

## GUIDE and PALS

If you need any further assistance in finding information, GUIDE and PALS are happy to help you.



Tel: 0845 658 3888 or 0800 0151548

Website: [www.guide-information.org.uk](http://www.guide-information.org.uk)

Email: [enquiries@guide-information.org.uk](mailto:enquiries@guide-information.org.uk)

Website: [www.palsglos.org.uk](http://www.palsglos.org.uk)

Email: [community.pals@glos.nhs.uk](mailto:community.pals@glos.nhs.uk)



For information and help regarding social care, housing, financial and general support needs, contact the Adult Services Helpdesk on 01452 426868.

The 2gether NHS Foundation Trust is a dedicated mental and social healthcare trust serving the people of Gloucestershire. It provides mental and social healthcare services for people of all ages.

For more information visit [www.2gether.nhs.uk](http://www.2gether.nhs.uk)

Mental & Social Healthcare



## We're here to help

A guide to mental health related support and advice for older people living in Gloucestershire

**2gether**  
Making life better

Foundation Trust  
For Gloucestershire **NHS**

## Advice and support

This leaflet has been produced to direct you to both local and national organisations that are specialists and can offer advice and support.

### Gloucestershire organisations

**Age Concern Gloucestershire:** Tel: 01452 422660

**The Alzheimer's Society:** Information and support for memory loss, Alzheimer's and dementia

- Cheltenham and East Glos: Tel: 01452 525222
- Stroud and District: Tel: 01453 791830
- Forest of Dean Branch: Tel: 01594 844234

**Gloucestershire Association for Mental Health**

Tel: 01452 416575 or email: [admin.gloucester@gamh.co.uk](mailto:admin.gloucester@gamh.co.uk)

### Emergency helplines

Advice and support out of office hours

**NHS Direct:** Health advice 24 hours a day, 7 days a week (confidential translation service available):

Website: [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk) Tel: 0845 4647

**GPs' out of hours service within Gloucestershire**

Tel: 08454 220220

**Samaritans**

Confidential support to people passing through personal crises:

- National number: 08457 909090
- Minicom: 08457 909192
- Gloucester office: 01452 306333
- Cheltenham office: 01242 515777

**Saneline:** Information and emotional support for anybody affected by mental health problems. Tel: 0845 767 8000

## Caring organisations

Caring for someone can be rewarding, but also exhausting and stressful. The following organisations specialise in the needs of carers. They may be able to help you by arranging for a support worker to visit your home each week to give you a break for a few hours. They can also tell you about organisations providing longer breaks. Many of them run regular support groups for older people with mental health problems and their carers, and can tell you about groups in your area.

**Carers Gloucestershire:** Tel: 01452 386283

**Crossroads Caring for Carers:** Website: [www.crossroads.org.uk](http://www.crossroads.org.uk)

- Cheltenham and Tewkesbury: Tel: 01242 584844
- Stroud and Gloucester: Tel: 01453 755999
- Forest of Dean: Tel: 01594 823414

**Dementia Care Trust** (Gloucestershire): Tel: 01452 550066

**Cotswold Careshare** (Cotswold area only): Tel: 01285 650168

### Other helplines

These organisations offer specialist advice and can send you useful fact sheets. They also have details of local services.

**Action on Elder Abuse Helpline**

Tel: 0808 808 8141

**Help the Aged Senior Line**

Confidential service for anyone concerned about the abuse of an older person (09.00-17.00 Monday-Friday): Tel: 0808 808 6565

**Gloucestershire Cruse Bereavement Care**

Help and support for bereaved people: Tel: 01242 252518

**Counsel and Care for the Elderly**

Tel: 0845 300 7585

## Financial and Legal Advice

You may be entitled to benefits such as Attendance Allowance and Carers Allowance. If you contact any of the following organisations they can offer advice and help you to complete the necessary forms.

### Citizens Advice

- Cheltenham, Cirencester and Tewkesbury: Tel: 01242 522491
- Forest of Dean: Tel: 01594 823937
- Gloucester and District: Tel: 01452 527202
- Stroud and District: Tel: 01453 762084

### Carers Gloucestershire

Tel: 01452 386283

### The Alzheimer's Society

Tel: 0845 300 0336

### Help the Aged Care Fees Advice

National service providing specialist advice on paying for care  
Tel: 0500 767476

## Enduring Power of Attorney

It is important for you to organise your legal and financial affairs while you are still able to do so. You can choose one or more people to manage your affairs by an Enduring Power of Attorney (EPA). You must be able to show that you are aware of what is involved when you do this.

