employment in the community.

The Shopping Service is for elderly and disabled people who have difficulty in shopping for themselves. Lists are collected from customers' homes on a pre-arranged day of the week, shopping is carried out at Somerfield supermarket in Whitby and checked by the Supervisor. On delivery the customer pays the amount shown on their itemised till receipt.

There is a small charge made for the service. Customers can be referred by Adult

and Community Services, GPs, voluntary groups, on the recommendation of existing customers or by contacting Dalewood Trust directly.

SOCIAL CLUBS AND LUNCH CLUBS

Lunch Clubs

North Yorkshire County Council Adult & Community Services Customer Services,
Tel: 0845 034 9410 (local call rate).

Contact [NYCC Adult and Community Services](#) for details of times and venues of lunch clubs in the area.

Salvation Army - Whitby Outreach Centre

St. Peters Court, Whitby, YO22 4JQ

Tel: 01947 825638

All meetings take place at St. Peter's Court Community Centre and services are open to everyone in the Whitby District.

Tuesday

9:30am - 11:30am Fortnightly Coffee Morning

1pm - 3pm Craft Club

Wednesday

9:30am - 11:30am Computer Class

12pm - 1:30pm Prayer Lunch

3rd Wednesday in Month

Thursday

12pm Lunch Club, 7pm - 9pm Craft Club

Sunday

2pm - 4pmWorship

All meetings take place at St. Peter's Court Community Centre and services are open to everyone in the Whitby District

The centre has a ramp and accessible toilet. Minibus to collect people in Whitby on Thursdays and Sundays.

SOCIAL SERVICES (ADULT AND COMMUNITY SERVICES)

North Yorkshire County Council Adult and Community Services

Tel: 01609 534 527 – Genral enquiries

Minicom: 0845 603 6391

Fax: 01609 532009

E-mail: customer.services@northyorks.gov.uk

Website: www.northyorks.gov.uk

Open 8.00am – 5.30pm Monday to Friday, 9.00am – 5.00pm Saturday. Closed bank holidays. If an emergency arises outside office hours the emergency contact number for Adult and Community Services is **01609 534 527**.

Contact the Customer Services Centre with any enquiries about all of the services provided by North Yorkshire County Council Adult and Community Services Department such as: fostering or adoption for children who cannot live with their own families; investigating situations where children may be at risk; Community Occupational Therapists; equipment or adaptations to help people with disabilities

lives as independently as possible; Blue Badge parking scheme for people with disabilities (**see also [Page 315](#)**); personal care for frail or elderly people; placement in residential care and nursing homes; support for those who care for a relative or friend; support and services for people with mental health problems; Day Services, services for hearing impaired people.

The Customer Services Centre will also have information on other registered agencies and organisations such as childminders, residential care and nursing homes. Staff will discuss your enquiry with you and help you decide the type of information or service to may require and if necessary pass on your enquiry to specialist staff. The Customer Services Centre will also provide a list of domiciliary/ home support service providers.

SPECIALIST GROUPS/ CHARITABLE ORGANISATIONS

Action for ME (Myalgic Encephalomyelitis)

Website: www.afme.org.uk

Action for ME provides advice and information for people newly diagnosed with ME/ chronic fatigue.

See [page 312](#) for details of the York and District ME Support Group.

Alzheimer's Society

Devon House, 58 St Katharine's, Way London, E1W 1LB

Tel: 0300 222 11 22 (helpline)

Tel: 020 7423 3500

Fax: 020 7423 3501

E-mail: enquiries@alzheimers.org.uk

Website: www.alzheimers.org.uk

Helpline open Monday to Wednesday 9am – 8pm, Thursday to Friday 9am - 5pm,
Saturday to Sunday 10am – 4 pm

UK-wide care and research charity for people with dementia, their families and carers. The Helpline provides advice on such things as lists of specialist care homes in your area, how to get practical help caring for someone with dementia, and support for carers under stress.

See [page 297](#) for details of the Ryedale and Whitby Branch.

Arthritis Care

Floor 4, Linen Court, 10 East Road, London N1 6AD

Tel: 020 7380 6500

Free Helpline, 0808 800 4050

E-mail: info@arthritiscare.org.uk

National voluntary organisation working with and for people with arthritis, providing information through helplines, publications, courses, putting people in touch with each other, and liaising closely with health professionals nationally and internationally.

Shine (Formaly ASBAH)

Asbah House, 42 Park Road, Peterborough, PE1 2UQ

Tel: 01733 555988

Fax: 01733 555985

Registered charity providing information and advice about Spina Bifida and Hydrocephalus to individuals, families and carers. ASBAH employs a network of Advisors throughout the country who deliver advice, support and advocacy services.

Shine (Northern Region)

64 Bagley Lane, Farsley, Leeds, LS28 5LY

Tel: 0113 255 6767

Fax: 0113 236 3747

Breathe Easy (British Lung Foundation, North Region)

Tel: 0191 263 0276

Helpline: 03000 030 555

E-mail: north@blf.org.uk

Website: www.blf.org.uk

Contact: Bev Wear

National organisation supporting people affected by lung diseases, by providing information and advice, information leaflets, and support groups around the country. The North region covers Northumberland, Tyne & Wear, County Durham, Cleveland, Yorkshire and North Lincolnshire.

Breathe Easy Parent Support Groups - a network of local self-support groups throughout the UK. Contact the Breathe North office for further information.

Cleveland Disability Forum (CDF)

Southlands Centre, Ormesby Road, Middlesbrough, TS3 OHB

Tel: 01642 327583, extension 323

Fax: 01642 320160

E-mail: cdf@cdforum.demon.co.uk

Cleveland Disability Forum (CDF) is a registered charity supporting disabled people in Teeside. CDF can help with representation, information, signposting, sheltered employment opportunities, training, disability equality training, advocacy, help with funding applications and help with setting up new groups.

Continence Advisory Service

Scarborough, Whitby and Ryedale Primary Care Trust Continence Service,
Scarborough Hospital, Woodlands Drive, Scarborough, YO12 6QL

Tel: 01723 342834 (Continence Service) Mon – Fri 8.30 - 4.30?

Fax: 01723 501502

Tel: 01723 342820 (Pad supply order service)?

Clinic times: Wednesday morning - Haworth Unit, Scarborough Hospital;
Thursday morning - Whitby Hospital; Friday morning - Malton Hospital;
Friday afternoon - Haworth Unit Scarborough ospital?

Team of specialist nurses who deal with bladder and bowel problems. The service is offered to everyone aged 4 years and upwards. The service aims to promote continence where possible and to provide management and containment if not. The service offers a range of treatment and management programmes in order to improve bladder and/ or bowel control and function, tailored to suit the needs of the individual person.

Education and advice is provided to all staff from Primary Care and Acute Trusts, Adult and Community Services and providers of Residential and Nursing Homes.

The service supplies and manages the provision of pads to patients within the community setting following assessment.

Diabetes UK (Northern and Yorkshire)

Sterling House, 22 St. Cuthbert's Way, Darlington, DL1 1GB

Tel: 01325 488606

Fax: 01325 488816

E-mail: northyorks@diabetes.org.uk

Website: www.diabetes.org.uk

Information and support for people who have been diagnosed with diabetes. Contact the Darlington office for further information on local groups.

Information on Type 1 and Type 2 Diabetes available in CD and taped format.

