



# Herefordshire Disability United Network News

21st November 2024

Carers Rights Day



**Do you feel isolated  
by your  
circumstances?**

We welcome articles from individuals and organisations to promote their stories or interests.  
Please contact the Editor..... details on the back page.

## Editorial:

I've been a Carer for many people in my life. My late husband Roy, both my parents and sister Jeanette, Mother in Law, plus various neighbours, and this was of course as an "Unpaid Carer". Something done out of love and respect.

Jeanette (sister) would stay for two weeks at a time, coping with her facial cancer which had gone to the brain. At the time I was working full time, and caring for Roy too, but at a lesser level than later years. My sister would say "I like this hotel", as not only did she get full board, but her washing and ironing done too. I can remember just once when I felt the strain. Around 9.30 pm one evening I sat down having cooked a full meal after work, washed up and all the other chores, and she said, "You haven't dress my face". This was an open cancer wound which I dressed daily. It wasn't that I minded doing it, but the fact that she had waited until I sat down to remind me. I didn't say a word, but just proceeded, thinking, "She has to deal with her complete change of life, and I'm ok".

For Roy, I was his sole carer, needing to give up work to care for him in 2010 as he continued to lose mobility. Until then I only worked five minutes from home which was really useful. I could pop home for lunch. One day however, I arrived home at the end of a school day, to find him stuck on the toilet. He had been there for 2 hours, unable to get off the seat.

My first comment was " Well its better than not making it to the toilet in the first place". That's how we both coped with life. Its not what you can't do, but what you can achieve, and we both realised that.

Being a full time Carer, affects so much. How long can you stay mentally stable when you are often isolated? As Roy used an electric wheelchair, we could still get out and about, and he had full capacity. At the time we lived by the sea, and walking along coastal paths was an asset. A wheelchair at basic speed is 4.m.p.h, and I was quite adept at this. Its sounds slow, but without a car, it certainly kept me fit. Swimming in the sea was a bonus, and I piled all the gear onto the back of his wheelchair. Moving to Herefordshire was less easy, but we still roamed the C roads where possible.

But being serious, I was lucky! Roy did not have dementia, and knew exactly what he could manage. He had full use of his brain, and we made new friends. This basis allowed us to set up Herefordshire Disability United (HDU) as we felt there was a distinct lack of knowledge for various disabilities, and certainly Carers, who are still unable to access relevant information, and rights to cope. This applies often to the older generation who have not embraced the digital age for various reasons, plus those who lived in rural locations. Money can be tight. I took early retirement, meaning that I had a pension, and Roy, disability payments, but others may not .

In this magazine you will find useful information and ideas.

We are pleased that the Citizen's Advice Bureau have agree to attend with a stand, but you can always speak to them in private on:

**0344 826 9685 or check**  
**<https://herefordshirecab.org.uk/>**

**The Editor**

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Are you feeling vulnerable?  
Do you need to talk to  
somebody now?



If you are experiencing  
feelings of distress or  
despair, including those  
which could lead to suicide,  
you can call  
[the Samaritans](https://www.samaritans.org).

CALL FREE ON

116 123

Herefordshire Disability United (HDU) is an organisation that has developed to voice the concerns of disabled people, and to provide a platform where disability issues can be raised and policies developed.

HDU is run by people with disabilities for people with disabilities. It was started in January 2011, and has grown to be an acknowledged organisation representing service users, and their families fighting for a better future and understanding.

HDU take part in consultations to highlight issues that affect persons with disabilities.

Our networking is effective with representation via public sector officialdom, providers and the third sector, local and national businesses to improve their practices and policies.

We are a democratic, non sectarian, non party political organisation, stimulating discussion to improve outcomes for disabled people.

### Editorial or advertising queries:

Contact the editor on 07817 473813 or email : [info@hdu.org.uk](mailto:info@hdu.org.uk)

### Contact:

**Herefordshire Disability United** welcomes any feedback on Network News, or any of the services it provides.

### Disclaimer:

The views expressed in Network News are not necessarily those of Herefordshire Disability United.

# ActionDeafness

## About Action for Deafness

Action for Deafness provides support and services to enable deaf people to lead independent lives.

It is a “Deaf-led charity run by specialists, whose understanding of deafness enables them to provide specialist, accessible and equal services.

Deafness happens for many reasons. One of which is called **Tinnitus**.

