

## 6. Frequently asked questions and answers

### Frequently asked questions - pages 31-32

#### a. Advice about my condition

Answers Page 33

- How can I learn to manage my condition myself?
- Who should I contact if I need support or advice?
- Where can I get information about my condition?
- Admission to hospital – what shall I bring?
- What tests may I expect?
- Sometimes I am confused about what all the terms mean?
- When should I contact the neurology service? I have concerns about changes in my physical ability – who can I ask?
- I am having difficulty coming to terms with the changes in my life due to my neurological condition. Who should I speak to?
- I seem to be waiting a long time for an appointment. Is there any way I can speed it up?
- It is difficult for me to get to hospital appointments, and the public transport is inaccessible or unavailable in my area. Am I eligible for transport to appointments? If so, how do I arrange it?
- Can someone assess my needs and provide help?
- I find coping with daily activities difficult
- I need equipment or adaptations for my home
- I have difficulty hearing and/or seeing

#### b. Carers Support

Answers Page 36

- Is there any way my spouse/family/carer can get training in moving/handling & first aid?
- How can my partner/parent/sibling get a break from caring for me?

#### c. Continuing Health Care and Personal Health Budgets

Answers Page 37

- How do I apply for Continuing Healthcare Funding?
- What do I do if I am turned down, and wish to appeal?
- Am I eligible for free prescriptions?
- What benefits may I be entitled to?

#### d. Home Adaptations and Equipment

Answers Page 39

- I am becoming increasingly disabled, and find it difficult to do simple things like answering the door, switching on the television and lights. Environmental Controls may help. How do I arrange for these to be fitted?
- What call systems are available for people in their own homes?
- What equipment should be provided through health and social services?
- Is there anywhere I can go to try out equipment (e.g. bath lifts, clos-o-mat) before I buy it?
- How do I apply for a Disabled Facilities Grant?
- Where can I get a stair lift, through floor lifts and automatic door openers?
- How do I get help with housework, gardening, simple DIY like putting up shelves, changing light bulbs, as well as larger home adaptations?

#### e. Planning Ahead and Advance Decisions

Answers Page 42

- How do I make a living will or record an Advance Decision to Refuse Treatment (ADRT)?
- Where would I go to make a Will? How much will it cost?
- How do I establish a Lasting Power of Attorney? How much will it cost?

#### f. Residential Care

Answers Page 43

- Where can I find information about local care and nursing homes?
- How do I apply for funding for Residential Care?
- Is there any other financial help available?

**g. Social Care - services and funding e.g. Direct Payments, Support Plans** Answers Page 44

- Is there anyone who can co-ordinate my care?
- I have heard people talk about Direct Payments. How do I find out more?
- Do I have any choice in home carers who come to the home?
- What elements of the care I need will be means-tested? Who do I contact to be means-tested, and how long will it take?
- What parts of my care will be free?
- What information, help, advice and advocacy is available if I pay for my own services?
- I have heard people talk about Direct Payments, Person Centre Planning, Personal Budgets, Personal Health Budgets and Support Planning. How do I find out more?

**h. Travel, Transport and Driving** Answers Page 47

- Information and advice about driving (e.g. can I continue to drive)?
- What happens when I contact the DVLA – will my licence be taken away?
- Am I eligible for the Motability Scheme?
- Where is the nearest Regional Driving Assessment Centre? (RDAC)
- How do I buy an adapted vehicle?
- Is there any financial help towards buying an adapted vehicle?
- How do I apply for a Blue Badge?
- Am I eligible for a Disabled Rail Card? How do I get one?
- Am I eligible for free or subsidised bus travel?
- Do local buses take wheelchairs and/or mobility scooters?
- Which taxi firms provide a service for wheelchair-dependent passengers?
- Are there any other transport schemes which may be able to help me?

**i. Wheelchairs, Powered Wheelchairs and Mobility Scooters** Answers Page 51

- How do I get a wheelchair? Will I have to pay for it?
- How can I choose the best type of mobility scooter?
- How do I get a powered wheelchair?
- Where can I get a hoist to put my wheelchair in the boot of the car?

**j. Work, education, vocational, social schemes and support** Answers Page 53

- Do I get any concessions for leisure activities, such as swimming, or evening classes?
- Are there any pools particularly suitable for people with disabilities?
- What facilities are in place to allow disabled people to pursue higher education opportunities?
- I am finding it difficult to use my computer and it is my lifeline. Is there any practical or financial support available to help me?
- Who can advise me about being able to continue working?
- Is there any financial support with adaptations, travel and support costs at work?
- Where do I go if I think I am being discriminated against in the workplace because of my disability?
- I am not able to continue to work in the same role – to whom can I speak about my options?
- I am now off sick from work due to my disability and cannot afford my rent. What can I do?
- Is there any financial help available for me to get to work?
- I want to go on holiday, but I need carers to help me with my personal care whilst I am away. Where can I find out about places which would be suitable?

## Frequently asked questions with answers - pages 33-56

### a. Advice about my condition

#### How can I learn to manage my condition myself?

Self-management is a way for people to take positive action in partnership with health and social care professionals caring for them, to reduce pain, improve the use of medication and enhance their overall quality of life.

To learn how to take an active role in the management of your condition discuss this with your GP, specialist nurse, or health or social care professional.

Do always **contact the relevant charity, self-help organisation** for your particular neurological condition as many run helpful sessions, regular group meetings, supply information leaflets and have a myriad of useful links and contacts.

For further information about organisations see section at back of this booklet.

#### Who should I contact if I need support or advice?

If you are under the care of a consultant, healthcare professional or specialist nurse then contact them in the first instance. If you do not have anyone assigned to you then speak to your GP.

Hampshire Neurological Alliance, HNA, offer advice and support as do each of the specialist organisations and charities listed at the end of the directory and Hampshire Carers Together. Many of these organisations run support groups, telephone contact, conferences and meetings, so you will find something that suits you.

#### Where can I get information about my condition?

For information about your condition your consultant, healthcare professional or specialist nurse should be contacted. If you are not under the care of any of the above then your GP would be able to give you advice about how to access information about your condition.

There may be a national charity which supports people living with the same condition that you have, and often they will be able to provide easy to understand information about the condition.

***We would emphasise how useful it can be to have links with other people in similar situations to you.*** See page 57 for a list of national charities.

#### Admission to hospital – what shall I bring?

Consider preparing information, for the eventuality of a routine or emergency admission. Neurological conditions can be complex and relatively rare. Your condition may vary over the course of the illness and symptoms may mimic other conditions. This can be difficult for medical and nursing staff, who don't know you, or have limited experience of your condition.

The following information or documents may be helpful, especially if you find speech difficult or slow, or rely on others to help you:

1. Summary of your most important medical history, including approximate dates e.g. year of diagnosis
2. List of current medication, including doses and allergies - especially important for people with Parkinson's Disease and Myasthenia Gravis (support organisations will provide help on this)
3. Personal profile/contact details of next of kin or person with Lasting Powers of Attorney
4. Consider using "Say it Once" [www.sayitonce.info/](http://www.sayitonce.info/) Tel: 01794 519495  
Email: [contact@sayitonce.info](mailto:contact@sayitonce.info) or Hampshire Health Record <http://hantshealthrecord.nhs.uk> This is now called Care and Health Information Exchange CHIE.
5. Record of any Do Not Attempt Cardio Pulmonary Resuscitation (DNA CPR) document or Advance Decisions to Refuse Treatment (ADRT) or similar.

#### What tests may I expect?

As well as CT scans and MRI scans which may be done at your local hospital, there are other types of scans, tests of nerve conductivity and activity which may be carried out at the Wessex Neurological Centre in Southampton. Do ask if you don't understand what is involved. These specialist tests are performed by radiographers, who also carry out X-rays. Doctors called Radiologists interpret the results. A neuroradiology department also carries out PET scans and angiograms. The results may be complex to interpret; hence you may need a face-to-face discussion

with a neurologist to fully understand results. Sometimes a GP may be able to give you a result. Some tests may need a brief admission to hospital.

### **Sometimes I am confused about what all the terms mean?**

Ask if you do not understand. Neurology is complex for everyone.

The following link is information from the Brain and Spine Foundation about various tests and conditions [www.brainandspine.org.uk/neurological-topics-index](http://www.brainandspine.org.uk/neurological-topics-index)

### **When should I contact the neurology service? I have concerns about changes in my physical ability – who can I ask?**

If you have been referred by your GP to the neurology service and are awaiting your first appointment they will contact you with a clinic appointment. If there is a delay you should contact the secretary for general enquiries to find out when you will be seen. Also if you are awaiting a follow-up clinic appointment you may wish to find out when this is by contacting the secretary.

If you are under the care of a named consultant neurologist and you have a clinical or medical question for them you can call their secretary (referred to in the previous section). If you are under the care of a specialist nurse or professional allied to medicine, please inform them **immediately** of your change in health as this may result in a change of treatment.

If you have a **sudden** change in your condition such as paralysis it is important to contact your GP or emergency service on **999**.

### **I am having difficulty coming to terms with the changes in my life due to my neurological condition. Who should I speak to?**

You may find it helpful to speak with your doctor or a health professional or perhaps get involved in a support group.

There's no definite time limit on the coping process. Everyone has a different process of coming to terms with and accepting a neurological condition. In fact, most people will find that emotions surface at all stages in the process. Even if treatments go well, it is natural to feel sad or worried from time to time; recognising and being aware of these emotions as they surface is all part of the coping process.

This is why HNA would encourage you, your family and carers, to make contact with your local / regional charity as there is much support to be gained from those who have also had some of these direct experiences. And do not forget, develop your own support network, trusted supportive professionals or friends who can be your advocate and support you through crises which will occur.

### **I seem to be waiting a long time for an appointment. Is there any way I can speed it up?**

If you are waiting for an outpatient appointment with a hospital consultant, and it is your first appointment, you should speak to your GP in the first instance. With the help of your GP you may be able to choose an alternative hospital with a shorter waiting time.

If you have already been seen as an outpatient and are waiting for a follow-up appointment you may contact the secretary of the relevant consultant in the first instance if you think it is taking too long,.

If you have been waiting a long time for a Social Care Assessment contact them directly and explain the urgency of your situation.

**Hampshire** The contact is <http://www3.hants.gov.uk/contactus/as-contacts.htm>

Tel: 0300 555 1386 between 8.30am to 5pm Mon - Thurs and 8.30am to 4.30pm on Friday

Tel: 0300 555 1373 after 5pm until 8.30am Mon - Thurs, after 4.30pm Fri to 08.30am Mon and all day on Bank Holidays

**Isle of Wight** If you are new to the service and feel you may need an assessment or support please contact the First Response Team on 01983 814980.

<https://www.iwight.com/Council/OtherServices/Adults-First-Response-Team/Contact>

<https://www.iwight.com/Residents/Care-and-Support/Adults-Services/Adult-Social-Care-Services/Assessment>

If you already receive a service, please call 01983 823340. [www.iwight.com/Residents/Care-and-Support/Adults-Services/](http://www.iwight.com/Residents/Care-and-Support/Adults-Services/)

**Portsmouth** Contact the adult social care helpdesk in the first instance. Tel: 023 9268 0810  
However, if you already have a link or keyworker in Portsmouth adult social care services, contact them first. [www.portsmouth.gov.uk/ext/health-and-care/health-and-care.aspx](http://www.portsmouth.gov.uk/ext/health-and-care/health-and-care.aspx)

**Southampton** <https://www.southampton.gov.uk/health-social-care/adults/help-at-home/default.aspx>  
Contact: [adult.contact.team@southampton.gov.uk](mailto:adult.contact.team@southampton.gov.uk) Tel: 023 8083 3003  
Southampton City Council Civic Centre, Southampton, SO14 7LY

### **It is difficult for me to get to hospital appointments, and the public transport is inaccessible or unavailable in my area. Am I eligible for transport to appointments? If so, how do I arrange it?**

Please see the section on Transport for community transport options. Patient Transport is a service provided for patients who require skilled staff to support them to and from treatment due to their medical or mobility condition.

### **Transport to Hospital**

Several organisations in your area can provide transport to hospital appointments or visiting or both. These services are much in demand and it is important to use them correctly.

