

# Community Support Project

## Whittingham, Glanton and Hedgeley





### Services Available in Our Area




The information has been initially compiled by  
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Bell View Resource Centre, 33 West Street, Belford, NE70 7QB  
And the Parish Council representatives:  
Whittingham: Ian Lepingwell; Glanton: Norman Dunn; Hedgeley: Noreen Birnie




Please contact the service providers directly to confirm the service is still being supplied in the area.




We will be regularly reviewing this information. Until a formal system of review has been agreed please send any amendments to Norman Dunn [norman.dunn@spanconsultancy.org.uk](mailto:norman.dunn@spanconsultancy.org.uk) 5 Front Street Glanton NE66 4AP





**August 2010**




Organisation	Services provided	Service details	Covering our area	Contact details
<p><b>Northumberland County Council /Northumberland Care Trust</b></p> 	Care Management	<p>Assessment of an individual's support needs. Care Manager will visit at home. All new referrals are assessed for a personal budget</p> <p>Carers can also request a separate carer's needs assessment</p>	<p>Yes</p> <p>Yes</p>	<p>Alnwick District Office 01665 603411</p> <p>NB: NCC/NCT planning one countywide phone number for all social care enquiries. Due to launch Spring 2010</p>
<p><b>North of Tyne NHS</b></p> 	GP services	<p>Alnwick: x 2 GP practices</p> <p>Wooler x 2 GP practices</p> <p>Rothbury x 1 GP practice</p>	Yes	<p><b>Alnwick:</b> Consulting Rooms: 01665 602388 Bondgate Practice: 01665 510888</p> <p><b>Wooler:</b> Glendale Surgery: 01668 281740 Burnhouse Surgery: 01668 281575</p> <p><b>Rothbury:</b> Rothbury Practice: 01669 620339 <a href="http://www.northoftyne.nhs.uk">www.northoftyne.nhs.uk</a></p>
<p><b>Alzheimer's Society</b></p> 	Support & research for people with dementia, their families and carers.	Information & signposting on all aspects of dementia	Yes – phone advice & will offer 1-1 home visits	<p>Susan Small - Support worker Morpeth Office: 01670 513606</p> <p><a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a></p>
<p><b>Helping Hands</b></p> 	<p>Private Home Care Service</p> <p>'Live in' care packages</p>	<p>Personal care, meal preparation, domestic support.</p> <p>'Live in' care packages available</p>	Yes	Phone: 0808 1809455

Organisation	Services provided	Service details	Covering our area	Contact details
<b>Age Concern Northumberland</b>  	Information / Advice Line  Friendship Line  Advocacy Service  Rural access project	Free and confidential information and advice for the over 50s, their families and carers  Regular phone calls to older people who are lonely or isolated  Supporting older people to have a voice, make choices, speak up for themselves  Monthly trips to various locations – shopping, outings etc.	Yes (phone only)  Yes (phone only)  Yes  Yes	Telephone: 08450 950150 Mon – Thurs 10 – 1pm <a href="http://www.ageconcern.org.uk/information">www.ageconcern.org.uk/information</a>  0845 140088  As above  As above
<b>Citizens Advice Bureau</b>  	Free, independent, impartial advice	Information & advice on a general range of topics including benefits, housing, debt, employment, pensions	Nearest office – Alnwick offering phone advice & can offer home visits if necessary.	Alnwick Office: 01665 604135  Home visiting service: 01665 604714
<b>Molly Maid</b>  	House Cleaning	Full house cleaning service, including bed change, curtains cleaned. Cleaning service tailored to the person's needs	Yes	01670 821821

Organisation	Services provided	Service details	Covering our area	Contact details
<b>Bell View (Belford)</b> 	Day Care  Outreach/enablement service  Care workers' register	Older person's Day Care held at centre in Belford  1-1 support to help older people remain independent  Register of people willing to work as care workers in the rural areas	Yes – transport permitting  Yes  Limited coverage	Val Kelly: 01668 219221  As above  Jane Field: 01668 219220
<b>Carers Northumberland</b> 	Information & Advice line  Carers Emergency Card  Carer Support fund  Group Support	'One stop' information service for Carers  Short term emergency support for the person being cared for  Access to financial support to help a Carer take a break from caring  Opportunity to meet with other Carers	Yes (phone only)  Yes  Yes  No – nearest groups in Alnwick, Rothbury, Wooler	0844 800 7354 <a href="http://www.carersnorthumberland.org.uk">www.carersnorthumberland.org.uk</a>  As above  As above  As above
<b>Library Service</b> 	Mobile Library  Home Library Service	Library van visiting outlying areas  Books, DVDs, CDs & talking books delivered free to people who are unable to get to a library & have no-one to go for them	Yes – partially. Stops at Powburn, Branton, Glanton, Whittingham	Run from Alnwick Library 01665 602689 Co-ordinated by Morpeth Library 01670 500390 Details of all Library services: <a href="http://www.northumberland.gov.uk">www.northumberland.gov.uk</a> 0845 600 6400