Tel: 0207 424 1114

Diabetes UK Scarborough Voluntary Group

See [page 345](#) for details

Epilepsy Action

New Anstey House, Gateway Drive, Yeadon, Leeds, LS19 7XY

Tel: 0113 210 8800

Tel: 0808 800 5050 (free phone helpline) 8.30am – 5.30pm

Text: 0753 741 0044

E-mail: helpline@epilepsy.org.uk

Website: www.epilepsy.org.uk

Scarborough branch: Cliff Challenger, Tel: 01274 640 064

Epilepsy Action is the working title of the British Epilepsy Association, a member-led organisation in Britain for people with epilepsy, their friends, families, carers and health professionals.

Epilepsy Action campaigns to improve epilepsy services and raise awareness, and offers assistance to people through a national network of branches, accredited volunteers, regional conferences and freephone and e-mail helplines.

Epilepsy Outlook

79 Park Road, The Arches, Hartlepool, Cleveland, TS24 7WP

Tel: 01429 297007

Fax: 01429 297233

Website: www.epilepsyoutlook.org.uk

E-mail: info@epilepsyoutlook.co.uk

Contact: Jacqui Gettings

A registered charity in the Tees Valley area, which provides practical support and information services and free confidential advice to people with epilepsy, their families and carers. Epilepsy Awareness Training is available on the management and recognition of seizures. Epilepsy Outlook has a Volunteer Development Programme and runs a Self help group. Home visits available by appointment.

Office: Monday to Friday 10am - 4pm; Drop-in Centre Monday 12am - 4pm
Self help group - the first Wednesday of the month 6pm - 8pm. ?

Motor Neurone Disease Association

10-15 Notre Dame Mews, Northampton, NN1 2PR

Tel: 03457 626262 (national helpline)

Tel: 01604 250505

Fax: 01604 638289/624726

E-mail: enquiries@mndassociation.org

Website: www.mndassociation.org

Open Normal office hours

Helpline open times: 9am – 5pm, Out of hours: 7pm – 10.30pm

National Charity (England, Wales & Northern Ireland) working to help people with Motor Neurone Disease to secure the care and support they need. Services provided include - national helpline, care centres, information and advice, equipment loan service, befriending service, training and support for health care professionals, local support.

Multiple Sclerosis Society of Great Britain and Northern Ireland

372 Edgware Road, London, NW2 6ND

Tel: 020 8438 0700

Fax: 020 8438 0701

Website: www.mssociety.org.uk

Multiple Sclerosis national organisation promoting research and giving information and support. Produces Carers Pack and various information booklets.

The MS Society's National Helpline

Tel: 0808 800 8000

The Helpline is there to help anyone affected by MS, whether you are newly diagnosed, have lived with the condition for many years, or are a carer, relative or friend. The Helpline provides emotional support; information on a range of issues including treatments, symptoms, coping strategies, employment, benefits, social care and health care; signposting to other organisations.

Crohn's and Colitis UK (Formaly NACC)

45 Grosvenor Road, St. Albans, AL1 3AW

Tel: 0121 737 9931 Mon to Fri 1pm – 3.30pm and 6.30pm – 9pm

Tel: 0300 222 5700 (for information) Mon, Tue, Wed & Fri 9am - 5pm, Thu 9am – 1pm

E-mail: info@crohnsandcolits.org.uk

Website: www.crohnsandcolits.org.uk

Crohn's and Colitis UK brings together people of all ages who have Ulcerative Colitis or Crohn's Disease, their families and the health professionals involved in their care.

Crohn's and Colitis provides a range of services and support ; Information Service by telephone and email; facts about Inflammatory Bowel Disease (IBD); a range of Information Sheets on specific topics; guidance on disability benefits; articles on IBD research.

For more information about services and local support groups etc, contact – 01727 73 44 75 or groups@crohnsandcolits.org.uk

Asthma UK

18 Mansel Street, London, E18 8AA

Tel: 0800 222 5800

Tel: 0800 222 5800 Helpline

E-mail: info@asthma.org.uk

Website: www.asthma.org.uk

Asthma UK Adviceline, Monday to Friday 9am - 5pm. adviceline advisors have access to the National Interpreting Service who can translate over 100 languages. Adviceline can also be accessed by TYPETALK.

Asthma UK is the charity dedicated to improving the health and well-being of the 5.2 million people in the UK whose lives are affected by asthma. We work together with people with asthma, health professionals and researchers to develop and share expertise to help people increase their understanding and reduce the effect of asthma on their lives.

National Eczema Society

11 Murry Street, London, NW1 9RE

Tel: 020 7281 3553

Tel: 0800 089 1122 (Helpline)

E-mail: helpline@eczema.org

Website: www.eczema.org

Helpline available Monday to Friday, 8am - 8pm

We are committed to making life easier for the 1 in 5 children and 1 in 12 adults who suffer from eczema.

The Society can help by providing the practical information and support needed to manage your skin problem effectively. Our Helpline is the first point of contact for anyone affected by eczema, providing support and guidance on eczema management and treatment.

North Yorkshire AIDS Action (NYAA)

20 St. Saviourgate, York, YO1 8NN

Tel: 01904 640024

E-mail: info@nyaa.org.uk

Website: www.nyaa.org.uk

Contact: Kathryn Gallon, Manager

Open Monday to Friday 10am - 4pm. Closed weekends and bank holidays.
Appointments can be arranged outside office opening times

NYAA provides help and active support in the North Yorkshire area for people with HIV/ AIDS and those close to them.

To access the service you can telephone, e-mail or write to the community services and Support Co-ordinator or the Manager. Alternatively your Clinical Nurse Specialist can make a referral on your behalf.

Parkinson's UK

215 Vauxhall Bridge Road, London, SW1V 1EJ

Tel: 020 7931 8080

Tel: 0808 800 0303 (Freephone Helpline Monday to Friday 9am - 5pm Saturday 10am – 2pm)

Fax: 020 7233 9908

E-mail: helloparkinsons.org.uk

Website: www.parkinsons.org.uk

Contact: Jayne Riggall, Service Manager Yorkshire & Humber Branch – 0344 2253632, e-mail sm.central@parkinsons.org.uk.

Tracy Westgarth, Development Worker, Yorkshire & Humber Branch 03442253630, e-mail adm.north4@parkinsons.org.uk.

Leading charity dedicated to supporting all people with Parkinson's, their families, friends and carers. Freephone helpline for advice information and support. Harrogate, Northallerton, Scarborough, and Skipton & District branches contactable via Tracy Westgarth, Development Worker.

Parkinson's Disease Society Community Support Workers See [Page 346](#)

Disability Rights UK (Formaly RADAR)

Ground Floor, CAN Mezzanine, 49-51 East Rd, London N1 6AH

Tel: 020 7250 8181

(this line open Mon-Fri, between 10.00 and 12.30pm and 1.30 and 4.00pm)

Helplines: Disabled Students Helpline – 0800 328 5050

Equality Advisory and Support Service (EASS) – 0808 800 0082

Personal Budgets Help Line – 0300 555 1525

Member Organisations Welfare Rights Advice Service – 020 7250 8184

E-mail: enquiries@disabilityrightsuk.org

Website: www.disabilityrightsuk.org

National organisation aiming to promote change by empowering disabled people to achieve their rights and expectations, and by influencing the way that disabled people are viewed as members of society.

