

PASTORAL & HOSPITALITY AREA OF THE PCC

ADVICE AND SUPPORT GROUPS

(Revised September 2023)

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
MONEY MANAGEMENT		
Financial problem, debt advice	Christians Against Poverty Tel: 0800 328 0006 (New Enquiries) Tel: 01274 760 720 (General Enquiries) www.capuk.org	A national charity working to lift people out of debt and poverty. They offer free debt counselling and teach people how to budget, save and prevent debt.
Money management and debt counselling	St Andrew's Church Clubmoor Tel: 0151 226 1977 enquiries@standrewslive.org.uk www.standrewsclubmoor.org.uk	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	<p>Macmillan Cancer Support Tel: 0151 726 8934 (9.30am to 3.30pm Monday to Friday) www.liverpoolsunflowers.com Support Line 0808 808 0000</p> <p>Marie Curie Cancer Care Monday to Friday 9am to 6pm 0800 090 2309 (Support Line) 9.00am to 6.00pm Monday to Friday 11.00am to 5.00pm Saturday 0800 716 146 (General Enquiries) 8.00am to 5.00pm North West Tel: 0151 541 7808 (8.00am to 5.00pm Monday to Friday) www.mariecurie.org.uk</p>	<p>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 If you are worried about something about cancer you can chat to a specialist online 7 days a week from 8am to 8pm</p> <p>Support for patients, carers and families.</p>
Health Problems	<p>Patient.co.uk No telephone number www.patient.co.uk</p>	<p>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.</p>

Dementia	<p>Dementia UK Tel: 0800 888 6678 (Admiral dementia helpline) www.dementiauk.org</p> <p>Alzheimer's Society Liverpool Tel: 0333 150 3456 (National helpline) (Monday to Wednesday 9.00am to 8.00pm) (Thursday and Friday 9.00am to 5.00pm) (Saturday and Sunday 10.00am to 4.00pm) DementiaSupportLine@alzheimers.org.uk www.alzheimers.org.uk</p>	<p>A national charity which aims to improve the quality of life for all people affected by dementia. Information leaflets available via website.</p> <p>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.</p>
Diabetes	<p>Diabetes UK Tel: 0345 123 2399 helpline@diabetes.org.uk www.diabetes.org.uk</p>	<p>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.</p>
Heart disease	<p>British Heart Foundation Tel: 0808 802 1234 (Monday to Friday 9.00am to 5.00pm) hearthelpline@bhf.org.uk www.bhf.org.uk</p> <p>Children's Heart Association</p>	<p>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</p> <p>The Children's Heart Association is a charity based in the North West of England. It is a support group</p>

	<p>Tel:01706 221988 information@heartchild.info www.heartchild.info</p>	run by families and friends of cardiac children for families with, or who have had, children with heart disorders.
Mental Health Issues, anxiety, depression, eating problems	<p>Rethink Mental Illness Tel (advice): 0808 801 0525 (Monday to Friday 9.30am to 4.00pm) Tel (general enquiries): 0121 522 7007 (Monday to Friday 11.00am to 4.00pm) info@rethink.org www.rethink.org</p>	The largest voluntary sector provider of mental health services. Telephone advice or fact sheets on a wide range of conditions via website.
Neurological conditions	<p>Neurological Alliance Tel. 01923 882 590 info@neural.org.uk www.neural.org.uk</p>	A collective voice for 80 organisations working together to make life better for millions of people in England with a neurological condition e.g. cerebral palsy, stroke, dementia, epilepsy.
Parkinson's disease	<p>Parkinson's UK Tel:0808 800 0303 (Monday to Friday 9.00am to 6.00pm) Saturday 10.00am to 2.00pm www.Parkinsons.org.uk</p>	<p>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.</p> <p>Nearest local group Liverpool City Branch The Brain Charity Liverpool Norton Street L3 8LR</p>
DISABILITY		
Down' syndrome	<p>Downs Syndrome Association Helpline: 0333 1212300 (10am to 4pm) info@downs-syndrome.org.uk</p>	<p>Providing support and information to people with Downs Syndrome, their parents and carers.</p> <p>The Liverpool group encompass social events for the whole family and provides other support.</p>
Visual impairment	<p>Bradbury Fields Youens Way</p>	The mission of Bradbury Fields is to enhance the quality of life and promote the health and well-being

	<p>Liverpool L14 2EP Tel: 0151 221 0888 info@bradburyfields.org.uk www.bradburyfields.org.uk/</p> <p>Henshaws Tel: 0300 222 5555 info@henshaws.org.uk</p>	<p>of people living with sensory loss. Bradbury Fields specializes in helping visually impaired people to apply for Disability Living Allowance DLA and Attendance Allowance AA. There is a resource equipment centre which offers advice on a range of products which can be purchased from them.</p> <p>Henshaws is a northern charity supporting people living with sight loss and a range of other disabilities to go beyond expectations</p>
Hearing impairment	<p>RNID Tel: 0808 808 0123 Text: 07360 268 988 (Monday to Friday 8.30am to 5.00pm) contact@rnid.org.uk www.rnid.org.uk</p> <p>National Deaf Children's Society Tel: 0808 800 8880 (Monday to Thursday 9.00am to 5.00pm and Friday 9.00am-12.30pm) SMS: 0786 00 22 888 (Monday to Thursday 9.00am to 5.00pm and Friday 9.00am-12.30pm) www.ndcs.org.uk</p> <p>Liverpool Deaf Children's Society Tel. 0151 280 7204 (voice) 07977 069 146 (SMS Text)</p>	<p>It offers support to those who have hearing impairment encouraging independence and offering advice on many issues related to their condition. If you cant hear or speak on the phone, you can type what you want to say. Call 18001 followed by 0808 808 0123. You can use Relay UK with an app or a textphone.</p> <p>Helpline giving you free, independent advice if you're a parent of a deaf child or a deaf young person.</p> <p>A group of parents who are keen that all members of their families are included in organised events and are accessible to as many families as possible</p>