If you have not made an EPA, a receiver may have to be appointed to manage your affairs on your behalf. This can be complicated and costly.

For further information contact the Office of the Public Guardian:  
Tel: 0845 330 2900

## Advocacy

An advocate is someone who represents your interests and speaks on your behalf. If you feel you need help to put forward your views, safeguard your rights and get the advice and services you need, an advocate may be able to support you.

### Advocacy Trust Gloucestershire

For people with learning disabilities: Tel: 0845 0511203

### Gloucestershire Older People's Assembly

Tel: 01452 332830

### Age Concern Gloucestershire

Tel: 01452 4232660

### Gloucestershire Lifestyles

For people with a physical disability: Tel: 01452 530184

### Gloucestershire Deaf Association (GDA)

Tel: 01452 372999 or Minicom: 01452 372600

### Carers Gloucestershire

Tel: 01452 386283

### Re-Think

For people with mental health problems: Tel: 01452 891539

### Domestic Violence & Support Advocacy Project

Tel: 01452 500115

### Gloucester Action for Refugees and Asylum Seekers

Tel: 01452 550528

### Gloucestershire Chinese Women's Guild

Tel: 01452 332088

### Chinese Community Association

Tel: 01452 503094

### Gay-Glos

For lesbian, gay, bi-sexual and trans-sexual people

Tel: 01452 306800

## Diagnosis

If you would like more information about your diagnosis your key worker should be able to help. If you have access to a computer and the internet, the following websites may be useful, or you can telephone the organisations for information and fact sheets.

### **Royal College of Psychiatrists**

Website: [www.rcpsych.ac.uk](http://www.rcpsych.ac.uk); Tel: 020 7235 2351 ext 259

### **MIND – The Mental Health Charity**

Website: [www.mind.org.uk](http://www.mind.org.uk); Tel: 0845 766 0163

### **The Alzheimer’s Society**

Website: [www.alzheimers.org.uk](http://www.alzheimers.org.uk); Tel: 0845 300 0336

### **Primary Mental Health Service**

Website: [www.phmsglos.org.uk](http://www.phmsglos.org.uk); Tel: 01452 504329

## Medication

For more information about your medication, ask your local pharmacist or your doctor.

You may want to ask your GP the following questions:

- Why do I need to take this medication?
- What will happen when I take it?
- What will happen if I stop taking it?

If you have access to a computer and the internet, the following website has useful information: [www.choiceandmedication.org.uk](http://www.choiceandmedication.org.uk)

If you do not have access to the internet you can visit your local library and they will help you to use a computer to look at websites.

## Community Mental Health Teams for Older Age Adults

### **Gloucester:**

Fieldview, West Lodge Drive: Tel: 01452 563136

### **Cheltenham:**

Sherbourne House, Charlton Lane Centre: Tel: 01242 272148

### **Forest of Dean:**

Colliers Court, Latimer Lane: Tel: 01594 598080

### **Stroud:**

Weavers Croft, Field Road: Tel: 01453 562160

### **Cirencester and Cotswolds:**

Baunton Ward, Cirencester Hospital: Tel: 08454 222709

## Transport

If you have difficulty using public transport or live in a rural area, these voluntary schemes may be able to help you. To find your local scheme: Tel: 0845 045 0302

**Cinderford Dial-a-Ride:** Tel: 01594 844558

**Cirencester Dial-a-Ride:** Tel: 01285 658802

**Coleford Dial-a-Ride:** Tel: 01594 844558

**Gloucester Dial-a-Ride:** Tel: 01452 502100

**Lydney Dial-a-Ride:** Tel: 01594 843809

**Newent Dial-a-Ride & Volunteer Car Service:** Tel: 01531 821227

**North Cotswold Voluntary Car Service:** Tel: 01608 651115

**Stroud Volunteer & Community Action Team:** Tel: 01453 759005

**Tetbury Dial-a-Ride:** Tel: 01666 502514

**Tewkesbury Dial-a-Ride:** Tel: 0845 054 7494

**Transport Service (Wotton under Edge):** Tel: 01453 542091