Patient Transport services <http://www.portsmouthccg.nhs.uk/patient-transport-service.htm>

If you cannot use public transport then try contacting one of the voluntary organisations or car schemes which can be found in Hampshire County Council's

<http://www3.hants.gov.uk/adultsocialcare/hospitalstays.htm>

or NHS Choices transport <http://www.nhs.uk/chq/Pages/1079.aspx?CategoryID=68>

**Isle of Wight** Voluntary Car Service OPTIO Tel: 01983 522226 N.B. This service is unable to take wheelchairs. [www.communityactionisleofwight.org.uk/what-we-do/services/voluntary-car-service](http://www.communityactionisleofwight.org.uk/what-we-do/services/voluntary-car-service)

### **Can someone assess my needs and provide help?**

Everyone is entitled to an assessment of their needs to see if the County Council can help. Our main emphasis is on providing help that will keep people living independently for as long as possible.

Whether you have a long-term impairment, have just come out of hospital or are struggling as a result of age or illness adult services may be able to help.

There are several options available, see details in section 'g' below entitled Social Care Services.

### **I find coping with daily activities difficult**

If you, or the person you are caring for, are not coping with daily activities such as personal care or find meal preparation difficult, please contact your local Adult Services Department. Trained advisors will discuss your situation. If it is identified that you require further support, you will be referred onto the appropriate care management team.

### **I need equipment or adaptations for my home**

If you are finding difficulty managing in your current housing and feel that some equipment or adaptations will assist you, you may want to speak to an Occupational Therapist at Adult Services. (See also later section on Home Adaptations and Equipment)

### **I have difficulty hearing and/or seeing**

If you have a hearing loss or sight loss The Sensory Loss teams can carry out an assessment to identify the help you may need. Sensory staff can also provide training to help you find solutions to the everyday problems that arise and give information about the equipment available. For more information please contact:

**Hampshire** Sensory Professional Advisors Team via Adult Services Tel: 0300 555 1386

Email: [Sensory.PAT@hants.gov.uk](mailto:Sensory.PAT@hants.gov.uk) Text phone: 0300 555 1390

<http://www3.hants.gov.uk/adultsocialcare/adultservices/adultserviceteams/sensorylossteam.htm>

**Isle of Wight** Tel: 01983 821000 Ext 8442 Thompson House Sandy Lane Newport IoW PO30 3NA

<https://www.iwight.com/Council/OtherServices/Sensory-Support-Team/Contact>

**Portsmouth** Tel: 023 9268 0810 or Text 079 5653 5228

<https://www.portsmouth.gov.uk/ext/health-and-care/socialcare/adult-social-care---help-with-specific-conditions.aspx> Email: [sensoryteam@portsmouthcc.gov.uk](mailto:sensoryteam@portsmouthcc.gov.uk)

**Southampton** Contact: [adult.contact.team@southampton.gov.uk](mailto:adult.contact.team@southampton.gov.uk) Tel: 023 8083 3003

Southampton City Council, Civic Centre, Southampton SO14 7LY

<http://sid.southampton.gov.uk/kb5/southampton/directory/service.page?id=WLOWfR2DQf4>

## b. Carers Support

There are many sources of support for carers and some of them are listed here. Please remember - you do not need to live with a person to be their carer.

### **Carers Together - Hampshire, Portsmouth and Southampton**

9 Love Lane, Romsey SO51 8DE Tel: 01794 519495 [www.carerstogether.org.uk/](http://www.carerstogether.org.uk/)

**Hampshire** <http://www3.hants.gov.uk/adultsocialcare/carers/supportforcarers.htm>

**Isle of Wight** - Carers Support IoW Tel: 01983 533173 [www.carersiw.org.uk](http://www.carersiw.org.uk).

<https://www.iwight.com/Residents/Care-Support-and-Housing/Adults-Services/Carers-Adult/Who-is-a-Carer>

Isle Help, 7 High Street, Newport, Isle of Wight PO30 1UD.Tel: 03444 111 444 <https://islehelp.me/>.

**Portsmouth Carers Centre** 117 Orchard Rd, Southsea PO4 0AD Tel: 023 9275 6780

<http://portsmouthcarers.org/>

<https://www.portsmouth.gov.uk/ext/health-and-care/carers/portsmouth-carers-centre.aspx>

### **Carers Assessment**

Contact your local Adult Services department to ask for a Carers Assessment – your partner or family carer is entitled to one by law. An assessment is the gateway to a range of support services.

**Hampshire** [www3.hants.gov.uk/adult-services/care-services/carers.htm](http://www3.hants.gov.uk/adult-services/care-services/carers.htm)

<http://www3.hants.gov.uk/adultsocialcare/carers/carersassessment.htm>

<https://www.connecttosupporthampshire.org.uk/home>

### **Isle of Wight**

[www.iwight.com/Residents/Care-and-Support/Adults-Services/Carers-Adult/Who-is-a-Carer](http://www.iwight.com/Residents/Care-and-Support/Adults-Services/Carers-Adult/Who-is-a-Carer)

[www.iwight.com/Residents/Care-and-Support/Adults-Services/Carers-Adult/Carers-Assessment](http://www.iwight.com/Residents/Care-and-Support/Adults-Services/Carers-Adult/Carers-Assessment)

**Portsmouth** <https://www.portsmouth.gov.uk/ext/health-and-care/carers/carers.aspx>

**Southampton** [www.southampton.gov.uk/health-social-care/carers/carers-assess.aspx](http://www.southampton.gov.uk/health-social-care/carers/carers-assess.aspx)

[www.southampton.gov.uk/health-social-care/carers/](http://www.southampton.gov.uk/health-social-care/carers/)

### **General**

[www.nhs.uk/CarersDirect/yourself/help-for-you/Pages/helpandsupport.aspx](http://www.nhs.uk/CarersDirect/yourself/help-for-you/Pages/helpandsupport.aspx)

### **Is there any way my spouse/family carer can get training in moving & handling and first aid?**

In short the answer is yes; contact any of the above plus here are some more specific links. Don't forget that moving and handling is easier for everyone with the correct equipment and adaptations around the house. Also see section 'd' on Home Adaptions and Equipment.

**Hampshire** Tel: 0300 555 1386

[www3.hants.gov.uk/community-independence](http://www3.hants.gov.uk/community-independence)

### **Southampton**

[www.redcrossfirstaidtraining.co.uk/Where-we-train/South-east/Southampton.aspx](http://www.redcrossfirstaidtraining.co.uk/Where-we-train/South-east/Southampton.aspx)

[www.southampton.gov.uk/health-social-care/adults/help-at-home/Equipment-help-at-home.aspx](http://www.southampton.gov.uk/health-social-care/adults/help-at-home/Equipment-help-at-home.aspx)

### **General**

<http://www.nhs.uk/Conditions/social-care-and-support-guide/Pages/mobility-problems-carers.aspx>

<http://www.sja.org.uk/sja/training-courses/health-and-safety-courses/moving-and-handling/people.aspx>

<http://www.nhs.uk/CarersDirect/yourself/Pages/Yourownwellbeinghome.aspx>

<http://www.nhs.uk/CarersDirect/yourself/help-for-you/Pages/helpandsupport.aspx>

<http://www.redcrossfirstaidtraining.co.uk/Courses/First-aid-public-courses/First-aid-for-adult.aspx>

### **How can my partner/parent/sibling get a break from caring for me?**

If your partner or family would like a break, respite care may be appropriate. It may be possible for you to stay in a residential or nursing home for a short period of time, giving them time at home or enabling them to take a holiday away. Some holiday options are also available around the country and abroad, dependant on your needs - for a holiday for you or a break away together, or as a family. They may also like regular short breaks for a few hours to pursue a hobby, take time off or perhaps they would just like a good night's sleep. There is a range of services that can provide trained people to look after you for just such purposes, during the day or night. Some are shown below:

**Hampshire, Portsmouth and Southampton** - Tel: 0300 555 1386

<http://www3.hants.gov.uk/respite> <http://www3.hants.gov.uk/adultsocialcare/carers.htm>

[http://documents.hants.gov.uk/adultservices/publications/ASpublicationsCarersTakeaBreakFeb2015.p](http://documents.hants.gov.uk/adultservices/publications/ASpublicationsCarersTakeaBreakFeb2015.pdf)

[df](http://documents.hants.gov.uk/adultservices/publications/SharedLivesRespiteFeb2015.pdf) <http://documents.hants.gov.uk/adultservices/publications/SharedLivesRespiteFeb2015.pdf>

### **Guide to Better Care and Support**

Practical information on all aspects of independent living and support, with Part 2 of this booklet providing detailed listings of organisations providing home care services. On line this booklet comes in two parts - links to Part 1 and Part 2 are listed below:

<http://documents.hants.gov.uk/adultservices/publications/GuidetoBetterCareandSupport2016to2017PartOne.pdf>

<http://documents.hants.gov.uk/adultservices/publications/GuidetoBetterCareandSupport2016to2017PartTwo.pdf>

### **Guide to Residential Care**

List of residential/nursing care homes; information/advice about choosing a care home. This booklet is listed on-line in four parts which can be found at this publications link below:

<http://www3.hants.gov.uk/adultsocialcare/adultservices/adults-publications.htm>

<http://www3.hants.gov.uk/adultsocialcare/housingoptions.htm>

**Isle of Wight** [www.iwight.com/Residents/Care-and-Support/Adults-Services/](http://www.iwight.com/Residents/Care-and-Support/Adults-Services/)

**Good Neighbours Support Service** [www.goodneighbours.org.uk/](http://www.goodneighbours.org.uk/)

**Carers Together - Hampshire and Southampton** <http://782186386632763965.weebly.com/>  
[www.carerstogether.org.uk/](http://www.carerstogether.org.uk/)

**Vitalise** [www.vitalise.org.uk/centre-breaks/our-centres/netley-waterside-house-southampton/](http://www.vitalise.org.uk/centre-breaks/our-centres/netley-waterside-house-southampton/)

**The Rough Guide to Accessible Britain** [www.accessibleguide.co.uk/the-guide.html](http://www.accessibleguide.co.uk/the-guide.html)

## **c. Continuing Health Care and Personal Health Budgets**

### **NHS Continuing Health Care and funded Nursing Care**

NHS continuing healthcare is free care outside of hospital that is arranged and funded by the NHS. It is only available for people who need ongoing healthcare and meet the eligibility criteria described below. NHS continuing healthcare is sometimes called fully funded NHS care.

#### **Where is care provided?**

NHS continuing healthcare can be provided in any setting, including a care home, hospice or the home of the person you look after. If someone in a care home gets NHS continuing healthcare, it will cover care home fees, including the cost of accommodation, personal care and healthcare costs.

If NHS continuing healthcare is provided in the home of the person you look after, it will cover personal care and healthcare costs. It may also include support for carers – see [NHS Continuing healthcare FAQs](#) for more details.

[www.nhs.uk/CarersDirect/guide/practicalsupport/Pages/NHSContinuingCare.aspx](http://www.nhs.uk/CarersDirect/guide/practicalsupport/Pages/NHSContinuingCare.aspx)

### **NHS Continuing Health Care for Children**

<http://www.nhs.uk/Conditions/social-care-and-support-guide/Pages/nhs-continuing-care.aspx>

### **Personal Health Budgets**

A personal health budget is an amount of money to support a person's identified health and wellbeing needs, planned and agreed between the person (or their representative), their local NHS team and the local clinical commissioning group (CCG).

Personal health budgets enable people with long-term conditions and disabilities to have greater choice, flexibility and control over the health care and support they receive. They are initially available for people who are eligible for NHS Continuing Healthcare, who have had a 'right to have' a budget from October 2014. Clinical commissioning groups (CCGs) can also offer personal health budgets to others they feel may benefit from the additional flexibility and control. The NHS Mandate commits to a further roll out of personal health budgets to people who could benefit from April 2015.

At the centre of a personal health budget is the care and support plan. This plan helps people to identify their health and wellbeing goals, together with their local NHS team, and set out how the budget will be spent to enable them to reach their goals and keep healthy and safe. For more information about Personal Health Budgets: [www.nhs.uk/personalhealthbudgets](http://www.nhs.uk/personalhealthbudgets)

[www.personalhealthbudgets.england.nhs.uk/](http://www.personalhealthbudgets.england.nhs.uk/)

## How do I apply for Continuing Healthcare Funding?

To apply for Continuing Healthcare funding locally you will require an assessment. The assessment of an individual's health needs is central to providing appropriate NHS health care including Continuing Healthcare services.