Dyslexia	Dyslexia Centre North West Tel: 01772 759 083 dyslexiacentrenorthwest.co.uk	A team of dyslexia & specific learning difficulties specialist teachers, assessors & educational psychologists.
Equipment advice	Disabled Living Centre (Lifehouse) Tel. 0151 709 0121	Provides independent information and advice on daily living equipment for older and disabled people.
RELATIONSHIPS		
Families	Care for the Family Tel: 029 2081 0800 mail@cff.org.uk 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 Tel: 0151 237 3993 www.compass-counselling.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.
Domestic	Restored Tel (general) : 020 3906 3930 Freephone 24 hour National Domestic Abuse Helpline: 0808 2000 247 www.Restored-uk.org Crossing Point Tel: 07731 878076 (Monday - Friday 8.00am - 6.00pm)	<p>Restored is an international Christian alliance working to transform relationships and end violence against women. Their aim is that the Church will be equipped to end domestic abuse and bring dignity and fresh hope to survivors.</p> <p>The Crossing Point is a free, confidential domestic abuse service based in Merseyside for women, men and young people affected by abuse.</p>

	info@thecrossingpoint.co.uk	
Children and young people	ChildLine Tel: 0800 1111 Log in for a 1-2-1 counsellor chat 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. ChildLine is a private and confidential service, meaning what is said stays between the caller and ChildLine except under certain circumstances which are specified on their website.
BEREAVEMENT		
All ages Death of a child	Cruse National Freephone : 0808 8081677 (Monday 9.30am - 5.00pm Tuesday 9.30am - 8.00pm Wednesday 9.30am - 8.00pm Thursday 9.30am - 8.00pm Friday 9.30am - 5.00pm) www.cruse.org.uk Alder Centre Tel: 0151 252 5391 aldercentre@alderhey.nhs.uk 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. 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		
Compulsive gambling	Gamblers anonymous National Tel: 0330 094 0322 North West Tel: 07974 668 999 info@gamblersanonymous.org.uk 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	Alcoholics Anonymous 0800 9177 650 help@aamail.org 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		

<p>Homelessness & Sleeping Rough</p>	<p>Help for sleeping rough https://liverpool.gov.uk/housing/homeless-or-at-risk/help-for-rough-sleepers/ Worried about a rough sleeper?</p> <p>If you are worried about someone who is sleeping rough, call our 24-hour 'Always Room Inside' helpline on 0300 123 2041. You can also make an online referral. https://whitechapelcentre.co.uk/alwaysroominside.html</p>	<p>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).</p> <p>To get help from us, you must also qualify under immigration rules - this means that you must be:</p> <ul style="list-style-type: none"> > a British or Irish citizen > an EU citizen working in the UK or with the permanent right to live in the UK > allowed to claim benefits in the UK if you are from outside the EU <p>We will work with you for up to eight weeks to prevent you becoming homeless and a further eight weeks if you do lose your home.</p>
<p>Homeless or at risk of becoming homeless</p>	<p>Housing Options First Floor of St John's Market Elliot Street St John's Precinct L1 1LR (Monday to Friday 9-5pm. Please arrive by 4pm to be seen that day) https://liverpool.gov.uk/housing/homeless-or-at-risk/help-for-rough-sleepers/</p>	<p>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</p>
<p>Emergency Food Supply</p>	<p>Trussell Trust Foodbank</p>	

<p>General Enquiries</p>	<p>https://www.trusselltrust.org/get-help/find-a-foodbank/</p> <p>Trussell Trust Foodbank Liverpool Liverpool North St Andrew's Community Network 16 Larkhill Lane Liverpool L13 9BR</p> <p>0151 226 3406 Foodbank open Wednesday 9.30-11.30 food@standrewslive.org.uk</p> <p>Liverpool South Bungalow, Bridge Chapel Centre, Heath Rd, Liverpool L19 4XR</p> <p>07760 718640 Foodbank open Monday 10.30 - 12.00 and Fridays 10.30 - 12.00 Slfoodbank09@gmail.com</p> <p>Liverpool Live Well Directory www.thelivewelldirectory.com</p>	<p>The Live Well Directory is a Liverpool City Region (LCR) partnership involving Liverpool and Knowsley councils.</p> <p>The directory has been designed to bring together information about groups and organisations offering services to people of all ages with various needs. Leisure and social activities are also included on Live Well and we have included plenty of information on how to stay safe and well.</p>
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