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<p><b>Hospice Care</b></p> 	<p>Support for patients &amp; carers living with life threatening illnesses</p>	<p>Outreach service offering carers 'time out'. Also provide transport to take patients shopping, outings</p> <p>Day Care Centres</p> <p>Bereavement support – trained volunteers offer 1-1 visits &amp; support</p> <p>End of Life Care</p>	<p>Yes</p> <p>Yes – through volunteer drives bringing people to the centres at Berwick &amp; Alnwick</p> <p>Yes</p> <p>Yes, subject to availability</p>	<p>Phone: 01665 606515</p> <p>As above</p> <p>As above</p> <p>As above</p>
<p><b>LINK</b></p> 	<p>Organisation supporting people to have a say in how health &amp; social care services are run &amp; could be improved</p>	<p>Groups running in North, South East &amp; West of County</p>	<p>Organisation countywide – nearest meetings held in Alnwick, Belford &amp; Morpeth</p>	<p>Northumberland LINK PO Box 205 Hexham NE46 9EA</p> <p>01434 600599 <a href="http://www.northumberlandlink.org.uk">www.northumberlandlink.org.uk</a></p>
<p><b>NCBA (Northumberland County Blind Association)</b></p> 	<p>Information &amp; support for people with a visual impairment</p>	<p>General information including rehabilitation, equipment loan etc.</p> <p>'Sightline' telephone support for people who want to talk to someone who understands</p>	<p>Yes (phone only)</p> <p>Yes (phone only)</p>	<p>01670 514316</p> <p>As above</p>

Organisation	Services provided	Service details	Covering our area	Contact details
<b>WRVS</b> 	Community Transport scheme (Get about North Northumberland)  Frozen meal Service	Volunteer led transport scheme providing transport for appointments, shopping, outings etc  Fortnightly frozen meal delivery	Yes  Yes	Enquiries: 01835 864789  01642 222643 / 08450 621122
<b>RNID (Royal National Institute for Deaf People)</b> 	Information, advice & support	Free phone Information Line	Yes (phone only)	0808 8080123 Txt phone: 0808 8089000  informationline@rnid.org
<b>Northumberland Home Improvement Agency</b> 	Advice & assistance to help older, disabled & vulnerable people to remain in their own homes	Home visits to give advice & support (including completing forms), on maximising income, home safety, energy efficiency, advocacy, health & wellbeing	Yes	Theresa Cameron  01670 840469  <a href="mailto:nhia@dsl.pipex.com">nhia@dsl.pipex.com</a>  <a href="http://www.northumberlandhia.org.uk">www.northumberlandhia.org.uk</a>
<b>PALS (Patient Advice &amp; Liaison Service)</b> 	Confidential advice & support for people who have concerns about NHS services  Provide information on NHS services	Act independently regarding patient or family concerns.  Liaise with NHS staff, managers, and other organisations to negotiate solutions. Help sort out problems quickly	Yes – all users of NHS services	Freephone: 0800 032 0202  Email: <a href="mailto:northoftynepals@nhct.nhs.uk">northoftynepals@nhct.nhs.uk</a>  Freepost: RLTC-SGHH-EGXJ North of Tyne PALS The Old Stables Grey's Yard Morpeth NE61 1QD

Organisation	Services provided	Service details	Covering our area	Contact details
<b>STARS</b> <b>(Small task &amp; repair service)</b> 	Handyperson Service for anyone aged over 60 or with a disability	Free handyperson service offering range of help in the home e.g. fix curtain rails, unblock sinks, fit smoke alarms, put up shelves, change light bulbs, move furniture, fasten down carpets	Yes	01670 351135 <a href="http://www.northumberlandstars.org.uk">www.northumberlandstars.org.uk</a>
<b>TINN</b> <b>(Transport in North Northumberland)</b> 	Community Transport	User groups and individuals have access to affordable, safe and accessible transport which enables them to take part in activities such as shopping and day trips	No	01665 605780
<b>setoncare</b>  <small>support in your community</small>	A variety of Care requirements	Home care services, day care	Not known	01289 306419 <a href="http://www.setoncare.org.uk">www.setoncare.org.uk</a> email: <a href="mailto:info@setoncare.org.uk">info@setoncare.org.uk</a>

If you are aware of others supplying a service  
to the elderly and/or disabled people  
please let us know and we will  
include details when we revise our list.

Contact details on the front page