In many cases people with continuing healthcare needs will require additional specialist assessment. Specialist assessment is undertaken by appropriately qualified or experienced clinical staff and ensures that the individual receives the most appropriate health care. The decision as to whether an individual meets the eligibility criteria will be reached through the process of clinical assessment.

An assessment comprises many elements including:

- Assessing the individual patient's condition and health needs
- Establishing the health objectives for the patient
- Assessing the requirements for health services
- Identifying different health care treatment options
- Discussing health care treatment options with the patient and, if appropriate, with their carer
- Deciding the appropriate mode of delivery of services
- Agreeing the outline treatment plans including when it will be reviewed
- Agreeing a detailed treatment plan up to the first assessment
- Identifying the health professional's responsibility for reassessment

Specialist assessments are undertaken by clinicians who have additional recognised specific training and/or qualification, or expertise equivalent to a qualification, to that area of medical or nursing treatment. In the first instance you will normally be medically assessed by your GP or your consultant who may then refer you to the specialist service, usually for a multi-disciplinary assessment to determine what further help or treatment may be appropriate for you. For further information, please contact the local Continuing Healthcare team for your area:

[www.nhs.uk/carersdirect/guide/practicalsupport/pages/nhscontinuingcare.aspx](http://www.nhs.uk/carersdirect/guide/practicalsupport/pages/nhscontinuingcare.aspx)  
[www.nhs.uk/chq/Pages/eligibility-assessment-for-nhs-continuing-healthcare.aspx](http://www.nhs.uk/chq/Pages/eligibility-assessment-for-nhs-continuing-healthcare.aspx)

## What do I do if I am turned down, and wish to appeal?

Contact PALs - to find your nearest PALS office, look on the NHS Choices website:

<http://www.nhs.uk/chq/pages/1082.aspx?CategoryID=68>

You can also ask your GP surgery, hospital or phone [NHS 111](#) for details of your nearest PALS or contact your local Healthwatch. (See Appendix 1, Page 71)

If you are unhappy with the response to your complaint or appeal, you should be told that you can request an independent review from the Healthcare Commission. If you remain dissatisfied following a review or if a review is refused you can then approach the Health Service Ombudsman. The Ombudsman will normally expect complainants to have tried to resolve their concerns through the NHS complaints procedure before he or she considers taking a case on.

## Am I eligible for free prescriptions?

A three monthly PPC (Prescription Prepayment Certificate) is available and saves you money if you need four or more items in three months. A 12 month discounted certificate is available and saves money if 15 or more items are needed within 12 months.

You can get free NHS prescriptions if, at the time the prescription is dispensed, you:

- are 60 or over
- are under 16
- are 16-18 and in full-time education
- are an NHS inpatient
- are pregnant or have had a baby in the previous 12 months and have a valid maternity exemption certificate (MatEx)
- hold a valid war pension exemption certificate and the prescription is for your accepted disability
- have myasthenia gravis
- have epilepsy requiring continuous anticonvulsive therapy
- have a specified medical condition and have a valid medical exemption certificate (MedEx)
- have a continuing physical disability that prevents you from going out without help from another person and have a valid (MedEx). The MedEx lasts for five years and then needs to be renewed. You may receive a reminder that your certificate needs to be renewed. If you don't receive a reminder, it is your responsibility to ensure that it is renewed.)



You are also entitled to free prescriptions if you or your partner (including civil partners) are named on, or are entitled to, an NHS tax credit exemption certificate or a valid HC2 certificate (full help with health costs), or you receive either:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance, or
- Pension Credit - Guarantee Credit or Savings Credit

Telephone 0300 330 1341 for queries about medical exemption certificates.

[www.nhs.uk/nhsengland/healthcosts/pages/prescriptioncosts.aspx](http://www.nhs.uk/nhsengland/healthcosts/pages/prescriptioncosts.aspx)

### **What benefits may I be entitled to?**

There is a whole array of benefits which you may be entitled to and this depends on individual circumstances. Those people with a disability will usually claim one or more of the following:

- Disability Living Allowance (replaced in April 2013 by Personal Independence Payments, known as PIPs. [www.gov.uk/pip](http://www.gov.uk/pip))
- Severe Disablement Allowance (ceased 2000) [www.gov.uk/severe-disablement-allowance](http://www.gov.uk/severe-disablement-allowance)
- Attendance Allowance [www.gov.uk/attendance-allowance](http://www.gov.uk/attendance-allowance)
- Carers Allowance [www.gov.uk/carers-allowance](http://www.gov.uk/carers-allowance)
- Employment and Support Allowance [www.gov.uk/employment-support-allowance](http://www.gov.uk/employment-support-allowance)
- Personal Independence Payments [www.gov.uk/pip/overview](http://www.gov.uk/pip/overview)

Rules are complex, some benefits are no longer available to new claimants and others are paid at different rates depending on the extent of your disability. Your entitlement to one benefit can also be affected by other benefits you may be claiming. It is always worth seeking independent advice and we would suggest you contact your local Citizens Advice Bureau in the first instance for comprehensive advice and assistance, or [www.direct.gov.uk](http://www.direct.gov.uk) and [www.gov.uk/browse/benefits](http://www.gov.uk/browse/benefits)

In addition to the above benefits there are a whole range of others designed to support people on low incomes including: Income Support, Employment Support Allowance, Income related benefits, Working Tax Credit, Job Seekers Allowance, Pension Credit, Housing Benefit, Child Tax Credit, Housing benefit, Disabled Persons Tax Credit Council Tax Benefit (reduction is based on mobility aids and needing more space to get around the house).

Again these are complex so seek advice. [www.gov.uk/browse/benefits/jobseekers-allowance](http://www.gov.uk/browse/benefits/jobseekers-allowance).

### **Disabled Facilities Grant**

(Known as a DFG) is a local council grant to help towards the cost of adapting your home to enable you to continue to live there. A grant is paid when the Council considers that changes are necessary to meet your needs, and that the work is reasonable and practical. Details of this are on page 40.

## **d. Home Adaptations and Equipment**

**I am becoming increasingly disabled, and find it difficult to do simple things like answering the door, switching on the television and lights. Environmental Controls may help. How do I arrange for these to be fitted?**

Equipment and gadgets to help make life at home easier for you come in many shapes and sizes, some you might not have realised even existed.

It is useful to talk to other people, both peer support and professionals, about what they recommend, what they have got and how it helps, and if possible to see it and try it out before you commit to buying it. There are always new things coming onto the market, but do ask around before you invest in something which turns out not really to be what you will use.

Telecare and Telehealth are the terms used to describe services which use technology to help you live more independently at home. They include personal alarms and health-monitoring devices. Telecare and Telehealth services are especially helpful for people with long-term conditions, as they can give you and your relatives' peace of mind that you're safe in your own home and that your health is stable, without you having to make regular visits to your doctor's surgery. They can also help you live independently in your own home for longer, so you can avoid a hospital stay or put off moving into a residential care home.

Here are some information links about what is available.

**General details** [www.nhs.uk/Planners/Yourhealth/Pages/Helpathome.aspx](http://www.nhs.uk/Planners/Yourhealth/Pages/Helpathome.aspx)  
[www.nhs.uk/planners/yourhealth/pages/telecare.aspx](http://www.nhs.uk/planners/yourhealth/pages/telecare.aspx)

#### **Hampshire**

<http://www3.hants.gov.uk/adultsocialcare/managingathome/equipmentandadaptations.htm>  
[www3.hants.gov.uk/adult-services/carechoice/careathome/equipment/telecare.htm](http://www3.hants.gov.uk/adult-services/carechoice/careathome/equipment/telecare.htm)

**Isle of Wight** [www.iwight.com/Council/OtherServices/Wightcare-Services/Telecare1](http://www.iwight.com/Council/OtherServices/Wightcare-Services/Telecare1)

**Portsmouth** <http://portsmouthlocal.blogspot.co.uk/2011/02/portsmouth-city-councils-telecare.html>

#### **Southampton**

[http://sid.southampton.gov.uk/kb5/southampton/directory/advice.page?id=KjAU6XA\\_yEI](http://sid.southampton.gov.uk/kb5/southampton/directory/advice.page?id=KjAU6XA_yEI)

### **What call systems are available for people in their own homes?**

The following call systems provide 24 hour peace of mind. They consist of a small personal radio transmitter (pendant) that can be worn around the neck, clipped to clothing, or worn on a wrist strap. The pendant will trigger a base unit that will sit alongside your telephone. They are easy to use and keep clean. Simply press the red button on the alarm unit or the pendant and you will be connected to a control centre through your telephone line. Upon receipt of the call, the control room staff will talk to you over a loud speaker and identify the problem. They will decide what course of action can be taken, either by contacting your family, friend, or emergency service. Systems available include:

**Hampshire** [www3.hants.gov.uk/adult-services/carechoice/careathome/equipment/telecare.htm](http://www3.hants.gov.uk/adult-services/carechoice/careathome/equipment/telecare.htm)

**Isle of Wight** [www.iwight.com/Council/OtherServices/Wightcare-Services/Telecare1](http://www.iwight.com/Council/OtherServices/Wightcare-Services/Telecare1)

**Portsmouth** [www.portsmouth.gov.uk/ext/health-and-care/health/telecare.aspx](http://www.portsmouth.gov.uk/ext/health-and-care/health/telecare.aspx)

**Southampton** [www.southampton.gov.uk/health-social-care/adults/careline-community-alarm.aspx](http://www.southampton.gov.uk/health-social-care/adults/careline-community-alarm.aspx)

#### **General information from Age UK**

[www.ageuk.org.uk/products/mobility-and-independence-at-home/personal-alarms/?ito=GAG12604257607&itc=GAC52601660287&itkw="+telecare&itawnw=search&qclid=COHDisv4570CFdShtAod72UA9g](http://www.ageuk.org.uk/products/mobility-and-independence-at-home/personal-alarms/?ito=GAG12604257607&itc=GAC52601660287&itkw=)

### **What equipment should be provided through health and social services?**

#### **Hampshire**

<http://www3.hants.gov.uk/adultsocialcare/managingathome/equipmentandadaptations.htm>

**General** <http://www.nhs.uk/conditions/social-care-and-support-guide/Pages/equipment-aids-adaptations.aspx>

<http://www.nhs.uk/Conditions/social-care-and-support-guide/Pages/what-is-social-care.aspx>

### **Is there anywhere I can go to try out equipment (e.g. bath lifts, clos-o-mat) before I buy it?**

The right equipment can make a big difference to your ability to live independently in your home. It's a good idea to get specialist advice and to always try out equipment before you buy it. Some Disabled Living Centres offer the chance to try out a wide range of equipment. They offer free, independent advice about what products are available, how much they cost and where to get them.

There are many pieces of equipment available that can help with everyday tasks so that a person can live as independently as possible, or to allow a member of the family or carer to assist with greater comfort or safety. They range from large items like hoists to help get out of bed, to small items to assist at meal times like angled cutlery or a non-slip placemat. There is also specialist equipment that can help if you have a sight or hearing loss.

Occupational Therapists can give advice and can make an assessment of need. Health staff can be accessed via doctors or special schools. Social care based Occupational Therapists can be accessed via OT Direct, 8:30AM -5:30PM on 0300 555 1384, or via email: [OTDirect@hants.gov.uk](mailto:OTDirect@hants.gov.uk)

#### **Local Disabled Living Centres:**

**Hampshire** <http://asksara.dlf.org.uk/index.php?auth=hampshire&forceintro=true> You can borrow equipment for 2 weeks to see if it works for you with no obligation to purchase.

**Isle of Wight** <https://www.iwight.com/Residents/care-and-Support/Adults-Services/Home-Support-Services/Independent-Living-Centre1> Tel: 01983 241494

<http://www.peoplematteriw.org/independent-living-centre/4576855932>

**Portsmouth Disability Forum** [www.p-d-f.org/?q=node/15](http://www.p-d-f.org/?q=node/15)

**Southampton** [www.spectrumcil.co.uk/](http://www.spectrumcil.co.uk/) Tel: 023 8033 0982 This centre in Southampton, previously known as SCIL, does not have equipment to try.