SCOPE

6 Market Road, London, N7 9PW

Tel: 020 7619 7296

Tel: 0808 800 3333 (Free phone helpline)

E-mail: supportercare@scope.org.uk

Website: www.scope.org.uk

Helpline Monday to Friday, 9am - 5pm

The disability organisation in England and Wales whose focus is people with *cerebral palsy. Our aim is that disabled people achieve equality in a society in which they are as valued and have the same human and civil rights as everyone else.

Scope has a large online Community with a variety of different groups and discussions can offer information, advice and support to disabled people and their families.

SPEECH THERAPY

Speech Therapist, Whitby Hospital, Spring Hill, Whitby, YO21 1EE

Tel: 01947 604851

Contact for details and how to access the service provided.

SPORT AND LEISURE ????????????????

Bowls 'n' Buggies Club

49 Moor Lane, Newby, Scarborough, YO12 5SL

Tel: 01723 379924/ 01723 353992

Open Every Saturday morning 10am - 12 noon.

Contact: Mike Roberts

The Club was formed to enable people with disabilities to participate in the sport of Flat Green Bowls.

Membership is also open to people with disabilities who wish to attend as spectators and to non-disabled people who are prepared to act as "Helpers".

The Club provides opportunities to meet people and make friends in pleasant surroundings with facilities for light meals and refreshments. Members wishing to progress to competition and league play will receive every support and encouragement.

The Club meets at the Alexandra Bowls Centre, Peasholm Road, Scarborough.

Calvert Trust Outdoor Adventure

Little Crosthwaite, Keswick, Cumbria, CA12 4QD

Tel: 01768 772255

Website: www.calvert-trust.org.uk

Office hours 9am – 5pm Mon – Fri

On the shores of Bassenthwaite Lake, in the heart of the Lake District National Park, our centre offers a warm welcome; accessible accommodation and exciting breaks for schools, groups, families and individuals with their friends and carers.

We are accessible to people of all ages with sensory, learning or physical disabilities, including those with the most complex needs for which most outdoor centres cannot cater.

Self catering accommodation is available. Activities may be arranged in advance of visit.

Mark Davies Injured Riders Fund (MDIRF)

Lancrow Farmhouse, Penpillick Hill, Cornwall PL24 2SA

Tel: 01726 813156

Mob: 07710 788364

E-mail: rosemary@mdirf.co.uk

Contact: Chief Co-ordenator Rosemary Lang

MDIRF was founded by Jane Davies in memory of her son Mark who died in a fall at Burghley Horse trials in 1988. The fund is set up for people who need help due to injuries from horse-related accidents. The Fund has provided wheelchairs, converted cars, adapted homes etc., and covers the whole country. Contact local representative who can put you in touch with the fund or carry out assessments of problems.

Riding for the Disabled Association

Norfolk House, 1a Tournament Court, Edgehill Drive CV34 6LG

Tel: 01926 492915

Contact: Lady Hewitt, Regional Chairman

Office hours: Mon-Thu 9am – 5pm, Fri 9am – 4pm

Closed Saturday, Sunday and bank holiday

Aims to provide the opportunity for riding and driving to people of all ages with physical and/ or learning disabilities who might benefit in general health and happiness. Those who wish to, may follow a series of grade tests in riding and stable management, compete at a local, regional and national level and take part in a programme of holidays. Training is provided for volunteer helpers and instructors.

To find local groups look on the 'Find a group' section of the website. For more details please contact the Regional Chairman during daytime.

Sailability

Scaling Dam Sailing Club, Scaling Dam, Easington, Saltburn by the Sea, TS13 4TP

Tel: 01287 643026

E-mail: sail@scalingdam.org

Website: www.scalingdam.org

Scaling Dam is a Royal Yachting Association recognised training establishment for dinghy sailing. The Club owns a Challenger Trimaran which is equipped for people with physical and/or sensory disabilities who want to sail.

The Club has accessible facilities, including an accessible jetty, ramped entrance to the clubhouse and accessible facilities in the clubhouse. Contact John Tate for details, Tel: 01642 700492

Scarborough Bowls Centre

Peasholm Road, Scarborough, YO12 7TT

Tel: 01723 353992

E-mail: info@scarboroughbowlscentre.co.uk

Website: www.scarboroughbowlscentre.co.uk

Phone or enquire at the reception about opening times in the winter and summer seasons.

Indoor flat green bowls open to disabled and able bodied people. Bowls and buggies are available for disabled people. The Centre has ramped access to the interior of the building as well as ramps to the indoor rinks. The kitchens provide a wide selection of value-for-money meals. There is also a licensed bar. Easy access to the function room, which is available for hire to organisations and individuals.

Whitby Leisure Centre

West Cliff, Whitby, YO21 3HT

Tel: 01947 604640

Opening times: Mon, Tue, Wed & Fri: 7am – 10pm Thu: 8.3am – 10pm

Sat: 8.30am – 6pm Sun: 8.30am – 9pm

Whitby Indoor Swimming Pool has a large changing room to accommodate carers assisting disabled people and equipment including two changing beds, support aids and shower.

Disabled swimmers can use a special hoist with ceiling tracks to carry them unaided or with assistance straight from the changing room to the 25 metre and learner pool.

SUPPORT GROUPS

Alzheimer's Society - Ryedale and Whitby Branch

Unit 16, Manor Court, Manor Garth, Eastfield, Scarborough YO11 3TU

Email: scarborough@alzheimers.org.uk

Tel: 01723 500 958

Local branch of the Alzheimer's Society (see [page 267](#)) providing information and support for people with dementia or experiencing memory problems, and for their families and carers.

Family Support Worker will offer advice, information and provide a listening ear.
Contact Mrs Carolyne Robinson on **Tel: 01751 477743 or 0797 4793176**

Arthritis Support Group

Whitby Hospital, Spring Hill, Whitby, YO21 1EE

Tel: 01947 824236 (direct line)

Contact: Claire Flintoft, Occupational Therapist

Gives support and advice on coping with day to day management of arthritis. Meets the 3rd Friday of each month at Whitby Hospital.

????????????????

Communication Support (Volunteer Stroke Scheme)

Scarborough Hospital, Woodlands Drive, Scarborough, YO12 6QL

Tel: 01723 342250/ 342237 (Leave messages on the answer phone on evenings and weekends)

E-mail: val.birch@acute.sney.nhs.uk

Open Monday to Friday 9am - 5pm (Speech Therapy Department at Scarborough Hospital).

Contact: Val Birch, Speech Therapy Team Leader

The Scheme helps people who have suffered a stroke to recover their communication skills and improve the quality of their lives. The degree of recovery is varied but patients benefit from help given in the early stages by volunteers who practise speech and writing exercises with the patient. The work can also involve number work, discussing topics of specific interest to the patient, stimulating memory and reasoning, using crosswords and games.

After initial training volunteers are introduced to a patient and thereafter visit for an hour each week in the patient's home. Volunteers work under the guidance of Speech and Language Therapists. In addition small groups of patients meet on a

regular basis at a central venue, assisted by volunteers.

????????????????????????????

Motor Neurone Disease (MND) Association - Scarborough

Tel: 0113 267 2389

Fax: 0113 267 2393

E-mail: sue.smith@mndassociation.org

Open Normal office hours

Contact: Sue Smith, Regional Care Advisor

Regional Care Advisors offer support and advice to people with MND, their families and carers, and work closely with local statutory services and community care providers. The local support groups offer friendship, the opportunity to meet other people in the community, provide newsletters and meetings for people with MND, their friends, families and carers.

