

A to Z of health and social care services

Better Lives for people in Leeds

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A directory of services and organisations for adults, in Leeds

Useful contacts

Leeds Directory	0113 391 8333
Adult Social Care contact centre	0113 222 4401
Adult Social Care out of hours (after 5pm)	0113 240 9536
Electricity emergency	0800 375 675
Gas leaks	0800 111 999
Yorkshire Water leakline	0800 573 553
NHS Direct	111
Police, Fire or Ambulance emergency	999
Police - non emergency	101
The Samaritans	08457 90 90 90
Age UK national helpline	0800 169 6565
Age UK Leeds	0113 389 3000

My doctor's name and number are:

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Useful contact numbers:

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Welcome to the new A to Z

In this guide we have listed services from many organisations, council services, health services and from many other organisations across Leeds and further afield. It is not possible to list everything but we hope that it will be a start, to point you in the right direction.

Although there is increasing internet access, we know many people still prefer or need a paper copy – hence this guide.

We are grateful to people who gave us feedback on previous editions of this directory, we have included many of those ideas. We are also grateful to organisations and individuals who have suggested entries, and who have checked it for accuracy.

All the information was correct at the time of print, September 2013. If you spot any errors or omissions, please email us at: asc.comms@leeds.gov.uk or call 247 8676.

If you are finding it difficult to find a service, call the council's contact centre on 222 4401, or visit any of our one stop centres (see page 85)

Unless a telephone code is given, all the telephone numbers need the **Leeds telephone code 0113** if you are dialling from a mobile phone or from another area.

All 0800, 0500 and 0808 numbers are **Freephone numbers** from landlines. Mobile charges may vary. Numbers that start with 0303 are charged as if they are 01 or 02 numbers and so are normally included in mobile or landline call packages.

If you want **more copies of this booklet** you can visit your local one stop centre (see page 85), or ring Adult Social Care on 247 8630. If you would like to receive the A-Z in large print, on tape, in Braille or specific entries in another language please ring us on 247 8630. There will be an electronic version available on our website at www.leeds.gov.uk.

We hope to be able to print a new edition in 2015.

We would like to know what you think about the directory. There is a **freepost feedback slip** and a chance to win a voucher. Inclusion in this directory does not imply that the council approves of or guarantees the organisations listed.

Adult Social Care is the part of the council that supports older people, adults with learning and physical disabilities, with sensory impairments and adults with mental health needs.

We need to provide care in a better, more efficient way, so we have developed a fresh way of thinking about how we deliver our services. **'Better Lives for people in Leeds'** is a set of themes, or 'strands' focused on using our resources to make people's lives better. The three strands are:

Better lives through enterprise which is about improving people's lives through the council actively helping charities, other public sector bodies, social enterprises and businesses to improve existing services, and develop new ones (for example, see 'Neighbourhood Network Schemes', page 75).

Better lives through housing, care and support. Most people want to stay in their own homes for as long as possible, so this strand is about organising more support to allow them to do so. The council, and our partners, are investing in more expertise and clever equipment to allow people to stay safe in their homes, such as telecare (see page 8).

Better lives through integration, which is about joining together Adult Social Care at the council and parts of the NHS such as GPs and health workers. Staff will increasingly be working side-by-side, sharing information and taking a more co-ordinated approach. This directory includes many services that are health related.

Follow us on twitter **@betterliveslds**. We also have a blog where you can read more about Adult Social Care in Leeds
www.betterlivesleeds.wordpress.com

A & E

Accident and Emergency services are at Leeds General Infirmary and St James' hospital. The **Children's A & E** department is at Leeds General Infirmary.

See also 'Hospitals', page 52.


Abuse

Abuse can be physical, psychological, sexual, financial or neglect. It can happen anywhere and can be done by anyone. It can be stopped.

If you believe someone is in imminent danger or in need of immediate medical attention, dial 999 and ask for the police or ambulance as appropriate.


If you want to report abuse to Adult Social Care, call the council's contact centre.

 222 4401, or textphone 222 4410

 For out of hours 240 9536


Web: www.leeds.gov.uk

The **Leeds Safeguarding Adults Partnership** will give you advice, if you are at all worried about a situation.

 224 3511

Web: www.leedssafeguardingadults.org.uk

Call the **police** for non-urgent crime and advice, 24 hours a day.

 101 (The new non-emergency number)

Web: www.westyorkshire.police.uk

Facebook: facebook.com/westyorkshirepolice

Twitter: @WestYorksPolice

Access bus

See 'Transport', page 106.

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Access Committee for Leeds

This group provides free independent advice and information to disabled people and their families, as well as other organisations who want a better understanding of disability and access issues. They campaign for better access and work as advocates for disabled people across Leeds.

Address: Mariners Resource Centre, Hunslet Hall Rd, Leeds, LS11 6TT

 228 8110 or textphone 228 9652

Web: www.accesscommitteeforleeds.org


Adaptations

See 'Equipment and adaptations', page 40.

Addiction

Addiction Dependency Solutions is a charity that prevents and reduces harm for people suffering from alcohol drugs misuse. In their Leeds city centre office they offer drop-ins, groups, individual appointments and are open Monday to Friday.

Address: 18 East Parade, Leeds, LS1 2BH

 247 0111

Email: leeds@adsolutions.org.uk

Web: www.adsolutions.org.uk

Alcoholics Anonymous holds regular meetings across Leeds for people looking for support. Search online or call to find your nearest group.

 National helpline 0845 769 7555


 Local helpline 245 4567

Email: help@alcoholics-anonymous.org.uk.

Web: www.alcoholics-anonymous.org.uk

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If you're affected by someone else's drinking, **Al-Anon** offers support and advice in Leeds. To find your nearest group:

 020 7403 0888

Email: enquiries@al-anonuk.org.uk

Web: www.al-anonuk.org.uk

Narcotics Anonymous offers advice and hosts meetings in Leeds.

 National helpline 0300 999 1212

Web: www.ukna.org

Adult Social Care

See 'Welcome' page 3, contact see Leeds City Council, page 59.

Advice


Most of the entries in this A to Z list services and organisations that will give you useful advice. It may be useful to look at a particular area of interest, such as 'Carers' (page 20), 'Age UK' (page 8) or 'Neighbourhood Network Schemes' (page 75) for local contacts for where you live.

For general advice, see 'Citizens Advice Bureau', page 27 or 'One stop centres', page 85.

Advocacy

Advocacy is speaking up for someone else. Advocates will make sure that the person they are helping knows all the facts and their rights and will make sure their views are heard. It is more than just giving advice - advocates can be with you explaining each step of a process, and to make sure you understand and know what your rights are.

Advonet is a support network for all advocacy providers in Leeds. If you or someone else needs an advocate they will know who the most appropriate organisation is for you. Phone for a copy of their directory of advocacy services in Leeds.

 244 0606

Email: advocacy@advonet.org.uk

Web: www.advonet.org.uk

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Age UK

Age UK (formerly Help the Aged and Age Concern) can give advice on all aspects of life, including money, health, leisure, home care and legal issues for older people.

 National helpline 0800 169 6565

Email: contact@ageuk.org.uk

Web: www.ageuk.org.uk


Facebook: www.facebook.com/ageuk

Twitter: @age_uk

Age UK Leeds office. (Also Arch Café)

Address: Bradbury Building, 15 Mark Lane, Leeds, LS2 8JA

 Main line - 389 3000

 Information and advice 389 3004 10am - 3pm

 Insurance 389 3005/6 10am - 3pm

Email: info@ageukleeds.org.uk

Web: www.ageuk.org.uk/leeds

Alarms

Telecare and CareRing are emergency alarm call services that allow you to keep living independently in your own home knowing that help is at hand if you need it. The technology can monitor you and your home to protect you from emergencies, using movement sensors and gas, smoke and flood detectors. You can also have a pendant alarm to alert someone.

 222 4401 or textphone 222 4410

Email: telecare@leeds.gov.uk

Web: www.leeds.gov.uk

Alcohol

See 'Addiction', page 6.



Alzheimer's disease

See 'Dementia', page 34.

Anti-social behaviour

Anti-social behaviour can include serious acts such as vandalism, drug dealing or crime, but can also include noise, dumping rubbish or drunken behaviour. If you can talk or write to the person or neighbour about the problem, that is the best place to start. If you need advice, you can talk to the Citizens Advice Bureau (see page 27).

Call the police for non-urgent crime and advice, 24 hours a day.

The non-emergency number is 101.

If a crime is happening now, call 999

If you are in council housing and want to talk about anti-social behaviour where you live, contact your housing office (See Housing page 53 for the contact details).



222 4402 or textphone 222 4410

Web: www.leeds.gov.uk

Anxiety

See 'Mental health', page 68.

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Armed forces

The Royal British Legion provides support to ex-military personnel

 National Legionline 08457 725 725

Web: www.britishlegion.org.uk

SSAFA (Soldiers, Sailors, Airman and Families Association) provides help and support to those who serve, those who used to serve, and their families.


 National Forcesline 0800 731 4880

 Local branch 244 9254

Email: wYorkshire@ssafa.org.uk

Arthritis

Arthritis Care is the UK's largest charity working with and for all people who have arthritis. They can help you with advice and local support groups (Leeds and Otley) and they campaign and fundraise.

 0808 800 4050

 Local branch 01924 882150

Email: NorthEngland@arthritiscare.org.uk

Web: www.arthritiscare.org.uk

Facebook: www.facebook.com/ArthritisCareUK

Twitter: @Arthritis_Care

See also 'Expert Patients Programme', page 42.


Arts organisations

See 'Leisure and Sport', page 61.

ASIST

Asist (Actively Seeking Independence Support Team) is the Leeds personal budgets support service. They can help you with spending your personal budget and in finding a personal assistant, if you need one. They are based at the Leeds Centre for Integrated Living in Armley


Address: LCIL, Armley Grange Drive, Armley, LS12 3QH

 214 3599 or textphone 214 3598

Web: www.leedscil.org.uk

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The Free to Live network is a group of people who are already using self-directed support, and they give advice and share their experiences with others who have self-directed support or who are thinking of starting the process. They are also based at ASIST.

 214 3599

Email: info@freetoliveleeds.org

Web: www.freetoliveleeds.org

Facebook: www.facebook.com/freetoliveleeds

Twitter: @freetoliveleeds



Assessments (Social Care)

Older people, adults with a disability of any kind, and carers are entitled to ask the council for an assessment of their needs to see if they are entitled to any help. Contact Adult Social Care to discuss your needs.

 222 4401 or textphone 222 4410

Web: www.leeds.gov.uk

Assistive technology

See 'Equipment and adaptations', page 40.

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Asthma

Asthma UK provides information and advice from specialist nurses, campaigns and fundraises for better research and treatment.

 National helpline 0800 121 6244

Email: info@asthma.org.uk

Web: www.asthma.org.uk

Facebook: www.facebook.com/AsthmaUK

Twitter: @asthmauk

Asylum seekers

See 'Refugees and asylum seekers', page 96.

Attendance allowance

See 'Benefits', page 13.

Autism

Some people with autism can receive support from the council as a personal budget (see 'Self-directed support', page 100). The council also has a list of quality assured supported living providers. Contact the council for more information.

 222 4401 or textphone 222 4410

Web: www.leeds.gov.uk

The National Autistic Society can give advice and support to all and have a directory of services such as support groups, health and advice.

 0808 800 4104 or textphone 0845 070 4003


Web: www.autism.org.uk

Facebook: www.facebook.com/NationalAutisticSociety

Twitter: @NatAutisticSoc

SACAR is an organisation offering support to adults with Autistic Spectrum Disorder (ASD). The Leeds branch offers a Preparation for Work course, as well as supporting people with ASD in social skills and managing difficult life events.

Address: 193-197 Dewsbury Road, Leeds, LS11 5EG

 277 5656

Web: www.sacar-trust.org

Back pain

Your GP will know about local services including physiotherapy (page 93) and Pilates. **Back pain groups** are held at leisure centres throughout Leeds, to develop pain management strategies, and to lessen symptoms. Referral is via your GP.

Back Care Helpline - offers support and information.

 National helpline 0845 130 2704

Web: www.backcare.org.uk


See also 'Experts Patients Programme', page 42.

Benefits

There are many benefits that people can apply for including for carers or to help live life independently. It is a complicated system that changes quite often, so we have not included specific details in this directory. There are many organisations who can advise:


Citizens Advice Bureau (page 27) have lots of advice and information about benefits. For older people see also '**Age UK**', (page 8).

Leeds City Council's council tax and benefits help.

 222 4404 or textphone 222 4410

Web: www.leeds.gov.uk

Welfare Rights Unit. (Part of Leeds City Council's Customer Services Team). They offer free, confidential and impartial advice on welfare benefits. They have advice sessions at many of Leeds City Council one stop centres. (see page 85).

 3760 452

Email: welfare.rights@leeds.gov.uk

The **government's website** has good information about benefits.

Web: www.gov.uk

Government telephone helpline for disability benefits.


 0800 882 200 or textphone 0800 243 355

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Welfare Rights Unit (Leeds City Council) has advice on the whole range of benefits. Surgeries also at LCC onestop centres.

Address: 322, Harehills Lane, Leeds LS9 7BG

 376 0452

Web: www.welfare.rights@leeds.gov.uk

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Bereavement

The **Leeds Bereavement Forum** has a directory of services, and lots of help for bereaved friends and families. They also train other organisations to support those who have been bereaved.

 225 3975

Email: info@lbforum.org.uk

Web: www.lbforum.org.uk

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Cruse Bereavement Care is a national charity that helps anyone bereaved by death to understand their grief and cope with their loss.

 National helpline 0844 477 9400

 Local branch 234 4150

Email: leeds@cruse.org.uk

Web: www.cruse.org.uk

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To register a death contact the council's Registry office.

 222 4408 or textphone 222 4410

Email: register.office@leeds.gov.uk

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For advice on funerals and wills, contact Age UK.

 National helpline 0800 169 6565

 Leeds branch 389 3004

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For advice on what to do when someone dies, contact Citizens Advice Bureau (see page 27), your nearest one stop centre (see page 85) or look at the government information website www.gov.uk

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Bins

If you struggle with putting your bins out each week, Leeds City Council can help. There are several types of wheel out service for older and disabled people. Call the council's contact centre for details.

 222 4406 or textphone 222 4410

Black and minority ethnic communities

There are many organisations working with black and minority ethnic communities. The list below is just some of the organisations in Leeds. You can also search for voluntary, community and faith groups at www.doinggoodleeds.org.uk which will be available from late 2013.