There are different theories as to what exactly causes tinnitus and research is ongoing. Stress, tiredness and anxiety can increase the severity. Tinnitus does not cause hearing loss, but can be a side effect of reduced hearing. Action for Deafness has produced a nine page booklet to explain fully:

[https://actionfordeafness.org.uk/wp-content/uploads/2022/03/Tinnitus\\_Workbook.pdf](https://actionfordeafness.org.uk/wp-content/uploads/2022/03/Tinnitus_Workbook.pdf)

There is currently no cure for tinnitus. There are, however, several different treatment options that are available for managing the symptoms and often patients will try all treatment types.

Deafness can be divided into these categories:

### Age related hearing loss (ARHL)

This is the most common type of hearing loss, which affects the cochlea, situated in the inner ear. Usually ARHL affects hearing in the higher frequencies, making speech sound less clear. You can find more information on this here.

### Sudden loss

**If you notice a very sudden loss of hearing, which you are sure is nothing to do with the function of your hearing aid, it is important to seek medical help within 24 hours from your local A&E hospital.**

### Menieres disease

Menieres disease can cause a fluctuating hearing loss, dizziness and feeling of nausea. If you have experienced these symptoms, look at the NHS Menieres website for further information <https://www.nhs.uk/conditions/menieres-disease/>

More information about hearing loss can be found by checking the Action Deafness website:

**[info@actionfordeafness.org.uk](mailto:info@actionfordeafness.org.uk)**

We have a representative at today's event from Action Deafness. She is not deaf, so you can talk with her easily.

Don't forget though that if you want to get in touch with the organisation later, to use email, as others who work for Action Deafness have hearing impairments. So click on the Contact button on their website, where a form will appear to be completed.

**Action Deafness offers more than a basic service, and you can ask for a home visit.**

**The Editor**

Deafness in the elderly can often cause confusion, and this confusion may be linked to dementia, so how can you tell what is going on?

As a Carer, it may be that you are possibly dealing with reduced hearing too, and getting out to appointments, either for you or the one you care for can be tricky.

<https://rnid.org.uk/hearing-research/hearing-loss-and-dementia-how-are-they-linked/>

Hearing loss and dementia can often occur together as we get older and have an impact on each other. We know they are linked in several ways, but we don't know exactly how. We're funding vital research to find out more.

Hearing loss as a risk factor for dementia

There is strong evidence to show that:

- hearing is an essential part of brain health
- mild hearing loss doubles the risk of developing dementia
- moderate hearing loss leads to three times the risk
- severe hearing loss increases the risk five times.

But can steps be taken to reduce or avoid this risk? An international review in medical journal *The Lancet*, published in 2020, suggested that hearing loss is one of twelve key risk factors for dementia that are possibly modifiable (factors that can be changed to reduce dementia risk).

The review suggested that one in three cases of dementia could be prevented if more people looked after their health throughout their lives.

Other key risk factors for dementia include social isolation, smoking and depression.

Unaddressed hearing loss in mid-life was predicted to be the highest potentially modifiable risk factor for developing dementia. This is hugely important.

Can addressing hearing loss – for example, by using hearing aids – reduce this risk?

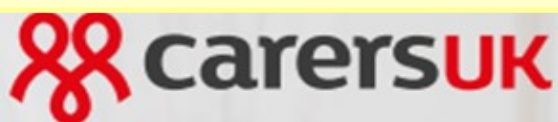
It's vital we find out.

It's also vital that we better understand the link between hearing loss and dementia – it will lead to improved diagnosis and new effective treatments for both conditions.

### **Misdiagnosis and further links**

Hearing loss can sometimes be misdiagnosed as dementia. People with dementia can have difficulty communicating with others, including finding the right words, or signs, for what they want to say. They may have difficulty processing what they've heard, particularly if there are distractions. According to some researchers, this difficulty in processing information (when there is competing information) can be one of the first signs of cognitive impairment.

We also know that hearing loss can speed up the onset of dementia, or make the symptoms of dementia appear worse, and dementia can heighten the impact of hearing loss.



**Want information on caring, but don't use computers or the internet?**



Carers UK has a new information phone service for carers who prefer not to use computers or the internet.

Ring our phone service and listen to information about:

- help with finances and household costs
- caring for people with specific health conditions
- looking after yourself
- ways to get more help and support.