For more information on what the MND Scarborough Support Group provides, please contact the Regional Care Advisor.

??

MS Society, Scarborough & District Branch

Tel: 01723 581611

Tel: 0808 800 8000 (Free phone National Helpline)

Email for general enquiries: Scarborough@mssociety.org.uk

Email for support enquiries: scarboroughsupport@mssociety.org.uk

Website: www.mssociety.org.uk

Contact office number for details. National helpline available Monday to Friday (except bank holidays) 9am - 9pm

The services they offer include, emotional and practical support, financial help, information events and social events for those living with and affected by Multiple Sclerosis.

Multiple Sclerosis Club

1 Cherry Close, Whitby, YO21 1LN

Tel: 01947 604460

Contact: Mrs Margaret Baguley

A group for people with Multiple Sclerosis, their partners, carers and friends. Meets on the third Thursday of each month, 2pm - 4pm at Marton Court, Whitby.

It is a social club with board games, refreshments and conversation. Most meetings have a speaker. Outings and an annual Christmas lunch are arranged. Transport from home is provided where necessary.

??

Multiple Sclerosis Group

Physiotherapy Department, Whitby Hospital, Spring Hill, Whitby, YO21 1DP

Tel: 01947 824209 (direct line)

Contact: Sharon Maxfield, Physiotherapist

Group meets usually on the last Friday of the month in the Physiotherapy gym from 11am -12noon. Patients are referred by GP's. Initial assessment is performed prior to joining the group.

????????????????

Parents Support Group

NCH, Cherry Tree Avenue, Scarborough, YO12 5HL

Tel: 01723 341621

Support group for parents of children with disabilities. Meets every Tuesday during term time, 9.30am - 1pm at the Children's Centre, Cherry Tree Avenue, Scarborough.

Scarborough & District Kidney Support Group

87 Commercial Street, Scarborough, YO12 5ER

Tel: 01723 376169

Contact: Mrs Yvonne Stewart

Monthly informal meetings supporting pre-dialysis, dialysing and kidney transplant patients together with their carers, friends and family. The group covers Scarborough town and surrounding villages, Pickering, Whitby, Bridlington and Driffield.

Meetings, providing the opportunity for a chat and light refreshments, take place in the Howarth Unit, Scarborough Hospital on the third Tuesday of each month, between 7pm and 9pm. New members are always welcome.

????????????????????????????????

The Encephalitis Support Group

32 Castlegate, Malton, YO17 7DT

Tel: 01653 699599 support line

Tel: 01653 692583

E-mail: admin@encephalitis.info

Website: www.encephalitis.info

Open Monday to Friday 9am - 5pm ??

The Encephalitis Society is the operating name of the Encephalitis Support Group. Provides information and support to people affected by encephalitis, their families and carers. Offers a Linking Scheme to members and organises meetings so that mutual experiences can be shared.

Raises awareness to the general public through an annual Awareness Week and to professionals through the provision of workshops, training programmes and conferences. Encourages research into all aspects of the condition and is involved at a national level to improve services for people with a brain injury.

Stroke Association

240 City Road, London, EC1V 2PR

Tel: 0303 3033 100 (Helpline)

Tel: 020 7566 0300

Fax: 020 7490 2686

Textphone: 180010303 03033

Email: info@stroke.org.uk

Helpline available Mon, Tue, Wed and Fri 9am- 5pm Thursday 9am-3.30pm

National charity concerned with combating stroke in people of all ages. It funds research into prevention, treatment and better methods of rehabilitation, and helps stroke patients and their families directly through its community services, information leaflets etc.

Regional Office

Stroke Association, Seacroft Hospital, York Road, Leeds, West Yorkshire, LS14

6UH

Tel: 0113 260 1167 ???????????????????

E-mail: leeds.ias@stroke.org.uk

Stroke Association Support Worker based at Age Concern Scarborough.

Mandy Webb, Tel: 01723 376562

??

Scarborough, Whitby & Ryedale Information & Support Service

(formerly Water-Lily Cancer Support and Information Group)
Macmillan Office, St. Catherine's Hospice, Throxenby Lane, Scarborough, YO12
5RE

Tel: 01723 356060

Fax: 01723 356032

E-mail: cancerinfnurse@st-catherineshospice.org.uk

Contact: Nicola Cox, Macmillan Cancer Information Nurse

The Scarborough, Whitby & Ryedale Information & Support Service offers a free, confidential service to anyone affected by cancer. This includes those who have cancer, their families, friends and health professionals caring for them.

The service offers drop in sessions in Malton, Whitby, Pickering and Scarborough, and provide the opportunity for people to meet like minded individuals with the support of a team of experienced cancer nurses.

The service offers high quality up to date information on all aspects of cancer. They also provide financial information and benefits advice, details of local services and organisations and can signpost people to self-help and support groups.

????????

Whitby Cardiac Support Group

Kirkham Community Centre, Kirkham Close, Whitby, YO21 1JR

Tel: 01947 760 1547

Contact: Di Robinson

Group offers support and information to people with cardiac conditions, their partners and carers. Meetings vary from social events to talks on health care, local issues and topics covering members' interests. Affiliated to the British Heart Foundation.

Whitby Stroke Club ??????? ^ link

c/o Whitby Hospital, Spring Hill, Whitby, YO21 1EE

Tel: 01947 824249

Contact: Ruth Parker, Secretary

Provides support, social activities, outings and entertainment for people who have had strokes, their families and carers, and encourages people to have a full life in the community. Speakers are also invited to meetings. Whitby Stroke Club can direct people to other appropriate advice and support services if required. The group also fundraises.

Whitby Stroke Club meets on the first Thursday of every month, 2pm at Kirkham Close Community Centre, Whitby. The centre is accessible. People who wish to attend may have to organise their own transport.

For further information please contact Ruth Parker, Secretary.

See also The Stroke Association ([page 308](#)).

Yorkshire and District M. E. Support Group

Tel: 01904 655911 (Help line: 1pm – 2.30pm, Monday to Thursday)

E-mail: publicity@yorkmesupport.org.uk

Contact: Jenny Gilmore

The York and District M.E. Support Group provides support for people living along the East Coast from Whitby to Scarborough, who have M.E. (also known as Chronic Fatigue Syndrome).

The Group provides the opportunity for people who have M.E. or who care for sufferers to meet up with others and share experiences or find out information. Services include a telephone help line and a friendship network which allows sufferers and carers to develop friendships and offer support to each other without having to leave their homes.

????????????

TRAVEL AND TRANSPORT (INCL. ACCOMMODATION)

AA (Automobile Association), Disabled Travellers Guide

Tel: 0800 262 050 (AA Disability Helpline) Mon–Thu 24 hours, Fri–Sun 7am–11pm

Tel: 0800 887766 (for breakdown calls) Lines open 24 hours

Tel: 0344 209 0754 (help with the website) Mon–Fri 8am–8pm, Sat 9am–5pm

Website: www.theAA.com

Booklet with information and ideas to help make getting about easier, in the UK and abroad, including how to make sure the car you choose is adapted to suit your needs, how to plan a trouble free journey when travelling abroad and what concessions you may be entitled to. Booklet is free to AA personal members.

A copy for reference is available at the WhitbyDAG office.

For a copy of the Guide contact the AA Disability Helpline.

