

Holyhead Primary Healthcare Centre - Carers Directory 2020/21

NAME OF ORGANISATION / SERVICE / ACTIVITIES				OPENING HOURS	ACCESSIBILITY / REFERRAL
ASBESTOS SUPPORT WEST MIDLANDS	West Midlands Hazards Trust (Registered Charity 11255322) 138 Digbeth, Birmingham, B5 6DR provides support for the follow asbestos related diseases: - mesothelioma - asbestos related - lung cancer - asbestosis diffuse pleural thickening	asbestosinfor@wmht.co.uk	An independent charity offering free and confidential help, support and advice to people and their families, who are suffering from asbestos related diseases; including mesothelioma, asbestos related lung cancer, asbestosis, diffuse pleural thickening. Provide help with welfare benefits and compensation schemes and can recommend expert legal help. Also provide information about asbestos and campaign to end the misery it causes. Asbestos Support Groups Forum UK is supported by lottery funding.		0121 678 8853
AGE UK	Age UK Sandwell 15-17 Bull Street, West Bromwich Ringway, B70 6EU.	info@ageuksandwell.org.uk www.ageuksandwell.org.uk	Information and advice for over 50s; offer outreach, befriending, day centre and carers support for older people. Areas of advice can include benefits, housing social care, consumer rights and many other subjects or issues of interest.	Flexible	Fully accessible 0121 500 1860
AGE CONCERN BIRMINGHAM	76-78 Boldmere Rd., Sutton Coldfield, B73 5TJ	information@ageconcernbirmingham.org.uk	Dedicated to helping people make the most of later life; provide services such as legal services, health and wellbeing, advice services. Their aim is to improve the physical and mental wellbeing of carers so that families can stay healthier and happier together for longer		0121 362 3650
BLACKHEATH LIVE AT HOME SCHEME	Blackheath Live at Home, 134 High Street, Blackheath, B65 0EE.	Blackheath.liveathome@mha.org.uk	Charity providing a range of services for over 60's including people with terminal illness. Hold various support classes and also arrange monthly outings, annual holidays, one to		0121 561 7941

			one befriending visits, telephone link, information signposting and a quarterly newsletter.		
BIRMINGHAM CARERS HUB	Forward Carers is Commissioned by Birmingham City Council and led by Midland Mencap.		Forward Carers is made up of a group of not for profit organisations, led by Midland Mencap. their mission is to make a difference to the lives of carers by improving the physical and mental wellbeing of carers young and old, so that families stay healthier and happier together for longer.		Contact via Information and Advice in 0333 006 9711
AGEWELL	Agewell 3-4 Trinity Centre, Halesowen Road, Oldhill.	info@agewelluk.org.uk http://www.agewelluk.org.uk	Community Offer covering Blackheath, Cradley Heath, Great Barr, Yew Tree & Newton. Improving the health and wellbeing of older people, Agewell are working together with a range of organisations to help local older people. We provide advocacy and training for carers, home befriending service, healthy passport scheme and BUDS clubs and activities. Contact us for further information.	9 am -5pm	Fully accessible 0121 796 9333
ACRC	West Bromwich Afro Caribbean Resource Centre Thomas Street, West Bromwich, B70 6LY	shirlee.oliver:wbarc.org.uk http://www.wbacrc.org.uk	Advice, guidance, outreach, training, domiciliary care, carers support. Experienced carers are trained to national standards and are able to deliver services to individuals with a range of conditions and needs including dementia, physical disabilities, diabetes, mental health and <u>end of life care</u> . They support individuals and their carers to enable them to access services that support their health and well being.	Mon-Fri: 9am-5pm (service runs 7 days per week; on call availability after 5.00pm and weekends.	0121 525 5436 (on call 07931343516)
BENEFITS ADVICE	Skills Work and Enterprise Development Agency (SWEDA) The Business Centre, Church St., West Bromwich B70 8RP.	sweda@sweda.org.uk http://www.sweda.org.uk	Advocacy, Advice and guidance, housing advice and support. Provide Welfare Rights and Benefit Advice, can identify benefit issues and advise clients who may not be receiving the correct benefits. Can assist with the completion of benefit claims including Employment Support Allowance, Jobseekers Allowance and Personal Independent Payments.	Mon-Fri 9.00 am - 5.00 pm Friday 9.00 am - 4.30 pm	Fully Accessible 0121 525 2558

