PASTORAL & HOSPITALITY AREA

# ADVICE AND SUPPORT GROUPS

**(Revised Sept. 2019)**

**This booklet has been provided and based on input from various people and lists organisations that have been found helpful**

**The PCC do not formally recommend any specific organisation within this booklet**

| CONCERN | SUPPORT GROUP | INFORMATION |
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| **MONEYMANAGEMENT** | | |
| Financial problem, debt advice<br><br>Money management and debt counselling | **Christians Against Poverty**<br>Tel: 0800 328 0006 (New Enquiries)<br>Tel: 01274 760 720 (General Enquiries)<br>**www.capuk.org**<br><br>**St Andrew's Church Clubmoor**<br>Tel: 0151 226 3406<br>**www.standrewsclubmoor.org.uk** | A national charity working to lift people out of debt and poverty.<br>They offer free debt counselling and teach people how to budget, save and prevent debt.<br><br>St Andrew's Church Clubmoor offers a free debt counselling advice service and courses on how to handle your money. This is quality assured through the Community Legal Services Quality Mark. They are currently supporting over 600 people with debt worries, providing support from general budgeting issues through to bankruptcy and insolvency. |
| **HEALTH** | | |
| Cancer support groups | **Macmillan Cancer Support**<br>Tel: 0151 726 8934 (9.30am to 3.30pm Monday to Friday)<br>**www.liverpoolsunflowers.com** | Local support group is Sunflowers which offers all services to people who have been affected by any cancer whether it be as a patient or carer. This is based at 21 Aigburth Road, L17 4JR |

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| Cancer support groups | **Marie Curie Cancer Care**<br>Monday to Friday 9am to 6pm<br>0800 090 2309 (Support Line)<br>9.00am to 6.00pm Monday to Friday)<br>11.00am to 5.00pm Saturday<br>0800 716 146 (General Enquiries) 8.00am to 5.00pm<br>North West Tel: 0151 541 7808 (8.00am to 5.00pm Monday to Friday)<br><br>**www.mariecurie.org.uk** | Support for patients, carers and families. |
| Health Problems | **Patient.co.uk**<br>No telephone number<br>**www.patient.co.uk** | A group which provides medical resources which are evidence based on a wide range of topics. It indexes websites, services and information for patients and carers. Examples: healthy eating, alcohol consumption, attendance allowance, income support. |
| Dementia | **Dementia UK**<br>Tel: 0800 888 6678 (Admiral dementia helpline)<br>**www.dementiauk.org**<br><br>**Alzheimer's Society Liverpool**<br>Tel: 0300 222 1122 (National helpline)<br>(Monday to Wednesday 9.00am to 8.00pm)<br>(Thursday and Friday 9.00am to 5.00pm)<br>(Saturday and Sunday 10.00am to 4.00pm)<br>**www.alzheimers.org.uk** | A national charity which aims to improve the quality of life for all people affected by dementia.<br>Information leaflets available via website.<br><br>The Alzheimer's Society is the leading UK care and research charity for people with this disease and other dementias, their families and carers. It provides a network of support. It is a membership organisation, which works to improve the quality of life of people affected by dementia in England, Wales and Northern Ireland. Many of the 20,000 members have personal experience of dementia, as carers, health professionals or people with dementia themselves, and their experiences help to inform their work. |