Blue Badge Scheme

NYCC Adult and Community Services - Council Customer Relations Unit

Tel: 01609 534527 General enquiries

Department of Transport national scheme of parking concessions for disabled and blind people, administered by Social Services departments. Parking concessions are available to people with severe walking difficulties who travel either as drivers or passengers. The scheme also applies to people who regularly drive a vehicle with very severe upper limb disabilities who regularly drive but cannot turn a steering wheel by hand. Other concessions, such as reserved spaces, exemption from tolls may also be available to badge holders. Contact Customer Relations or WhitbyDAG for information. Applications can also be completed online at www.northyorks.gov.uk

Bus and Coach Companies

Arriva – On wheelchair accessible buses, drivers will assist all customers with disabilities (not just wheelchair users) provided it is safe to do so. Drivers will not be able to provide assistance if doing so would risk the health, safety or security of the customer, the driver, other customers, members of the public or the vehicle.

For more information about accesability call **Customer services number Tel 0344 800 44 11**, or for general timetable information call the national Traveline number **Tel: 0871 200 22 33** or by visiting Arriva's website www.arrivabus.co.uk. Printed timetables are produced for all routes. Copies are available at the Whitby Tourist Information Centre, The Coliseum and Scarborough Borough Council offices, Skinner Street, Whitby.

Yorkshire Coastliner – Has vehicles which are fully accessible, with a step-free entrance, a dedicated buggy zone and space for a wheelchair. Coastliner aims to make all journeys on their timetable accessible. For information on accessibility and timetables **Tel: 01653 692 556** (Malton) or visit their website www.yorkbus.co.uk.

National Express – for information on routes, timetables, accessibility of vehicles etc, contact the National Express, **Tel: 0871 781 8181**, **Text phone 0121 622 2717**,

or visit their website www.nationalexpress.com. Information and bookings can also be dealt with at the Travel Centre, Station Square, Whitby.

Coastal & Country Coaches Ltd., Fairfield Way, Stainsacre Industrial Estate, Whitby, YO22 4PU. The No.96 service to Whitby Hospital no longer runs. For more information visit www.coastalandcountry.co.uk or **Tel: 01947 602922**.

Coble Courier

Gateway Centre, Whitegate Close, Staithes S13 5BB

Tel: 01947 841768 (Staithes office)

Website: staithescommunities.co.uk

Email: ksmith969@btinternet.com

Local minibus service aiming to provide affordable community transport for local groups and residents of Staithes, Cowbar, Hinderwell and the outlying parishes of Runswick, Roxby, Dalehouse, Boulby, Port Mulgrave and Borrowby. Coble Courier also aims to give particular help to those who are isolated by providing affordable access to local amenities.

Contact the office numbers for details of costs, availability etc.

Esk Moors Active Ltd

11 Strait Lane, Ainthorpe, Whitby, YO21 2JY

Tel: 01287 660082

Tel: 07971 268676

Email: enquiries@heatherhopper.org.uk

A not for profit social enterprise company to run the **Heather Hopper**, an accessible community minibus in the Upper Esk Valley.

Contact for further information on becoming a member of the Heather Hopper Club to join in trips and activities; undertaking MiDAS (Minibus Driver Awareness Scheme) training to be a volunteer Heather Hopper driver; hiring the Heather Hopper minibus for your own group activities.

Whitby and District Community Transport (WDCT) – Minibus Brokerage

Church House Centre, Flowergate, Whitby, YO21 3BA

Tel: 01947 602982

Website: gnctwhitby.org

E-mail: admin@wdctwhitby.org

At WDCT we hire out minibuses to community groups, including those requiring accessible transport. We can supply volunteer drivers and our charges are very competitive. WDCT also provides MiDAS (Minibus Driver Awareness Scheme) training for minibus drivers. Contact us for more information.

If you have time to spare, are aged between 21 and 70 with a full driving licence and would like to train as a community transport minibus driver please contact us.

WDCT– Volunteer Car Scheme

Whitby – Whitby and District Community Transport, Church House Centre,
Flowergate, Whitby, YO21 3BA. Tel: 01947 602982

Scarborough – Dial a Ride, Allatt House, 5 West Parade Road, Scarborough, YO12
5ED. Tel: 01723 354434 ???

Filey - Tel: 01723 515999 ???

Community Transport service set up to help elderly and disabled people who are unable to access essential services because of genuine transport need. We have over 70 volunteer drivers and over 600 registered passengers. To access the service you should be over 60, or registered disabled, referred by Social Services (Adult and Community Services) or other caring agency. If you do not fit into one of these categories but have a genuine transport need, then contact us anyway to see if we can help.

Membership fee of £5 per year helps cover the costs of administering the scheme. There is a mileage charge for the scheme which is calculated and notified to you in advance. You then pay the driver. The charge covers the running of the car. Journeys can be to places as far away as Leeds or Hull, to get to local doctors

surgeries, visit friends or relatives in hospital, to attend local meetings, to attend day centres, to go shopping or to connect with local public transport services. If possible we would like at least 48 hours notice of any journey to enable us to make the arrangements.

To book a journey, call the number nearest to your location (Whitby, Scarborough or Filey), or call in at the Whitby or Scarborough offices.

If you have a car and some time to spare, would you like to become one of our volunteer drivers. Contact WDCT on **Tel: 01947 602982** for more information.

???????????????

Open Britain

Tourism for All UK, 7A Pixal Mill, 44 Appleby Road, Kendal, Cumbria, LA9 6ES

Tel: 0845 124 9971

E-mail: info@tourismforall.org.uk

Website: www.openbritian.org.uk

Contact: Brian Seaman

Charity which provides information and advice on all aspects of holidays for disabled and older people. Services include information for disabled and older travellers, respite care information and consultancy services to proprietors, operators and the travel trade.

Information Unit produces information packs comprising holiday and accommodation suggestions for people with a wide variety of special needs. These include, accessible hotels and B&Bs, self-catering and farm accommodation, holiday centres, visitor attractions and activity holidays, holidays for people with disabled children.

DisabledHolidays.com

Discover Holidays Ltd, Albion House, 163-167 King Street, Dukinfield, SK16 4LF

Tel: 01457 833 444

Opening Times: Mon-Thur 9.15am – 6pm, Fri 10am – 5pm, Sat 10am – 4pm

Closed on Sunday and bankholiday

DisabledHolidays.com is the UKs largest specialist travel agency, diligently committed to providing holidays that exceed the needs and wishes of our disabled customers. With the largest choice of accessible holidays in the UK and abroad, we have something to suit everyone. Accessible accommodation is guaranteed and with flights, adapted transfers, equipment hire and more.

North East Drive Mobility (formerly Hunters Moor Regional Rehabilitation)

Centre)

Walkergate Park Centre for Neuro-Rehabilitation and Neuro-Psychiatry, Benfield Road, Newcastle-upon-Tyne, NE6 4QD

Tel: 0191 287 5090

E-mail: northeast.drivemobility@ntw.nhs.uk

Website: www.ntw.nhs.uk

Opening times: Mon-Fri 9am – 4.30pm

Driving and passenger assessment centre, accredited Mobility Centre, offering practical advice on driving, car adaptations and car choice for anyone with a disability or condition which may affect their ability to use a car either as a driver or a passenger.

The Centre has a range of vehicles fitted with a variety of adaptations to suit most needs. Supervised driving takes place on a private assessment area. Up to date information and details of fees for assessments can be obtained from the Centre.