			Can also assist with CV writing, employment advice and training.		
BE WELL COMMUNITY OFFER	Accord Housing Association Exon Court, Roberts Road, Tipton, DY4 9BD.	Bewellaccordgroup.org.uk www.healthforliving.org.uk	Be-well provides a social prescription service for people living within Tipton and Great Bridge. The service is free of charge for over 55s who have a need for community based support; including information and advice on specific health conditions, <u>End of Life and Palliative Care support</u> , befriending. Accord aim to reduce the need for unnecessary hospital admissions and social care and they will work individuals to achieve this. Services provided include: Social opportunities, carer support, home adaptations/telecare, plan for hospital discharge, meals/nutritional support, falls prevention/walk confidence, information/advice on specific health conditions/befriending. <i>(Health for Living is a partnership between the Accord Group, Black Country Housing Group, Murray Hall Community Trust and The Kaleidoscope Plus Group)</i>	9.00am - 5.00pm	Fully accessible. Referrals can be made by anyone via the Be Well helpline and email address. 0121 358 9030
BUDS	1 Firs Close, Watery Lane, Smethwick, B67 6DQ.	infor@buds.co.uk http://www.buds.co.uk	Social Activities, befriending, counselling and listening, carers support.	8am-5pm	Fully accessible 0121 565 3721
CANCER SUPPORT CENTRE	Sutton Coldfield	www.suttoncancersupport.org info@suttoncancersupport.org	Offer support to anyone affected by Cancer. Working alongside local health services, hospices and other cancer charities so that people affected by cancer in the Birmingham and West Midlands will have access to support, information and complementary therapies free of charge at every stage of their cancer journey. Support is offered to anyone affected by cancer. That could mean you have a diagnosis or you are supporting someone with a diagnosis.	Mon-Fri 9:30am – 5pm Late night Tues to 7:45pm	0300 012 0245 One off registration fee applies
CARES	Carers advice and resource establishment (Sandwell Cares)	cares.sandwell@btinternet.com	Advocacy, advice and guidance, outreach, carers support, family support. Offer a free and confidential information	Mon-Fri helpline:	Open access

	Edward Cheshire House, 2 Bearwood Road	www.careres.org/sandwell	and advice service for carers and the people they care for within Sandwell. They also offer a unique outreach and home visits service for carers and their dependants to help with benefit claims or to advocate and guide carers through difficult situations.	10am-4pm	0121 558 7003 24 hour help-line available
CITY AND SANDWELL PROSTATE CANCER SUPPORT GROUP	Wood Lane Community Centre 157 Wood Lane, West Bromwich, B70 9PT	Heather.wilkins@swbh.nhs.uk	Meets 1-3pm the first Wednesday of February, May, September and November with refreshments available. The support group welcomes anyone affected by prostate and other urological cancers. It's a great opportunity to speak to people in similar circumstances, or just listen to guest speakers. Clinical nurse specialists are in attendance.	1pm-3pm First Wed of Feb, May, Sep and Nov.	Denise Allmark 0121 507 5242 Sharon Leahy 0121 507 5969 Emma Hill 0121 507 5242
COMMUNITY TRANSPORT	216 Great Bridge Street, West Bromwich, B70 0DE	info@communitytransport.org http://www.ctpassenger.org	Passenger service provides a specialist caring transport service to improve individuals quality of life. Wheelchair accessible vehicles and standard minibuses operating in Sandwell, providing group travel services and transport for a range of organisations including; day centres, statutory sector organisations and young people's groups.	9am-5pm	Fully accessible 0845 209 0191
CROSSROADS	Sandwell Crossroads Care Grenville House, New Swan Lane, West Bromwich, B70 0NS	chris.christie@sandwellcrossroads.org http://www.crossroads.org.uk/	Chronic and palliative care for people living within the community, along with supporting elderly frail people who may be living with dementia and mental health problems. Provide respite services to family carers, to include emergency cover throughout the night. Services are delivered throughout Sandwell, Walsall and Wolverhampton. Framework Local Authority Provider.	Mon-Thurs 8.30am-4.30pm Fri 8.30am-4.00pm	0121 553 6483 24 hour care delivery service Out of hours 07968219850
EASTERN EUROPEAN FAMILIES SUPPORT	Polish Expats Association 109 High Street, Erdington, Birmingham B23 6SA	alicja@polishexpats.org.uk http://polishexpats.org.uk/	Offer a range of support that helps with problems within family life. Advice and guidance, outreach, housing advice & support, immigration and migrant support, carers support, family support.	10 am - 5pm 07855 869714	Fully accessible (via a personal budget, direct payments, the