- Apna Day Centre for older Asian people, male and female, from Hindu, Muslim, or Sikh communities. Pennington Street, Woodhouse, LS6 2JP
 242 5709
Email: apna.daycentre@leeds.gov.uk
- Chapeltown Resource Day Centre, West Indian Centre, Laycock Place, Leeds, LS7 3JA
 262 9496
- DOSTI - Asian Women's Support Centre, Stocks Hill Day Centre, Chapel Lane, Armley, LS12 2DJ
 203 8893
Email: dostiawss@btconnect.com
Web: www.dostileeds.org.uk
- Frederick Hurdle Day Centre, Reginald Terrace, off Chapeltown Road, Leeds, LS7 3EZ
 262 2861
- Hindu Older People's Group c/o Montague Resource Centre, Banstead Street West, Leeds LS8 5RU
 269 6780
Email: lalita@kanvande@gmail.com

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Black and minority ethnic communities continued

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- Leeds Black Elders Association provides advice and specialised services for black elders across Leeds. 180 Chapeltown Rd, Leeds LS7 4HP
 237 4332
Web: www.lbea.co.uk
- Leeds Chinese Community Association, 84-86 North Street, Leeds LS2 7PN
 234 6019
Email: lcca@lcca-uk.org
Web: www.lcca-uk.org
- Leeds Irish Health and Homes
 262 5614
Web: www.lihh.org
Facebook: www.facebook.com/Leeds-Irish-Health-and-Homes
Twitter: @leedsirish
- Leeds Islamic Centre, Central Jamia Mosque, 46 Spencer Place, Leeds LS7 4BR
 262 1300
Email: info@leedsic.com
Web: www.leedsic.com
- Leeds Jewish Welfare Board, Marjorie and Arnold Ziff Community Centre, 311 Stonegate Road, Leeds, LS17 6AZ
 268 4211
Email: theboard@ljwb.co.uk
Web: www.ljwb.co.uk
Twitter: @LJWBLeeds
- Leeds Kashmiri Elders Association, Woodsley Road Community centre, 64 Woodsley Road, Leeds LS3 1DU
 244 2604
- Ramgarhia Sikh Day Centre, 8-10 Chapeltown Road, Leeds LS7 3AP
 262 5657

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- Roots - an organisation of African Caribbean people with learning disabilities, 53 Louis Street, LS7 4BP
 0754 946 5269
Web: www.roots.org.uk
- Sikh Baba Dal Day Centre
 262 5156
Email: premsinghduggal@hotmail.com
- Sikh Elders Service, Touchstone House, 2-4 Middleton Crescent, Beeston, Leeds LS11 6JU
 271 8277 (English) or 216 3143 (Punjabi)
Email: housing@touchstone-leeds.co.uk
Web: www.touchstone-leeds.co.uk



- West Indian Family Counselling Service and Roscoe Luncheon Club for the Elderly, Roscoe Methodist Church, Francis Street, Leeds LS7 4BY
 262 5131
Email: wifcos@btinternet.com

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Blindness

See 'Visual impairment', page 107.

Blue badge scheme

See 'Transport', page 106.

Bogus callers

See 'Safety at home', page 99.

Breaks

See 'Respite', page 97.

British Legion

See 'Armed forces', page 10.

Builders

See 'Care & Repair', page 19 and 'Leeds Directory', page 60.

Buses


See 'Transport', page 106.



Cancer

There are many support groups in Leeds. Find out about these from the **Robert Ogden Macmillan Cancer Centre** which offers a variety of support services and complementary therapies. Drop-in appointments available during the week.

Address: Behind the Thackray Museum, St James' Hospital, Beckett Street, Leeds, LS9 7TF

 206 6498 or 206 6499

Email: romc@leedsth.nhs.uk

The **Yorkshire Cancer Network** has information on cancer care, treatment and support services.

Web: www.ycn.nhs.uk


Twitter: @NHS_YCN

See also 'Hospices', page 52.

Care & Repair

Care & Repair is a Leeds based charity that helps older and disabled people live independently at home for longer. They give advice and practical help on housing adaptations, repairs and 'warm homes' services. They also run a falls prevention service, a reminiscence library and much more.

Care & Repair run Leeds Directory, see page 60.

 240 6009

Email: enquiries@care-repair-leeds.org.uk

Web: www.care-repair-leeds.org.uk

Care homes

This is what we now call residential homes and nursing homes. Some care homes have extra support and are called 'care homes with nursing'. For more information contact Adult Social Care's contact centre.

 222 4401 or textphone 222 4410

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The Care Homes and Housing Options Directory lists all the 'housing with support' options in Leeds, whether run by private companies, housing associations, other charities or the council. It has information on sheltered housing, residential care homes, respite, as well as advice on choosing and paying for care. It is available to download on the council's website or **www.carechoices.co.uk** (with brousealoud facility). Paper copies can be picked up from one stop centres (see page 85). Alternatively, call the council and we will post one to you.

 222 4401 or textphone 222 4410

Web: www.leeds.gov.uk


The Leeds Care Association has a searchable online database of care home providers in Leeds on their website.

 287 3490

Email: info@leedscare.co.uk

Web: www.leedscare.co.uk

The Relatives and Residents Association supports people going into any type of care home, and their families.

 Helpline 020 7359 8136

Email: info@relres.org

Web: www.relres.org

Care Ring

See 'Alarms', page 8.

Carers

A carer is someone who looks after a relative, partner or friend who, because of disability, illness, old age or substance misuse, cannot manage without help. This includes parents or others bringing up a child who has a disability, or children and young people who help to look after another family member.

Carers' assessments


Adult Social Care has a duty to talk to carers about their relatives' situation, give information about services and benefits, and discuss a carer's own needs. Contact the council to find out more.

 222 4401 or textphone 222 4410

Web: www.leeds.gov.uk

Carer's emergency service

The carer's emergency service offers peace of mind if something unforeseen happens, such as a vehicle breakdown or sudden illness. Once you register with the scheme, you will receive an emergency card with your unique reference number and contact details for the scheme. The scheme will provide free care up to 48 hours in an emergency. The scheme is run by Housing 21 Leeds.

 0303 123 1921

Email: ceregistration@housing21.co.uk

You can also get a **'message in a bottle'** free of charge from health centres, doctors and chemists. The bottle holds basic personal information and medical details about you or the person you care for. You keep it in the fridge, so that emergency services know where to look for it.




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Carer's support services

Carers Leeds supports all unpaid carers throughout Leeds by providing information, advice, social and emotional support. They have a drop-in centre, advice line, training courses, home visitors and run 14 carers support groups all across the city. You can also make an appointment to see a social worker.

Drop in Tuesday-Thursday from 10.00am to 3.30pm and on Friday from 10.00am to 1.30pm.

Address: 6-8 The Headrow, Leeds, LS1 6PT

 246 8338

Email: info@carersleeds.org.uk

Web: www.carersleeds.org.uk

Facebook: www.facebook.com/CarersLeeds

Twitter: @CarersLeeds

Carers UK is a national charity that advises on welfare rights, benefits and offers support and campaigning for carers.

 National helpline 0808 808 7777

 Leeds branch 275 4718


Email: info@carersuk.org

Web: www.carersuk.org

Facebook: www.facebook.com/Carersuk

Twitter: @CarersUK

Young carers - Willows Young Carers is a support service for young carers aged 5-18 years old living in Leeds. They support children and young people who are caring for, or affected by, a family member with a serious physical illness, disability or mental health issue.

 262 2851


Email: willow.youngcarers@barnardos.org.uk

Web: www.barnardos.org.uk/willow

Carers of a person with mental health difficulties - Leeds mental health carer support service is run by the Leeds and York Partnership NHS Trust, and has a team of support workers who provide

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telephone and one-to-one support and a range of educational courses about mental health designed to help carers cope with caring. They also have three support groups and groups for carers looking after people with Asperger's or people with eating disorders. They also run a group for Asian women. Find your nearest service by calling the central team at St Mary's House or by looking at the Leeds mental health directory online.


 295 4445

Web: www.mentalhealthleeds.info

Older carers of an adult with learning difficulties - Age UK

Leeds run a service to support carers who are over the age of 65 and who look after someone with learning disabilities at home. They keep in regular phone contact with older carers, organise social events, give advice and information, and can come and visit you in your home.

They are based at the Bradbury building and café on Mark Lane LS2 8JA, in the city centre (behind Sainsbury's)


 272 0377

Email: ocss@btconnect.com

Web: www.ageuk.org.uk/Leeds

Carers of a person with dementia - The Alzheimer's Society

provides a support service for carers of people with any form of dementia of any age. They provide telephone and face-to-face support and information. They also run 17 Dementia Cafes in various venues where carers and the person they support can get help from their peers and health professionals.

 Leeds local office 231 1727

Web: www.alzheimers.org.uk

See also 'Dementia', page 34

Carers' support groups - There are a large number of carer's self-help groups which are independent of the services above. Details of these can be found on the carers pages on the council's website

Web: www.leeds.gov.uk

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Care support services continued

Male carers support group is run by the Leeds Carers Centre. It runs once a month for mutual support and social activities.

 246 8338

The **Leeds Carers Action Group** campaign to improve mental health services.


 295 4444

Respite (getting a break) see page 97.




Centenaries and diamond weddings

To arrange an official visit from the Lord Mayor of Leeds to someone who has reached 100 years of age, or celebrating 60 years of marriage please contact the Mayor's secretary at Leeds Civic Hall

 247 4194

Email: lordmayorsoffice@leeds.gov.uk

Telegrams from the Queen for those reaching 100 years of age or who are celebrating 60 years of marriage are organised by contacting the Anniversaries Officer, Buckingham Palace, London SW1A 1AA. Forms can be downloaded from the official website of the British Monarchy.

 0207 930 4832

Web: www.royal.gov.uk

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Cerebral palsy

Scope is the national cerebral palsy charity. They can help you with many things, including giving information, education, respite and residential care.

 National helpline 0808 800 3333

Email: response@scope.org.uk


Web: www.scope.org.uk

Facebook: www.facebook.com/scope

Twitter: @scope

Scope Inclusion Leeds provides activities for disabled children, such as sports, shopping, or help with going out and about. They also offer help with personal care.

Address: Hillside, Beeston Road, Leeds, LS11 8ND

 387 6408

Change for Life

See 'Healthy living', page 48.

Changing Places

These are toilet facilities for people with profound and multiple disabilities. They are fitted with specialist equipment, such as a hoist and changing bench, and are big enough to let two carers help the person with the disability to use the facilities. There are 12 around Leeds, with more being developed. For an up-to-date list, look at the 'Changing places' webpage on the council website or call the council's contact centre.

 222 4401 or textphone 222 4410

Web: www.leeds.gov.uk

Chemist

Find your nearest chemist on the NHS Direct website or call them.

 111

Web: www.nhsdirect.nhs.uk


Facebook: www.facebook.com/NHSDirect.UK

Twitter: @nhsdirect



Children and young people

The Family Hub Leeds is a one stop directory of services and support for parents, children and young people.


 0800 731 0640 or 247 4386

Email: family.hub@leeds.gov.uk

Web: www.thefamilyhubleeds.org

The Market Place is a drop in centre in Leeds for young people up to 25, where they can get free support, information and counselling. You can make an appointment or drop in Wednesday 3-6pm, Thursday 12 noon-3pm, Friday 2-5pm or Saturday 12-4pm.

Address: 28 Kirkgate, Leeds LS2 7DJ

 246 1659


Web: www.themarketplaceleeds.org.uk

Chiropody

See 'Footcare' page 45.

Citizens Advice Bureau (CABs)

CAB offer free, confidential, impartial and independent advice and information on a wide range of subjects. Their website also has a lot of useful advice. There are several offices in Leeds where you can speak to people face to face. Many offices have interpreting services. Call them for opening hours.

 National Consumer Helpline: 08454 04 05 06

Web: www.citizensadvice.org.uk

Web: www.leedscab.org.uk

 Leeds telephone information service: 0844 477 4788

Facebook: www.facebook.com/CitizensAdvice

Twitter: @citizensadvice

- Chapeltown CAB Willow House, New Roscoe Buildings, Cross Francis St, Leeds LS7 4BZ
- Leeds Central CAB Westminster Buildings, 31 New York Street, LS2 7DT
- Shantona Women's Centre (for women only) 205 Roundhay Road, LS8 5AW
- East Leeds - Crossgates Methodist schoolroom, Austhorpe Road, LS15 8QR
- South Leeds - Morley Town Hall, Queen Street, Morley, LS27 9DY
- North Leeds - Otley The Courthouse, Courthouse Street, Otley, LS21 1BG
- West Leeds - Pudsey Trinity Chapel, Wesley Square, Lowtown, Pudsey, LS28 7AB

Cleaning

See 'Care & Repair', page 19, and 'Leeds Directory', page 60.

Colleges

See 'Education and training', page 37.

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Community Alternatives Team

See 'Mental health', page 68.

Community Meals


If you find it difficult to make meals for yourself at home, then the council can bring hot cooked meals to your door. They can also bring you sandwiches to have as a snack later in the day (if you get the hot meals service). Alternatively you can get frozen meals for you to heat up yourself. Most diets are catered for and the service runs 7 days a week.

The service used to be called 'Meals on Wheels' or 'Meals at Home'. As part of the service, the meals assistant will do a quick welfare check to make sure that you are keeping safe and warm. There is a small charge for the meals.

For an assessment, contact Adult Social Care at the council:

 222 4401 or textphone 222 4410

Or if you only need meals, contact Community Meals Leeds direct.

 247 8577

Email: mealsathome@leeds.gov.uk

Web: www.leeds.gov.uk

Community support service

This used to be called 'home help' and is a long term service provided by the council to help you manage at home. They can help with personal care such as getting dressed and using the toilet. For an assessment contact Adult Social Care at the council.

For short term help, see 'Reablement', page 95.

 222 4401 or textphone 222 4410

Compliments and complaints

If you have a complaint, compliment or comment about a service, start by speaking to that care service provider. If Adult Social Care organises your service then you can also complain to Adult Social Care directly.

To talk to the council

Write, call or email us if you have anything you want to say, however trivial it might seem.

Address: The Complaints Manager, Adult Social Care, Merrion House, 110 Merrion Centre, Leeds LS2 8QB

 222 4405 or textphone 222 4410


Email: complaints.SOCS@leeds.gov.uk

Web: www.leeds.gov.uk for an online form

You can also give us your compliments and complaints at any of our one stop centres, see page 85 for their locations.