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| Diabetes | **Diabetes UK**<br>Tel: 0345 123 2399<br>**www.diabetes.org.uk** | Diabetes UK care for, connect with and campaign on behalf of all people affected by and at risk of diabetes, reaching people with diabetes in local communities across the UK. Their Careline offers the chance to talk to someone who understands the challenges of diabetes. |
| Heart disease | **British Heart Foundation**<br>Tel: 0300 330 3311 (Monday to Friday 9.00am to 5.00pm)<br>**www.bhf.org.uk**<br><br>**Children's Heart Association**<br>Tel:01706 221988<br>**www.heartchild.info** | BHF has a helpline. Cardiac nurses and heart health advisors are on hand to help you answer any questions or concerns about heart health and heart conditions. Lines are open 9am – 5pm Monday to Friday<br><br>The Children's Heart Association is a charity based in the North West of England. It is a support group run by families and friends of cardiac children for families with, or who have had, children with heart disorders. |
| Huntingdon's Disease | **Huntingdon's Disease Association**<br>Tel: 0151 331 5444 (Monday to Friday 9.00am to 5.00pm)<br>**www.hda.org.uk** | The Huntingdon's disease Association is a UK registered charity which supports people affected by Huntingdon's disease. They also provide information and advice to families, friends and healthcare professionals. |
| Mental Health Issues, anxiety, depression, eating problems | **Rethink Mental Illness**<br>Tel: 0300 5000 927 (Monday to Friday 9.30am to 1.00pm<br>**www.rethink.org** | The largest voluntary sector provider of mental health services.<br>Telephone advice or fact sheets on a wide range of conditions via website. |
| Parkinson's disease | **Parkinson's UK**<br>Tel:0808 800 0303 (Monday to Friday 9.00am to 7.00pm)<br>Saturday 10.00am to 2.00pm<br>**www.Parkinsons.org.uk** | This is a research and support charity. They have a wide range of publications about all aspects of Parkinson's - for people with Parkinson's, their carers and family, and professionals. |
| Smoking cessation | **Fagends**<br>Tel: 0800 195 2131<br>**www.stopsmoking.org.uk** | Many pharmacies and the Roy Castle cancer foundation www.royalcastle.org telephone 0800 195 2131 take part in this scheme to assist people who want to stop smoking. |

| DISABILITY | | |
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| Down' syndrome | **Downs syndrome Liverpool**<br>PO Box 1<br>Mossley Hill District Office<br>Liverpool<br>L18 4SD<br>**https://downssyndromeliverpool.org.uk** | Providing support and information to people with Downs Syndrome, their parents and carers in the Liverpool area with links to other sites. |
| Visual impairment | **Bradbury Fields**<br>Tel: 0151 221 0888<br>**www.bradburyfields.org.uk/** | The mission of Bradbury Fields is to promote independence for blind and partially sighted people within the community and to promote prevention of blindness. Training and support is available to help visually impaired people find new ways of dealing with the practical and emotional difficulties they may have as a result of their sight loss. Bradbury Fields specializes in helping visually impaired people to apply for Disability Living Allowance DLA and Attendance Allowance AA. |
| Hearing impairment | **Action on Hearing Loss (formerly RNID)**<br>Tel: 0808 808 0123<br>Textphone: 0808 808 9000<br>(Monday to Friday 9.00am to 5.00pm)<br>**www.actiononhearingloss.org.uk**<br><br>**National Deaf Children's Society**<br>Tel: 0808 888 0800 (Monday to Friday 9.00am to 5.00pm)<br>**www.ndcs.org.uk** | Action on hearing loss offers support to those who have hearing impairment encouraging independence and offering advice on many issues related to their condition.<br><br>Helpline can giving you free, independent advice if you're a parent of a deaf child or a deaf young person. |
| Dyslexia | **Dyslexia North West**<br>Tel:07971 846 449<br>**http://dyslexianorthwest.com** | A team of dyslexia & specific learning difficulties specialist teachers, assessors & educational psychologists. We are passionate about offering support, assessments, teaching & training to meet the needs of our service users. |

| RELATIONSHIPS | | |
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| Families | **Care for the Family**<br>Tel: 029 2081 0800 (Monday 20.00am to 5.00pm)<br>(Tuesday to Thursday 9.00am to 5.00pm)<br>(Friday 9.00am to 4.30pm)<br><br>**www.careforthefamily.org.uk** | A national charity which aims to promote strong family life and to help those who face family difficulties. Care for the Family runs events and courses across the UK, and creates resources that are used all over the world. Their work is motivated by Christian compassion, and their resources and support are available to everyone, of any faith or none. |
| Relationship problems | **Compass counselling**<br>Tel: 0151 237 3993<br>**www.compass-counselling.org.uk**<br><br>**Relate**<br>Tel: 0300 100 1234<br>**www.relate.org.uk** | Compass is a registered charity and one of the few independent providers of counselling for people over the age of 18 on Merseyside.<br><br>Telephone, email or one-to-one advice is offered for relationship counselling for every type of relationship nationwide. They provide advice on marriage, divorce, mediation, parenting and LGBT issues. |
| Domestic Abuse | **Restored**<br>Tel: 020 3906 3922<br>**www.restoredrelationships.org** | Restored is an international Christian alliance working to transform relationships and end violence against women. |
| Carers | **Carers Christian Fellowship**<br>Tel: 015009 218082<br>**www.carerschristianfellowship.org** | CCF provides a link and support for Christians who are caring in some way for a relative, friend or neighbour. The Carers Christian Fellowship seeks to come alongside all those whose lives have been touched by the experience of caring for those close to them. |