**Assist UK** leads a UK wide network of locally-situated Disabled Living Centres. Most centres include a permanent exhibition of products and equipment that provide people with opportunities to see and try products and equipment and get information and advice from professional staff about what might suit them best. [www.assist-uk.org/centre-details](http://www.assist-uk.org/centre-details)

**British Red Cross** [www.redcross.org.uk/What-we-do/Health-and-social-care/Independent-living](http://www.redcross.org.uk/What-we-do/Health-and-social-care/Independent-living)

Simple equipment can be bought in high street shops and a list of local specialist stockists is available in the Yellow Pages under “disability” or “mobility”. Specialist disability equipment can be bought/sold or exchanged through the Disability Equipment Register.

**Disabled Living Foundation** <http://www.livingmadeeasy.org.uk/>

### How do I apply for a Disabled Facilities Grant?

A Disabled Facilities Grant is a local council grant to help towards the cost of adapting your home to enable you to continue to live there. A grant is paid when the council considers that changes are necessary to meet your needs, and that the work is reasonable and practical. It can be used for adaptations to give you better freedom of movement into and around your home and/or to provide essential facilities within it.

If you are disabled, acceptable types of work include:

- widening doors and installing ramps
- providing or improving access to rooms and facilities – for example, by installing a stair lift or providing a downstairs bathroom
- improving or providing a heating system which is suitable for your needs
- adapting heating or lighting controls to make them easier to use
- improving access to and movement around the home to enable you to care for another person who lives in the property, such as a child

**Hampshire** [www3.hants.gov.uk/redirect-district?LGSL=137&LGIL=8](http://www3.hants.gov.uk/redirect-district?LGSL=137&LGIL=8)

**Isle of Wight** [www.iwight.com/Residents/Care-and-Support/Housing/Housing-Renewals/Disabled-Facilities-Grants](http://www.iwight.com/Residents/Care-and-Support/Housing/Housing-Renewals/Disabled-Facilities-Grants)

[www.iwight.com/Residents/Care-and-Support/Adults-Services/Independent-at-Home/Major-Adaptations](http://www.iwight.com/Residents/Care-and-Support/Adults-Services/Independent-at-Home/Major-Adaptations)

**Portsmouth** [www.portsmouth.gov.uk/ext/health-and-care/socialcare/help-to-adapt-your-home.aspx](http://www.portsmouth.gov.uk/ext/health-and-care/socialcare/help-to-adapt-your-home.aspx)

**Southampton** [www.southampton.gov.uk/housing-council-tax/landlords-home-owners/homeowners/disabled-facilities-grant.aspx](http://www.southampton.gov.uk/housing-council-tax/landlords-home-owners/homeowners/disabled-facilities-grant.aspx)

**General** [www.nhs.uk/Livewell/Disability/Pages/Independent.aspx](http://www.nhs.uk/Livewell/Disability/Pages/Independent.aspx)

### Other Adaptations and Equipment

Minor adaptations like grab rails or major adaptations like extensions or stair lifts can also make life easier. Home Improvement Agencies sometimes employ handyman schemes or contact your local District/City Council.

**The Disabled Living Foundation** helps older and disabled people find equipment to enable them to live independently in their own homes. [www.dlf.org.uk](http://www.dlf.org.uk) [www.dlf.org.uk/content/our-services](http://www.dlf.org.uk/content/our-services)

Their services include:

- a helpline service, which answers queries about equipment **0300 999 0004**
- an equipment demonstration centre, where you can try out equipment and get advice from occupational therapists and physiotherapists
- a range of online fact sheets to help you choose equipment, including stair lifts, hoists, scooters and household equipment

The foundation has also launched an online service to help choosing products around the bathroom, bedroom, stairs and telecare: the ‘Living made easy’ [www.livingmadeeasy.org.uk](http://www.livingmadeeasy.org.uk) website provides free, impartial information on all products available in the UK.

[www.asksara.org.uk](http://www.asksara.org.uk) helps you find useful advice and products that make daily living easier.

## Where can I get a stair lift, through floor lifts and automatic door openers?

There are many different types of stair lifts, from straight to curved, from new to reconditioned, from those to buy and those to rent; so talk to others and try them out before you commit yourself to one type or another. There are also through floor lifts and automatic door openers.

### Hampshire

<http://www3.hants.gov.uk/adultsocialcare/managingathome/equipmentandadaptations.htm>

[www.stairliftsuppliers.co.uk/stairlifts-hampshire.php](http://www.stairliftsuppliers.co.uk/stairlifts-hampshire.php)

[www.dolphinstairlifts.com/stairlifts.aspx](http://www.dolphinstairlifts.com/stairlifts.aspx) <http://prismmedical.co.uk/product-category/stairlifts/>

Some stair lifts such as those made by Stannah are made in Andover, Hampshire. Tel: 0808 274 7152 [www.stannahstairlifts.co.uk/](http://www.stannahstairlifts.co.uk/)

**Isle of Wight** [www.islandmobility.co.uk/](http://www.islandmobility.co.uk/) Tel: 01983 530000

[www.centralmobility.co.uk/stairlifts-isle-of-wight.cfm](http://www.centralmobility.co.uk/stairlifts-isle-of-wight.cfm) Tel: 0800 1 70 70 23

**Portsmouth** [www.centralmobility.co.uk/stairlifts-portsmouth.cfm](http://www.centralmobility.co.uk/stairlifts-portsmouth.cfm) Tel: 0800 1 70 70 23

**Southampton** [www.centralmobility.co.uk/stairlifts-southampton.cfm](http://www.centralmobility.co.uk/stairlifts-southampton.cfm) Tel: 0800 1 70 70 23

**General** [www.ageuk.org.uk/](http://www.ageuk.org.uk/) Tel: 0800 566 8435

[www.nhs.uk/Planners/Yourhealth/Pages/Equipment.aspx](http://www.nhs.uk/Planners/Yourhealth/Pages/Equipment.aspx)

[www.asksara.org.uk](http://www.asksara.org.uk) helps you find useful advice and products that make daily living easier.

## How do I get help with housework, gardening, simple DIY like putting up shelves, changing light bulbs, as well as larger home adaptations?

### Hampshire Details of Home and Garden maintenance

<http://www3.hants.gov.uk/adultsocialcare/managingathome/homegardenandpetcare.htm>

How to choose the right services?

Guide to Better Care and Support. Practical information on all aspects of independent living and support, with Part 2 of this booklet providing detailed listings of organisations providing home care services. On line this booklet comes in two parts - links to Part 1 and Part 2 are listed below:

<http://documents.hants.gov.uk/adultservices/publications/GuidetoBetterCareandSupport2016to2017PartOne.pdf>

<http://documents.hants.gov.uk/adultservices/publications/GuidetoBetterCareandSupport2016to2017PartTwo.pdf>

**The Royal British Legion** has a handyperson countywide for ex-service people and their families. They also offer some financial assistance.

[www.britishlegion.org.uk/can-we-help/care-and-support/in-home-services/handy-van](http://www.britishlegion.org.uk/can-we-help/care-and-support/in-home-services/handy-van)

[www.britishlegion.org.uk/can-we-help/financial-assistance/grants-and-loans](http://www.britishlegion.org.uk/can-we-help/financial-assistance/grants-and-loans)

For large adaptations, a Disabled Facilities Grant can be applied for (see page 40).

## e. Planning Ahead and Advance Decisions

### How do I make a living will or record an Advance Decision to Refuse Treatment (ADRT)?

It is best to seek advice from the health professional leading your care.

Some neurological support organisations have information about Advance Directive and Advance Decision to Refuse Treatment (ADRT) which can be sent to you or downloaded from the internet; for example, the MND Association produce a very good standard 'Living Will' form. If you would like a copy, <http://www.mndassociation.org/wp-content/uploads/2015/07/14a-advance-decision-to-refuse-treatment.pdf?1bcb49> please phone 01604 250505 or the MND Helpline 0808 802 6262 if thinking about these decisions is upsetting.

There is also a website: [www.adrtnhs.co.uk](http://www.adrtnhs.co.uk) with comprehensive information Tel: 01243 8663 9292.

### Where would I go to make a Will? How much will it cost?

Most Solicitors provide a Will-writing service. It is well worth shopping around for the best price. Many will arrange a home visit in order to take your instructions in respect of your estate. Some people can get this free or at a reduced cost however, you must be aged over 75 and satisfy a means test requirement. Any solicitor offering advice under the Legal Advice and Assistance Scheme can give you more information about this. In addition to Solicitors there are some commercial Will-writing companies who advertise locally (See Yellow Pages). Costs will vary.

It is also possible to write your own Will. You should seek professional advice on how to do this and how to obtain the necessary forms. The Citizens Advice Bureau can give you more information about this. Information on this subject is also available from the various neurological charities.

Solicitors for the Elderly (SFE), is an independent, national organisation of lawyers, such as solicitors, barristers and legal executives. They provide specialist legal advice for older and vulnerable people, their families and carers.

The main areas of law members cover are:

- Making a Will, Powers of Attorney, Living Wills or Advance Directives
- Tax Planning, Asset Preservation, Trusts, Probate
- Paying for care, NHS continuing care funding
- Will disputes
- Court of protection and Elder abuse

Their site enables you to search for a solicitor, using a number of criteria. You can look at the profile of each solicitor to see if they specialise in the particular area of law you are interested in. Contact: [www.solicitorsfortheelderly.com/](http://www.solicitorsfortheelderly.com/) Email: [admin@solicitorsfortheelderly.com](mailto:admin@solicitorsfortheelderly.com) [admin@sfe.legal](mailto:admin@sfe.legal)

### How do I establish a Lasting Power of Attorney? How much will it cost?

The Public Guardian's Office gives full information on their helpful website: <https://www.gov.uk/power-of-attorney/overview>

A Lasting Power of Attorney is generally made to ensure that a loved one and/or relative can look after your affairs/best interests once you lack mental capacity to do this yourself. They are made in advance and can give you peace of mind that, should the worst happen, your chosen attorney will always be able to look after your best interests. If a person already lacks the necessary mental capacity they will be unable to create a valid Power of Attorney. However, concerned relatives can ask the Court of Protection to make decisions on behalf of someone who is having difficulties in making decisions themselves.

There are two basic types of LPA: one for your **finance and property** and another for your **health and welfare**. Different forms are needed for each LPA and you can download these from the above webpage. There is a fee for lodging a completed LPA with the Office of the Public Guardian. The forms are fairly straight forward to complete on line. However if you feel you need some help contact your local Citizens Advice Bureau, talk to a Solicitor for the Elderly or ask independent organisations such as Carers Together. Carers Together offers regular sessions to help with person centred planning, advance care plans and personal profiles. [www.carerstogether.org.uk](http://www.carerstogether.org.uk) Tel: 01794 519495 Email: [admin@carerstogether.org.uk](mailto:admin@carerstogether.org.uk) You can also find useful documents on [www.sayitonce.info](http://www.sayitonce.info)

## f. Residential Care

### Where can I find information about local care and nursing homes?

There is a wide choice of residential care homes and nursing homes. The link below gives details of those in

**Hampshire, Southampton, and Portsmouth:**

<http://www3.hants.gov.uk/adultsocialcare/housingoptions.htm>

<http://www3.hants.gov.uk/adultsocialcare/adultservices/adults-publications.htm>

**Isle of Wight**

[www.iwight.com/Residents/Care-and-Support/Adults-Services/Residential-Care/Care-Overview](http://www.iwight.com/Residents/Care-and-Support/Adults-Services/Residential-Care/Care-Overview)

**General** [www.nhs.uk/CarersDirect/guide/practicalsupport/Pages/Carehomes.aspx](http://www.nhs.uk/CarersDirect/guide/practicalsupport/Pages/Carehomes.aspx)

There are useful publications setting this information in print and on line as well as similar booklets explaining costs. In all cases you can contact your Local Authority to request a printed copy. Find retailers for Hampshire, Portsmouth and Southampton:

<http://www3.hants.gov.uk/adultsocialcare/adultservices/adults-publications.htm>

There are alternative choices to care homes such as Extra Care Housing and Shared Lives - here is a link to this information:

<http://www3.hants.gov.uk/adultsocialcare/housingoptions/otherhousing/extra-care.htm>

All Care Homes are inspected and regulated by the Care Quality Commission to ensure they meet national minimum standards of care. Inspection reports on care homes are available from CQC. Contact: The Care Quality Commission, St Nicholas Building, St Nicholas Street, Newcastle upon Tyne, NE1 1NB. [www.cqc.org.uk](http://www.cqc.org.uk) Tel: 03000 616161

### How do I apply for funding for Residential Care?

Here are Local Authority details about paying for care from Adult Services.