**Call Carers UK's freephone telephone service on 0800 888 6999 and follow the options provided**

*Calls are free of charge from all consumer landlines and mobile phones. Please note that this service provides recorded information and signposting for carers, and is not a helpline or a crisis service. If you need to speak to someone about caring, call our Helpline on 0808 808 7777.*

**This information is directly from the Carers UK website, <https://www.carersuk.org>**

## Citizens Advice

The Citizens Advice Bureau (CAB) Herefordshire provides a free, confidential, impartial, and independent information and advice service to the citizens of Herefordshire and surrounding areas. You can access their services in several ways:

1. **Telephone:** Call 0344 826 9685 (open Mondays, Tuesdays, Wednesdays, and Fridays from 10am to 3pm) for a pre-booked appointment or to speak with an advisor.
2. **Text:** Send a text message with your name, postcode, and the type of advice needed (e.g., DEBT, HOUSING, or BENEFITS) to 0786 00 77 311.  
Their services cover a wide range of topics, including:

- Benefits
- Consumer issues
- Employment
- Housing
- Legal matters
- Relationships
- Debt

The CAB Herefordshire is located at:

**20 St Owen's Street, Hereford, GB** Coordinates: (52.05560302734375, -2.713144898414612)

You can also visit their website at:

<https://herefordshirecab.org.uk/> for more information and to access online resources.

### Check other support locations

[Bromyard Outreach - Town Council](#) Call 0344 826 9685

[Kington Outreach - Marwick Close Community Rooms](#) Call 0344 826 9685

Markwick Close Kington HR5 3UE

[Leominster Outreach - Community Centre](#) Call 0344 826 9685

School Road Leominster HR6 8NJ

[Ross on Wye Outreach - The Larruperz Centre](#) Call 0344 826 9685

Grammar School Close, Ross On Wye HR9 7QD

### The Hope Centre has its own contact details as below

[The Hope Family Centre, Bromyard](#) <https://hopefamilycentre.org>

**Email:** [info@hopefamilycentre.org](mailto:info@hopefamilycentre.org) **Call:** 07395 959240

# Carers Links

## What is CarerLinks?

The CarerLinks Herefordshire team offer emotional and practical support to unpaid family Carers across Herefordshire, helping them to protect their health and well-being and cope with their caring role.

How CarerLinks can help ...

By supporting Carers to think about their own needs

By listening and offering a range of services and support to help carers

By working in partnership to link carers with other sources of help and support

By signposting Carers to support with benefit applications including: Attendance Allowance, Carers Allowance and Blue Badges



## Talk to us in person

Come along to one of our drop in sessions and speak to our Carer Advisors to find out more:

- Hereford County Hospital – The Coffee Cup Café – 2nd Tuesday of every month – 9:30am-12pm
- Ross-on-Wye – Tudorville & District Community Centre – 6 Walford Ave, Ross-on-Wye HR9 5PZ – 3rd Thursday of every month – 11am-2:30pm
- Kington – The Lion Café – Bridge St, Kington HR5 3DJ – 3rd Friday of every month – 12pm-2pm
- Leominster – The Forbury Chapel – Church St, Leominster HR6 8NQ – 1st Friday of every month – 10am-12pm
- Peterchurch – St. Peter's Church – Peterchurch, Hereford HR2 0RS – last Wednesday of every month – 10:30am-12:30pm

Please check our Facebook page for more information or call us on 01432 663057 or email [herefordshire@crossroadstogether.org.uk](mailto:herefordshire@crossroadstogether.org.uk) for more information on any of our drop in sessions. No need to book, just pop in.

## Emergency and Future Planning

There are many things to consider when caring for someone, however, what would you do in the event of an unforeseen emergency?

Our Emergency and Future Planning pack gives lots of information and tips to help you prepare for the unexpected.

There are nine pages, and useful pdfs to download including approaching difficult conversations such as **Lasting Power of Attorney**,

**Tell: 01432663057 Email: [herefordshire@crossroadstogether.org.uk](mailto:herefordshire@crossroadstogether.org.uk)**

## Are you an unpaid Carer?

# Are you an unpaid carer?

TuVida  
Supporting your life

**Carer Links** can help!

**Carer Links is a free service available to unpaid carers in Herefordshire.**

Our team is here to offer a range of services and support to help you cope with caring.

- **We can work with you to understand your care role and what rights you have. This can also include accessing financial support**
- **We can help you find the right help and support locally**
- **We can provide 1-1 support which is tailored to your individual needs**

For more information or support, please contact a member of our team:

**Phone: 01432 663057**

**Email: [herefordshire@crossroadstogether.org.uk](mailto:herefordshire@crossroadstogether.org.uk)**



Alternatively, you can access our Self-Referral form by scanning the QR code

Carer Links is part of TuVida, a charity that supports unpaid carers and the people they care for  
[www.tuvida.org](http://www.tuvida.org)

## Stride Active

**Stride Active** is an organisation which works with young people and their families to increase physical activity for greater health. The programme is focused through schools, where staff understand the confidentiality regime and issues around complex family matters. Consequently, as referrals come from schools to Stride Active, this is not a promotion for the company.