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| Children and young person | **ChildLine**<br>Tel: 0800 1111<br>**www.childline.org.uk** | Children or young people, whether they are feeling stressed, anxious, lonely or down can talk to someone on ChildLine. Their counsellors help lots of young people with all sorts of things, like bullying, problems at home and self-harm. Whatever it is, they say they can help.<br><br>ChildLine is a private and confidential service, meaning that is said stays between the caller and ChildLine except under certain circumstances which are specified on their website. |
| **BEREAVEMENT** | | |
| All ages<br><br>Death of a child | **Cruse**<br>Tel : 0151 645 6604 (Monday to Thursday National Freephone : 0808 8081677 (Monday & Friday 9.30am to 5.00pm (Tuesday to Thursday 9.30am to 8.00pm)<br>**www.cruse.org.uk**<br><br>**Alder Centre**<br>Tel: 0151 252 5391<br>**www.alderhey.nhs.uk/alder-centre** | Cruse Bereavement Care supports people after the death of someone close. They offer telephone support, e-mail support and face to face support.<br><br>The Alder Centre is a unique, national centre of excellence providing care and education for anyone affected by the death of a child, whatever the age of that 'child'. A helpline is run jointly with Great Ormond Street Hospital |

| SELF HELP GROUPS | | |
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| Compulsive gambling | **Gamblers anonymous**<br>No telephone number<br>**www.gamblersanonymous.org.uk** | Gamblers anonymous is a fellowship of men and women who share their experiences, strength and hope with each other that they may solve their common problems and help others to do the same. They also support family, friends and others who suffer because of compulsive gambling. |
| Dependence on alcohol | **Alcohol Anonymous**<br>0800 9177 650<br>**www.alcoholics-anonymous.org.uk** | Alcoholics Anonymous is a fellowship of men and women who share their experience, strength and hope with each other that they may solve their common problem and help others to recover from alcoholism. The only requirement for membership is a desire to stop drinking. There are no dues or fees for AA membership; they are self-supporting through their own contributions. |

| POVERTY CONCERNS | | |
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| **Homelessness & Sleeping Rough** | **Help for sleeping rough**<br>**https://liverpool.gov.uk/housing/homeless-or-at-risk/help-for-rough-sleepers/**<br>**Worried about a rough sleeper?**<br>If you are worried about someone who is sleeping rough, call our 24-hour 'Always Room Inside' **helpline on 0300 123 2041.**<br>You can also make an online referral.<br>**https://whitechapelcentre.co.uk/alwaysroominside.html** | Liverpool City Council, want to find rough sleepers a safe place to sleep and help them build a life away from the streets Housing Options service, based in St John's Market, we may be able to help you if you think you could lose your home within the next 56 days (eight weeks). |
| **Homeless or at risk of becoming homeless** | **Housing Options**<br>**First Floor of St John's Market**<br>**Elliot Street**<br>**St John's Precinct**<br>**L1 1LR**<br>(Monday to Friday 9-5pm. Please arrive by 4pm to be seen that day)<br>**https://liverpool.gov.uk/housing/homeless-or-at-risk/help-for-rough-sleepers/** | To get help from us, you must also qualify under immigration rules - this means that you must be:<br><br>› a British or Irish citizen<br><br>› an EU citizen working in the UK or with the permanent right to live in the UK **<br><br>› allowed to claim benefits in the UK if you are from outside the EU<br><br>We will work with you for up to eight weeks to you prevent you becoming homeless and a further eight weeks if you do lose your home.<br><br>** At time of writing the UK are within the EU** |

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| **Emergency Food Supply** | **Trussell Trust Foodbank**<br>**https://www.trusselltrust.org/get-help/find-a-foodbank/**<br><br>**Trussell Trust Foodbank Liverpool**<br><br>Liverpool **North**<br>**St Andrew's Community Network**<br>**16 Larkhill Lane**<br>**Liverpool L13 9BR**<br><br>0151 226 3406 From 10.00am Weekdays<br><br>Liverpool **South**<br>**Bungalow, Bridge Chapel Centre,**<br>**Heath Rd, Liverpool L19 4XR**<br><br>0151 281 9716 From 10.00am Weekdays | The Trussell Trust's aim is to end hunger and poverty in the UK and support a nationwide network of banks and together, provide emergency food and support to people locked in poverty |