**Hampshire** [www3.hants.gov.uk/adult-services/carechoice/payingforcare.htm](http://www3.hants.gov.uk/adult-services/carechoice/payingforcare.htm)

**Isle of Wight** <https://www.iwight.com/Residents/care-and-Support/Adults-Services/Adult-Social-Care-Finance/Residential-Services>

**Portsmouth** [www.portsmouth.gov.uk/ext/health-and-care/socialcare/adult-social-care.aspx](http://www.portsmouth.gov.uk/ext/health-and-care/socialcare/adult-social-care.aspx)

**Southampton** [www.southampton.gov.uk/health-social-care/adults/residential-care-homes.aspx](http://www.southampton.gov.uk/health-social-care/adults/residential-care-homes.aspx)

### Is there any other financial help available?

One of the best suggestions is to get in touch with your local neurological support group to enquire about this but there are some general suggestions as well.

**Neurological Alliance** [www.neural.org.uk/living-with-a-neurological-condition/services](http://www.neural.org.uk/living-with-a-neurological-condition/services)

**Family Fund** [www.nhs.uk/CarersDirect/guide/practicalsupport/Pages/FamilyFund.aspx](http://www.nhs.uk/CarersDirect/guide/practicalsupport/Pages/FamilyFund.aspx)

**Carers and Disability benefits information** [www.gov.uk/browse/benefits/disability](http://www.gov.uk/browse/benefits/disability)

## g. Social Care - services and funding e.g. Direct Payment, Support Plans

### Is there anyone who can co-ordinate my care?

Obviously you and/ or your family can coordinate your own care if you wish. If you would appreciate advice and help with this, contact your local Adult Services at the Local Authority for this. Names and titles vary between organisations and agencies but you need to contact Adult Social Care services.

**Hampshire** <http://www3.hants.gov.uk/adultsocialcare/gettingstartedguide.htm#step-2>

Tel: 0300 555 1386

**Isle of Wight** [www.iwight.com/Residents/Care-and-Support/Adults-Services/](http://www.iwight.com/Residents/Care-and-Support/Adults-Services/) Tel: 01983 823340

**Portsmouth**

[www.portsmouth.gov.uk/ext/health-and-care/socialcare/adult-social-care.aspx](http://www.portsmouth.gov.uk/ext/health-and-care/socialcare/adult-social-care.aspx) Tel: 023 9268 0810

**Southampton** [www.southampton.gov.uk/health-social-care/adults/help-at-home/](http://www.southampton.gov.uk/health-social-care/adults/help-at-home/) Tel: 023 8083 3003

### I have heard people talk about Direct Payments. How do I find out more?

Direct payments are cash payments given to service users in lieu of community care services that they have been assessed as needing. They are intended to give users greater choice in their care. The payment must be sufficient to enable the service user to purchase services to meet their eligible needs and must be spent on services that meet eligible needs.

You can opt to have **Direct Payments** rather than services (i.e. financial support rather than services in kind). All of the above contact links will explain this to you. When using Direct Payments you will coordinate your own care and support. Here is the link to this in general terms:

[www.nhs.uk/CarersDirect/guide/practicalsupport/Pages/Directpayments.aspx](http://www.nhs.uk/CarersDirect/guide/practicalsupport/Pages/Directpayments.aspx)

**Hampshire** Tel: 0300 555 1386 [www3.hants.gov.uk/direct-payments.htm](http://www3.hants.gov.uk/direct-payments.htm)

<http://www3.hants.gov.uk/direct-payments>

<http://documents.hants.gov.uk/adultservices/publications/DirectPayments-WhatyouneedtoknowMay2015.pdf>

**Isle of Wight** Tel: 01983 823340 <https://www.iwight.com/council/OtherServices/Personal-Budgets/Self-Directed-Support1>

**Portsmouth** Tel: 023 9268 0810 <https://www.portsmouth.gov.uk/ext/health-and-care/socialcare/adult-social-care.aspx>

**Southampton** Tel: 023 8083 3003

<http://sid.southampton.gov.uk/kb5/southampton/directory/advice.page?id=i5cP8qgCSQ4>

If you need independent support with Direct Payments you can contact:

Carers Together [www.carerstogether.org.uk](http://www.carerstogether.org.uk) Tel: 01794 519495 Email: [admin@carerstogether.org.uk](mailto:admin@carerstogether.org.uk)

Spectrum <http://directpaymentssouthampton.info/> Tel: 023 80202 931

### **Do I have any choice in home carers who come to the home?**

Broadly the answer is 'Yes' you do, whether you coordinate your own care or others do. It's important that you feel at ease with the carers who support you. There is a wide range of private and public agencies, which provide home carers so you have many options to choose from and can mix public/state funded options with additional private purchased care. However, there may be a lack of choice in terms of the range, availability, specialisms and even costs, all of which may frustrate your choice. Here are details in addition to the links above:

#### **Hampshire**

<http://documents.hants.gov.uk/adultservices/publications/GuidetoBetterCareandSupport2016to2017PartTwo.pdf>

**Isle of Wight** <https://www.iwight.com/Residents/Care-Support-and-Housing/Adults-Services/Adult-Social-Care-Services/Care-at-Home>

**Portsmouth** [www.portsmouth.gov.uk/ext/health-and-care/socialcare/adult-social-care.aspx](http://www.portsmouth.gov.uk/ext/health-and-care/socialcare/adult-social-care.aspx)

**Southampton** [www.southampton.gov.uk/health-social-care/adults/help-at-home/](http://www.southampton.gov.uk/health-social-care/adults/help-at-home/)

**General** [www.nhs.uk/CarersDirect/guide/practicalsupport/Pages/Homecare.aspx](http://www.nhs.uk/CarersDirect/guide/practicalsupport/Pages/Homecare.aspx)

### **What elements of the care I need will be means-tested? Who do I contact to be means-tested, and how long will it take?**

Social care, such as help with washing, dressing, feeding and leisure activities, is available from Hampshire / other local authorities and in a variety of settings including your home. However, your needs will have to be assessed and part of this assessment process includes means-testing. Some people will be entitled to all their costs paid whilst others with savings may have to pay the full cost of the care they receive. Most will fall between these two points and will have to pay a contribution towards the costs of their care. Social care commonly means:

- Residential and nursing care
- Temporary or respite care
- Services you receive in your own home (home care) or at a Day Centre

Details about paying for care and eligibility in:

**Hampshire** Adult Services [adult.services@hants.gov.uk](mailto:adult.services@hants.gov.uk) Tel: 0300 555 1386 or in evenings and w/e's Out of Hours – 0300 5551373 [www3.hants.gov.uk/adult-services/carechoice/payingforcare.htm](http://www3.hants.gov.uk/adult-services/carechoice/payingforcare.htm)

**Isle of Wight** Adult Services [Adults Services - Isle of Wight Council](http://www.iwight.com/Residents/Care-and-Support/Adults-Services/Adult-Social-Care-Finance/Overview5)  
<https://www.iwight.com/Residents/Care-and-Support/Adults-Services/Adult-Social-Care-Finance/Overview5>

**Portsmouth** Adult Services [www.portsmouth.gov.uk/ext/health-and-care/socialcare/adult-social-care.aspx](http://www.portsmouth.gov.uk/ext/health-and-care/socialcare/adult-social-care.aspx)

**Southampton** Adult Services Tel: 023 8083 3003  
[www.southampton.gov.uk/health-social-care/adults/help-at-home/](http://www.southampton.gov.uk/health-social-care/adults/help-at-home/)

**General** [www.nhs.uk/CarersDirect/guide/practicalsupport/Pages/Financialhelpwithsupport.aspx](http://www.nhs.uk/CarersDirect/guide/practicalsupport/Pages/Financialhelpwithsupport.aspx)  
[www.nhs.uk/CarersDirect/guide/practicalsupport/Pages/Chargingforcareathome.aspx](http://www.nhs.uk/CarersDirect/guide/practicalsupport/Pages/Chargingforcareathome.aspx)

### **What parts of my care will be free?**

Some aspects of care may be free of charge, such as NHS Continuing Health Care. There may be grants and funding awards available from organisations/charities to assist you. Here is an overview:

[www.nhs.uk/CarersDirect/guide/practicalsupport/Pages/Financialhelpwithsupport.aspx](http://www.nhs.uk/CarersDirect/guide/practicalsupport/Pages/Financialhelpwithsupport.aspx)

[www.nhs.uk/CarersDirect/guide/practicalsupport/Pages/FamilyFund.aspx](http://www.nhs.uk/CarersDirect/guide/practicalsupport/Pages/FamilyFund.aspx)

**Hampshire** <http://www3.hants.gov.uk/adultsocialcare/moneyandbenefits/payingforcare.htm>

**Isle of Wight** [www.iwight.com/Residents/Care-and-Support/Housing/Housing-Renewals/Disabled-Facilities-Grants](http://www.iwight.com/Residents/Care-and-Support/Housing/Housing-Renewals/Disabled-Facilities-Grants)

**Portsmouth** [www.portsmouthccg.nhs.uk/nhs-continuing-healthcare.htm](http://www.portsmouthccg.nhs.uk/nhs-continuing-healthcare.htm)

[www.portsmouth.gov.uk/ext/health-and-care/socialcare/help-to-adapt-your-home.aspx](http://www.portsmouth.gov.uk/ext/health-and-care/socialcare/help-to-adapt-your-home.aspx)

**Southampton** [www.southampton.gov.uk/housing-council-tax/landlords-home-owners/homeowners/disabled-facilities-grant.aspx](http://www.southampton.gov.uk/housing-council-tax/landlords-home-owners/homeowners/disabled-facilities-grant.aspx)

**What information, help, advice and advocacy is available if I pay for my own services?**

Adult Services Departments should give you advice and information.

You can also search on the internet for other organisations that may be able to support you.

**I have heard people talk about Direct Payments, Person Centred Planning, Person Centred Coordinated Care, Personal Budgets, Personal Health Budgets, Personalisation and Support Planning. How do I find out more?**

**Direct payments** See page 44

**Person Centred Planning** - Person Centred planning helps people to think about what they want now and in the future. It is a method of supporting people to plan their lives, work towards their own goals and get the right support when needed.

**Person Centred Coordinated Care** - Sometimes referred to as integrated care, person centred coordinated care means "I can plan my care with people who work together to understand me and my carer(s), allow me control, and bring together services to achieve the outcomes important to me."

**Personal Budgets** - Personal budgets are an allocation of funding given to service users after a social care assessment. They should be sufficient to meet the individuals assessed needs. Service users can either take their personal budget as a direct payment; or can choose for themselves how their care needs are met and by whom, but leave councils with the responsibility to commission and pay for the services; or they can take a combination of the two.

**Personal Health Budgets** - See page 37

**Personalisation** - Personalisation is a social care approach described by the Department of Health as meaning that "every person, who receives support (whether provided by statutory services or self-funded), will have choice and control over the shape of that support in all care settings". Often associated with direct payments and personal budgets, personalisation also entails that services are tailored to the needs of every individual, rather than delivered in a one-size-fits-all way. It also encompasses the provision of improved information and advice on care and support for families; investment in preventive services to reduce or delay people's need for care; and the promotion of independence and self-reliance among individuals and communities.