**Stride Active** have supported over 270 families in Herefordshire since October 2021 and have helped families to feel happier, more confident and motivated to be active.

BUT, what I discovered is that some of their ideas would also be very useful for older people and their Carers where easy access to vital exercise could be achievable with limited equipment at home. We know that being active can improve both mental and physical health, and this can lift mood too.

I've been given a "Goody Bag" (which is usually handed out to families via the school link), and will be examining how this might be appropriate for Carers and their families too at our event.

The Editor

## Carer's Assessments

We know that people often don't see themselves as a Carer, as they're simply looking after someone they love who is ill, has a disability, a mental health problem or substance addiction.

However, if you help to look after a family member or friend, who couldn't manage without you, **then you're a Carer!**

As a Carer, it's important to have a Carer's assessment, as this will help identify the impact your caring role has on you and your life and what support you may need. It's not an assessment of how good you are as a Carer and neither is it means tested. The assessment is...

- A conversation which is focussed on you the Carer, your caring situation and your needs
- The perfect place for you to express your needs and concerns regarding your caring role
- An opportunity to consider what support might be available within your local community
- A chance to obtain information and advice, which will assist you in your caring role and help you look after your own health and wellbeing
- An opportunity for you to be formally recognised as a Carer and therefore further supported within your role

**If you'd like to arrange a carer's assessment, please contact  
Herefordshire Council's Advice and Referral Team on 01432 260101**

## Mental health support

If you need help for a mental health crisis or emergency, you should get immediate expert advice and assessment. It's important to know that support services are available for you to access, whatever you're going through.

**Urgent advice:**  
**Get advice from NHS 111 and press option 2**  
**If you need urgent help for your mental health.**

**This will connect you to a mental health professional who can provide assistance. The service is available 24/7 and is designed to offer immediate support, advice, and guidance for mental health concerns.**

**OR**

**Text "SHOUT" to 85258 to contact the Shout Crisis Text Line, or text "YM" if you're under 19.**

**OR**

**If you're under 19, you can also call 0800 1111 to talk to Childline. The number will not appear on your phone bill. These services will only share your information if they are very worried about you or think you are in immediate danger.**

## The Samaritans

**CALL FREE ON 116 123**

**We're here  
for you**

Whoever you are,  
whatever you're  
going through,  
we're here to listen.



**Don't wait until it feels too  
much  
You don't have to face it alone**



**What happens when  
you get in touch?**

**A volunteer will answer**

We are trained volunteers, ready to listen.

**No judgement**

You can talk to us about anything, whoever you are, whatever life's thrown at you.

**No pressure**

We'll just ask what's going on for you and help you talk it through.

**Let it all out**

If you get upset and find it hard to talk it's OK, we'll stay until you're ready.

**It's your call**

We won't make decisions for you, we'll give you space to find your own way through it.

# Headway Herefordshire

## Do you care for someone with an “Acquired Brain Injury?”

If so Headway may be able to help you

### Support for Carers

Help for Carers is available from the time the injury occurs, often the first contact is made while a loved one is still in hospital and their prognosis is not clear.

### Support that we can offer includes:

- Our booklet 'Caring for someone with a brain injury' is often the first link Carers have to Headway. It provides information about Hospital pathways, who's who and much more.
- One to one support is available from our experienced team of staff and volunteers.
- Access to the HUK nurse led free confidential help line (9am-5pm Monday to Friday Tel:0808 800 2244).
- Advice and support from our well qualified and experienced nurse led enablement team.
- Access to our Carer support group meetings where new Carers and those who have been Carers for a long time share their experiences and knowledge to support each other and to make life that little bit easier.
- Regular social events where you and the person you care for can spend some quality leisure time with others who use our service.

<https://www.herefordshire-headway.co.uk/>

- Information Leaflets
- Service Booklet
- Video Presentation 2023-24
- Communication Therapy
- Brain Damage and Talking
- What Members of Headway say about joining a Communication Group
- What we can do at Headway
- A Day in the Life of Headway House
- Coming for a Visit
- Getting Started with our Service
- Carer Support Services

**And so much more on their website**

The Editor

# ID card for Carers



This is a sample card, from the website,  
not a real copy

<https://www.did-card.co.uk/>

The aim of the National DID Card is to remove the need for individuals to carry their paper documentation with them at all times.

