

A to Z of organisations and groups for carers

Last updated January 2019

Please note that the A-Z is updated twice a year. Organisations are encouraged to keep their details up to date on the Connect to Support website.

Age UK York

phone: (01904) 627995, email: ageukyork@ageukyork.org.uk

Provides advice, information and practical help for older people and their carers, including benefits advice, community befriending and support services. Provides short breaks for carers of older people. www.ageukyork.org.uk

Al-Anon Family Groups

phone: 0800 0086 811, email: enquiries@al-anonuk.org.uk

Provides support to anyone whose life is, or has been, affected by someone else's drinking, regardless of whether that person is still drinking or not.

www.al-anonuk.org.uk/contact

Alzheimer's Society

phone: (01904) 929444, email: yorkservices@alzheimers.org.uk

Offers advice, support and information for those whose lives are affected by dementia.

www.alzheimers.org.uk

Be Independent (formerly Warden Call)

phone: (01904) 645000

Offers a community alarm and support service, and Telecare services through which help can be accessed in an emergency 24 hours a day.

Cancer Care Centre (York Hospital)

phone: 01904 721166

Offers information and support for anyone affected by cancer including carers. The Cancer Care Centre is off Junction 5 in York Hospital.

Care Act Advocacy

phone: (01904) 414357, email: office@yorkadvocacy.org.uk

Independent advocacy for carers having an assessment of their support needs as a carer carried out by Adult Social Care, also for people having an assessment of their care and support needs or when a safeguarding enquiry is being carried out.

Carers Direct

phone: 0300 123 1053

Information, advice and support for carers. www.nhs.uk/carersdirect

Carers Trust

phone: 0844 800 4361, email: info@carers.org

The Trust works to provide carers with the support they need including a national network of Carers' Centres. www.carers.org

Carers UK

phone: 020 7378 4999, email: info@carersuk.org

The voice of carers and the national carer led organisation.

Their Advice Line is open Wed and Thurs 10am to 12 noon and 2 to 4pm; phone

0808 808 7777, email: advice@yorkcarersuk.org

www.carersuk.org

Changing Lives York

phone:(01904) 464680, email: york@changing-lives.org.uk

Working with individuals, families and communities to prevent and reduce harm, promote recovery, and challenge the inequalities linked to alcohol and drug misuse.

www.changing-lives.org.uk

phone: (01904) 621776, email: oaktreesyork@changing-lives.org.uk

Offers abstinence-based, structured, day treatment for individuals suffering from drug and/or alcohol addiction.

Citizens Advice Bureau (CAB)

phone: 03444 111 444, email: advice@yorkcab.org.uk

Offers advice, information and advocacy on any matter including benefits and debt.

www.yorkcab.org.uk

City of York Council

York Customer Centre phone: (01904) 551550

Adult Social Services phone: (01904) 555111, email: adult.socialsupport@york.gov.uk

Children's Social Services phone (01904) 551900, email: childrens.socialcare@york.gov.uk

www.york.gov.uk/carers

www.yor-ok.org.uk

If there is an emergency outside office hours contact the Emergency Duty Team on: 0845 0349417

Connect to Support

Free online market place and directory of information for people and their carers to access care and support, and information about groups within the community.

www.connecttosupport.org/york

Crossroads

phone: (01423) 522371

Provides practical help and short breaks for carers of both adults and children.

www.crossroadsnorthyorks.org

Cruse Bereavement Care

phone: 0844 477 9400, email: helpline@cruse.org.uk

Free and confidential services provided by trained volunteers for those who have been bereaved.

Dementia Forward

phone: (01765) 601224, email: info@dementiaforward.org.uk

Supporting people living with dementia and those who care for them.

www.dementiaforward.org.uk

Early Support

phone: 07825 733283

Family support for children under 5 years with disabilities and complex needs.

www.education.gov.uk

Epilepsy Action

phone: 0808 800 5050 or local branch: (01904) 760895

A national charity set up to raise awareness of epilepsy. www.epilepsy.org.uk

Families Anon

phone: 0845 1200 660

Helpline for relatives and friends concerned about drug use. www.famanon.org.uk

Family Information Service

phone: (01904) 554444, email: fis@york.gov.uk

Provides information about childcare and services for families in York.

www.yor-ok.org.uk

First Call 50+

phone: (01904) 634061, email: info@firstcall50plus.org.uk

A single point of contact for services designed to help people over 50 years of age remain independent at home. www.firstcall50plus.org.uk

Get Connected

Freephone: 0808 808 4994, text: 80849

Free confidential helpline for young people under 25. www.getconnected.org.uk

Healthwatch

phone: (01904) 621133, email: healthwatch@yorkcvs.org.uk

Healthwatch York is your way to influence and get the best out of your local health and social care services. www.healthwatchyork.co.uk

IDAS (Independent Domestic Abuse Services)

phone: 03000 110 110

Offers advice, support and accommodation for anyone experiencing domestic abuse. People can also contact them if worried for a friend or family member.