Driffield Motobility (Kewal Mobility Engineering)

Scotchburn Garth, Skerne Road, Driffield, YO25 6EF

Tel: 01377 252500

Fax: 01377 252250

E-mail: sales@driffieldmotobility.co.uk

Website: www.driffieldmotobilty.co.uk

Open Monday to Friday 8.30am - 5pm. Saturdays by appointment only. Closed bank holidays.

Complete vehicle conversion specialist - e.g. hand controls, dual controls, wheelchair & scooter hoists, person lifts, ramps, seat belt solutions, swivel seats, roof mounted wheelchair storage boxes. Showroom has waiting room, kitchen and disabled toilet.

Disabled Motoring UK

Ashwellthorpe, Norwich, NR16 1EX

Tel: 01508 489449

E-mail: info@disabledmotoring.co.uk

Website: www.disabledsmottering.org

DMUK provides an information service to both members and groups alike and a confidential telephone and mail answering service covering DLA (mobility component) and Motability matters, driving licences, insurance availability, driving assessment, vehicle and adaptation choices. The monthly magazine provides a valuable source of information on current activities and issues.

Motability

Warwick House, Roydon Road, Harlow, Essex, CM19 5PX

Tel: 01279 635999

Website: www.motability.co.uk

Car scheme for people receiving DLA Higher Rate Mobility. Change car every 3 years. Scheme open to disabled drivers or nominated drivers for eligible disabled passengers.

There is also a Motability powered wheelchair and scooter scheme.

Contact Motability freephone number or click on the page link for further information about car scheme and powered wheelchair and scooter scheme.

National Rail Enquiry Line

Tel: 03457 48 49 50

Text phone: 0345 60 50 600

For finding information about timetables, stations and their facilities, making arrangements such as having staff meet you at departure and destination stations, information on train operating companies.

The Enquiry Line also has details of train operating companies, Disabled Assistance telephone/ text phone numbers, disabled persons railcards, accessibility maps, arrangements for powered scooters on trains, information about Disabled Persons Railcard.

National Rail advises you give at least 24 hour notice to make necessary arrangements. Shorter notice may mean they cannot not guarantee to provide the assistance you may require.

See page **329** for local train companies' details.

Local Train Companies Disabled Assistance Numbers

Northern, Tel: 0808 1561 606, Text phone: 08456 045 608.

Virgin Trains East Coast, Tel: 03457 225 225, Text relay 18001 03457 225 225

Transpennine Express, Tel: 0800 107 2149, Text phone 0800 107 2061

Taxi Firms

Taxi companies with vehicles accessible for disabled people:

Abbey Taxis, Whitby, Tel: 01947 606666/01947 601212 - 24hr private.

Streamline Taxis, Whitby, Tel 01947 603306 – wheelchair accessible taxi.

Paul Lee Taxi, Whitby, Tel: 07900 213054 – Wheelchair accessible hackney carriage.

Public Hire Taxis – Most of the drivers for the taxi companies that use the taxi rank on New Quay Road, Whitby, will put transportable wheelchairs and small mobility scooters (that will fit) into the boot of their cars. Passengers must negotiate this with drivers in advance as not all are able to lift the equipment.

Tourist Information Centres

Whitby Moors and Coast Information Centre, Langbourne Road, Whitby, YO21 1YN. Opening hours: 11am-4pm Tel: 01723 383636. ??????????
E-mail: tourismbureau@scarborough.gov.uk

Tourist Information Centre, The Moors Centre, The Moors National Park Centre, Lodge Lane, Danby, YO21 2NB Tel: 01439 772737.
Email: moorscentre@northyorkmoors.org.uk

Malton Visitor Information Point, Old Malton Road, Malton, North Yorkshire, YO17 7HH. Tel: 01723 383636

Pickering Tourist Information Centre, Morlands Newsagents, 7 Market Place, Pickering, YO18 7AA. Tel: 01723 383636

Scarborough Tourism, Town Hall, St. Nicholas Street, Scarborough, YO11 2HG. Tel: 01723 383637

William Merritt Disabled Living Centre

St. Mary's Hospital, Green Hill Road, Armley, Leeds, LS12 3QE

Tel: 0113 350 8989

Fax: 0113 350 8681

E-mail: info@wmdlc.org

Website: www.wmdlc.org

Opening times: Mon – Fri 8:30 – 4:30

Driving and passenger assessment centre offering practical advice on driving, car adaptations and car choice for anyone with a disability or condition which may affect their ability to use a car as a driver or a passenger. Visiting the Centre;
You can make an appointment with one of the Occupational Therapists to discuss your needs in more detail. There is a charge for driving assessments. You can contact the Centre by telephone, email or letter and ask for information to be sent to you about products.

UTILITIES

British Gas - Priority Service Register

Tel: 0800 072 8625 (landline) 0800 294 8604 (mobile)

Text phone: 18001 0800 072 8626

Website: www.britishgas.co.uk/Priority-Service-Register

If you are a British Gas customer and are elderly, disabled, visually impaired or chronically sick, you can be added to the British Gas Priority Services Register. This is a confidential register that aims to ensure that the needs of elderly or disabled customers will be taken into account.

BT Including You

Tel: 0800 800 150 (free phone)

Text phone: 18001 0800 800 150

Website: www.bt.com/inclusion

Products and services for people who need extra support due to illness or impairment, including information and instructions in audio, Braille and other formats, accessible products and the Free Priority Fault Repair Service for people who are unable to leave their homes due to illness or disability.

NEDL (Northern Electricity plc)

Loss of electricity Tel: 0800 668877 (available 24hrs per day)

Customer Service and engineering work Tel: 08450 70 71 72 (24 hours per day)

New connections Tel: 08450 702 703 (Monday to Friday 8am - 8pm Saturday 9am – 5pm)

Email: general.enquiries@northernpowergrid.com

Warm Front

Website: www.warmfrontltd.com

Tel: 0800 083 4333 (Free phone)

Fax: 0161 320 9216

Government funded scheme managed by Warm Front to help people in receipt of income-based or disability related benefits to improve the insulation and heating in their homes. If you own your own home or privately rent, you could have a range of insulation and heating improvements installed in your home.

Winter Warmth Advice Line

Tel: 0800 085 7000

Text phone: 0800 085 7857

Website: www.dh.gov.uk/socialcare

Open Monday to Friday 8am to 8pm, from October to March.

Joint scheme by Department of Health, Defra, The Pension Service, Help the Aged, Age Concern, and WRVS, providing advice on keeping warm and healthy, home improvement grants, heating your home and help with bills. Interpreters available to provide advice in languages other than English.

For people aged 60 or over, contact the Winter Fuel Payments Helpline Tel: 08459 15 15 15 for enquiries on financial help towards the cost of keeping your home warm.

?????????

Yorkshire Water - Helping Hands Service

PO Box 52, Bradford, BD3 7YD

Tel: 0800 1 38 78 78 (Helping Hands Service)

Tel: 0845 124 2423 (Customer Services)

Offers a range of services aimed at customers with particular needs, for example Braille and large print bills. Contact the service for details and to register.

New Entries

Guidance Services

Scarborough Connexions Centre, Pavilion House, Westborough, Scarborough,
YO11 1YY

Tel: 01723 373009

Fax: 01723 377466

Guidance Services is a careers company offering information, impartial advice and guidance about careers, training and learning opportunities to people of all ages in York, North Yorkshire and Wakefield District.