The card will have a photograph of the cardholder and will only be issued to disabled people who are in receipt of some form of disability allowance or medical evidence to support your application.

Using this card in places like theatres, leisure centres and similar where you as a Carer might accompany someone with a disability, can often offer discount or other benefits to the holder.

## Companion bus pass

Any Herefordshire resident who qualifies for a disabled person's bus pass on the grounds of disability, and because of that disability is unable to travel on a bus without the assistance of another person, can apply for a companion pass.

You will be entitled to free travel anywhere in England within permitted off-peak times but your companion will only be entitled to free travel on journeys that start in Herefordshire. If you travel outside of the Herefordshire county border your companion will have to pay for their own travel. A holder of a companion pass may start a bus journey in the area of Herefordshire independently, but if accompanied by a companion, both pass holder and companion must board and get off the vehicle at the same point.

Please note that your companion will not receive a separate pass and your companion cannot use your pass without you. The pass that is issued to you will have a C symbol printed in the top right hand corner which indicates that you will be able to take a companion of your choice such as a Carer, relative or friend to assist you when travelling.

In addition to meeting the disability criteria specified on the disabled person's bus pass, you must also provide evidence. If you cannot apply on line, we provide an appointment-only bus pass assistance service at Blueschool Street, Hereford where we will take a photo of you in the office and assist you to complete the form:

**Every Wednesday: 10am to 12 noon**

**Appointments for Hereford can be booked by calling 01432 260005.**

You will need to take your supporting documents for a companion pass in addition to those that are required for a disabled person's bus pass. to qualify for a companion pass.

**<https://www.herefordshire.gov.uk/public-transport-1/free-bus->**

## Dealing with Debt



**When caring for someone, especially on a limited budget you may find that debt becomes a problem, which in turn can cause extra pressure on you and your mental health.**

You don't know where to start, and can't find the time or a clear mind to address the issue, that's when a charity such as Stepchange can help. You can get help from Stepchange in many ways by phone, email and by post.

- Need to speak to our advisors?

**Contact us on [0800 138 1111](tel:08001381111).**

**Monday to Friday 8am to 8pm and Saturday 9am to 2pm**

**Write to us:**

**StepChange Debt Charity, 123 Albion Street Leeds LS2 8ER**

**Online: <https://www.stepchange.org/contact-us.aspx>**

Our advice process

**We follow a simple, three-step process to deal with debts:**

**1. We work out your budget by looking at:**

- Your income
- Your spending
- Your debts

**2. We find a way to manage your debts that:**

- Is affordable
- Suits your situation

**3. We set up your debt solution**

And offer support whenever you need it

.....  
I've known about Stepchange for a number of years. Recently a neighbour found it very useful after his wife died suddenly. This couple had definite jobs they did in the home, and the wife kept the finances. When she suddenly passed away, he had no real knowledge of their spend on credit cards (which were not extensive), but also on use of the internet for other payments made, which she had mastered. He contacted the Citizen's Advice Bureau, which in turn introduced him to Stepchange.

They worked out what payments can be met, and act as a negotiator. Budgets are set up with credit card and mortgage companies etc, for a transition period, thus alleviating worry and debt, in a time of sorrow.

**The Editor**

## Carers Allowance

Claiming Carers Allowance is very complicated, as there are so many rules which make it difficult to assess if you are eligible, and if so how this might affect any other benefits you may be receiving, and the amount.

Information below is from the Gov.uk website, and is as a guide, but it would be best to contact a support agency, such as the CAB or AgeUK to help clarify the pitfalls which may affect your income, tax and other disability payments.

### Eligibility

You may be eligible for Carer's Allowance if you, the person you care for and the type of care you provide meets certain criteria. The person you care for must already get one of these benefits:

- Personal Independence Payment - daily living component
- Disability Living Allowance - the middle or highest care rate
- Attendance Allowance
- Constant Attendance Allowance at or above the normal maximum rate with an Industrial Injuries Disablement Benefit
- Constant Attendance Allowance at the basic (full day) rate with a War Disablement Pension
- Armed Forces Independence Payment
- Child Disability Payment - the middle or highest care rate
- Adult Disability Payment - daily living component at the standard or enhanced rate

**You need to spend at least 35 hours a week caring for someone.**

**This can include:**

- helping with washing and cooking
- taking the person you care for to a doctor's appointment
- helping with household tasks, like managing bills and shopping

## Carers Partnership Board

A new Carers Partnership Board is being set up by Hereford Council bringing together Carers of all ages, organisations which link with them, and those who provide services for Carers.