To comment, give compliments or complain about your **health care**, talk to the GP or hospital service you are commenting about. You can also talk to PALS (Patient Advice and Liaison Service), page 89.

If you have a complaint about any aspect of the council's work, and don't get a satisfactory answer from them you can go to the Local Government Ombudsman. For advice from them, call

 0300 061 0614

Email: advice@lgo.org.uk


Web: www.lgo.org.uk

Computers

See 'Internet', page 55.

Continuing healthcare

NHS Continuing Healthcare is the name given to a package of services which is arranged and funded by the NHS for people outside hospital with on-going health needs. You can get continuing healthcare in any setting, including your own home or in a care home as long as you meet the national criteria. To find out if you might be eligible, talk to your doctor, other health professional or the Patient Advice and Liaison Service (PALS).

 0800 0525 270

Web: www.leeds.nhs.uk/Your-health/Continuing-healthcare

Council

See 'Leeds City Council', page 59.

Counselling

See 'Mental health', page 68.

Crime

See 'Police and crime prevention', page 93.

Crisis (mental health)

See 'Mental health', page 68.



Day centres

Day centres are for people over 60 or for disabled people. They offer activities and help with personal care. For a small daily charge occupational therapists and physiotherapists are available at some centres. For your nearest day centre, ask your local Neighbourhood Network (see page 75) or contact the council's contact centre.

 222 4401 or textphone 222 4410


See also 'Resource centres', page 97, and mental health day centres in the 'Mental health' section page 70.

Deaf and hearing impairment

Hearing tests can be done by your GP or you can be referred to an audiology clinic at a hospital. The NHS has a wide range of hearing aids and equipment.

CoHearentVision is a Leeds organisation that provides a wide range of services and support. They run a social club at Centenary House.


Address: Centenary House, North Street, Leeds, LS2 8JS


 243 8328

Email: info@cohearentvision.org.uk

Web: www.cohearentvision.org.uk

Action on Hearing Loss (the new name for RNID). They provide information and advice on all aspects of hearing loss, from emotional support to what practical aids are available. They also have an online shop of useful equipment.

 National helpline 0808 808 0123 or textphone

 0808 808 9000

Email: informationline@hearingloss.org.uk

Web: www.actiononhearingloss.org.uk

Facebook: www.facebook.com/actionhearingloss

Twitter: @ActionOnHearing

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Deaf and hearing impairment continued

British Deaf Association is the largest deaf people led organisation in the UK. It campaigns for recognition of the Deaf Community and British Sign Language.

Email: bda@bda.org.uk

Web: www.bda.org.uk

Facebook: www.facebook.com/BritishDeafAssociation

Yorkshire BSL (British Sign Language) have freelance interpreters you can hire. If you have access to the internet you can search online for interpreters on their website.

Web: www.yorkshire-bsl-interpreters.co.uk

DALES (Deaf across Leeds enablement service) is a one stop shop for adults who are deaf or who have a hearing impairment. They offer equipment, support and information. They are open Mon to Fri

Address: 9th floor, Minerva House, 29 East Parade, Leeds, LS1 5PS

 288 5750 or textphone 288 5758

Email: Dales@bid.org.uk

Web: www.dales-bid.org.uk



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Death


See 'Bereavement', page 14.

Debt

Be careful if you search for debt advice online - you may end up calling a company that just wants to lend you more money. We recommend you start with the following organisations.


Citizens Advice Bureau - see page 26 for locations

National Debtline provides free, confidential and independent advice on how to deal with your debt problems.

 0808 808 4000

Web: www.nationaldebtline.co.uk

They also run a national **Business Debtline**.

 0800 197 6026


The **government consumer website** has a comprehensive list of debt advice organisations.

Web: www.gov.uk

Leeds based debt and legal advice help include:

Burley Lodge advice centre


42-46 Burley Lodge Road, Leeds, LS6 1QF

 275 3498

Email: advice@burleylodge.org.uk

Ebor Gardens advice centre

173 Haslewood Drive, Leeds, LS9 7RE

 235 0276

Email: egac@btinternet.com

Decorating help


See 'Care & Repair', page 19 and 'Leeds Directory', page 60.

Dementia

The Alzheimer's Society works to improve the quality of life for people affected by dementia. They provide a lot of useful advice and support. The Leeds office can tell you about groups, events, local newsletters and drop in sessions for dementia sufferers and their carers right across Leeds, including dementia cafes and singing groups.

See also 'Advocacy', page 7.

 National helpline 0845 300 0336

 Leeds local office 231 1727

Email: Leeds office peter.ruickbie@alzheimers.org.uk

Web: www.alzheimers.org.uk

Facebook: www.facebook.com/AlzheimersSocietyYorkshire

Twitter: @AlzSocYorkshire

Dentist and dental care

Find your nearest dentist on the NHS Direct website, or by phoning.


 111

Web: www.nhsdirect.nhs.uk


Web: www.facebook.com/NHSDirect.UK

Twitter: @nhsdirect

The **Leeds dental advice** line can help you find an NHS dentist

 0800 298 5787

The **Leeds Dental Institute** provides routine dental care and also acts as a referral centre for specialist dental care.

 244 0111


Email: dentistry@leeds.ac.uk

Depression

See 'Mental health', page 68.

Diabetes

Diabetes UK offers help and support to people with diabetes and their families, to help them live well and stay healthy. They provide a range of support including advocacy, local support groups or just someone to talk to.

 Careline 0845 120 2960

Email: info@diabetes.org.uk

Web: www.diabetes.org.uk

See also 'Healthy living', page 48.

DIAL (Disability Information and Advice Line)

DIAL provides information and advice for disabled people, carers, professionals and students in the Leeds area. You can also speak to DIAL advisers in person.

 214 3630 Text Relay friendly

Email: dial.leeds@btconnect.com

Web: www.dial-leeds.org.uk

Direct payments

See 'Self-directed support', page 100.

Disability living allowance

See 'Benefits', page 13.

Disability Living Centre

See 'William Merritt Disabled Living Centre', page 111.

Domestic help

See 'Care & Repair', page 19, and 'Leeds Directory' page 60.

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Domestic violence

See 'Abuse' page 5, 'Men's groups', page 67 and 'Women's groups', page 112.

Driving licences (and older people)

Older people will need to renew their driving licence at the age of 70, and then every 3 years after. There is no fee for this. For up to date information, please look at the government's consumer website.

Web: www.gov.uk

Drug addiction

See 'Addiction', page 6.



Ears

See 'Deaf and hearing impairment', page 31.

Eating disorders


B-EAT is a national organisation supporting people with eating disorders. For advice call

 National helpline 0845 634 1414

Web: www.b-eat.co.uk

Education and training


Leeds city college have a large number of campuses and centres across Leeds, including Garforth, Otley and Wetherby. They offer a wide range of subjects and types of courses, from GCSEs to part time evening classes.

 0845 045 7275

Web: www.leedscitycollege.ac.uk

The Swarthmore Centre is a small independent adult education centre with a programme of day and evening classes.


Address: 2-7 Woodhouse Square, Leeds, LS3 1AD

 243 2210

Email: info@swarthmore.org.uk

Web: www.swarthmore.org.uk

University of the Third Age Leeds group is about learning for pleasure, and has a programme of talks and events throughout the year. They meet at the Moor Allerton Sports and Social Centre, off Stonegate Road, LS17 6EL

 0755 244 8834

Email: members@u3aleeds.org.uk

Web: www.u3aleeds.org.uk


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Education and training continued

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Skill is The National Bureau for students with disabilities

They promote education and training to adults and young people with disabilities.


 0800 328 5050

Email: skill@skill.org.uk

Web: www.skill.org.uk



A disabled students helpline is run by Disability Rights UK.

 0800 328 5050 Tues 11.30 - 1.30pm and Thurs 1.30 - 3.30pm

Web: www.disabilityrightsuk.org

Electricians

See 'Care & Repair', page 19, and 'Leeds Directory' page 60.

Electricity

See 'Energy and fuel', page 39.

Emergencies

See inside the front cover for emergency contact numbers.

CONTINUED ►

Energy and fuel


Gas leaks or emergency electrical problems? - see the emergency numbers inside the front cover.

Most gas and electricity suppliers offer special services, discounts or free safety checks for older or disabled customers. The contact details for your supplier will be on your latest bill.

If you're unable to pay a bill or are in arrears then contact your supplier straight away, - they must offer you arrangements to pay. Citizens Advice Bureau has a fact sheet about gas and electricity arrears (see page 26).

If you are on a low income there may be a reduced tariff from your supplier. There may be benefits you could apply for such as the **Cold Weather Payment** or the **Warm Homes Discount Scheme**. (See 'Benefits', page 13 or 'Citizens Advice Bureau', page 27).


You can get advice on how to save gas and electricity, (which will save you money and help the environment) from the **Energy Savings Trust**. You may be eligible for grants for home improvements to save you energy.

 0300 123 1234

Web: www.energysavingtrust.org.uk

Age UK also has a lot of useful advice and information on grants for house improvements and tips on keeping your house. (See page 8).

Winter Fuel Payment are available to most older people. For payments call the helpline.

 0845 915 1515

There is also advice on the **NHS Choices** websites

Web: <http://www.nhs.uk/Livewell/winterhealth>

Epilepsy

Epilepsy Action is the National Charity who can help with advice and support for people with epilepsy.

 National helpline 0808 800 5050

Web: www.epilepsy.org.uk

Equipment and adaptations

Equipment to help with personal tasks and jobs around your home can be provided free of charge on long term loan. You may need to have a community care assessment. This kind of equipment is also known as 'assistive technology'. To get an assessment call Adult Social Care.


 222 4401 or textphone 222 4410

Web: www.leeds.gov.uk


Adaptations are changes made to your home to help you do things more easily. Small items such as grab rails can be provided free of charge. It may be possible to fund larger items such as stair lifts through '**Disabled Facilities Grants**'. These grants are for owner occupiers or for people renting houses or flats. For people in council housing, the council will normally pay for the adaptations. For people in housing association houses, funding will vary.

 222 4401 or textphone 222 4410

You can get or return equipment and receive advice from the **Leeds Community Equipment service**. This is jointly run by the council and the NHS.

 247 7387


Red Cross Yorkshire can loan out wheelchairs and commodes on short term loans. See page 96.

 201 5240

Web: www.redcross.org.uk

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The Disabled Living Foundation runs a free and impartial helpline and website that has loads of advice and information on daily living equipment including suppliers.

 National helpline 0845 130 9177, 10am - 4pm Mon to Fri

Web: www.dlf.org.uk

Ricability is a consumer research organisation that has many free, independent consumer reports on what equipment is available.

Email: mail@ricability.org.uk

Web: www.ricability.org.uk

If you have access to the internet, there are many websites that you can use to buy or sell second hand disability equipment.

See also 'William Merritt Disabled Living Centre', page 111, 'Alarms', page 8, 'Care & Repair', page 19, and 'Leeds Directory' page 60.

Exercise


See 'Healthy living', page 48.



Expert Patients Programme

Free six to eight session self-management courses for people living with health problems, disabilities, mental health issues or pain. Refreshments are provided and they can help with travel.

The course teaches people how to look after themselves and become active managers of their health. They also teach practical coping skills and techniques including relaxation and breathing exercises, healthy eating, exercise, pain, fatigue and anxiety management, action planning and communication skills, among others. Specific courses include pain management and mental health recovery, and courses are also run in community languages. Course graduates report feeling and coping better after the course. Leave a message on the numbers below to register or find out more.

 843 4548 or 07944 299403

Email: epp.account@nhs.net

Web: www.leedscommunityhealthcare.nhs.uk

Eyes

See 'Visual impairment', page 107.



Fair access to care

Fair access to care is a way of helping councils to decide who should receive adult community care services. For more information, look at the fair access to care page on the council's website.

Web: www.leeds.gov.uk



Falls prevention

Healthcare professionals take falls in older people very seriously because of the serious affect that a fall can have. As a result, a great deal of help and support towards preventing falls is available for older people. You can talk to your GP, Age UK have leaflets and the NHS direct website have useful advice.

 Age UK national helpline 0800 169 6565

 NHS Direct 111

Web: www.nhsdirect.nhs.uk

Web: www.ageuk.org.uk

See also 'Prevention of Falls' service at 'Care & Repair', page 19.



Financial advice

Advice is available from specific organisations (e.g. Age UK see page 8), from private companies, or independent financial advisers. There are other useful organisations listed throughout the directory.

See 'Citizens Advice Bureau', page 27.

See also 'Legal Advice', page 61.

See also 'Debt', page 33.


The Money Advice Service is an independent advice organisation to help everyone with money problems.

 222 4406 or textphone 222 4410

Email: refusecollection@leeds.gov.uk

Web: www.leeds.gov.uk

The **Society of Later Life Advisers** advise on finances in later life, especially about care options. They have a list of accredited advisers, regulated by the Financial Services Authority.


 0845 303 2909

Email: admin@societyoflaterlifeadvisers.co.uk

Web: www.societyoflaterlifeadvisers.co.uk

Fire safety

West Yorkshire Fire Service can provide a free home fire safety check and free fitting of smoke alarms for you. Book a safety check online or by telephone.

 01274 682 311

Email: information@westyorksfire.gov.uk

Web: www.westyorksfire.gov.uk

Food

See 'Healthy living', page 48, 'Community Meals', page 28 and 'Lunch clubs', page 66.

Footcare

Podiatry (also called chiropody) is available in local clinics and health centres across Leeds. A doctor or nurse will need to refer you for free treatment.

For private chiropodists, look in the phone book for a chiropodist who has letters SRCh after their name showing that they are registered.

Funeral

See 'Bereavement', page 14.

Furniture

There are lots of charity shops and second hand furniture stores that want and who sell good quality second hand furniture. Call the council's environmental services contact centre for a list, or if you have the internet, look at the council's website. For old furniture, fridges or other appliances that charities don't want, the council will come and take them away for free.

 222 4406 or textphone 222 4410

Email: refusecollection@leeds.gov.uk

Web: www.leeds.gov.uk


Gas and electricity

See 'Energy and fuel', page 39.

Gypsy and traveller's services

Leeds Gypsy and Traveller Exchange provide support, advice and advocacy for all the Gypsy and Traveller communities in Leeds, on subjects such as health, accommodation and education. They are open for drop in sessions on Monday and Tuesday afternoons, and all day Wednesday - Friday. Please make an appointment, if possible. They also do home visits.