Guidance Services help:

Young People – We help you to make the right choices and effective plans for the future;

Adults – Free information and advice to help you find the job, course or training that is right for you;

Parents and Guardians – Plan how best to support young people to manage the various decisions facing them as they move towards adult life;

Teachers – Plan and deliver effective support for your Careers Education programmes;

*Employers – Recruit young people aged 16-19, and advice on training to acquire a skilled workforce and economic prosperity.

Guidance Services staff are all professionally qualified to nationally recognised standards.

????????????

Age UK Personal Alarms (Aid Call Ltd)

Freephone 0800 011 3846

E-mail: alarms@ageuk.co.uk

Website: www.aidcall.co.uk

Contact: AgeUK Scarborough & District. See **Page 205** for details.

AgeUK Personal Alarm Service is a 24-hour personal SOS system approved by Age UK and available throughout the UK, which quickly summons emergency help. Help can be summoned by pressing the call button which is worn round the neck. The button is waterproof and can be worn in the bath or shower.

You nominate two or more people (family or neighbours) you can rely on to come to your aid, to be key holders. If, for example, you have any kind of accident, feel ill, get locked out or slip on the steps, simply press the button and you will be linked to the Emergency Response Centre. Even if you can't speak they will know who is calling and help will soon be on its way. The Emergency Response Centre will contact your nominated key holders or the emergency services if appropriate and will stay on line until you are in safe hands.

Charges are kept as low as possible and profits go straight back to support Age UK.

Prices include installation, 24 hour monitoring and on-site maintenance.

A local Age UK adviser can visit you at home to demonstrate how the system works. There is no charge for this and no pressure to buy.

Diabetes UK Scarborough Voluntary Group

12 Hunmanby Street, Muston, YO14 0ET

Tel: 01723 513434

E-mail: mark.husler@nymac.co.uk

Contact: Mr Mark Husler, Chairman

To give support to diabetic patients and their carers; Develop better treatment of Diabetes by lobbying those persons/ organisations with the power to make changes; Exchange information and ideas to assist patients with better control of their condition; Fundraise towards any equipment which is considered to be necessary and help towards other charities.

The Group aims to hold public meetings on a bi-monthly basis. Contact for further details.

Parkinson's Disease Society – Community Support Workers

Tel/ Fax: 01723 362269

Mobile: 07789 746582

Contact: Lynn Thubron, Community Support Worker

The Parkinson's Disease Society Community Support Workers provide confidential and professional support to people affected by Parkinson's living locally.

We offer: Visits to people at home and/or telephone support; Emotional support to people with Parkinson's, their families and carers; Up-to-date information on Parkinson's and appropriate support services; Welfare benefits advice; Support on how to access local statutory and voluntary services; Advocacy with issues such as pursuing complaints and support during assessments and reviews; Access to other Parkinson's Disease Society services.

????????????????????

Driving Mobility (formely Forum of Mobility Centres)

Tel: Free phone 0800 559 3636

Email: info@drivingmobility.org.uk

Website: www.drivingmobility.org.uk

Driving Mobility is a network of 16 independent organisations covering England, Scotland, Wales and Northern Ireland, who offer professional, high quality information, advice and assessment to individuals who have a medical condition or are recovering from an accident or injury which may affect their ability to drive, access or egress a motor vehicle. All Centres offer advice and assessment to people who wish to begin, or return to driving following an illness, injury or accident.

The Centres are recognised by other mobility organisations including Motability and the Driver Vehicle Licensing Authority.

Newcastle upon Tyne: North East Drive Mobility Centre – see [page 325](#)

Leeds (William Merritt) Mobility Centre - see [page 333](#)

Just Mobility

Barn Cottage, Commonwood Lane, Commonwood, Chipperfield, Hertfordshire,
WD4 9BB

Tel: 01923 265577

Fax: 01923 263872

E-mail: david@Justwebs.co.uk

Website: www.justmobility.co.uk

Contact: David Butler

For disabled motorists to buy and sell vehicles that have been modified due to their disability. FREE advertising to help sell all types of mobility aids e.g. wheelchairs, seats, hoists, walking frames, stair lifts. On Line Trade Directory - You can find a trader near you either by entering your postcode and selecting the distance you are prepared to travel, or by selecting an area of the country.

Scarborough Asperger Self Help (S.A.S.H)

Scarborough & District CVS, 62 Roscoe Street, Scarborough, YO12 7BY

Tel: 01723 362205

E-mail: Karen@sdcv.s.demon.co.uk

Contact: Karen Rowe

Scarborough Asperger Self Help (S.A.S.H) was set up in August 2004 and is run by and for people with Asperger Syndrome. The group is for people aged 18+ who have been diagnosed with or believe they are affected by Asperger Syndrome.

The group aims to provide support and information and to organise activities that are of interest to people with Asperger Syndrome. People can talk about their experiences in a safe environment and at their own pace.

Meetings are usually held on the 2nd Tuesday of the month, 2-3pm at The Large Annex, Allatt House, 5 West Parade Road, Scarborough. S.A.S.H is represented at the Asperger Network (see [page 352](#)).

Asperger Network

Contact: Mary Harland, Clinical Psychology Department, Scarborough Hospital

Tel: 01723 342402

E-mail: mary.harland@acute.sney.nhs.uk

The Asperger Network is a group of people from professions and agencies who have a working interest in adults on the autistic spectrum.

The group holds a quarterly afternoon (2-4pm) meeting in the Post Graduate Centre at Scarborough Hospital. People with Asperger Syndrome are welcome to attend.

??????????????

ECYH Trust – Training & Housing Project for Young People

East Cleveland Youth Housing Trust, Riverside Building, New Company Row,
Skinningrove, Saltburn, TS13 4AU

Tel: 01287 644044

E-mail: info@ecyhtrust.com ????????

Website: www.ecyhtrust.com

Building Skills Project – learn building skills while at work; work towards qualifications while at work; work on real property renovations; ECYH Trust staff provide help and give guidance.

Housing Project – once properties have been renovated ECYH Trust rent them to young people at affordable rates; housing support provided to help tenancies succeed. Eligibility – have to be aged between 18-25 and in housing need.

Life and Social Skills – Courses attended in first aid, health & safety and healthy living; team building & confidence building courses/ trips; personal development. For referral forms or for more information contact Sarah or Louise at the above address. Referral forms are available on the ECYH Trust website. ???

HOPE (Healing Our Past Experiences)/ 141

Currently out of funding

HOPE Groups, 139, Falsgrave Road, Scarborough, YO12 5EY

Tel: 01723 381811

E-mail: hopesurvivors@aol.com

Website: www.hopehope@ik.com

Opening times: Monday, Wednesday & Friday 10am-4pm.

Helpline: Monday evenings 5.30pm-8.30pm.

Self help and support groups, information and resources for men and women who have been sexually abused as children and/ or adults.

The aim of HOPE is to bring together survivors of abuse in a safe and confidential environment, to make new friends, help and support each other.

Contact HOPE at the above address for information about groups, workshops, resources, information or to make an appointment.