**Support Planning** - Care and support planning is about you working with a care and support partner to think about:

- what is important to you
- things you can do to live well and stay well
- what care and support you might need from others

Support planning is for anyone who has health and care needs. These functions are often carried out by council social care staff and have been described as 'drawing up a support plan in partnership with the service user/carer, and providing information on, or sourcing services to implement, the support plan (brokerage)'. However, many people argue that they are better provided by external, independent, specialist organisations, including user-led organisations. A support plan is the means by which necessary information is presented to a local council in order for them to agree to release funds as a personal budget. It is a way of highlighting lifestyle choices of individuals, rooted firmly in what works for them as an individual. It demonstrates in practical terms how they will spend their budget to achieve their aims. In this way, the support plan reflects decisions made by the individual, supported by those whom they have chosen to assist them in this planning,

You are encouraged to prepare a support plan for yourself even if you are a self-funder and do not need Social Services support. If you need independent help with Support Planning contact one of the following

**Carers Together** [www.carerstogether.org.uk](http://www.carerstogether.org.uk) Tel: 01794 519495

**Spectrum** [www.spectrumcil.co.uk/independent-living/independent-living-services/direct-payments-in-southampton](http://www.spectrumcil.co.uk/independent-living/independent-living-services/direct-payments-in-southampton) Tel: 023 8033 0982

**In Control** [www.in-control.org.uk](http://www.in-control.org.uk)



**National Voices** has a guide that provides an introduction to care and support planning. It introduces the 4 stages of the approach and what should happen at each stage. It includes information about how care and support planning can help. [www.nationalvoices.org.uk/what-care-and-support-planning](http://www.nationalvoices.org.uk/what-care-and-support-planning)

## **h. Travel, Transport and Driving**

### **Information and advice about driving (e.g. can I continue to drive)?**

You must tell the DVLA and your insurers if you have, or have ever had, a medical condition, neurological condition or an impairment that may affect your driving as this could make your insurance invalid. If you hold a current driving licence and have a 'notifiable' medical condition or disability, you must tell the DVLA right away. You should not wait until your licence is due for renewal. You must also tell the DVLA if your medical condition or disability has become worse since your licence was issued or if you develop a new medical condition or disability. If you are in doubt or unclear, speak to your GP.

'Notifiable' medical conditions and disabilities include: epilepsy, strokes and other neurological conditions, mental health problems, physical disabilities and visual impairments. The medical standards of fitness to drive are available to all medical practitioners. If your doctor, in accordance with these standards, has advised that you should not drive you may wish to surrender your licence.

If you have multiple sclerosis, motor neurone disease or Huntington's disease you must complete a questionnaire form CN1. If you have Parkinson's disease you must complete form PK1. Both these forms will allow the government medical adviser to contact your doctors and assess your capacity to drive. The forms are available from your doctor's surgery or online at:

[www.direct.gov.uk/en/Motoring/DriverLicensing/MedicalRulesForDrivers/DG\\_10010623](http://www.direct.gov.uk/en/Motoring/DriverLicensing/MedicalRulesForDrivers/DG_10010623)

### **What happens when I contact the DVLA – will my licence be taken away?**

Once the medical adviser has all the information he/she needs, he/she will make a decision about your licence. You may be able to keep your licence or get a new one. You may be given a driving licence for a period of 1, 2, or 3 years if the medical adviser decides your 'medical fitness to drive' needs to be reviewed in the future. You may get a driving licence which states that special controls need to be fitted to the vehicles you drive so you can overcome the effects of a physical disability.

If the medical adviser's enquiries confirm that, as a result of your medical condition, you are not fit to drive, your licence may be withdrawn. If they have to take this course of action they will explain why they made the decision; tell you when you can reapply for your licence if possible; send you a notice explaining your right to appeal. You are required to inform your insurance company of your condition.

### **Am I eligible for the Motability Scheme?**

The Motability Scheme can help you with leasing or buying a car if you are getting the higher rate of the mobility component of the Disability Living Allowance (DLA) or Personal Independence Payment (PIP). Even if you do not drive yourself, you can apply for a car as a passenger and propose two other people as your drivers.

If money is a problem when financing the car or adaptations, Motability may be able to provide a grant through their own charitable fund or the Specialised Vehicle Funds, which they administer for the government. Contact Motability: Tel: 0300 456 4566 or online at [www.motabilitycarscheme.co.uk](http://www.motabilitycarscheme.co.uk)

#### **Driving Ability Assessment**

- If there is doubt whether you should continue to drive /resume driving
- If there is a neurological diagnosis / possible cognitive impairment
- If there has been a break from driving owing to illness / trauma / disability accident
- If you have a deteriorating condition

This type of assessment may involve a senior occupational therapist. This assessment may take up to 2½ hours. To contact the Driving Ability service for more information about having an assessment, contact your Regional Driving Assessment Centre. There are specialist companies who adapt cars, including those where a car can be driven from a wheelchair.

### **Where is the nearest Regional Driving Assessment Centre? (RDAC)**

Regional Driving Assessment Centres give practical and independent advice and assessment to disabled drivers and passengers. The staff will assess your ability to drive, advise you about vehicles that might suit you and about any adaptations you may need. They are well informed on motoring

and disability issues. Talk to them about any mobility problems you have. At time of writing a Driving Assessment will cost £95 and a Transfer Assessment £59.

The nearest assessment centre can be found in Southampton at: **Wessex DriveAbility**, Leornain House, Kent Road, Portswood, Southampton SO17 2LJ Tel: 0300 456 4566 Email: [enquires@wessexdriveability.org.uk](mailto:enquires@wessexdriveability.org.uk) Web: [www.wessexdriveability.org.uk](http://www.wessexdriveability.org.uk)

The next nearest one is the **Oxford RDAC** Unit A, Anvil Court, Stanton Harcourt Road, Eynsham, Oxford OX29 4UD <http://www.rdac.co.uk/google-maps/>

**Queen Elizabeth Foundation (QEF)**, in Surrey, has lots of useful mobility and neurological advice. QEF, Leatherhead Court, Woodlands Road, Leatherhead, Surrey KT22 0BN Tel: 01372 841100 Email: [mobility@qef.org.uk](mailto:mobility@qef.org.uk) Web: [qef.org.uk](http://qef.org.uk), lists other services that they offer.

### How do I buy an adapted vehicle?

Firstly, it is best to get advice from your nearest Regional Driving Assessment Centre (see above). If you are buying your vehicle under the Motability scheme, you may find the dealer nearest to you on their website: <http://motability.directenquiries.com/Motability/finddealer.aspx> and simply enter your postcode or alternatively Tel: 0300 456 4566.

Motability also produces a very useful booklet 'Choosing Your Car'. This is available for download from [www.motabilitycarscheme.co.uk](http://www.motabilitycarscheme.co.uk) even if you are not buying your car through their scheme this booklet is full of very useful facts, tips and suggestions.

### Is there any financial help towards buying an adapted vehicle?

The Motability Scheme can help you with leasing or buying a car if you're getting the higher rate of the mobility component of Disability Living Allowance (DLA). Motability offers a wide selection of vehicles for no more than the cost of your weekly mobility allowance, currently around £58 a week (higher rate). They have around 250 cars available with no advance payment. Other financial help may be available from local branches of national charitable organisations, available on their web sites or contact their helpdesks.

The Patient Advice and Liaison Service (PALS) may be able to do a search of charities and trusts that issue grants.

[http://www.nhs.uk/Service-Search/Patient advice and liaison services \(PALS\)/LocationSearch/363](http://www.nhs.uk/Service-Search/Patient%20advice%20and%20liaison%20services%20(PALS)/LocationSearch/363)

### How do I apply for a Blue Badge?

The Blue Badge scheme is designed to give eligible drivers and passengers the ability to park close to the facilities and services they need to use, so as to improve their lifestyle, independence and freedom of choice. It may also give discounts on occasion e.g. Toll Road charges. All new badges issued are blue and are usable in all European Community countries.

Under current regulations governing the scheme, badges may be automatically issued to disabled people if they:

- Receive the higher rate of the mobility component of Disability Living Allowance (DLA) (help with getting about) or Personal Independence Payment (PIP)
- Are registered severely sight impaired
- Use cars supplied by a government department/receive a government grant towards their own vehicles
- Receive a War Pensioners Mobility Supplement

NB. If you have a terminal illness your application will be fast tracked

Other people may be issued a badge if:

- Their disability is permanent and substantial and makes them unable or virtually unable to walk. For example, applicants should generally be physically incapable of visiting shops, public buildings and other places, unless allowed to park close to their destination. Thus allowing the badge holder to take advantage of the access the badge has afforded.
- Their inability to walk or severe difficulty in walking is permanent and not intermittent or temporary. Things such as difficulty in carrying parcels are not taken into account.
- A person who regularly drives a motor vehicle but cannot operate, or has considerable difficulty operating, all or some types of parking meters or pay and display equipment.

A badge will not be issued under this rule to

- a person who will be travelling purely as a passenger
- a person who has a severe disability in both upper limbs
- a person with a temporary condition such as a broken leg

- a person with a psychological disorder, learning or behavioural difficulties unless the impairment causes very considerable, and not intermittent, difficulty in walking

If you feel that you qualify for a badge you will need to provide a photo. You will also need to sign the sticky label that with your photo will be put onto your badge and laminated. (Your photo should be placed face down on the dashboard, not on public display.) There is a small registration fee of between £10 and £17.50 depending on which Local Authority, as well as a small fee for replacement of lost badges. Please note, there are some minor differences between Local Authorities.

<b>Hampshire</b>	Tel: 0300 555 1376 <a href="http://www3.hants.gov.uk/bluebadge/bluebadge-apply.htm">www3.hants.gov.uk/bluebadge/bluebadge-apply.htm</a>
<b>Portsmouth</b>	Tel: 023 9268 8304 <a href="https://www.portsmouth.gov.uk/ext/parking-travel-and-roads/parking/disabled-parking-and-blue-badges.aspx">https://www.portsmouth.gov.uk/ext/parking-travel-and-roads/parking/disabled-parking-and-blue-badges.aspx</a>
<b>Isle of Wight</b>	Tel: 01983 823340 <a href="http://www.iwight.com/Residents/Care-and-Support/Adults-Services/Blue-Badges/Eligibility-Criteria1/">www.iwight.com/Residents/Care-and-Support/Adults-Services/Blue-Badges/Eligibility-Criteria1/</a>
<b>Southampton</b>	Tel: 023 8083 3748 <a href="http://www.southampton.gov.uk/roads-parking/parking/blue-badge-parking/individual-blue-badge.aspx">www.southampton.gov.uk/roads-parking/parking/blue-badge-parking/individual-blue-badge.aspx</a> <a href="http://www.southampton.gov.uk/roads-parking/parking/blue-badge-parking/default.aspx">http://www.southampton.gov.uk/roads-parking/parking/blue-badge-parking/default.aspx</a>
<b>General</b>	<a href="http://www.gov.uk/blue-badge-scheme-information-council">www.gov.uk/blue-badge-scheme-information-council</a>

### Am I eligible for a Disabled Rail Card? How do I get one?

A Disabled Rail Card will entitle you to 1/3 off travel for you and a companion. You are eligible for a disabled rail card if you receive:

- personal Independence Payment (PIP)
- Disability Living Allowance (DLA, low or high rate mobility or middle/high rate personal care)
- Severe Disablement Allowance
- War Pensioner's mobility supplement
- War or Service Disablement Pension (80% or higher)
- Are buying or leasing a vehicle through Motability

To apply for your railcard, which costs £20, Tel: 0345 605 0525 Email: [disability@atoc.org](mailto:disability@atoc.org)

Further details on the National Rail website:

[www.nationalrail.co.uk/stations\\_destinations/disabled\\_passengers.aspx](http://www.nationalrail.co.uk/stations_destinations/disabled_passengers.aspx)

If you have difficulty with walking and need assistance at the railway station, it is possible to pre-book assistance with the relevant railway company [www.gov.uk/transport-disabled](http://www.gov.uk/transport-disabled).

Information about taking a wheelchair or mobility scooter contact:

[www.nationalrail.co.uk/stations\\_destinations/44969.aspx](http://www.nationalrail.co.uk/stations_destinations/44969.aspx)

**Assisted Travel on South West Trains** - To book assistance or find out if stations are accessible contact South West Trains. If you need assistance to access their trains, it is recommended that you let them know 24 hrs before you travel. You can do this by contacting the Assisted Travel team on:

**Tel:** 0800 52 82 100 **Textphone:** 0800 69 20 792 or request assistance for your journey using their [online booking form](http://www.southwesttrains.co.uk/contact-us.aspx). <http://www.southwesttrains.co.uk/contact-us.aspx>

### Am I eligible for free or subsidised bus travel?

Since April 2008 anyone in England who is 'eligible disabled' is entitled to free off-peak bus travel.

