

A to Z of organisations and groups for carers

Last updated June 2021

Age UK York

phone (office): 01904 627 995; email: ageukyork@ageukyork.org.uk
phone (info/advice): 01904 634 061; email: firstcall@ageukyork.org.uk

Provides advice, information and practical help for older people and family members, 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

Alzheimer's Society

phone: 01904 929 444 ; email: yorks-services@alzheimers.org.uk

Offers advice, support & information for those whose lives are affected by dementia. www.alzheimers.org.uk

Be Independent (formerly Warden Call)

phone: 01904 645 000 ; email: be.independent@york.gov.uk

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 721 166

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

Carers Direct

phone: 0300 123 1053 ; email: carersdirect@nhschoices.nhs.uk

Information, advice and support for carers.

www.nhs.uk/carersdirect

Carers Trust

phone: 0300 772 9600 ; email: info@carers.org

National charity providing carers with the support they need including a national network of Carers' Centres. www.carers.org

Carers UK

general phone: 020 7378 4999 ; email: info@carersuk.org

helpline phone: 0808 808 7777 ; email: advice@carersuk.org

The voice of carers and the national carer-led organisation. Their advice line is open Monday to Friday 9am to 6 pm. The website includes useful resources such as bereavement, working and caring, carers rights and more. www.carersuk.org

Changing Lives York (York Drug & Alcohol Service)

- phone: 01904 464 680 ; email: york@changing-lives.org.uk

Clinical side, working with individuals, families and communities to prevent and reduce harm and promote recovery.

- phone: 01904 621 776 ; email: oaktreesyork@changing-lives.org.uk

Therapeutic side, offering day treatment for individuals suffering from drug and/or alcohol addiction. www.changing-lives.org.uk

Citizens Advice York

phone (advice line): 0808 278 7895 ;

Offers advice, information and advocacy on any matter, including claiming universal credit, EU settlement, family law and debt.

www.citizensadviceyork.org.uk

City of York Council

- Customer Centre phone: 01904 551 550 ;

- Adult Social Services phone: 01904 555 111 ;

email: adult.socialsupport@york.gov.uk

- Children's Social Services phone: 01904 551 900 ;

email: childrens.socialcare@york.gov.uk

- Emergency (outside office hours): 0845 034 9417 or 01609 780 780

www.york.gov.uk/carers and www.yor-ok.org.uk

Cruse Bereavement Care

phone: 0808 808 1677 ; email: helpline@cruse.org.uk

Free and confidential services provided by trained volunteers for those who have been bereaved. www.cruse.org.uk

Dementia Forward

office phone: 01765 601224 ; email: info@dementiaforward.org.uk

helpline phone: 03300 578 592

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

www.dementiaforward.org.uk

Epilepsy Action

phone: 0808 800 5050 ; email: epilepsy@epilepsy.org.uk

A national charity to raise awareness of epilepsy and improve the lives of everyone affected by epilepsy. www.epilepsy.org.uk

Families Anonymous

phone: 0845 1200 660 ; email: office@famanon.org.uk

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

Headway

phone (national): 0808 800 2244 ; e-mail: helpline@headway.org.uk

phone (local): 07428 222 546 ; e-mail: yorkheadway@gmail.com

Headway is the UK-wide charity that works to improve life after brain injury by providing vital support and information services.

www.headway.org.uk

Healthwatch

phone: 01904 621 133 ; 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 ; email: info@idas.org.uk

national line (24 hours): 0808 2000 247

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 169 0190

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

www.jobcentreplus.gov.uk or www.gov.uk/jobcentre_plus

Macmillan Cancer Support

phone: 0808 808 00 00 or use their online form

Their national helpline is open 7 days a week, 8am to 8pm, offering information, advice and support. www.macmillan.org.uk

MND (Motor Neurone Disease Association)

phone: 01604 250505 ; email: enquiries@mndassociation.org

MND connect helpline: 0808 802 6262

A charity focused on improving access to care, research and campaigning for people affected by motor neurone disease.