www.idas.org.uk

Jobcentre Plus

phone: 0800 1690190

Service for people of working age who are looking for work or claiming benefits.

www.jobcentreplus.gov.uk or www.direct.gov.uk

Lives Unlimited

phone: (01904) 330606 or (01904) 675947 (office), email: info@livesunlimited.org.uk

Family and user led group who are actively working towards enabling disabled people and older people in the York area. www.livesunlimited.org.uk

Macmillan Cancer Support

phone: 0808 808 00 00 (free helpline) or use their online form

National helpline open 9am to 8pm Monday to Friday offering information, advice and support. www.macmillan.org.uk

Multiple Sclerosis Society and Café

phone: (01904) 758577, email: yorkms@hotmail.co.uk

A drop-in service offering carers of people with MS a place to informally meet. Also opportunities for computer training, alternative therapies and information sharing.

www.mssociety.org.uk

MySight York

phone: (01904) 636269, email: hello@mysightyork.org

Advice, information and support for visually impaired people and their carers.

www.mysightyork.org

NHS Direct

phone: 111

24 hour advice and health information services, staffed by nurses and professional advisors, providing confidential information on what to do if you or your family feel ill; particular health conditions; local health services and self-help or support groups.

www.nhsdirect.nhs.uk

OCA Y (Older Citizens Advocacy York)

phone: (01904) 676200, email: ocay@btconnect.com

Offers advocacy and information for people over 50 in the York Area.

www.oldercitizensadvocacyyork.co.uk

Parkinson's UK

phone: 0808 800 0303

Support, advice and information to people with Parkinson's, their carers, families and friends. www.parkinsons.org.uk

Patient Relations Service

phone: 01904 555870, email: voyccg.patientrelations@nhs.net

The service exists to listen to patients and carers' comments, offer advice and information and, where appropriate, deal with concerns about health care services.
www.valeofyorkccg.nhs.uk

Relate

phone: (01904) 625971, email: enquiries@relatemid-yorkshire.org.uk

Relationship counselling and sex therapy through consultations, face-to-face sessions and workshops. They also have a counselling and training service for 5 to 25 year olds.

Resource Centre for Deafened People

phone: (01904) 626583, email: rcdpyork@btconnect.com

Assesses, provides advice and information and issues specialist equipment. The Centre also has a volunteer service.

Samaritans

phone: (01904) 655888, email: jo@samaritans.org

Provides confidential non-judgmental emotional support, 24 hours a day for people who are experiencing feelings of distress or despair, including those which could lead to suicide. www.samaritans.org

Stroke Association Information Advice and Support Service

phone: (01904) 422068, email: katy.barton@stroke.org.uk

This is a visiting service that gives practical information and emotional support to the families and carers of people in York for up to a year after their stroke.

www.stroke.org.uk

Workforce Development Unit (City of York Council)

Phone (01904) 553017, email: wdu@york.gov.uk

Provides learning and development opportunities to individuals and organisations that provide care, support or services to adults and children in York.

York Carers Centre

phone: (01904) 715490, email: enquiries@yorkcarerscentre.co.uk

Helps unpaid carers living, or caring for someone who lives, in York. Offers free advice and information, a Carers Emergency Card scheme, services for young carers (8 to 18) and young adult carers (18 to 25), support for carers affected by substance misuse, regular newsletters and discounts at local businesses.

www.yorkcarerscentre.co.uk

York Carers Forum

phone: (01904) 422437, email: yorkcarersforum@tiscali.co.uk

Run by unpaid carers to support and raise the profile of unpaid carers and former carers in the York area. They have a newsletter and regular meetings and socials.

www.yorkcarersforum.org

York Learning

phone: (01904) 554 277, email: york.learning@york.gov.uk

York Learning is able to give information about developing skills, courses and further support. www.yorklearning.org.uk

York Mind Carers Counselling Service

phone (01904) 643364, email alison.moore@yorkmind.org.uk or darrin.thomson@yorkmind.org.uk

This service is designed specifically to offer emotional support to people who care for others with any mental, physical or other disability.

York Neighbours

phone: (01904) 891627

Offers help to people aged 65+ wishing to stay independent at home.

www.yorkneighbours.org.uk

York Parent Carer Forum (formerly CANDI)

phone: 0775 1828369, email: info@yorkparentcarerforum.org.uk

The forum for parents and carers of children and young people who are disabled or who have additional needs aged 0- 25 in York and the surrounding area.

www.yorkparentcarerforum.org.uk

York Wheels

phone: (01904) 630080, email: ruth.potter@york.nhs.uk

This voluntary organisation provides a transport service for those who by reason of age, disability or need find that they cannot access public transport.

www.freetocharities.org.uk/ywl/

York Carers Centre

(01904) 715490

enquiries@yorkcarerscentre.co.uk

www.yorkcarerscentre.co.uk

City of York Council

(01904) 555111

adult.socialsupport@york.gov.uk

www.york.gov.uk/carers