You are 'eligible disabled' if you:

- are blind or partially sighted
- are profoundly or severely deaf
- are without speech
- have a disability, or have suffered an injury, which has a substantial and long-term effect on your ability to walk
- do not have arms or have long-term loss of the use of both arms
- have a learning disability

You will need to apply to the local authority for your free pass and to renew an existing pass. They will tell you all you need to know about concessionary travel. You will need to prove that you are eligible, permanently live in the area and will need to provide them with a passport sized photo.

**General information** <https://www.gov.uk/apply-for-disabled-bus-pass>

## Hampshire

For **bus passes only** the Hampshire County Council website [www.hants.gov.uk/concessionary-travel](http://www.hants.gov.uk/concessionary-travel) [http://www3.hants.gov.uk/passengertransport/concessionary-travel/guide\\_concessionary\\_travel.htm](http://www3.hants.gov.uk/passengertransport/concessionary-travel/guide_concessionary_travel.htm) will give you direct links to the correct forms, or email [Concessionary Travel Team](mailto:Concessionary_Travel_Team) with any queries or Tel: 0300 555 1376 or Textphone: 0300 555 1390.

You can also find application forms in Bus stations, Adult and Children's Services local offices of Hampshire County Council, and District and Borough Council Offices.

**Isle of Wight** [www.iwight.com/Council/OtherServices/Public-Transport/Fags](http://www.iwight.com/Council/OtherServices/Public-Transport/Fags)

**Portsmouth** [www.portsmouth.gov.uk/ext/parking-travel-and-roads/travel/help-with-travel.aspx](http://www.portsmouth.gov.uk/ext/parking-travel-and-roads/travel/help-with-travel.aspx)

**Southampton** [www.southampton.gov.uk/roads-parking/travel/smartcities-card/](http://www.southampton.gov.uk/roads-parking/travel/smartcities-card/)

**General** [www.gov.uk/apply-for-disabled-bus-pass](http://www.gov.uk/apply-for-disabled-bus-pass) or <https://www.gov.uk/transport-disabled>

### Do local buses take wheelchairs and/or mobility scooters?

Wheelchairs can be accommodated on most modern local buses, but this is not the case for mobility scooters. To check whether the buses on your local route are suitable for wheelchairs, telephone one of the telephone numbers above or try;

Traveline: 0871 200 2233 [www.traveline.info](http://www.traveline.info) for national and local accessible travel information.

Public transport information Tel: 0300 555 1376. Email: [ptgenquiries@hants.gov.uk](mailto:ptgenquiries@hants.gov.uk)

Bus/Coach information: <http://www3.hants.gov.uk/passengertransport/useful-transport-links/linksbus.htm>

General Public transport information

<http://www3.hants.gov.uk/passengertransport/useful-transport-links.htm>

Blue Star Bus	0845 0727094	First Bus	0870 010 6022
Solent Blue Line	023 8061 8233	Stage Coach	0845 121 0180
Wheelers	02380 471800	Wilts and Dorset	01722 336855

For travel and accessibility info try: <https://www.euansguide.com/> or Tel: 0131 510 5106.

None of the regulations for buses or coaches deal with the carriage of scooters. This is because scooters are outdoor vehicles intended for use as an alternative to public transport for short trips. They are generally less manoeuvrable than wheelchairs and cannot be used as a seat on a vehicle because of their instability and difficulty in providing appropriate restraint systems for both the scooter and the user.

### Shop Mobility Scooter Hire

These can be found at locations throughout the country. [www.shopmobilityuk.org/](http://www.shopmobilityuk.org/)

The National Federation of Shopmobility UK, known as NFSUK, can tell you nationwide locations. Tel: 01933 229644.

Hire is usually at a small fee. All schemes welcome a modest donation. They offer training on mobility scooters

Hampshire Shopmobility locations are:

<b>Alton</b>	Community Centre, Amery Street, Alton, Hampshire GU34 1HN Tel: 01420 85057
<b>Andover</b>	Bus Station, West St, Andover Tel 01264 352000
<b>Basingstoke</b>	Church Street. Basingstoke. Hampshire RG21 7QT Tel: 01256 476 066
<b>Eastleigh</b>	Unit 2, Swan Centre, Wells Place, Eastleigh SO50 9SG Tel: 023 8090 2402
<b>Fareham</b>	Osborn Road Car Park, Fareham, Hampshire, PO16 7DWTel: 01329 282929
<b>Gosport</b>	Bus Station South St Gosport Hampshire PO12 1ET Tel: 02392 502692
<b>Isle of Wight</b>	South Street, Newport (next to the bus station). Tel: 01983 718950
<b>Portsmouth</b>	Tel: 02392 816 973 <a href="http://www.portsmouthshopmobility.org/">www.portsmouthshopmobility.org/</a>
<b>Southampton</b>	Tel 023 8063 1263 7 Castle Way, SO14 2BX
<b>Winchester</b>	Upper Parking Level, The Brooks Shopping Centre, Winchester Tel: 01962 842626

### Which taxi firms provide a service for wheelchair-dependent passengers?

There are taxi firms who will cater for wheelchair users; the easiest way to find these are either via the local Councils who keep lists and contact details of these, yellow pages and the internet. Details of companies with wheelchair accessible vehicles in Hampshire and other taxi operators can be found in [Yellow Pages](#) or [Thomson local directories](#).

Taxis and private hire cars can be booked in advance to provide a door-to-door service and many drivers will help passengers get in and out of the vehicle or carry luggage and shopping. If you can transfer out of your wheelchair and your chair can be folded, most companies will carry your wheelchair in the boot free of charge. Further details <http://www3.hants.gov.uk/pttax>

### Are there any other transport schemes which may be able to help me?

Community transport is a friendly, safe and affordable transport service, provided by local groups to help a range of people with transport problems. There are a number of schemes that operate locally. Some provide wheelchair accessible minibuses which provide door to door transport on request. Again, the best way to find out is via your Local Council.

**Hampshire** if you would like to hire a minibus, find out more about community transport in your area or even volunteer to drive, please contact your local community transport scheme:  
[www3.hants.gov.uk/passengertransport.htm](http://www3.hants.gov.uk/passengertransport.htm)

**Isle of Wight** [www.iwight.com/Council/OtherServices/Public-Transport/Faqs](http://www.iwight.com/Council/OtherServices/Public-Transport/Faqs)

**Portsmouth** [www.portsmouth.gov.uk/ext/parking-travel-and-roads/travel/help-with-travel.aspx](http://www.portsmouth.gov.uk/ext/parking-travel-and-roads/travel/help-with-travel.aspx)

**Southampton** [www.southampton.gov.uk/roads-parking/travel/smartcities-card/](http://www.southampton.gov.uk/roads-parking/travel/smartcities-card/)

**General** [www.gov.uk/community-transport-services-shopmobility](http://www.gov.uk/community-transport-services-shopmobility)

## i. Wheelchairs, Powered Wheelchairs and Mobility Scooters

### Long-term services and equipment

Long-term services and equipment are provided by health services, via a referral from a GP, OT or physiotherapist. <http://www.nhs.uk/Conditions/social-care-and-support-guide/Pages/mobility-equipment-wheelchairs-scooters.aspx>

### Short Term Services

#### British Red Cross Hampshire, Isle of Wight and Surrey

You can borrow equipment and mobility aids directly from the Red Cross on short-term loan basis. Red Cross have many centres around the Wessex region for these.

Not only wheelchairs but also walking frames, crutches, commodes and toilet frames come under the heading of Mobility Aids:

<http://www.redcross.org.uk/What-we-do/Health-and-social-care/Independent-living/Mobility-aids>

**Wessex Regional Office** 78-80 Walton Road, Woking, Surrey GU21 5DW Tel: 0345 0547 222  
<http://www.redcross.org.uk/Where-we-work/In-the-UK/Southern-England/Hampshire-Isle-of-Wight-and-Surrey>

For first contact concerning mobility aids contact **Eastleigh Office** Unit 25, Parham Drive, Boyatt Wood Industrial Estate, Eastleigh, Hampshire SO50 4NU Main Tel: 02380 624 645

**Isle of Wight** Red Cross House<sup>[SEP]</sup> Hunnycross Way<sup>[SEP]</sup> Newport, PO30 5ZD Tel: 01983 522 718

### Tips for choosing a wheelchair

<http://www.nhs.uk/Conditions/social-care-and-support-guide/Pages/mobility-equipment-wheelchairs-scooters.aspx>

[www.nhs.uk/carersdirect/guide/practicalsupport/pages/tips-for-choosing-a-wheelchair.aspx](http://www.nhs.uk/carersdirect/guide/practicalsupport/pages/tips-for-choosing-a-wheelchair.aspx)

There are three types of wheelchair:

- self-propelled – controlled by the user
- attendant-propelled – steered by someone else
- electric powered – class 2 for pavement use, and class 3 for pavement and road use

Before choosing a chair, think about whether it will be:

- for permanent or short-term use
- for indoor or outdoor use
- easy to get in and out of a car boot
- managed by the person using it, or with someone always there to help

There are advantages and disadvantages to each wheelchair, so the choice depends on what you need. For example, electric wheelchairs are good for outdoor use, but they can be heavy and awkward to transport.

Manual wheelchairs come as either standard or active-user type. A standard wheelchair can't be modified, but an active-user wheelchair can be adjusted and adapted to suit the needs of the user. Active-user wheelchairs are usually more expensive.

**Staying Fit in a wheelchair** [www.nhs.uk/livewell/disability/pages/fitness-for-wheelchair-users.aspx](http://www.nhs.uk/livewell/disability/pages/fitness-for-wheelchair-users.aspx)

### How do I get a wheelchair? Will I have to pay for it?

If you need a wheelchair for long-term use, ask your GP, District Nurse or other health professional to refer you to the NHS Wheelchair Prescription Service, which provides wheelchairs (with pressure cushions or special seating) to the residents of Hampshire, Southampton, Portsmouth, Isle of Wight with a permanent disability. Clients must meet eligibility criteria based on clinical need. Assessments can be undertaken in your home if preferred.

[www.nhs.uk/nhsengland/aboutnhservices/social-care-services/pages/nhs-wheelchair-services.aspx](http://www.nhs.uk/nhsengland/aboutnhservices/social-care-services/pages/nhs-wheelchair-services.aspx)

Further details regarding provision of wheelchairs and a full list of NHS Wheelchair Services can be found at [www.nhs.uk/Planners/Yourhealth/Pages/Equipment.aspx](http://www.nhs.uk/Planners/Yourhealth/Pages/Equipment.aspx)

### Wheelchair Service by NHS in Hampshire and Isle of Wight

Millbrook Healthcare (operating as Hampshire Wheelchair Service)

Southampton, Portsmouth, Winchester, Andover, New Forest and surrounding areas

Telephone for queries: 0333 0038071

Telephone for repairs: 0333 0038072

Fax: 0333 0038073

#### Basingstoke Wheelchair Service

Basingstoke and surrounding areas

Telephone: 01256 376485

Fax: 01256 376481

#### Isle of Wight Wheelchair Service

Tel: 0330 124 4489

Fax: 0330 124 4490

**General** [www.ageuk.org.uk/](http://www.ageuk.org.uk/)

Don't forget it is possible to hire /rent a wheelchair for short term use; contact the British Red Cross for further details: [www.redcross.org.uk/What-we-do/Health-and-social-care/Independent-living](http://www.redcross.org.uk/What-we-do/Health-and-social-care/Independent-living)  
[www.asksara.org.uk](http://www.asksara.org.uk) helps you find useful advice and products that make daily living easier:

### How can I choose the best type of mobility scooter?

If purchasing a scooter or buggy privately, it is essential to get as much independent advice as possible about the range of options.

A comprehensive advice fact sheet entitled 'Choosing a Buggy or Scooter' is available free from the Disabled Living Foundation, Disabled Living Foundation, 4th Floor, Jessica House, Red Lion Square, 191 Wandsworth High Street, London SW18 4LS [www.dlf.org.uk](http://www.dlf.org.uk) Email: [info@dlf.org.uk](mailto:info@dlf.org.uk)

Tel: 020 7289 6111 Helpline: 033 999 0004 Demonstration Centre 020 7432 8010

Assistance with funding may be possible from various charitable bodies. They can also be purchased through Motability by offsetting some or all of your Disability Living Allowance.

