

A to Z: organisations and groups for carers

Last updated October 2023

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, also short breaks for carers of older people.

www.ageukyork.org.uk

Al-Anon F www.al-anonuk.org.uk

phone: 0800 0086 811 ; email: helpline@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.

Alzheimer's Society www.alzheimers.org.uk

phone: 01904 929 444 ; email: york2@alzheimers.org.uk

Advice, support & information for those whose lives are affected by dementia.

Be Independent

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

Offers a 24/7 accessible emergency alarm plus Telecare response service.

Carers Direct

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

Information, advice and support for carers who are searching for telephone helplines and forums. www.nhs.uk/carersdirect

Carers Trust www.carers.org

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

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

Carers UK www.carersuk.org

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.

Changing Lives York (York Drug & Alcohol Services)

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

This is the clinical side, working with individuals, families and communities to prevent and reduce harm and promote recovery.

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

This is the 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 ; www.citizensadviceyork.org.uk

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

City of York Council

- Customer Services Centre phone: 01904 551 550 ;
- Adult Social Care Community Team phone: 01904 555 111 ;
email: adult.socialsupport@york.gov.uk
- Children's Social Services phone: 01904 551 900 ;
email: childrens.socialcare@york.gov.uk
- Adult Social Care Emergency Duty Team (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

young person private email to: hopeagain@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 www.dementiaforward.org.uk

Supporting people living with dementia and those who care for them

Epilepsy Action www.epilepsy.org.uk

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

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

Families Anonymous www.famanon.org.uk

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

helpline phone: 020 7498 4680

Helpline for relatives and friends concerned about drug use.

Family Information Service

phone: 01904 554444 ; email: fis@york.gov.uk www.yor-ok.org.uk

Provides information about childcare and services for families in York.

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)

North Yorkshire helpline phone: 03000 110 110 ; email: info@idas.org.uk
national helpline (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 (existing benefit claims)

phone: 0800 055 6688 (new benefit claims)

Service for people of working age who are looking for work or who are claiming benefits. www.gov.uk/contact-jobcentre-plus

Macmillan Cancer Support

phone: 0808 808 00 00

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

MND (Motor Neurone Disease Association)

connect helpline: 0808 802 6262; email:

mndconnect@mndassociation.org

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.oldercitizensadvocacyork.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

concerns-line: 01904 555 999;

email: hnyicb-voy.patientrelations@nhs.net

general enquiries: 01904 555 870;

email: hnyicb-voy.contactus.yorkhcp@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

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

phone: 0808 808 4994; 24/7 crisis support: text THEMIX to 85258;
Free confidential helpline and support for young people under 25 - via online, social and mobile. www.themix.org.uk

TuVida

phone (regulated care): 0115 962 8920; email: hello@tuvida.org
phone (young carers service): 0115 824 8824

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

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

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 Against Cancer

phone (office): 01904 764 466; email: office@yorkagainstcancer.org.uk
phone (support): 01904 202 647; email:
support@thelevesoncentre.org.uk

Offers support for people living with cancer and their loved ones and carers. Its drop-in centre with therapy sessions, repite, advice and counselling is located at the York Community Stadium in Huntington.

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

YIKS (York Inspirational Kids)

phone: 01904 780 880; email: info@yiks.co.uk www.yiks.co.uk

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

York Learning

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

An education provider, able to give information about developing skills, attending part-time and full-time courses and further support.

www.yorklearning.org.uk.

York Mind

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

York Mind is an independent provider of high quality mental health services, promoting recovery from mental ill-health, emotional well-being and independent living. 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 - in three different ways: with practical one-off jobs, with regular phone calls, with individual and group outings. 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