Address: Ground floor, Crown Point House, 169 Cross Green Lane, Leeds, LS9 0BD

 240 2444

Email: info@leedsgate.co.uk

Web: www.leedsgate.co.uk



There is a GP walk in centre that is available to all Gypsy and Traveller community members that aren't registered with another surgery.

Address: Shakespeare Medical Practice, Burmantofts Health Centre, Cromwell Mount, Leeds, LS9 7TA

Handyman

See 'Care & Repair', page 19 and 'Leeds Directory' page 60.

Have your say

See 'Compliments and complaints', page 29, 'PALS', page 89 and 'Healthy living', below.

Health

NHS Direct is a 24 hour service giving advice on all health matters This is the new number for non-emergencies. You can also find your nearest doctor, dentist, chemist or other services.

 111

Web: www.nhsdirect.nhs.uk

Facebook: www.facebook.com/NHSDirect.UK

Twitter: @nhsdirect


See also 'Hospitals', page 52, and 'NHS', page 82.

Health screening

Your GP can offer you a variety of health screening. This includes a free health check for everyone between 40 and 74.

Healthwatch Leeds

Healthwatch Leeds help people get the best out of their local health and social care services, whether it's improving them today or helping to shape them for tomorrow. Healthwatch Leeds is all about local voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to in future.

 898 0035

Email: info@healthwatchleeds.co.uk

Web: www.healthwatchleeds.co.uk

Facebook: www.facebook.com/healthwatch.leeds

Twitter: @HWLeeds




Healthy living

Leeds lets change is a city wide programme which encourages and helps people to adopt a healthier lifestyle. It includes help and advice on services available for stopping smoking, alcohol, weight management, healthy eating, physical activity and mental health.

Web: www.leedsletschange.co.uk

Twitter: @leedsletschange

Zest - health for life is a Leeds based charity that promotes healthy living through healthy eating and exercise. They have a wide knowledge of health issues and run walking groups, cooking classes and fun exercise classes, mainly in east Leeds, Meanwood and Moortown.


 240 6677

Email: admin@zesthealthforlife.org

Web: www.zesthealthforlife.org


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Health Trainers offer personalised 1:1 support for people with health-related goals such as increasing exercise levels, improving diet or cutting down on drinking or smoking. There are seven schemes available throughout Leeds, although the whole city may not be covered.

 270 6903


Web: www.healthforall.org.uk

The Healthy Living Network runs a number of projects focused on healthy living activities.

 295 1043

Web: www.healthylivingnetworkleeds.org.uk


Ministry of Food Leeds is based in Leeds Kirkgate Market providing cooking courses for adults. The eight week course includes skills designed to teach people everything from boiling an egg to traditional family meals. There is a small charge, and is available on Monday - Saturday at various times.

 242 5685

For *alcohol and drug related services*, see 'Addiction', page 6.


Sexual health


For advice contact your GP or NHS Direct. You can also contact Leeds Centre for Sexual Health.

 0845 122 8690

Web: www.leedssexualhealth.com

You can also contact the **Family Planning Association**, or the Ask Brook phonenumber for under 25s.

 FPA 0845 122 8690

 Ask Brook 0808 802 1234

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Smoking

The **Leeds NHS stop smoking** service is free, and has a variety of clinics all over Leeds.

 0800 169 4219 or text 'QUIT' to 0781 154 2548


Email: stopsmokingleeds@nhs.net

Web: www.leedscommunityhealthcare.nhs.uk/what_we_do/specialist_services1/stop_smoking_service1/

Weight management


Reduce the risk of health problems like heart disease, diabetes and cancer by losing weight. Group support sessions, such as those listed below, set realistic and healthy weight loss goals.

The **Adult Weight Management Service** in Leeds offers group support sessions through its 10% lifestyle courses. You can ask your GP or contact them directly.

 843 2396

Web: www.leedscommunityhealthcare.nhs.uk/what_we_do/specialist_services1/weight_management_service


Weight Watchers

 National helpline 0845 345 1500

Email: uk.help@weight-watchers.co.uk

Web: www.weightwatchers.co.uk

Slimming World


 National helpline 0844 897 8000

Web: www.slimmingworld.com

See also 'Leisure and sport', page 61.

Heart disease

British Heart Foundation campaigns and fundraises for research into heart disease, and has help, facts and lifestyle advice.

 National helpline 0300 330 3311

Web: www.bhf.org.uk

Facebook: www.facebook.com/bhf

Twitter: @TheBHF

Heating

See 'Energy and fuel', page 38.

Helplines

We have listed many common helpline numbers. You can find them by searching for the issue, disease or condition in this directory. If you have access to the internet there is an online directory of hundreds of other national and local helplines, look at the **Helplines Association** website.

Web: www.helplines.org.uk

Help the Aged

See 'Age UK', page 8.

HIV/AIDS

Terrence Higgins Trust has advice and information for anyone with HIV or people who think they may be at risk. They have a directory of local clinics and services.

 National helpline 0808 802 1221

Email: info.wakefield@ttht.org.uk

Web: www.ttht.org.uk

Facebook: www.facebook.com/TerrenceHigginsTrust

Twitter: @tthtorguk

Holidays

See 'Respite', page 97.

Holt Park Active

A new centre in north west Leeds to replace the old sports centre, including social care services is due to be completed in autumn 2013. It will offer a wide range of opportunities for people of all ages and abilities to be active, socialise and learn new skills.

Web: www.leeds.gov.uk

Home care

See 'Community support service', page 28.

Home help

See 'Community support service', page 28.

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Homelessness


See 'Leeds Housing Options', page 54.

Hospices

Hospices provide support for very ill people. They provide palliative care for a life threatening illness or an advanced degenerative condition, as well as support for families. Referral is via a GP or consultant.

- St Gemma's Hospice is for adults.

Address: 329 Harrogate Road, Moortown, Leeds, LS17 6QD


 218 5500

Web: www.st-gemma.co.uk

Twitter: @stgemmahospice

- Wheatfields Hospice is for adults.


Address: Grove Road, Headingley, Leeds, LS6 2AE

 278 7249

Web: <http://suerydercare.org/in-your-area/Wheatfields>

- Martin House is for children.

Address: Grove Road, Clifford, Boston Spa, Wetherby, LS23 6TX






 01937 845045

Email: admin@martinhouse.org.uk


Web: www.martinhouse.org.uk

Hospitals

Leeds Teaching Hospital Trust (LTHT) is made up of the following hospitals:

- Chapel Allerton Hospital  262 3404
- Leeds Dental Institute  244 0111
- Leeds General Infirmary (LGI)  243 2799
- Seacroft Hospital  264 8164
- St James' University Hospital  243 3144

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- Wharfedale General Hospital (Otley)  01943 465 522
- Accident and Emergency services are at Leeds General Infirmary and St James' Hospital
- The Children's A & E department is only at Leeds General Infirmary
Web: www.leedsteachinghospitals.com

House repairs

See 'Care & Repair', page 19, and 'Leeds Directory' page 60.

Housing

The Council have housing offices and One Stop Centres you can visit for each area of the city. Call the number for your local area or visit: **www.leeds.gov.uk**

- **(Former Aire Valley Homes):** Barwick, Swarcliffe, Garforth, Micklefield, Kippax, Methley, Holbeck, Beeston, Rothwell, Middleton, Morley, Drighlington, Cottingley
 0800 915 6660 or 0113 398 4710
- **Belle Isle Tenant Management Organisation.**
Address: Belle Isle T.M.O., Aberfield Gate, Belle Isle, Leeds LS10 3QH
 0800 389 5503 or 378 2188
Email: bitmo-enquiries@belleisletmo.co.uk
Web: www.leeds.gov.uk/bitmo
- **(Former East North East Homes):** Burmantofts, Chapeltown, Crossgates, Gipton, Halton Moor, Harehills, Meanwood, Moortown, Richmond Hill, Seacroft, Wetherb
 0800 915 1600 or 0113 398 4711
- **(Former West North West Homes):** Armley, Horsforth, Bramley, Kirkstall, Pudsey, Otley, Wortley and Little London
 0800 915 1113 or 0113 398 4708

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Housing Options is the council's homelessness advice and support service. You also can speak to someone face to face at our office in Leeds city centre.

Address: Leeds Housing Options, 2 Great George Street, Leeds, LS2 8BA

 222 4412 or textphone 222 4410


Leeds Homes is a newspaper and website that advertises council housing, housing associations and houses run by accredited private landlords. You can pick up a copy at one stop centres (see page 85) or housing offices.

 222 4413 or textphone 222 4410

Email: leeds.homes@leeds.gov.uk

Web: www.leedshomes.org.uk

Leeds Housing Concern is a charity that provides housing and support for vulnerable people.

 276 0616

Email: info@leedshc.org.uk

Web: www.leedshc.org.uk

If you are in a council house and it is harming your health you may be able to get medical priority to move home. Ask at your local housing office.

Advice about Housing Options: see also 'Care & Repair', page 19.

Housing benefit

See 'Benefits', page 13.

Illness


See 'Health', page 47, and 'Hospitals', page 52.

Income support

See 'Benefits', page 13.

Incontinence

Leeds Continence Service provides confidential advice and support on all aspects of continence care and management. Many health clinics also have a continence service. Call the continence service or talk to your GP.


 305 5138

Individual budgets

See 'Self-directed support', page 100.


Internet

Free internet access is available at all Leeds libraries. For your nearest library, call Leeds libraries' Enquiry Express or search on the Leeds City Council website.

 247 6016


Web: www.leeds.gov.uk

Basic computer skills courses are held at St Vincent's on York Road.

 248 4126

Web: www.stvincents-svp.org.uk

Swarthmore offers a range of computer courses including beginners' classes, web design and using the internet.

 243 2210

Web: www.swarthmore.org.uk

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Internet continued

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Leeds City College offers accredited IT courses as well as basic computer skills at many of its sites.

Web: www.leedscitycollege.ac.uk



Tel 0113 386 1997

Interpreters and translation

Leeds City Council has translators and interpreters for users of council services. Ask the service team you are at, or call the general enquiries number.



222 4444

Web: www.leeds.gov.uk

See also 'Deaf and hearing impairment', page 31, for British Sign Language interpreters.

See also 'Black and minority ethnic communities', page 15.

Keeping warm

See 'Energy and fuel', page 39.


Key safes

You can buy an out-of-doors wall-mounted key box that is kept locked and opened using a code. This means your family and emergency services can have access to your house without having to have a key with them. There are many suppliers, and prices range from £15. If you have internet access, search online for suppliers, or see 'Equipment and adaptations', page 40.

Learning disability

The council runs a comprehensive **Learning Disability Community Support Service**. We provide a range of support for adults and their families/carers through the following services:

- **Supported living** - a scheme that supports over 300 adults to live in their own homes or in small group settings.
- **Fulfilling lives** - A wide range of activities delivered by community, voluntary and faith sector organisations in partnership with ourselves. It also provides carers with a break from their caring responsibilities.
- **Respite** - for all respite services, including ones specifically aimed at adults with learning disabilities, see page 97. For more information on any of the above:

 378 1919

- **Changing Places** - see page 25.
- **Safe Places** - These schemes are being set up across the country. They help an adult with a learning disability deal with any incident that takes place whilst they are out and about, such as being harassed, getting lost or the person they are due to meet fails to turn up. Businesses and organisations sign up to be a Safe Place in addition they put a recognised sign in their window and people with a learning disability receive an emergency contact card. If someone needs help, staff will telephone the numbers listed on the card to speak with someone who can provide support.

Email: safeplaces@leeds.gov.uk

 222 4401 or textphone 222 4410


Email: ldcentral@leeds.gov.uk

Web: www.leeds.gov.uk

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Through the Maze is a Leeds based information service for people with a learning disability, their families, carers and other individuals or organisations who work with them. Covering a wide range of topics and services, you can get information by telephoning, emailing or, if you have internet access, via their website.

 269 1889

Email: throughthemaze@mencap.org.uk

Web: www.through-the-maze.org.uk


Tenfold is a Leeds based network of organisations that work with and for people with learning disabilities and their website has a useful list of such organisations.

Web: www.tenfold.org.uk

Leeds Centre for Integrated Living

This centre helps disabled people from across Leeds manage their personal budgets (page 100), and runs courses and social events. You can call in or phone for advice.

Address: Armley Grange Drive, Armley, Leeds, LS12 3QH

 214 3599

Email: info@leedscil.org.uk




Web: www.leedscil.org.uk



Leeds City Council

The contact centre deals with a wide variety of council services.

If you prefer you can talk to someone face to face at our one stop centres (page 85).

- Adult Social Care  222 4401
- Anti social behaviour  222 4402
- Children and Young People's Social Care  222 4403
- Council tax and benefits  222 4404
- Customer relations, feedback, complaints & compliments  222 4405
- Environmental services, refuse collection, recycling, domestic and industrial noise, pest control, grass cutting, graffiti removal  222 4406
- Highways, including street lighting and street cleaning  222 4407
- Registrars, including births, deaths, marriages and civil ceremonies.  222 4408
- Planning  222 4409
- Minicom for all services  222 4410
- Electoral services  222 4411
- Housing options (homelessness service)  222 4412
- Council homes  222 4413
- Blue disabled parking badge  222 4444
- General enquiries  222 4444

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Leeds Community Equipment Service

See 'Equipment and adaptations', page 40.

Leeds Directory

The Leeds Directory is a service where you can find people and companies across Leeds who can help with things like DIY around the home, personal care and advice and support. You can see it on the internet and there is a phone line to call for information. Some sections can be printed out on paper too. The service is developing and later in 2013 you will be able to buy services on line through the website. It is run by Care & Repair (see page 19).

For your peace of mind, if an organisation has a 'green tick' in their directory entry, it means that they are part of an accreditation scheme.

 helpline 391 8333

Web: www.leedsdirectory.org

Leeds Involving People

This organisation helps you to shape adult social care and NHS services in your community. Through consultation, focus groups, surveys and other events, you can have your say on services you have used, or future plans.


 237 4508 or textphone 237 4512

Email: info@leedsinvolvement.org.uk

Web: www.leedsinvolvement.org.uk

Leeds Older People's Forum

This is a network of voluntary sector organisations that work with older people.

 244 1697

Email: info@opforum.org.uk

Web: www.opforum.org.uk


Legal advice

- Civil Legal Advice offers free, confidential and independent legal advice for residents of England and Wales. You can ask them for a free call back or text 'legalaid' and your name to 80010

 0845 345 4345 or textphone 0845 609 6677

Web: www.gov.uk/civil-legal-advice


- Disability Law Service provides free advice on all disability and deaf law issues.