					Local Authority and the Continuing Health Care Teams based in Sandwell.
EDWARDS TRUST	43a Calthorpe Rd., Edgbaston, Birmingham B15 1TS.	admin@edwardstrust.org.uk	Offering bereavement support, their work is around honouring remembrance, facilitating wellbeing and rebuilding devastated lives. Offer a comprehensive holistic bereavement service.	Mon-Fri 9.00 am - 5.00 pm (closed bank holidays)	Bereavement Line: 0121 454 1705
HEALTH EXCHANGE	Avoca Court, 27 Moseley Road, Birmingham B12 0HJ.		Health consultants covering Birmingham, Black Country and Solihull, help individuals to make choices about their lifestyle to improve mental and physical health and self-esteem. Partnering with the NHS and local authorities, they deliver services across the West Midlands, ranging from Health Trainers and Smoking Cessation to pre-diabetes and mental wellbeing support.		0800 158 3535
HEALTHWATCH SANDWELL		www.healthwatchesandwell.co.uk	A consultation which is a partnership of local groups and organisations that commit to visit or contact on a regular basis in order to collaborate with, sharing information, intelligence, issues and concerns. We can identify those areas where Healthwatch Sandwell and local groups and organisations can work closely together to identify areas of concern. the network of members can be located on the website.		
HELP HARRY HELP OTHERS	Birmingham Drop-in Centre (part of the Help Harry Help Others Cancer Charity)	www.hhho.org.uk	The Birmingham Drop in Cancer Centre offers every type of support required outside of treatment. The Centre offers a 'home from home' environment to patients and anyone touched by any type of cancer.		

HOME TO HOME CALLS	Birmingham	www.hometohomecalls.com	A charged service, Home To Home Calls provides a telephone befriending service that can provide daily contact by a trained team of vetted staff; giving dementia care, holiday cover and medication management to loved ones in the comfort of their own home. Many care support services are available, usually after a problem has arisen.	By arrangement	On application
IDEAL FOR All	Independent Living Centre, 100 Oldbury Road, Smethwick, B66 1JE.	info@idealforall.co.uk	Self Directed Support Service, advice, guidance and family support. Offer a range of support including; employment and recruitment of personal assistance, managed accounts, support planning and payroll. They run a non-medical Cancer Peer Support Group.		0121 558 5555
KALEIDESCOPE	Hawthorns House, Hawthorns Business Centre, Halfords Lane, Smethwick B66 1BB.		A leading health and wellbeing charity in the Midlands, the Kaleidoscope Plus Group exists to help people achieve better health and wellbeing and our aim is to deliver services in a way that users value and appreciate.		0121 565 5605
LADIES FIGHTING BREAST CANCER	Kiosk 5, Start City, Watsons Road, Birmingham, B7 5SB.	pat@lfbc.org.uk http://www.lfbc.org.uk	Ladies Fighting Breast Cancer exists to support both males and females who have had a breast cancer diagnosis, and who care for or support someone with breast cancer. All money raised stays within the West Midlands, helping Breast Cancer patients within a 70-mile radius of the Queen Elizabeth hospital, Birmingham.		07966 580600
MACMILLAN (CAB)		Birmingham CAB: Macmillan@bcabs.org.uk advice@dudleycabx.org	The service is available to patients (including carers and affected family members) at four key pathway points: Diagnosis, Staging, Treatment, Palliative Care and end of Life.	10am-1pm	Helpline 0121 683 5601 pm general B'ham 0121 683 6900 Sandwell, Dudley and Walsall Patients