There are numerous Stockists of Mobility Scooters. Below are some links but there are plenty more:

**Hampshire** [www3.hants.gov.uk/adultsocialcare/managingathome/equipmentandadaptations.htm](http://www3.hants.gov.uk/adultsocialcare/managingathome/equipmentandadaptations.htm)

**Isle of Wight** [www.islandmobility.co.uk/](http://www.islandmobility.co.uk/) Tel: 01983 530000

**Portsmouth** [www.centralmobility.co.uk/stairlifts-portsmouth.cfm](http://www.centralmobility.co.uk/stairlifts-portsmouth.cfm) Tel: 0800 1 70 70 23

**Southampton** [www.centralmobility.co.uk/stairlifts-southampton.cfm](http://www.centralmobility.co.uk/stairlifts-southampton.cfm) Tel: 0800 1 70 70 23

**General** [www.ageuk.org.uk/](http://www.ageuk.org.uk/)

**General** [www.nhs.uk/Planners/Yourhealth/Pages/Equipment.aspx](http://www.nhs.uk/Planners/Yourhealth/Pages/Equipment.aspx)

**General** [www.nhs.uk/carersdirect/guide/transport/pages/motability.aspx](http://www.nhs.uk/carersdirect/guide/transport/pages/motability.aspx)

**Motability** [www.motability.co.uk/scooters-and-powered-wheelchairs/](http://www.motability.co.uk/scooters-and-powered-wheelchairs/)

**Shopmobility** [www.shopmobilityuk.org/ShopmobilityDirectory.asp](http://www.shopmobilityuk.org/ShopmobilityDirectory.asp)

**Ask Sara** [www.asksara.org.uk](http://www.asksara.org.uk) helps with useful advice and products for daily living.

### How do I get a powered wheelchair?

If you are not eligible for an NHS wheelchair and would like advice on choosing a powered wheelchair and where to buy one, it is important that you shop around and try different models out. All the above links will give you relevant details.

### Where can I get a hoist to put my wheelchair in the boot of the car?

If you are unable to lift your wheelchair into a car or if you have a heavy scooter or wheelchair, there are various types of equipment to help get it in the car.

- hoists which lift a manual or powered wheelchair into the boot of a vehicle
- rooftop hoists which winch a manual wheelchair up and on to the roof of a car
- racks which carry a wheelchair on the back of a car trailers and ramps.

Whatever type of equipment you want, talk to a Driving Assessment Centre about how the various alternatives available may suit you.

**Southampton** Wessex DriveAbility Leornain House, Kent Road, Portswood, Southampton SO17 2LJ Tel: 023 8055 4100 Email: [enquires@wessexdriveability.org.uk](mailto:enquires@wessexdriveability.org.uk) [www.wessexdriveability.org.uk](http://www.wessexdriveability.org.uk)

**Oxford** Regional Driving Assessment Centre, Anvil Court Unit A, Stanton Harcourt Road, Eynsham Oxford OX29 4UD [www.rdac.co.uk/closest.php](http://www.rdac.co.uk/closest.php)

Also seek advice from Motability [www.motability.co.uk/scooters-and-powered-wheelchairs/](http://www.motability.co.uk/scooters-and-powered-wheelchairs/)

## j. Work, education, vocational, social schemes and support

### Do I get any concessions for leisure activities, such as swimming, or evening classes?

There are lots of opportunities for leisure activities and it is always worth asking at each of them if you are eligible to a concessionary rate. <https://www.moneyadvice.service.org.uk/en/articles/money-saving-tips-and-discounts-for-disabled-people>

General access information can be found at <http://www.disabledgo.com/> and at Euan's Guide <https://www.euansguide.com/>

**Hampshire** <http://www3.hants.gov.uk/adultsocialcare/thingstodo/socialactivities.htm>  
<http://www.disabledgo.com/organisations/hampshire-county-council/main-2>

**Hampshire and Isle of Wight** <http://www3.hants.gov.uk/shiow/sporthampshire-getstarted/disability-sport.htm>

**Isle of Wight** <http://www.peoplematteriw.org/>

**Portsmouth** <http://www.pyramids.co.uk/access-scheme/> Tel: 023 9281

**Southampton** [www.southampton.gov.uk/roads-parking/travel/smartcities-card/library-leisure-card.aspx](http://www.southampton.gov.uk/roads-parking/travel/smartcities-card/library-leisure-card.aspx)

### Are there any pools particularly suitable for people with disabilities?

In short the answer is 'Yes', there are many - please contact your local pools. For additional information about sporting activities:

#### Find a sport you can play

<http://parasport.org.uk/find-a-sport/?gclid=CKO2y-Gn770CFTMetAodW3UA7A>

**General Disability Access** [www.disabledgo.com/](http://www.disabledgo.com/)

<http://parasport.org.uk/play-sport/sports-a-z/swimming?gclid=CMOqzpqg770CFYbMtAodg1AAwA>

**The Rough Guide to Accessible Britain** is available free for those with Blue Badge, Disabled Persons Railcard or Motability customers on [www.accessibleguide.co.uk](http://www.accessibleguide.co.uk). The site is packed with useful information.

### What facilities are in place to allow disabled people to pursue higher education opportunities?

There is considerable help, these websites give you a place to start finding out more:

<http://www.disabilityrightsuk.org/how-we-can-help/education-skills-and-employment>

[www.gov.uk/browse/education](http://www.gov.uk/browse/education)

### I am finding it difficult to use my computer and it is my lifeline. Is there any practical or financial support available to help me?

**AbilityNet** is a national charity helping disabled adults use computers and the internet by adapting and adjusting their technology. Their special expertise is ensuring that whatever your age, health condition, disability or situation you find exactly the right way to adapt or adjust your ICT to make it

easier to use, and they can offer remote support. They will send you a questionnaire to access your needs and they hold a bank of equipment which they can give out on long-term loan. The service is free to individuals and they have a tremendous success rate. AbilityNet Tel: 0800 269545. Email: [enquiries@abilitynet.org.uk](mailto:enquiries@abilitynet.org.uk) Web: [www.abilitynet.org.uk/mcmw/](http://www.abilitynet.org.uk/mcmw/)

**General advice** including VAT relief

<http://www3.hants.gov.uk/adultsocialcare/disabilitysupport/trainingemployment.htm>

### Who can advise me about being able to continue working?

Getting back to work and earning money may be at the forefront of many people's minds. There are ways and options to allow you to continue working, so don't be afraid to raise the issues with your employer, medical staff and others. Your GP and consultant can give you specific advice about your condition and how it will impact on your daily living. However, too often people are written off without thinking about what the person wants. Your local Jobcentre may be able to help. You will need to speak to a Disability Employment Advisor. You may also be able to gain assistance from Access to Work (see section on financial support available below).

You may consider that you need to seek independent advice about returning to work, talking with your employer or anything else worrying you about work or running your business. **Start Ability Services** [www.startability.org.uk](http://www.startability.org.uk) offer a national work advice service to people with long-term health conditions and organisations on removing the barriers to work. The Work Advice Line Service Tel: 01204 431638, Email: [start.ability@ntlworld.com](mailto:start.ability@ntlworld.com) and by Skype: start.ability

#### Direct Gov

[www.direct.gov.uk/en/disabledpeople/employmentsupport/workscchemesandprogrammes/dg\\_4000347](http://www.direct.gov.uk/en/disabledpeople/employmentsupport/workscchemesandprogrammes/dg_4000347) or <https://www.gov.uk/browse/disabilities/work>

**Hampshire** <http://www3.hants.gov.uk/adultsocialcare/disabilitysupport/trainingemployment.htm>

### Is there any financial support with adaptations, travel and support costs at work?

If you need assistance with getting back to work, running your business and need support with doing tasks in your job, Access to Work may be able to help. **Access to Work** is a government scheme established to assist disabled people and those with a health condition.

You may be eligible for help if you are:

- in a paid job
- unemployed and about to start a job
- unemployed and about to start a Work Trial
- self-employed
- your disability or health condition stops you from being able to do parts of your job

Your disability or health condition may not have a big effect on what you do each day, but may have a long-term effect on how well you can do your job.

An Access to Work adviser can speak to you and your employer to reach a decision about the best support for you. In most cases, this can be done over the telephone, but a visit can be arranged if necessary. Sometimes specialist advice may be needed, which the Access to Work adviser will help to arrange. For example, your adviser may arrange for a specialist organisation to complete an assessment and recommend appropriate support. [www.gov.uk/access-to-work](http://www.gov.uk/access-to-work)

The amount of help which you may receive from Access to Work will vary depending on how long you have been employed, what support you need and whether you are self-employed.

Access to Work can pay up to 100 per cent of the approved costs of adaptations if you are:

- unemployed and starting a new job
- self-employed
- working for an employer and have been in the job for less than six weeks

Whatever your employment status, Access to Work will also pay up to 100 per cent of the approved costs of help with:

- support workers
- travel to work costs if you are unable to use public transport
- communicator support at interview

Access to Work pays a proportion of the costs of support if all of the following apply to you:

- you're working for an employer



- you've been in the job for six weeks or more
- you need special equipment or adaptations to premises

Access to Work will review your circumstances and the support you're receiving on a regular basis and at least once every 3 years.

### **Is there any financial help available for me to get to work?**

Access to Work might pay towards the cost of getting to work if you cannot use public transport.

You may be eligible for help if you are:

in a paid job; unemployed and about to start a job; unemployed and about to start a Work Trial; self-employed; your disability or health condition stops you from being able to do parts of your job

Your disability or health condition may not have a big effect on what you do each day, but may have a long-term effect on how well you can do your job. Ask the Disability Employment Adviser (DEA) at your local Job Centre about Access to Work.

### **Where do I go if I think I am being discriminated against in the workplace because of my disability?**

If you think you are being discriminated against in the workplace you should seek expert advice.

**The Equality Advisory Support Service (EASS)** provides information and support on issues relating to **equality and human rights**, across England, Scotland and Wales. The website for the EASS is [www.equalityadvisoryservice.com](http://www.equalityadvisoryservice.com) Helpline: 0808 800 0082) Monday - Friday 9am - 8pm and Saturday 10am - 2pm

**The Advisory, Conciliation and Arbitration Service (ACAS)** provides advice to both employees and employers regarding any employment issues. Their helpline is: 08457 474747 [www.acas.org.uk](http://www.acas.org.uk)

If you are a member of a Trade Union contact your local union representative as they can provide free advice and representation.

### **I am not able to continue to work in the same role – to whom can I speak about my options?**

To find another job, your first point of contact should be the Disability Employment Advisor at your local jobcentre. You may also wish to look at the information in the section above "Who can advise me about continuing in work?" (Page 54) and contact <http://www.disabilityrightsuk.org/getting-advice>

### **I am now off sick from work due to my disability and cannot afford my rent. What can I do?**

Seek advice from **Citizen's Advice Bureau** [www.citizensadvice.org.uk/](http://www.citizensadvice.org.uk/)

### **I want to go on holiday, but I need carers to help me with my personal care whilst I am away. Where can I find out about places which would be suitable?**

The national charitable organisations which represent the interests of people with neurological conditions such as the MS Society, Parkinson's UK and the MND Association all have helpline numbers and can provide advice and support regarding short breaks and holidays.

Each organisation has a wealth of experience and knowledge to advise people regarding practical issues with their own specific conditions. All keep details of places which are offering suitable holiday accommodation and personal care support. Telephone numbers for all the organisations can be found in the back section of the booklet. There is also a national charitable organisation which provides holiday information to anyone with extra needs:

**Tourism for All c/o Vitalise** Tel: 0845 124 9971 [info@tourismforall.org.uk](mailto:info@tourismforall.org.uk)

**Vitalise** Formerly known as the 'Winged Fellowship', the organisation **Vitalise** can be contacted for comprehensive information on accessible holidays and carer support on [www.vitalise.org.uk](http://www.vitalise.org.uk) Tel: 0303 303 0145. This organisation has a holiday centre in Netley Waterside near Southampton <http://revitalise.org.uk/respice-holidays/our-centres/netley-waterside-house/>

**The Rough Guide to Accessible Britain** is available free for those with Blue Badge, Disabled Persons Railcard or Motability customers on [www.accessibleguide.co.uk](http://www.accessibleguide.co.uk) . The site is packed with useful information.