 020 7791 9800

Email: advice@dls.org.uk

Web: www.dls.org.uk


- Leeds Law Centre, Roundhay Road

 249 1100

See also 'Citizens Advice Bureau', page 26, and 'Age UK', page 8.

Leisure and sport

Leeds Card gives you discounts at council sports and leisure facilities, museums, theatres, restaurants and shops. Some extra discounts for those on income or disability related benefits, and for over 60s.

 224 3636

Email: leedscard@leeds.gov.uk

Web: www.leeds.gov.uk

BBC Ouch website has details on disability concessions

Web: www.bbc.co.uk/ouch/features/save-money-seek-out-disability-concessions.html

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Walking groups

Walking in Yorkshire has a large list of walking groups.

Web: www.walkinginyorkshire.co.uk/groups

The national **Walking for Health** scheme has a comprehensive list of walks available in your area.

 020 7339 8541


Email: walkingforhealth@ramblers.org.uk

Web: www.walkingforhealth.org.uk



Leisure and arts


The Arts and Minds Network brings together organisations which use the arts to support mental wellbeing. A list of community groups can be found on their website or call for more information. Groups include choirs, poetry and creative writing groups, film and drama groups, open mic nights, music groups and organisations and art-based groups and activities.

 243 1121

Web: www.artsandmindsnetwork.org.uk

Artlink West Yorkshire is a community arts organisation specialising in arts and health initiatives. They run arts projects for adults with learning disabilities, people with mental health issues and older people with dementia.

Address: 191 Belle Vue Road, Hyde Park, Leeds, LS3 1HG


 243 1005

Email: info@artlinkwestyorks.org

Web: www.artlinkwestyorks.org

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The Cinema Exhibitors Association Card is a nationally recognised card that is used to show that the holder is entitled to a free ticket for a person accompanying them to the cinema. To apply for one you must get the disability living allowance, attendance allowance, or be registered blind. There is a small charge for processing.


 0845 123 1292 or textphone 0845 123 1297

Email: info@ceacard.co.uk

Web: www.ceacard.co.uk


The Heydays Project is for people over 55 and is based at the West Yorkshire Playhouse. It gives you a chance to meet and develop new creative skills and learn from experienced tutors. They meet on a Wednesday.

Address: West Yorkshire Playhouse, Quarry Hill, Leeds LS2 7UP

 213 7296

Web: www.wyp.org.uk


Also based at the West Yorkshire Playhouse is the **Beautiful Octopus Group**, a friendly, inclusive and accessible club night celebrating the culture of adults with learning disabilities. The **Leeds Octopus Crew** takes part in workshops at the playhouse to learn DJ and MC skills, visual arts, live music and club décor. They also gain valuable work-based training from the production, front-of-house and marketing departments at the Playhouse.

 213 7296

Web: www.wyp.org.uk

Yorkshire Dance has very varied programme for all ages and abilities. There are specific activities for older people and for people with physical or learning disabilities.

Address: Yorkshire Dance, 3 St Peter's Buildings, St Peter's Square, Leeds LS9 8AH

 243 9867

Email: kateferrisneely@yorkshiredance.com

Web: www.yorkshiredance.com

See also 'Education and training', page 37.

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Sport

Doing (even very gentle!) exercise is a great way to feel good, lose weight and also make new friends.

There are 17 **council run sports centres** right across Leeds, all offering a fantastic range of classes, facilities and events. They often have specific activities and classes for older or disabled people.

 395 0001


Email: sports@leeds.gov.uk

Web: www.leeds.gov.uk

See also 'Healthy living', page 48.

Older & Active in Leeds is a project providing opportunities for older people to join in various activities such as walking groups, chair-based exercise classes and Tai Chi. It is run by Feel Good Factor Leeds

Address: Feel Good Factor Leeds, 53 Louis Street, Chapeltown, LS7 4BP


 350 4200

Email: office@fgfleeds.org

Web: www.fgfleeds.org


There are several opportunities for disabled children and adults to learn **horse riding** around the area.

- Leeds Riding for the Disabled is based near Bardsey, LS17

 0845 450 7037

Web: www.leedsrda.org.uk

- Middleton Park Equestrian Centre, Middleton Grove, Middleton, LS11 5TZ

 0845 241 6345 or 277 1962

Email: admin@equestriancentreleeds.co.uk

Web: www.mpec-rda.co.uk

- Otley and District RDA. Some days they ride from Skipton, some days from Guiseley.


 01943 603 111

Email: enquiry@otleyrda.org.uk

Web: www.otleyrda.org.uk

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Leeds United Disabled Organisation (LUDO) - helps disabled fans to access matches. LUDO, c/o LUFC, Elland Road, LS11 0ES


 293 3917

Email: ludo1992web@yahoo.co.uk

Web: www.ludo1992.com

Leeds Rhinos offer concessionary tickets to disabled supporters, and free tickets if they need a helper. You can book space in the designated wheelchair area in the stadium.

Address: Headingley Carnegie Stadium, St Michael's Lane, LS6 3B


 203 3271

Email: steph.wright@leedsrugby.com

Web: www.therhinos.co.uk/club/disabled_supporters

Leeds PHAB Club - leisure and social activities for disabled and non-disabled people from age nine upwards. They meet every Friday in the Prince Philip Centre, and at other times across Leeds.

Address: Prince Philip Centre, PHAB Club, Scott Hall Avenue, Leeds, LS7 2HJ

 01937 573722 or 262 3241 on Friday evenings

Email: ann.hartphab@btinternet.com


Web: www.phab-leeds.org.uk



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Libraries


Libraries offer books, CDs, DVDs and more. Every library in Leeds has free internet access and our trained and friendly staff can help all users access our services. We also have comprehensive libraries for music, art, local history and reference. Find your nearest online or call.

 247 6016

Email: enquiry.express@leeds.gov.uk

Web: www.leeds.gov.uk

The **Library at Home service** is free, and is available to people who can't get to a library and don't have anyone who can go for them. Volunteers deliver books every 3 weeks.

 395 2330

Email: libraryathome@leeds.gov.uk

Lip reading

See 'Deaf and hearing impairment', page 31.

Looking after your home and repairs

See 'Care & Repair', page 19, and 'Leeds Directory', page 60.

Lunch clubs

These offer a lunchtime meal for older people and a chance to take part in social activities and make new friends. They can be at day centres, church halls or community centres. For your nearest, contact your local Neighbourhood Network (page 75) or the council's contact centre.

 222 4401 or textphone 222 4410

Lung disease

British Lung Foundation have a Leeds Breathe Easy group in Seacroft which provides support and information for people with lung disease and those who look after them.

 National helpline 0300 003 0555

 Northern office 0191 263 0276

Web: www.blf.org.uk

Facebook: www.facebook.com/BritishLungFoundation

M.E.

Action for M.E. campaigns nationally for research and for better services for people with M.E. They have a telephone welfare rights helpline, and can help you with all aspects of having M.E.

 National helpline 0845 122 8648

Web: www.actionforme.org.uk

Facebook: www.facebook.com/actionforme

Twitter: @actionforme

The Leeds M.E. Network has social meetings for M.E. sufferers and their carers on the third Thursday of odd numbered months, 12.30 - 2pm at the West Yorkshire Playhouse café. They also have details of other local and national support groups and campaign to improve local services.



Web: <http://leedsmenetwork.yolasite.com>

See also 'Expert Patients Programme', page 42.

Meals on wheels

See 'Community Meals', page 28.


Men's groups

- Asian Men's Self Help Group (Majlis), Lovell Park Day Centre, Wintoun Street, Leeds, LS7 1DA
 378 2275
- MALE (Men's Advice Line Enquiries) offers emotional and practical support for men in Leeds, especially for men experiencing any form of domestic violence or abuse.
 Freephone 0808 801 0327
- Brotherz in Life is a health group for African, African Caribbean and Dual Heritage men. They have monthly meetings in Chapeltown, and are part of the Black Health Initiative.

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Men's groups continued

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- Black Health Initiative, Chapeltown Enterprise Centre, 231-235 Chapeltown Road, Leeds, LS7 3DX
 307 0300
Email: admin@bhileeds.org.uk
Web: www.blackhealthinitiative.org
Facebook: www.facebook.com/BLACK-HEALTH-INITIATIVE
Twitter: @BHILeeds
- The Campaign Against Living Miserably (CALM) was set up to reduce the high suicide rate amongst men under 35, currently the single biggest killer of young men in the UK.
 National helpline 0800 585858
Web: www.thecalmzone.net
- Male carers support group is run by the Leeds Carers Centre, for mutual support and social activities.
 246 8338

Mental health

One in four of us will experience some form of mental health problem, most commonly anxiety or depression, at some point in our life. There is a lot of help available, but it's not always easy to know where to start.

If you are feeling concerned the first step is to talk to your GP. They could refer you to a service they think is most suitable, or give you information about what else might help. People of all ages experience mental health problems and you will not be wasting your doctor's time by talking about how you feel.

There are also services that you can refer yourself to, you can contact these directly:

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For talking therapy or counselling:

For adults (over 17) - The NHS Primary Care Mental Health Service can help with common mental health problems such as anxiety and depression to develop new ways of coping. They offer guided self-help, stress and mood management, and one to one talking therapy. There are also three voluntary agencies that provide part of this service (Touchstone, Leeds Counselling & Community Links)



843 4388 (Lines open 8.30 – 4.00 Monday – Friday)

For Young People - The Market Place offers free and confidential counselling and support for young people aged 13-25 to work through their issues at their own pace.



246 1659

Web: www.themarketplaceleeds.org.uk

There are also several independent counselling services including the following (You may have to pay but fees are usually set according to your income or involve a voluntary contribution).

Leeds Counselling provide counselling and therapy through a range of services for adults and young people.



245 0303

Web: www.leedscounselling.org.uk

Women's Counselling and Therapy Service offer individual and group counselling and psychotherapy to women who are on a limited income and who have moderate to severe mental health needs.



245 5725

Web: www.womenstherapyleeds.org.uk

Relate offers relationship counselling for individuals, couples or children, family counselling and sex therapy.



01302 347444

Web: www.relatemid-yorkshire.org.uk


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For self-help or social support:

Leeds Mind Peer Support Service runs self-help courses, workshops and support groups on topics such as confidence building and self-esteem. The service is for people who are willing to share their experiences and want to make changes in their lives. Mind also provides befriending.

 305 5802

Web: www.leedsmind.org.uk/self-help

See also 'Expert Patients Programme', page 42.


Mental health day centres are part of a range of support and services offered by the council. There is also employment and education support, housing support workers, social groups and peer led support. To find your nearest call or email.

 222 4401 or textphone 222 4410

Email: general.enquiries@leeds.gov.uk


Web: www.leeds.gov.uk

Community Alternatives Team is a council team that runs several projects across Leeds for adults with mental health problems. There are support groups, drop in sessions, employment support and social activities. Some groups are for specific groups of people, such as Asian women, or young adults.

 378 2301

Email: cat@leeds.gov.uk


Touchstone Support Centre - one-to-one and group support to improve the mental wellbeing of all black and minority ethnic people, including carers. Touchstone staff and volunteers speak community languages. They have specialist dementia and employment workers.

 271 8277

Web: www.touchstonesupport.org.uk

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Leeds Survivor Led Crisis Service holds groups led by people who use the service. The groups bring people together to share their expertise and experience in coping with a crisis.

 260 9328

Web: www.lslcs.org.uk

Check local libraries and directories for details of smaller groups in your area.

Web: www.leeds.gov.uk

The voluntary, community and faith groups searchable database is being updated and will be available from late 2013 at

Web: www.goinggoodleeds.org.uk

Specialist support

You can be referred to these by your GP or a health worker.

If you need specialist support for your mental health, your doctor may refer you to the NHS mental health provider Leeds and York Partnership NHS Foundation Trust. You would be offered an appointment to meet with a mental health worker who will assess the best type of treatment for you.

Leeds City Council **Adult Social Care** also provide a range of services such as employment and education support, day centres, housing support workers and social groups. You can be referred or you can contact them yourself through the contact centre and they will arrange for someone to make an assessment of your situation Call or speak to someone at a one stop centre (see page 85)

 222 4401 or textphone 222 4410

Web: www.leeds.gov.uk

Integrated services are teams of social workers, mental health practitioners and health colleagues working together to provide the best service for the patient.

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Other services:

There are also many voluntary organisations, some of which are funded by the NHS or Leeds City Council that provide services for people with mental health problems. These include one-to-one support, housing support, befriending, employment support and art groups. Generally you need to be referred to these services so talk to your health worker or call the service to find out more. Examples of these include:

- Leeds Mind
 305 5800
Web: www.leedsmind.org.uk
- Touchstone
 271 8277
Web: www.touchstonesupport.org.uk

In 2013 Leeds Mind and Touchstone have decided to merge, so their contact details may change.

- Community Links
 273 9660
Web: www.commlinks.co.uk

What to do if you are in a crisis:

If you feel that you are in a crisis and need immediate help, you can call:

- Your GP
- NHS Crisis Team
 0300 300 1485
- NHS Direct
 111
Web: www.nhsdirect.nhs.uk


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Other crisis / out of hours services:


Leeds Survivor Led Crisis Service is for anyone who feels distressed or who feels lonely. They run the Connect telephone helpline and Dial House.

Web: www.lslcs.org.uk


Connect Helpline is open 6pm-10.30pm every night of the year. It provides up to an hour of emotional support by telephone.

 0808 800 12 12

Dial House is an overnight house for crisis support. It is open 6pm-2am Friday, Saturday, Sunday and Monday. Taxis are available. Please call this number on the night you would like to visit or stay at Dial House.

 260 9328

The Samaritans is a 24 hour listening service for people feeling suicidal, depressed and for anyone in crisis.

 08457 90 90 90

Email: jo@samaritans.org

Web: www.samaritans.org

More information:


The online mental health directory run by **Leeds Mind** has details of hundreds of organisations and services.

Web: www.mentalhealthleeds.info

For detailed information about conditions and medicines that you or a family member may have been diagnosed with or prescribed, look at the website 'choice and medication'.

Web: www.choiceandmedication.org/leeds

Anxiety Alliance UK offers telephone and online support. Individual goal-setting and checking is offered through this service.

 National helpline 0845 296 7877, 10am - 10pm

Email: anxietyalliance1@btinternet.com


Web: www.anxietyalliance.org.uk

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Mental health continued

General information on mental health issues and self-help material is available on a number of key national websites:

-  Mind's national helpline 0300 123 3393
Web: www.mind.org.uk
- Mental Health Foundation
Web: www.mentalhealth.org.uk

Volition is an alliance of voluntary organisations that provide services or work with people with mental health needs in Leeds.