MACMILLAN (RELATE)	RELATE, Oldbury Partnership between Macmillan and Relate (covers Sandwell and Birmingham and other areas) Family counselling and listening	info@relatebirmingham.co.uk	Counsellors are Relate qualified practitioners with additional specialist training. Relate adheres to BACP, AFT and COSRT ethical frameworks. There is a Macmillan Cancer Nurse on site at Oldbury specifically to support cancer patients (Eileen Clews Cancer Co-coordinator) *While there is usually a cost to clients where funding is not available, Relate always seek to provide access to all clients regardless of their ability to pay.	Mon-Thurs 9.15am-9.00pm Fri: 9.15am-4.15 pm Sat: 9.15am-1.15pm	Fully Accessible (see note *). Contact: 0121 643 1638 for
MURRAY HALL COMMUNITY TRUST	Bridge support Service The Bridge, St. Marks Rd., Tipton., DY4 0SL	bridge.support@nhs.net http://www.murrayhall.co.uk	Promoting Living and dying Well - provide advice and guidance, outreach, family support, befriending, counselling, listening, loss and breakdown. Supporting people living with cancer and palliative care needs, regarding their transport needs	See Website for opening hours	0121 612 2939
OESOPHAGEAL PATIENTS ASSOCIATION	The Old Joint Stock Pub 4 Temple Row, Birmingham	enquiries@opa.org.uk	An independent charity providing booklets and factsheets, the members are all patients and carers who have experience of oesophageal or gastric difficulties so they are able to discuss issues at first hand. Informal meetings for patients and carers (family or friends) are regularly held at regional centres around the UK. Problems are aired and suggestions for overcoming them are exchanged. The essential aim is to enable new patients who have recovered to lead relatively normal lives.		24 hour helpline 0121 704 9860
PENNY BROHN UK LIVING WELL WITH CANCER	Cancer Support Centre, Linridge Rd., Sutton Coldfield, B75 6JB.	www.pennybrohn.org.uk/national-living-well-services bookings@pennybrohn.org.uk	Learning to live well; the Living Well Programme is available for anyone living with or beyond cancer and their close supporter. The programme shows people how they can take simple steps to live well. Deliver a range of Living Well Services in Birmingham, Sandwell, Solihull and Staffordshire.		0303 300 118
POHWER Advocacy	Room 59 Pure Offices Broadwell Road Oldbury	www.pohwer.net pohwer@pohwer.net	Advocay Services to involve people as much as possible when their care and support is being assessed or reviewed.		0300 456 2370

	B69 4BY Oldbury				
SANDWELL CANCER, OLDER PEOPLE AND ADVOCAY PROJECT	Sandwell Advocacy 28 Wood Street, Tipton, DY4 9BQ	sandwelladvocacy@btconnect.co m http://www.sandwelladvocay.org	Providing one to one support, help and advocacy for anyone over 50 who is affected by cancer. Supporting older people affected by cancer to make sure that healthcare professionals, social services, benefits and other agencies understand and respect their wishes. We aim to support older people affected by cancer to make informed choices and decisions about treatment and care. Recruiting and training a team of volunteer Peer Advocates who are also over 50 and have personal experience of cancer to support others through their cancer journey. Still offer a reduced service, despite funding ceasing in April 2017.	Mon-Fri 9am-5pm	Service only available for residents of Sandwell. 0121 520 8070
SCVO	1st Floor, Lanchard House, Victoria Street, West Bromwich, West Midlands B70 8ER	http://www.scvo.info	SCVO serves the voluntary, community and social enterprise sector in the Metropolitan Borough of Sandwell. A membership organisation which leads engagement with local partners and stakeholders. They champion the important role their diverse Sector plays in responding effectively to local needs to develop a more sustainable Sector that helps Sandwell become a better place for all. Also see Route2WellbeingPortal and VCS Database for further information.		0121 525 1127
SWBHT COURTYARD CENTRE (In partnership with Macmillan)	The Courtyard Centre, Sandwell Hospital, Lyndon, West Bromwich, B71 4HJ.		The Trust, in partnership with Macmillan Cancer Support runs The Courtyard Centre which is located at Sandwell Hospital. At the centre, they offer free information and access to support services for anyone affected by, or concerned about cancer. The service is open Mondays to Fridays from 10am to 4pm. Outside of these hours, messages can be left on our confidential answer phone by calling 0121 507 3792. We aim to respond to messages the following working day. More information available	Mon-Fri 10am-4pm	Outside opening hours messages can be left on confidential answer phone 0121 507 3792 - they aim to respond to