www.mndassociation.org

Multiple Sclerosis Society

phone: 0808 800 8000 ; email: helpline@mssociety.org.uk

The MS helpline gives emotional support and information to anyone living with MS, Monday to Friday, 9am to 7 pm except bank holidays.

www.mssociety.org.uk

MySight York

phone: 01904 636 269 ; email: hello@mysightyork.org

Advice, information and support for visually impaired people and the people who support them. 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

OCAY (Older Citizens Advocacy York)

phone: 01904 676 200 ; email: info@ocay.org.uk

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

www.oldercitizensadvocacyyork.org.uk

Parkinson's UK

phone: 0808 800 0303 ; email: hello@parkinsons.org.uk

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

Patient Relations Service

phone: 01904 555 999 ; 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: 0300 0030 396 ; email: enquiries@relate.org.uk

Help with relationships, sex life, family life and parenting, separation and divorce, children and young people, young adults. Help given through consultations, face-to-face sessions and workshops. www.relate.org.uk

Samaritans

free from any phone: 116 123 (day or night, all year)

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

phone (local helpline): 01904 422 068 ; email: katy.barton@stroke.org.uk

phone (national): 0303 3033 100 ; email: helpline@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

The Mix (formerly Get Connected)

phone: 0808 808 4994 ; text: 80849

Free confidential helpline and support for young people under 25.

www.themix.org.uk

TuVida (formerly Crossroads)

phone: 01423 522 371 ; email: yorkshire@tuvida.org

Provides practical respite help and short breaks for carers of both adults and children. www.tuvida.org

Wilberforce Trust

phone: 01904 760 037 ; email: enquiry@wilberforcetrust.org.uk

or Yorsenory Team: 01904 202292 ; email: enquiry@yorsensory.org.uk

Supporting people with visual & hearing impairments.

www.wilberforcetrust.org.uk

Workforce Development Unit (City of York Council)

phone: 01904 553 017 ; 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. www.york.gov.uk/WDU

York Advocacy Hub (formerly Care Act Advocacy)

phone: 01904 414 357 ; email: office@yorkadvocacy.org.uk

Independent advocacy for people having an assessment of their support needs as a carer or as a cared-for, also when a safeguarding enquiry is being carried out. www.yorkadvocacy.org.uk

York Carers Centre

phone: 01904 715 490 ; email: enquiries@yorkcarerscentre.co.uk

Offers free support for unpaid carers in York: adult carers, young carers (aged 5 to 18), young adult carers (aged 18 to 25), a Carers Emergency Card and discounts at local businesses. www.yorkcarerscentre.co.uk

York Carers Forum

phone: 01904 422 437 ; email: yorkcarersforum@tiscali.co.uk

Run by unpaid carers to support and raise the profile of unpaid carers, they have a newsletter and regular meet ups. www.yorkcarersforum.org

York Inspirational Kids

phone: 01904 780 880

Support group for families of children and young people who have a disability and/or additional need and live in the York area.

www.keyworking.co.uk

York Learning

phone: 01904 554 277 ; email: york.learning@york.gov.uk

York Learning is an education provider, and is able to give information about developing skills, attending courses and further support.

www.yorklearning.org.uk

York Mind Carers Counselling

phone: 01904 643 364 ; email: office@yorkmind.org.uk

This service is designed specifically to offer emotional support to people who care for others www.yorkmind.org.uk

York Neighbours

phone: 01904 891 627 ; email: info@yorkneighbours.org.uk

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

www.yorkneighbours.org.uk

York Wheels

York Wheels phone: 01904 630 080 ; email: info@yorkwheels.org.uk

Dial & Ride phone (to book in advance): 01904 551441

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.yorkwheels.org.uk

York Carers Centre

01904 715 490

enquiries@yorkcarerscentre.co.uk

www.yorkcarerscentre.co.uk

City of York Council

01904 555 111

adult.socialsupport@york.gov.uk

www.york.gov.uk/carers