Web: www.volition.org.uk

See also 'Bereavement', page 14 and 'Advocacy services', page 7.


Money advice

See 'Financial advice', page 44.

Multiple sclerosis

The **Community MS Team** helps people cope practically and emotionally with the symptoms of MS.

Address: St Mary's Hospital, Greenhill Road, Leeds LS12 3QE

 305 5082

Email: communityneurologyservices@nhs.net

The national **Multiple Sclerosis Society** provides support and information to people with MS, their carers and professionals. They campaign for better research and treatments.

 National helpline 0808 800 8000


Email: helpline@mssociety.org.uk

Web: www.mssociety.org.uk

Facebook: www.facebook.com/MSSociety

Twitter: @mssocietyuk

There is a **Leeds and district branch** providing support around Leeds.

 0800 111 4324

Facebook: www.facebook.com/MSSocietyLeeds

See also 'Expert Patients Programme', page 42.

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Neighbourhood Network Schemes

These organisations provide a wide range of support, services and activities for local older people. They can help with healthy living, leisure, transport and help around the home, and they are a great place to meet new people.

See also 'Voluntary organisations', page 109 and 'Support and social groups', page 104. You can also search for voluntary, community and faith groups at **www.doinggoodleeds.org.uk** which will be available from late 2013.






East Leeds Neighbourhood Network Schemes

- Action for Gipton Elderly (AGE)
5–11 Oak Tree Drive, Gipton LS8 3LJ
 240 9784
Email: age.gipton@lineone.net
- Burmantofts Senior Action
St Agnes' Church Hall, 25 Shakespeare Close, Leeds LS9 7UQ
 248 9191
Email: bsa60.leeds@talktalk.net
Web: www.bsaleeds.org
- Crossgates Good Neighbours Scheme,
Tony Pickles, Station Road, Cross Gates, Leeds LS15 7JY
 260 6565
Email: admin@crossgatesgns.org.uk
Web: www.crossgatesgns.org.uk
- Halton Moor and Osmondthorpe Project for Elders (HOPE)
8A Coronation Parade, Halton Moor, LS15 0AY
 249 3597
Email: hopeprojectleeds@yahoo.co.uk

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Neighbourhood Network Schemes continued

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- Neighbourhood Elders Team
62C Main Street, Garforth, LS25 1AA
 287 4784
Email: info@netgarforth.org
Web: www.netgarforth.org
- North Seacroft Good Neighbours Scheme
Kentmere Community Centre, Kentmere Avenue, Seacroft LS14 1BW
 232 3662
Email: nsgns1@aol.com
- Richmond Hill Elderly Aid
Richmond Hill Community Centre, Long Close Lane,
Leeds LS9 8NP
 248 5200
Email: info@rhea-leeds.org.uk
Web: www.rhea-leeds.org.uk
- South Seacroft Friends and Neighbours Scheme
Methodist Church Hall, 1081 York Road, Seacroft, Leeds LS14 6JB
 273 4979
Email: ssfn@btconnect.com
Web: www.ssfn.co.uk
- Swarcliffe Good Neighbours Scheme
St Gregory's Community Centre, Stanks Gardens, Swarcliffe,
Leeds LS14 5LS
 232 6910
Email: mail@sgns.wanadoo.co.uk
Web: www.sgns.org.uk

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North East Leeds Neighbourhood Network Schemes

- Chapel Allerton Good Neighbours
RVS, 1st Floor, Shoulder of Mutton Business Centre,
45, Potternewton Lane, Leeds, LS7 3LW
 887 3597
Email: chapelallertonGN@royalvoluntaryservice.org.uk
- Community Action for Roundhay Elderly
RVS, 1st Floor, Shoulder of Mutton Business Centre,
45, Potternewton Lane, Leeds, LS7 3LW
 887 3595
Email: fiona.davies@royalvoluntaryservice.org.uk
- Leeds Black Elders
3 Reginald Terrace, Leeds LS7 3EZ
 237 4332
Email: info@lbea.co.uk
Web: www.lbea.co.uk
- Meanwood Elders Neighbourhood Action
RVS, 1st Floor, Shoulder of Mutton Business Centre,
45, Potternewton Lane, Leeds, LS7 3LW
 887 3596
Email: janet.mearns@royalvoluntaryservice.org.uk
- Moor Allerton Elderly Care (MAECare)
57 Cranmer Bank, Leeds LS17 5JD
 266 0371
Email: info@maecare.org.uk
Web: www.maecare.org.uk
- Wetherby in Support of the Elderly (WISE)
One Stop Centre, Westgate, Wetherby LS22 6NL
 01937 588 994
Email: info@w-ise.org.uk
Web: www.w-ise.org.uk

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North West Leeds Neighbourhood Network Schemes

- Aireborough Voluntary Services to the Elderly with Disabilities (AVSED), Suffolk Court, Silver Lane, Yeadon LS19 7JN
 250 1702
Email: info@avsed.org.uk
Web: www.avsed.btik.com
- Caring Together in Woodhouse and Little London (CTiWLL)
Woodhouse Community Centre, 197 Woodhouse Street,
Leeds LS6 2NY
 243 0298
Email: caring.together@dial.pipex.com
Web: www.caringtogether.org.uk
- Hawksworth Older People's Support (HOPS)
6 Broadway, Hawksworth Wood, Leeds LS5 3PR
 228 5552
Email: hops.2001@yahoo.co.uk
- Horsforth Live at Home Scheme
The Central Methodist Church, Town Street, Horsforth LS18 4AH
 259 1511
Email: horsforth.liveathome@mha.org.uk
Web: www.mha.org.uk, search for 'Horsforth'
- Older Wiser Local Seniors (OWLS)
HEART, Bennett Road, Headingley, Leeds, LS6 3HN
 369 7077
Email: infoowls@gmail.com
- Older People's Action in the Locality (OPAL)
Unit 10, Holt Park District Centre, Leeds LS16 7SR
 261 9103
Email: admin@opal-project.org.uk
Web: www.opal-project.org.uk

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- Otley Action for Older People
Suite 2 Bay Horse Court, Boroughgate, Otley, LS21 1SB
 01943 463 965
Email: info@otleyactionforolderpeople.org.uk
Web: www.otleyactionforolderpeople.org.uk
- Supporting the Elderly People (STEP)
St Andrews Church, Butcher Hill, West Park, Leeds LS16 5BG
 275 7988
Email: wendy@stepleeds.org.uk
Web: www.stepleeds.org.uk




South Leeds Neighbourhood Network Schemes

- Belle Isle Elderly Winter Aid
Low Grange House, 6–8 Low Grange Crescent, Leeds LS10 3EA
 277 8208
Email: info@belleisle.org.uk
Web: www.belleisle.org.uk
- Hamara Healthy Living Centre
Tempest Road, Leeds LS11 6RD
 277 3330
Email: info@hamara.co.uk
Web: www.hamara.org.uk
- Holbeck Elderly Aid Community Office
Oak House, Balm Walk, Holbeck, LS11 9PG
 245 5553
Email: info@holbeckelderlyaid.org.uk
Web: www.holbeckelderlyaid.org.uk
- Middleton Elderly Aid
18 Middleton Park Road, Leeds LS10 3ST
 272 1050
Web: www.middletonelderlyaid.org.uk

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Neighbourhood Network Schemes continued

- Morley Elderly Action
Wesley House, 32 Wesley Street, Morley, LS27 9ED
 253 4484
Email: info@morleyelderlyaction.org.uk
Web: www.morleyelderlyaction.org.uk
- Rothwell and District Live at Home Scheme,
First Floor, Oulton Institute, Quarry Hill, Oulton, Leeds, LS26 8SX
 288 0887
Email: rothwell.liveathome@mha.org.uk
Web: www.mha.org.uk, search for 'Rothwell'
- South Leeds Live at Home Scheme
St Andrews Methodist Church, Old Lane, Beeston, Leeds LS11 8AG
 271 6201
Email: southleeds.liveathome@mha.org.uk
Web: www.mha.org.uk, search for 'South Leeds'

West Leeds Neighbourhood Network Schemes

- Armley Helping Hands
Strawberry Lane Community Centre, Strawberry Lane, Leeds LS12 1SF
 279 9292
Web: www.armleyhelpinghands.org
- Bramley Elderly Action
230A Stanningley Road, Bramley, Leeds, LS13 3BA
 236 1644
Email: info@bramleyea.org.uk
- Farsley Live at Home Scheme
Farsley Parish church hall, New Street, Farsley LS28 5DJ
 290 9340
Email: farsley.liveathome@mha.org.uk
Web: www.mha.org.uk, search for 'Farsley'

CONTINUED ►

- Neighbourhood Action for Older People in Farnley
New Farnley and Moor Top, PO Box 150, Hillside Hall,
Cross Lane, Farnley, Leeds LS12 5AA
 263 2945
Email: neighbourhoodaction@hotmail.com
- Pudsey Live at Home Scheme
St Andrew's Methodist Church, Robin Lane, Pudsey LS28 7BR
 256 2717
Email: pudsey.liveathome@mha.org.uk
Web: www.mha.org.uk, search for 'Pudsey'



Neighbourhood watch

There are dozens of neighbourhood watch schemes across Leeds. To find your nearest, use the postcode search on the national website, or contact West Yorkshire police.

 101

Web: www.ourwatch.org.uk

NHS

At the time of publication (September 2013), this is how the NHS is structured in Leeds. Since April 2013 there are three strategic NHS organisations in Leeds that commission (or 'buy') health services. These are called Clinical Commissioning Groups (CCGs), and together they replace NHS Leeds (which also used to be called the Leeds Primary Care Trust).

These three organisations each cover a different area of Leeds, and are made up of GPs and other health professionals, who make sure that the right services are available for their patients. The 3 CCGs are called:

- NHS Leeds North CCG
 295 3520
Web: www.leedsnorthccg.nhs.uk
- NHS Leeds South and East CCG
 295 1091
Web: www.leedssouthandeastccg@nhs.uk
- NHS Leeds West CCG
 843 5470
Web: www.leedswestccg@nhs.uk

They commission services from the other trusts below, who provide the medical services:

- The Leeds Teaching Hospital Foundation Trust runs the hospitals (see 'Hospitals', page 52).
- The Leeds Community Healthcare Trust provides most of the other services, such as district nurses, palliative care, physiotherapy, weight management and many, many more.
- The Leeds and York Partnerships NHS Trust runs the mental health and learning disability services.

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There is also the Yorkshire Ambulance Service Foundation Trust which runs the emergency and the general transport ambulances. For information on the NHS in Leeds and its services, contact PALS (Patient Advice and liaison Service). Contact details for PALS can be found on page 89.

NHS Direct

You can call **111** when it is not an emergency, rather than 999. On this number you will talk to someone who can assess your problem and direct you to the local service that can help you. Calls are free from landlines and mobile phones.

Web: www.nhsdirect.nhs.uk

Nuisance neighbours

See 'Anti-Social behaviour', page 9.

Nurses

The **Intermediate Care/Rapid Response Service** provides short-term care for elderly people who become ill, to allow them to stay in their own homes for longer. The care may be in a Community Intermediate Care bed in a care home. You can be referred by a hospital or by Adult Social Care.

District nurses and community matrons provide skilled nursing treatment, care and support to patients and their carers in their homes. You can be referred through your GP. They also provide night care nursing services.

Health visitors work across the city with families of very young children, and help them from pregnancy through to 5 years old.

Macmillan nurses provide help and support to patients with cancer and other life threatening illnesses.

Nursing homes

See 'Care homes', page 19.

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Nutrition

See 'Community Meals', page 28, 'Healthy living', page 48, and 'Lunch clubs', page 66.



Obesity

See 'Healthy living', page 48.

Occupational therapy

Occupational therapists help people to be as independent as possible. They work in hospitals or at the council.

Adult Social Care occupational therapists can advise about equipment for daily living and on adaptations, such as showers or stair lifts.

 222 4401 or textphone 222 4410

Web: www.leeds.gov.uk

Hospital occupational therapists provide rehabilitation for patients who are in hospital and also assess patients on a home visit with them before they are discharged.

Ombudsman

See 'Compliments and complaints', page 29.

One stop centres

These are council run centres where you can get advice face to face. If you want to speak to someone on the phone, then you can call the contact centre's general number.

 222 4444 or textphone 222 4410

Email: general.enquiries@leeds.gov.uk

- Aireborough One Stop Centre
Micklefield House, New Road Side, Rawdon, LS19 6DF
Mon, Tues, Thurs, Fri 8.30am - 4pm. Wed 8.30am - 3pm
- Armley One Stop Centre
2 Stocks Hill, Armley, LS12 1UQ
Opening hours same as Aireborough

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One stop centres continued

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- City Centre One Stop, 2 Great George Street, Leeds, LS2 8BA
Mon - Thur 8.30am - 4pm. Fri 9.30am - 4pm
- Dewsbury Road One Stop Centre, 190 Dewsbury Road, LS11 6PF
Mon, Tues 8.30am - 4pm. Wed 8.30am - 3pm. Thurs,
Fri 8.30am - 5pm
- Garforth One Stop Centre, Lidgett Lane, Garforth, LS25 1EH
Mon, Tues, Thur, Fri 9am - 4.30pm. Wed 9am - 3pm
- Morley One Stop Centre, Morley Town Hall, Morley, LS27 9DY
Opening hours same as Dewsbury Road
- North Seacroft Joint Services Centre, Unit 8, Seacroft Shopping
Centre, LS14 6LU
Mon, Tues, Thurs, Fri 9am - 5pm. Wed 9am - 3pm
- Osmondthorpe One Stop Centre, 81a Wykebeck Mount, LS9 0JE
Opening hours same as Aireborough
- Otley One Stop Centre, Nelson Street, Otley, LS21 1EZ
Mon 10am - 6pm. Tues, Wed, Thurs 9am - 4.30pm.
Fri 9am - 4pm. Sat 10am - 12pm appointment only
- Pudsey One Stop Centre, Pudsey Town Hall, Robin Lane,
Pudsey, LS28 7BL
Mon, Tues 8.30am - 4pm. Wed 8.30 - 3pm. Thurs,
Fri 8.30am - 4.30pm
- Reginald Centre, 263 Chapeltown Road, Chapeltown, LS7 3EX
Mon to Fri 8.30am - 5pm. Sat 11am - 1pm appointment only
- Rothwell One Stop Centre, Marsh Street, Rothwell, LS26 0AD
Opening hours same as Aireborough

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- St. George's Centre, St George's Road, Middleton, LS10 4UZ
Mon to Fri 8am - 6pm
- South Seacroft One Stop Services, 90-95 Moresdale Lane,
Seacroft, LS14 6GG
Opening hours same as Aireborough
- The Compton Centre, Harehills Lane, LS9 7BG
Mon, Tues, Thurs, Fri 8.30am - 4pm. Wed 8.30am - 3pm.
Sat 10am - 1.30pm appointment only
- Wetherby One Stop Centre, 24 Westgate, Wetherby, LS22 6NL
Mon to Wed 9am - 3pm. Thurs, Fri 9am - 4pm

Opticians

Health Call Optical Service provides free sight tests and supplies spectacles for people who are housebound and in sheltered, nursing or residential accommodation.