					messages the following working day.
SWBHT (Macmillan)	CNS Colorectal Cancer (Bowel)		Macmillan Nurse Specialists provide holistic support and information for patients.	Mon-Fri 8am-4pm	24hr: 0121 507 3376 24
	Lung Cancer CNS	Sandwell: 0121 507 5121	Macmillan Nurse Specialists provide holistic support and information for patients.	Mon-Fri 8am-4pm	24hr: City: 0121 507 3964.
	CNS Ear Nose and Throat		Macmillan Nurse Specialists provide holistic support and information for patients.	Mon-Fri 8am-4pm	24hr: 0121 507 5490
	Gynaecology CNS		Macmillan Nurse Specialists provide holistic support and information for patients.	Mon-Fri 8am-4pm	24hr: 0121 507 551
	Skin CNS		Macmillan Nurse Specialists provide holistic support and information for patients.	Mon-Fri 8am-4pm	24hr: City: 07528 969880
	Haematology CNS		Macmillan Nurse Specialists provide holistic support and information for patients.	Mon-Fri 8am-4pm	24hr: 0121 507 3683
	Urology CNS	Sandwell: 0121 507 5969	Macmillan Nurse Specialists provide holistic support and information for patients.	Mon-Fri 8am-4pm	24hr: City: 0121 507 3381.
	Upper Gastrointestinal CNS		Macmillan Nurse Specialists provide holistic support and information for patients.	Mon-Fri 8am-4pm	24hr: 0121 507 2512
SWBHT Making Every Contact Count (MECC)			Encourages conversations based on behaviour change methodologies (ranging from brief advice, to more advanced behaviour change techniques), empowering healthier lifestyle choices and exploring the wider social determinants that influence a person's health.		0800 011 4656 SWBH Intranet
SWBHT Connected Palliative Care	Palliative Care Suite, Connected Palliative Care Hub, Sandwell and West Birmingham NHS Trust, Sandwell General Hospital, Lyndon, West Bromwich, West Midlands, B71 4HJ	https://swbh.nhs.uk/services/connected-palliative-care/	Connected Palliative Care is a service for patients and their relatives and carers in Sandwell and West Birmingham who are in the last 12 months of life. They work in partnership with other health professionals such as the GP and community nurses to support and coordinate care, including district and community matrons, urgent response nursing	7 days per week. 24hr	0121 507 3611 (8am-8pm) 0333-999-7083 (8pm-8am)