Yorkshire Water Community Trust

Yorkshire Water PO Box 52, Bradford, BD3 7YD

Tel: 0345 124 24 24

Website: www.yorkshirewater.com

The Yorkshire Water Community Trust provides monetary assistance to those customers in genuine need, who have fallen into arrears with their water services charges. Applicants must show that they are in a multiple priority debt situation (including water services charges arrears with Yorkshire Water) and they will not have received a previous Award within the last 2 years. Any monies/awards granted are paid onto the customer's account with Yorkshire Water (no cash is given directly to the customer). Awards are also made to Council and Housing Association tenants whose water charges are included with their rent. In these cases, a cheque is sent to the Council or Housing Association, to be credited to the successful applicants' rent account.

ADDept - Yorkshire ADHD & Learning Ability Support Group

30 The Paddock, York, YO26 6AW

Tel: 01904 782556

Contact: Bob Breen

ADDept supports & advocates for individuals/ families who have ADHD & hidden disabilities.

Free service. Open 24 hours a day, 7 days a week and 365 days of the year.
Available to parents and children.

Access to ADDept can be by Self-referral, GP, Social Worker, Police, Housing Officer, Health Visitor, Education, Professional/ Agency Worker.

Concessionary Bus Passes

Scarborough Borough Council, Northern Area Office, Langborne Road, Whitby,
YO21 1YN

Tel: 01723 232323

E-mail: concessionary.fares@scarborough.gov.uk ????

Website: www.scarborough.gov.uk

Older Persons Bus Pass

The older persons bus pass entitles the holder to concessionary travel on buses, trains and other forms of local public transport. To be eligible for a bus pass the applicant must be aged over 60 and resident in the area

Disabled Bus Pass

A bus pass (or other travel concession) is available to local citizens if they are aged 60 and over, they are physically disabled, they have a learning difficulty or they would be refused a driving licence under section 92 of the Road Traffic Act 1988. Eligibility is automatic if the applicant is already in receipt of other services as a result of their age/disability.

From April 2008, people living in the Whitby area over the age of 60 and those with certain disabilities will be eligible for a bus pass giving them free bus travel across the whole country. Contact Scarborough Council for details.

Jake and Louise Lockley - Physiotherapists

7 Mill lane, Iburndale, Whitby, YO22 5DU

Tel: 01947 81937/ 07903 692162

Chartered and Health Professions Council Registered Physiotherapists.

Expert physiotherapy treatment in your own home, from highly specialised therapists for a wide range of problems including neck and back pain, orthopaedic and soft tissue injuries, sports injuries and neurological conditions.

For further information contact Jake and Louise on the above numbers.

Town and Country Care Services

Unit G9, St Hilders Buisness Centre, The Ropery, Whitby, North Yorkshire, YO22 4ET

Tel: 01947 606187

E-mail: info@townandcountrycare.com

Website: www.townandcountrycare.com

Contact: Mandy Coates, Proprietor and Manager

Town and Country Care Services is a registered Domiciliary Care Agency which provides services including personal care to adults and older people to people in Whitby and the surrounding area. Service available 365 days per year. Agency staff provide assistance with personal physical care, such as washing and dressing, and other tasks which enable people to remain in their own homes, such as the preparation of meals, domestic cleaning and laundry services. The service provides twenty four hour care and a sitting service.

Form more information on costs and how to access the service contact Mandy Coates.

The Cancer Information and Support Service

Tel: 01723 356060, Macmillan Information Nurse

Drop-in, 10.30am to 12.30pm:-

Pickering Memorial Hall, Potter Hill - 1st and 3rd Tuesday every month; Scarborough Library, Vernon Road - 1st and 3rd Wednesday every month;

Ryedale Community House, Malton - 2nd and 4th Wednesday every month;

Whitby Library, Windsor Terrace - 2nd and 4th Thursday every month.

Local information and support drop-in service for anyone affected by cancer (those who have cancer, family, friends, professionals) in Scarborough, Whitby and Ryedale. No appointment necessary.

Support from experienced nurses; Information leaflets and booklets; Library; Benefits advice; place to meet others in similar circumstances, Complimentary therapies; Signposting to other voluntary and statutory agencies.

??????

HARP (Housing Advice Resource Project)

35 Westgate, Thirsk, North Yorkshire, YO7 1QR

Tel: 01845 574010

Fax: 01845 527563

HARP North Yorkshire and York is a Key House Project. A team of experienced, expert housing advisors give advice and assistance on any area of housing law and practice. HARP is a registered charity which gives free, confidential advice.

Core training courses are also provided for individuals and organisations and include:- Introduction to Housing Advice; Homelessness – Law and Practice; Housing Possession Process. Fees payable for training courses.

???????

NECA (North East Council on Addictions)

82-90 Corporation Road, St Mary's Centre, Middlesbrough, T31 2RW

Tel: 01642 222 951

E-mail: headoffice@neca.co.uk

Website: www.neca.co.uk

Contact: Chris Holmes ??

Gambling counselling and support service, currently offered two days per week (Tuesday & Thursday) at Church House Centre, Flowergate, Whitby, providing counselling for clients either affected by or directly involved in gambling which is out of control or causing concern. ???

Counselling is offered to anyone aged sixteen or over, on a one to one basis.

To make a referral or self refer, either contact Chris Holmes or the NECA office.

GamCare Helpline, Tel: 0845 6000 133; Website: www.gamcare.org.uk

WHISH (Whitby Hidden Impairments Self Help) Group

E-mail: whishgroup@gmail.com

Website: www.whishgroup.co.uk

Tel: 07534 117458

Yvonne Harrison, Project worker: 01947 841913

Vicky Millson, Chairperson: 01947 820176

WHISH is a support group for parents, carers, individuals and professionals in the Whitby and District area who have an interest in Hidden Impairments. Hidden Impairments include Asperger's Syndrome, Autism, Dyslexia, Dyspraxia, Tourettes, Diabetes, Deafness, ADHD, ADD, and Epilepsy. The group was set up by a group of parents who wanted to reduce their families' isolation, give their children positive experiences and to support each other.

Various activities are offered throughout the year – swimming, fun sessions, coffee mornings, riding, cookery, plus training sessions for parents and professionals. Most activities are offered to member families free of charge. The entire family are welcome at all events. WHISH also has a supply of specialist toys and resources which can be loaned to members.

Yorkshire Housing Ryedale Mobile Warden Service/Older Persons Services Team on 07848 011 260 (Sam Jones) or 07810 773 801 (Linda Addis)

Across the area, teams of experienced Wardens provide valuable support services to Older People, whether it's living in their own homes within the community or in a sheltered scheme.

The service has expertise in supporting older people, keeping customers safe, healthy and promoting independence in their own homes, and offers personalised services so that each customer receives the right amount of support, to fit in with their daily lives, providing peace of mind to customers and also to relatives and friends.

Support includes:- Help understanding your tenancy; Support to manage correspondence; Accessing social activities; Support to access health services; Signposting to other agencies as required; Advice and guidance as required; Developing domestic/life skills; Safety and security in the home.

Northen Lights Therapy Service

“The Base”, 46 Cross Street, Scarborough

Tel: 01723 364 685

Mobile: 07548 948954

Email: contact@northenlightstheraphyservice.org.uk

Website: www.northenlightstheraphyservice.org.uk

Northern Lights consists of a group of experienced psychotherapists, art psychotherapists, counsellors, youth workers and supporters who have worked together for a number of years. We focus primarily on work with people who have experienced or been affected by the traumas of abuse, including sexual abuse and violence, domestic abuse and violence and/or any other imposed or controlling behaviour that may have limited or diminished your quality of life.