 National helpline 0800 089 0166


Web: www.healthcalloptical.co.uk

See also 'Visual impairment', page 107.



Osteoporosis

The **National Osteoporosis Society** campaigns nationally for better research, awareness and diagnosis of osteoporosis. They have a national helpline that can give you advice and information on any aspect of the disease.

 National helpline 0845 450 0230 or 01761 472 721


Email: nurses@nos.org.uk

Web: www.nos.org.uk

Facebook: www.facebook.com/buildingstrongerbones

Twitter: @osteoporosisoc

The **Leeds Osteoporosis Support Group** meet on the first Wednesday of the month, 2-4pm, at the Oxford Place Methodist Centre on The Headrow in Leeds city centre.

 01423 779662

Email: j.beaumont@nos.org.uk

Outreach Service

People who have had a long illness or long term condition may feel that they have lost confidence and skills to get out and about as they used to. The Outreach Service helps and supports people to regain these skills and get their confidence back. The service could help you to use public transport, go shopping yourself or go to a social activity.

You can be referred by your social worker, occupational therapist or other health professional. The service is run by the council. It is part of 'Reablement', (page 95).


See also SkILs (Skills for independent living), page 102 for a similar service that can help you gain confidence to do tasks at home, such as cooking.

 222 4401 or textphone 222 4410

Pain management


Pain management courses are run by the **Expert Patients Programme**. (See page 42).

Action on Pain is a national service with a helpline and Painline, who can provide you with information and support.

 National helpline 0845 603 1593

Web: www.action-on-pain.co.uk

The Chronic Pain Service is for people who have had chronic pain for three months or more. This is a GP referral service, so ask your doctor for information.

 392 9819

Web: www.leedscommunityhealthcare.nhs.uk and search for Chronic Pain Service.


See also 'Back pain', page 13.

Palliative care


See 'Hospices', page 52.

PALS


PALS (Patients Advice and Liaison Service) can provide confidential advice, help, information and guidance on all aspects of healthcare in Leeds.

 0800 052 5270

For mental health services:

 0800 052 5790

For the Yorkshire Ambulance Service patient services helpdesk:

 0345 122 0535



Parking

See 'Transport', page 106.

Parkinson's disease

Parkinson's UK provides information and support to people with Parkinson's and their families and carers.

 National helpline 0808 800 0303


Email: hello@parkinsons.org.uk

Web: www.parkinsons.org.uk

Facebook: www.facebook.com/parkinsonsuk

Twitter: @parkinsonsuk

The **Leeds and district branch** offers information, friendship and support to people with Parkinson's, and their carers. They meet on the second Wednesday of the month, at 1.30pm at St Chad's church centre, Headingley. Phone for more details.

 0113 269 2865

Pensions

For advice see 'Citizen's Advice Bureau', page 27 or Age UK page 8.

There is information on the **government's** consumer website about pensions and entitlement.


Web: www.gov.uk

If you have one or more old company or personal pensions you no longer have contacts for, the **Pension Tracing Service** may be able to find them for you. Run by the government's Department of Work and Pensions, it will search for free on its database for you.

 0845 600 2537 or textphone 0845 300 0169

Search for an online form at www.gov.uk.

The Pensions Advisory Service (TPAS) is an independent non-profit organisation that provides free information, advice and guidance on the whole spectrum of pensions, including state, company, personal and stakeholder schemes.

 0845 601 2923

Web: www.pensionsadvisoryservice.org.uk

Personal assistant

See 'Self-directed support', page 100.

Personal budgets

See 'Self-directed support', page 100.

Pest control

The council offers treatments for many types of pest infestation, such as rats, wasps, mice, squirrels, pigeons, cockroaches, ants, fleas, bedbugs, silverfish, woodlice, moths, beetles and woodworm. Various charges apply, but some services are free to pensioners.

 222 4406 or textphone 222 4410

Email: pests@leeds.gov.uk


Web: www.leeds.gov.uk

Pets

If you are admitted to hospital or to residential accommodation belonging to Leeds City Council, Adult Social Care may be able to help or advise you about the temporary care of a pet. You will be expected to make a financial contribution if you can.

 222 4401 or textphone 222 4410

The RSPCA is the national organisation that permanently rehome animals.


 National helpline 0300 1234 999 to report cruelty or sick animals.

 The local branch is 253 6952

Web: www.rspcaleedsandwakefield.org.uk




The Cinnamon Trust is a national charity that can foster pets while the owner is in hospital or unable to look after their pets. They can also advise on pet friendly care homes.

 01736 757 900

Email: admin@cinnamon.org.uk

Web: www.cinnamon.org.uk

The Dogs Trust is a charity that can provide temporary fostering or kennelling for your dog.

 281 4920

Web: www.dogstrust.org.uk

Pharmacy

See 'Chemist', page 26.

Physiotherapy

You can get referred to a physiotherapist by your GP, or you can find and pay for one privately. If you find your own, make sure they are a member of a recognised body such as the Chartered Society of Physiotherapists (CSP).

Plumbers

See 'Care & Repair', page 19, and 'Leeds Directory' page 60.

Podiatry

See 'Footcare' page 45.

Police and crime prevention

Non urgent crime or advice 24 hours a day.



101

If you have internet access, the **West Yorkshire Police** website and social media sites have local information and advice for where you live, including your nearest neighbourhood policing team. Alternatively, you can call:



101

Web: www.westyorkshire.police.uk

Facebook: www.facebook.com/westyorkshirepolice

Twitter: @WestYorksPolice

Immobilise is the national property register. If your television, bike, computer or any other registered item is lost or stolen, it can instantly tell police, insurers, and the second-hand trade. You register your property online, and can buy items that will help you look after your property, such as marking pens or burglar deterrents. It is an online system only.


Web: www.immobilise.com

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Police and crime prevention continued

CASAC (Community Action and Support Against Crime) is a Leeds based charity that works with the police and the council, and can give you a free home security assessment.

 0845 519 2122

Web: www.casac.org.uk



Power of attorney

This is a legal document that lets you appoint someone to make decisions about your welfare, money or property, if you no longer wish to or when you lack the mental capacity to do so any more.


The forms need to be registered with the Office of the Public Guardian before they are legally binding. You can fill in the forms yourself, or get help from a solicitor. For more information see:

Web: www.gov.uk

Public toilets

There are designated public toilets for disabled people which need a key, sometimes called a RADAR key. You can get one and a list of local toilets from your local one stop centre (see page 85). You can also buy the key from the website or phone number below.

Web: www.disabilityrightsuk.org





 020 7250 3222

See also 'Changing Places', page 25.

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RADAR

This national organisation is now called Disability Rights UK. They provide the RADAR keys for public toilets and a wide variety of advice and information for disabled people and their families. RADAR keys cost approximately £2.25 plus postage from the website. You can also buy them from Shopmobility centres in Leeds (see page 101). They have various helplines for people to call for advice:

-  to order RADAR key 020 7250 3222
-  disabled students helpline 0800 328 5050
Tues 11.30am – 1.30pm and Thurs 1.30pm – 3.30pm
-  equality advisory support service 0800 444 025 or
textphone 0800 444 206 Mon – Sat
-  independent living advice line 0845 026 4748
Monday and Thursday 9am – 1pm

Email: enquiries@disabilityrightsuk.org

Web: www.disabilityrightsuk.org

Reablement

Reablement is about helping you gain or regain confidence to do things that you need to do to live independently, such as cooking, bathing or shopping. This is often needed after a spell in hospital or after an accident. It might include new equipment such as alarms or changes in your home such as grab rails, or it might involve confidence building in going out to the shops. For an assessment and more information, contact Adult Social Care at the council. See 'Outreach service' (page 88) for the council service that helps you go out and about, and 'SKILs' for the council service that helps you in your home (page 102)

 222 4401 or textphone 222 4410


Email: css@leeds.gov.uk

Web: www.leeds.gov.uk

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The Red Cross

The Red Cross do many things, both overseas and in the UK. Here they provide social care such as support at home, wheelchair and equipment loan, transport and therapeutic care. In Leeds they also provide a transport service.


 201 5240

Email: information@redcross.org.uk

Web: www.redcross.org.uk


Refugees and asylum seekers

Solace provides counselling, advocacy and group therapy services for asylum seekers and refugees. Based on Roundhay Road, LS8.

 249 1437

Web: www.solace-uk.org.uk/


PAFRAS (Positive Action for Asylum Seekers and Refugees), based in Harehills, LS8, offers a twice-weekly drop in providing emergency food, clothing and health supplies, as well as providing case-work and group-based mental health support.

 262 2163

Email: info@pafaras.org.uk

Web: www.pafaras.org.uk


Leeds Asylum Seekers Support Network offers temporary shelter and befriending. Also supports people to learn English in their own home.

 373 1759

Email: admin@lassn.org.uk

Web: www.lassn.org.uk

Refugee Action is a national charity with a Leeds-based hub, offering information, advice and guidance for asylum seekers and refugees, including those who would like to return to their home countries.

 302 3050

Web: www.refugee-action.org.uk

Repairs (to houses)



See 'Care & Repair', page 19 and 'Leeds Directory', page 60.

Residential homes

See 'Care homes', page 19.


Resource centres

These centres are for people with physical disabilities. They are places you can learn new skills and meet people. They can offer support and advice. There are two currently in Leeds:

- Mariners Resource Centre Northcote Crescent, Leeds, LS11 6NN
 246 8982
- Osmondthorpe Resource Centre Osmondthorpe Lane, Leeds, LS9 9ES
 249 2676

Respite breaks (carers)

Respite gives a carer and cared for person a break from each other. It may be a short stay (usually one or two weeks) in a care home or care home with nursing or somewhere else. Hospitals occasionally provide respite care. This can be part of a regular programme or a one-off. Call Adult Social Care to arrange an assessment.

 222 4401 or textphone 222 4410

There are also agencies that provide a short but regular break for carers. A paid care worker looks after the cared for person in their own home or goes out with them for walks or to local community facilities. This is known as a 'short break'. Agencies that provide these breaks (4-8 hours per week) on behalf of Leeds City Council are shown below. Contact one in your area for more details.

See also 'Leeds Directory', page 60.

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- East Leeds - Allied Healthcare Service  223 7321
- West Leeds - CareUK  240 4164
- South Leeds - Czajka Care  274 1900
- North West Leeds - CareUK  240 4164
- North East Leeds - Moorcare  268 4211
- City-wide service providing a BME care worker  218 5855
Allied Healthcare Services

Shared Lives is a city wide service offering breaks for carers. They can look after adults with a wide range of support needs. This could be in your home or the home of your carer, during the day, overnight, weekends or for longer.

 247 8659

Email: shared.lives@leeds.gov.uk


Web: www.leeds.gov.uk

The council's **learning disability respite service** provides a respite care and emergency service for adults with a learning disability. It offers short stays away from the family, giving family carers a break. The emergency service provides a place to stay if an unplanned event occurs or if needs change. For daytime respite care, see Fulfilling Lives, 'Learning disability', page 57.

Email: ldcentral@leeds.gov.uk

Web: www.leeds.gov.uk

'Holidays in the British Isles' is RADAR's guide to accessible tourism in the UK and Ireland.


 020 7250 3222

Email: enquiries@disabilityrightsuk.org

Web: www.disabilityrightsuk.org

Royal Voluntary Service - Leeds & York Hub

The RVS supports older people by giving time and practical help. 1st Floor, Shoulder of Mutton, 45 Potternewton Lane, Leeds, LS7 3LW

 0113 887 3598

Safe Places

See 'Learning disability', page 57.

Safeguarding

See 'Abuse', page 5.

Safety at home

Most people who come to the door are genuine, but as we get older, or for more vulnerable people, the fear of crime and bogus callers is real. Here are some tips to give you peace of mind. More advice can be found from Age UK (page 8), www.gov.uk or at Citizens Advice Bureau (page 27).

Gas, water and electricity companies can set up a password system for you, so you know that callers are genuine. When someone comes to your door, follow the doorstep code below:

1. **STOP** - are you expecting anyone?
2. **CHAIN** - put the door chain on before you open the door (but leave it off at other times).
3. **CHECK** - Always ask for an identity card and check that it is their photograph. Is the name the same as on the letter if they have arranged an appointment? Get the company phone number from a bill or the phone book and call them to check that the person is genuine. Do not use the phone number on the card. Don't worry or be embarrassed about it taking time, or asking them to come back later, genuine callers won't mind.

Never let a stranger into your home unless you are 100% confident they are genuine. Ask them to call back when there will be someone else around - again, genuine callers won't mind.

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Do not buy anything or sign anything from someone at the door. If an offer seems too good to be true, it is. Never give them personal information, especially bank details.

Distraction burglaries are when a thief tricks their way into your home with a believable story. They may say they work for the council, police or gas/water/electricity company and they need to check something. They may ask to use your toilet or for a glass of water, or they may talk about lost pets. They may have someone with them who will steal items while they talk to you.

See also 'Police and crime prevention', page 93.

Samaritans

See page 73.

Self-directed support

Self-directed support is a more personal and flexible way of receiving social care services. You have an assessment with a care manager and together you work out how much money is available from the council to spend on your support. This amount is known as a **personal budget**. To get an assessment call the number below.

Once you know what your personal budget is you can create a **support plan** which is a list of the services and support you need. This is done with help from relatives, carers or other care professionals. Your personal budget can be used to buy support from the council or other suppliers. As it is your budget, it can be as flexible as you want it to be. There are advice leaflets on how to choose suppliers. Money can be **direct payments** or given to trusts or funds or looked after by the council.

Direct payments are money allocated to you for your personal budget and can be paid directly to you or to someone else (such as a trusted family member).