			team, GPs, Community specialist palliative care services, day hospice		
SANDWELL FINANCIAL SERVICES HUB		Ifcsandwell@nchg.co.uk	Sandwell Financial Services Hub is a free, independent service whose aim is to develop the financial capability of Sandwell tenants living in social housing. The service includes practical help and support; including people of all specific circumstances, who have disabilities (unspecified), are housebound, have physical disabilities, terminal illnesses, specific medical conditions/diseases, socially excluded/isolated/lonely, who are bereaved, People who are carers		
SANDWELL MBC Healthy Sandwell	Text: GETHEALTHY to 64546	ls@nhs.net www.sandwell.gov.uk/healthsandwell	List of services that provide free support services that are available to make life healthier and happier.	Register via website	0800 011 4656
SANDWELL MBC Wellbeing Hub	Sandwell Wellbeing Hub c/o Spires Health Centre Victoria St Wednesbury WS10 7EH	wellbeinghub@nhs.net http://www.sandwellbeing.co.uk	A range of groups and individual talking therapies to help improve emotional health and wellbeing covering the Borough of Sandwell. Offer a range of self help material, group work and individual talking and listening services which will improve confidence, wellbeing and emotional health.	Calendar of dates available on website	Call or email Tel: 03030 339 903
SANDWELL YOUNG CARERS	The Old Vicarage, 44 Bratt St., West Bromwich B70 8SB	contact@sandwellyc.co.org.uk www.sandwellyc.org.uk	Sandwell Young Carers is a registered charity in West Bromwich to identify and support children and young people (aged 5-18 years) whose health, education and social lives are affected as a result of caring for a dependent family member. A team of staff, volunteers and board members do this by providing the following services; Short Breaks, Promoting and Supporting Work with Young Carers and Support Work.	Flexible	Fully accessible 0121 525 7667
SAFS	Windmill Community Centre, Messenger Rd., Smethwick, B66 3DX.	info@safscare.org	SAFS, mission is to enhance the quality of life of and create opportunities for South Asian children, young people and adults, who have a disability, life limiting or life threatening	Tues 10am-1pm	0121 5582198

			condition. They offer a range of quality care and support services. The parents and carers support group helps to improve their physical emotional and mental health and well being through social, physical and educational activities as well as reducing isolation by providing opportunities for friendship and mutual/peer support. Regular sessions are held in cook well, walk well, confidence and wellbeing, stress management and yoga. The parents and carers group also participate in carers' forum, meetings, events, consultations and seminars and receive advice and support workshops from professionals as part of information sharing and education.	Thursday 10am-1pm	
SOMETHING TO LOOK FORWARD TO		lookforwardto.org.uk Fiona@somethingtolookforwardto.org.uk	Gifts donated by individuals and companies are passed on to people affected by cancer. Through the website you can access a variety of gifts, from breaks in holiday cottages or meals in restaurants to beauty treatments and theatre tickets.		Access via website Fiona 07956900945
TEENAGE CANCER TRUST (in collaboration with the QE)	Mendelsohn Way, Edgbaston, Birmingham B15 2WB	www.teenagecancertrust.org/get-help	A nursing and support service working in collaboration with teams of Teenage Cancer Trust Specialists working in partnership with existing NHS teams. The staff establish patient pathways for young people, reducing variations in patient experience and ensuring nursing support is provided for every young person from the point of diagnosis; before, during and after treatment.		0121 371 2000
	YOUNG PERSONS UNIT Queen Elizabeth Hospital	www.uhb.nhs.uk	The Teenager Cancer Trust Young Persons Unit at the Queen Elizabeth Hospital is for 16-24 year olds and has 11 inpatient beds and a day care facility. The treat a wide range of cancers from very common to very rare. Patients are mainly admitted for chemotherapy treatment and symptom control.		0207 612 0370
	The Patrick Room Drop in Centre	www.uhb.nhs.uk	The Patrick Room is a drop in centre which provides a comprehensive library with leaflets and books as well as access to the Internet.	Mon-Fri 10am-4pm	0121 697 8417

UPPER GI BLUES	Support Group Sandwell and West Birmingham Hospitals	www.uppergiblues@blueyonder.co.uk	A patient/carer support group for patients diagnosed with Upper GI cancers, including oesophagus, stomach, pancreas, liver, gallbladder and bile ducts.		01922 864404 07906358320
WHITEHOUSE CANCER SUPPORT	The White House, 10 Ednam Rd., Dudley DY1 1JX	infor@support4cancer.org.uk	A registered cancer support charity that provides practical help, emotional support and information to people with cancer, their families, friends and carers in the borough of Dudley and surrounding areas.		01384 231232
YEMINI COMMUNITY ASSOCIATION	Greets Green Access Centre, Tildasley St., West Bromwich B70 9SJ	info@yca-sandwell.org.uk	The dedicated AIG service aims to enable clients to gain information and access to various services as well as being supported to make informed choices which will enable them to address problems they face allowing them to take control of their life.	9am-5pm Drop in service or where necessary	0121 525 3909