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A personal assistant is someone you pay to help you with your needs. This could be personal care each day, or help with getting out and about. You can employ them directly or employ them through an agency. You would use your direct payments from the council to pay for them.

The self-directed support system is great as it is very flexible. Everyone is different and can now tailor their care to fit their lives. It can seem quite daunting at first, so there is a lot of help and advice you can get. You will have a council social worker to help you through the system and there are other places to go for help, such as ASIST and the Free to Live network (see page 10).

To start the process and to get more information, call Adult Social Care. There are useful leaflets on the council's website, you can also collect them from your local one stop centre or they can be posted out to you.

 222 4401 or textphone 222 4410

Email: selfdirectedsupport@leeds.gov.uk

Web: www.leeds.gov.uk

See Leeds Directory, page 60 to find support organisations and companies.

Self-help (mental health)

See 'Mental health', page 68.

Sexual health

See 'Healthy living', page 49.

Shopmobility

Shopmobility lend powered scooters, manual wheelchairs and electric wheelchairs to customers with limited mobility to help them go shopping. Please ring the day before you visit to check availability.

 National helpline 0844 41 41 850

Web: www.shopmobilityuk.org

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Shopmobility continued

Shopmobility Merrion Centre run by Simply Health.

Mon - Sat 9.30am - 4.30pm. Also available - children's wheelchairs, accessible toilet. Booking essential. Available free of charge. There is an access bus and blue badge parking nearby.


Address: Merrion Centre, Merrion Way, Leeds, LS2 8LY

 0800 048 2795

Web: www.merrioncentre.co.uk

Shopmobility White Rose Centre, available every day. Also available - loan for more than one day, accessible toilet. Blue badge parking is nearby. Available free of charge.

Address: White Rose Shopping Centre, Dewsbury Road, Leeds, LS11 8LU


 277 8858

Web: www.white-rose.co.uk

SKILs

This is a short term service from the council that will help you regain confidence to do things that you used to do at home, such as cooking or bathing. This is often needed after a spell in hospital or after an accident. It might include new equipment such as alarms or changes in your home such as grab rails. It is part of Reablement (page 95). For an assessment contact Adult Social Care at the council.



 222 4401 or textphone
222 4410

Web: www.leeds.gov.uk

See also 'Outreach service' (page 88) for a similar scheme to help you gain confidence in going out and about.

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Smoking

See 'Healthy living', page 48.

Social Care

Social care is the provision of social work, personal care, protection or social support services to adults in need or at risk, or adults with needs arising from illness, disability, old age or poverty and their families and carers. In Leeds it is overseen by Adult Social Care, Leeds City Council, for people aged 18 and over.

Social services

This is the old name of Adult Social Care, part of the council. See above and the Introduction, page 3.

Spina bifida

Shine is the national charity for spina bifida and hydrocephalus. They have lots of useful help and support for anyone with these conditions and their families and carers.



National helpline 01733 555988



Local contact 255 6767

Email: office@shinecharity.org.uk

Web: www.shinecharity.org.uk

Twitter: @SHINEUKCharity

Sport

See 'Leisure and sport', page 61.

Stress

See 'Mental health', page 68.

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Stroke

Stroke Association is a national charity that can give you advice and support on many aspects of living after a stroke. There are several Stroke clubs in Leeds. To find your nearest, call the Leeds office.



National helpline 0303 3033 100



Leeds local office 201 9780

Email: info@stroke.org.uk

Web: www.stroke.org.uk

Facebook: www.facebook.com/TheStrokeAssociation

Twitter: @TheStrokeAssoc

Support and social groups

Many groups and services are listed throughout this book but see in particular:

'Age UK', page 8.

'Armed forces', page 10.

'Black and minority ethnic communities', page 15.

'Carer's support services', page 22.

'Education and training', page 37.

'Leisure and sport', page 61.

'Men's groups', page 67.

'Neighbourhood Network Schemes', page 75.

'Neighbourhood watch', page 81.

'Voluntary organisations', page 109.

'Women's groups', page 112.

To search online see 'Leeds Directory', page 60.

Talking book and newspapers

See 'Visual impairment', page 107.

Telecare

See 'Alarms', page 8.


Telephone

BT has special services and extra help for older and disabled people. They have many types of phones that are easy to use for older, disabled or visually impaired customers. BSL users can use a sign video interpreting service to contact BT.

 0800 800 150 or textphone 18001 0800 800 150

Web: www.bt.com/includingyou

If you are unable to get out and might need a telephone in a medical emergency, the council can sometimes pay for the installation of a telephone, and sometimes the rental charges.

 222 4401 or textphone 222 4410

There are many specially designed house and mobile phones for older and disabled people. Contact Age UK (page 8) or search online for other specialist suppliers.

Through the Maze

See 'Learning disability', page 57.

Toilets

See 'Public toilets', page 94, also 'Changing Places', page 25.


Translation

See 'Interpreters and translation', page 56.

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Transport

The Access Bus is a cheap door to door transport service with fully trained drivers for anyone unable to use public transport to go shopping or visit friends. Buses run every day from 9am to 5pm. A small charge is payable for this service; over 60s or registered disabled are free. Booking is essential.

 348 1903

Email: accessbus@wypte.gov.uk

Web: www.wymetro.com


Blue badge scheme. Drivers or passengers who have walking difficulties can apply for a parking badge to help them park closer to their destination. You may have to do a mobility assessment. The badge costs £10 and can be ordered online, by phone, by post or in person at any one stop centre (see page 85). You can get a list of places to park from a one stop centre or from the council's website.

 222 4444 or textphone 222 4410

Web: www.leeds.gov.uk

Bus and train passes - there are many different passes and discounts available for older and disabled children and adults. For up to date advice, contact West Yorkshire Metro by phone or online.


Address: Wellington House, 40-50 Wellington Street, Leeds LS1 2DE, or Leeds travel centre in Leeds bus station.

 245 7676

Email: metroline@wypte.gov.uk

Web: www.wymetro.com

The Motability Scheme can help with grants towards vehicles or driving lessons.

 0845 456 4566

Web: www.motability.co.uk

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Over 60s can get a **senior railcard**, giving a third off rail travel, and also a **coach card** for national express buses.

Web: www.nationalexpress.com

Web: www.nationalrail.co.uk

Travel training

See 'Outreach service', page 88.

TV licence

If a member of your household is registered blind you can get 50% off the licence fee. If you are over 75 you can get a free TV licence.

 0300 790 6131 or textphone 0300 790 6050

Web: www.tvlicensing.co.uk

U3A

The University of the Third Age, see 'Education and training', page 37.

Universities


See 'Education and training', page 37.

Unwanted furniture

See 'Furniture', page 45.

Visual impairment

The **Leeds Vision Consortium** (LVC) is made up of Action for Blind People and the Wilberforce Trust. It works for people who are blind, have dual sensory loss or who are partially sighted. They offer support, from help in hospitals, employment support and other health and well-being services.

 386 2800

Email: leeds@actionforblindpeople.org.uk

Web: www.actionforblindpeople.org.uk

Facebook: www.facebook.com/actionforblindpeople

Twitter: @actionforblind


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Visual impairment continued

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CoHearentVision provides a wide range of services and support to blind and partially sighted people. They can provide Braille, large print and audio translations.

 243 8328

Email: info@cohearentvision.org.uk

Web: www.cohearentvision.org.uk


The **Association of Blind Asians** Leeds is a voluntary organisation for partially sighted and blind Asians of Leeds. They offer advice and support, and drop in sessions and activities across Leeds.

 210 3347

Email: info@abaleeds.org.uk

Web: <http://abaleeds.blogspot.com>

Henshaws Society for Blind People offers support and further education to young people with a visual impairment or those who have additional difficulties or disabilities. They also run Henshaws College in Harrogate.

 01423 886 451


Email: college@henshaws.ac.uk

Web: www.henshaws.org.uk

Facebook: www.facebook.com/Henshaws

Twitter: @Henshaws

The **Royal National Institute for the Blind** (RNIB) is the UK's leading charity offering information, support and advice to almost two million people with sight loss. The Leeds RNIB group is run by Action for Blind People.


 National helpline number 0303 123 9999

 Local group 386 2800

Web: www.rnib.org.uk

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The council's **libraries** have a wide range of talking books and e-books that anyone can borrow for free. Blind people can also get talking books posted to them.


 247 6016

Email: enquiry.express@leeds.gov.uk

Web: www.leeds.gov.uk

The **National Talking Newspapers and Magazines**

Association provides national newspapers and magazines in audio on tape, CD, Daisy CD and MP3 download. There is a very small charge for this service.

 01435 866 102


Email: info@tnauk.org.uk

Web: www.tnauk.org.uk

Voluntary organisations

Voluntary Action Leeds provides support services to voluntary and community organisations in Leeds. They also have details of a wide range of volunteering opportunities. Drop in to the Volunteer Centre.

Address: City centre one stop, Great George St, Leeds, LS2 8BA
Mon, Tues, Thurs, Fri 10.30am - 3.30pm. Wed 11am - 2pm.

 297 7920

Email: volunteering@val.org.uk

Web: www.val.org.uk.

Facebook: www.facebook.com/voluntaryactionleeds

Twitter: [@VolActionLeeds](https://twitter.com/VolActionLeeds)

Volunteering opportunities.

Web: www.do-it.org.uk


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Voluntary organisations continued

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Leeds Older People's Forum has a membership of over 100 voluntary sector organisations. They support these organisations by networking, providing information and lobbying.

 244 1697

Email: info@opforum.org.uk


Web: www.opforum.org.uk

Trinity Network Belle Isle Nestfield Road, Belle Isle, Leeds LS10 3LG

 270 3935

Email: lwilliamson@trinitynetwork.org.uk


Trinity Network Dewsbury Road 1 Oakley View, Leeds LS11 5HR

 270 7458

Email: lwilliamson@trinitynetwork.org.uk

Stanningley and Swinnow Live at Home Scheme

117 Norwood Crescent, Stanningley, Leeds LS28 6NG

 255 8461

Email: stan.home@btopenworld.com

Web: www.mha.org.uk

See also 'Black and minority ethnic communities', page 15, 'Neighbourhood Network Schemes', page 75 and 'Support and social groups', page 104.

You can also search for voluntary, community and faith groups at **www.doinggoodleeds.org.uk** which will be available from late 2013.

Walking groups

See 'Leisure and sport', page 61.

Water

Yorkshire Water has a range of free services for older and disabled customers called Helping Hands.

 0800 138 7878 or textphone 0845 124 2423

Web: www.yorkshirewater.com

Weight management

See 'Healthy living', page 48.

Wheelchairs

If you need a wheelchair on a long term basis, your GP can refer you to the wheelchair centre at Seacroft Hospital. You will be assessed for the most suitable wheelchair from the NHS range

 206 3855

If you need a wheelchair for less than 12 weeks or on a temporary basis, you can also contact DIAL (see entry page 35) or the Leeds Community Equipment Service on

 222 4401 or textphone 222 4410

The William Merritt Disabled Living Centre can help you if you want to buy your own wheelchair (see below).

See also 'The Red Cross', page 96.


William Merritt Disabled Living Centre and Mobility Service

This charity offers impartial information, advice and assessment on equipment and practical aspects of daily living for disabled people of all ages. In their disabled living centre they offer free assessments by occupational therapists.

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Address: St Mary's Hospital, Green Hill Road, Armley, Leeds LS12 3QE

 305 5332

Email: thewilliammerritt.dlc@nhs.net

Web: www.wmdlc.cswebsites.org

Their mobility service offers driving assessments and other transport related advice.

 305 5332

Email: mobility.service@nhs.net



Wills


See 'Bereavement', page 14.



Women's groups

There are many different organisations which can support or advise women or who provide specific activities.



- Women's Aid - help, support and accommodation for women suffering abuse or violence.
 Free 24 hour national helpline 0808 2000 247
- Leeds domestic violence services - a consortium of three organisations who work together to help women suffering abuse
 helpline 246 0401

 helpline 246 0401

Email: administration@leedswomensaid.org.uk

Web: www.leedswomensaid.org.uk

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- Muslim Women's Helpline
 National helpline 0208 9048 193 Mon - Fri 10am - 1pm
Web: www.muslimcommunityhelpline.org.uk
- Jewish Women's Aid
 Free national helpline 0808 801 0500
Web: www.jwa.org.uk
Twitter: @JewishWomensAid
- Women's Counselling and Therapy Service offer counselling and support, prioritising those on limited incomes. Oxford Chambers, Oxford Place, Leeds, LS1 3AX
 245 5725
Email: info@womenstherapyleeds.org.uk
Web: www.womenstherapyleeds.org.uk
- Support after rape and sexual violence Leeds (SARSVL)
 0808 802 3344 or text 07797 803 211
Email: support@sarsvl.org.uk
Web: www.supportafterrapeleeds.org.uk
- Women's Health Matters - general health information and support for women.
 276 2851
Email: admin@womenshealthmatters.org.uk
Web: www.womenshealthmatters.org.uk
- Isis is a health and well-being group for African, African Caribbean and dual heritage women. It is based in Chapeltown, but works for women across Leeds.
 307 0300
Email: admin@bhileeds.org.uk
Web: www.blackhealthinitiative.org
Facebook: www.facebook.com/BLACK-HEALTH-INITIATIVE
Twitter: @BHILeeds

Working tax credit

See 'Benefits', page 13.

Young people

See 'Children and young people', page 26.



3 Minute Survey

**Please let us know what you think!
£10 prize draw vouchers to be won!**

Winners to be drawn at random every 6 months

1 Where did you pick up this directory?

2 Is it easy to use? (Please circle your answer):

easy quite easy quite difficult difficult

3 Was there anything you looked for that you couldn't find? (Please list):

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4 Do you use the internet? (Please circle your answer):

Never sometimes quite a lot everyday

5 Do you ever use your mobile phone to look at the internet or access information?

Yes No

6 Where do you normally find information? (Please circle all the answers that apply):

Post office local shops library one stop centres
internet talking to others other (please say)

7 How can we make this directory better?

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If you want to be entered into the prize draw, please leave your name and address or email below:

Name:.....

Address or email:

.....

Date:.....

We won't use your details for anything other than the prize draw. Thank you!

Gummed strip - please fold and seal

Gummed strip - please fold and seal



Freepost RSCS-ZTJU-CLXH
Adult Social Care Communications Team
Leeds City Council
1st floor West Merrion House
110 Merrion Centre
Merrion Way
Leeds
LS2 8ET



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asc.comms@leeds.gov.uk

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