The term Carers refers to all **Unpaid Carers whether Young Carers with family commitments, or those we usually recognise as caring for a loved one, whether family or friend.**

This Board will allow "Experts By Experience" to engage with the appropriate authorities, and feedback issues they are encountering, so that improvements/adjustments can be considered.

The Board will meet quarterly to advise on what is working well and what might work better. Also, insight into how services are funded and contracts renewed will enable everyone to grasp what is involved.

If you think you might be interested please contact me for more details.

**Email: [sylvia.nicholls@btinternet.com](mailto:sylvia.nicholls@btinternet.com)**

**Mobile: 07817 473813**

# Herefordshire Young Carers Club

**Herefordshire  
Young &  
Young Adult  
Carers  
CIC**



We provide support to Young Carers in Herefordshire under the age of 18, whose lives are restricted in some way because they are supporting a person who is ill, has a disability, mental illness or misusing a substance.

**Do you..... feel that you miss out on things after school and at weekends because you have to help someone at home?**

**.. worry about how your relative is behaving or feeling and do you worry about leaving them**

**alone?**

**.. worry about what might happen to your family if you talk to somebody about any of these things?**

**If you... .. take on responsibilities at home because someone in your family is disabled, has been ill for a long time, or has problems with mental health, drugs or alcohol then you may be a Young Carer and HYCC could help you.**

## **How HYCC can help...**

HYCC supports children aged 8 to 6 whose life is restricted in some way because they support a person who is ill, has a disability, mental illness or misuses drugs or alcohol. This could be a parent, sibling or close family member.

We give Young Carers time out for themselves, to socialise and cope with the demands placed on them as carers.

We run regular clubs where Young Carers can safely talk about how they feel, meet other Young Carers, get support, advice and information and also have fun away from their caring responsibilities. We also provide trips and outings throughout the year.

## **Contact us:**

**Phone: 07484 245128**

**Email:**

**[susan.brace@hycclub.co.uk](mailto:susan.brace@hycclub.co.uk)**

**Web: <http://hycclub.co.uk/>**



# Age UK

## What is Attendance Allowance?

Attendance Allowance is a benefit for people over State Pension age who need help with personal care or supervision because of an illness or disability.

Any Attendance Allowance you receive doesn't necessarily need to be spent on your care. Many people spend the money on other types of help in the home, or on equipment to help them stay independent. For example, it could help you pay bills, get meals delivered or cover the cost of taxis.

## Am I eligible to claim Attendance Allowance?

You can claim Attendance Allowance if you meet all the following criteria:

- You're over State Pension age (if you haven't reached it, you may be eligible for Personal Independence Payment instead).
- You have any type of disability or physical or mental illness, including sight or hearing impairments and conditions such as dementia.
- You could benefit from help with personal care, such as getting washed or dressed, or supervision to keep you safe during the day or night.
- You have needed help for at least 6 months. (This doesn't apply if you're terminally ill, in which case you can make a claim straight away).

There are 2 rates of Attendance Allowance. What you get depends on the care you need. It's usually paid every 4 weeks.

### Amount per week      Who gets this?

Lower rate      £72.65      Those who need help during the day or at night.

Higher rate      £108.55      Those who need help during the day and at night, or who're terminally ill.

**These rates apply from April 2024 to April 2025.**

## How to claim Attendance Allowance

To make a claim, you have to fill out the Attendance Allowance claim form. There are a couple of ways to get your form. Call the Attendance Allowance helpline on **0800 731 0122**      OR [download a claim form from GOV.UK](#).

When filling out the form, be really clear about how your illness or disability affects your life and attach any supporting information, such as GP letters, your care plans, or prescription lists.

**The Attendance Allowance form can be daunting, so Age UK have offered some tips on how to proceed on their website.**

**They offer support through their free advice line on 0800 678 1602.**

**Lines are open 8am-7pm, 365 days a year, and also have specialist advisers at over 120 local Age UKs.**

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

## St Michael's Hospice

For many Carers of those who need end of life care, it can be a very difficult decision to work out the best solution. Some people want to stay at home, whilst others prefer being in hospital, but many, along with their family just don't know what might be best for them.

I'm sure you have heard about St Michael's Hospice in this county, and from checking out their website I have put some thoughts here, maybe to guide or just enlighten you as to what might be suitable for you/ friends, and family.

<https://www.st-michaels-hospice.org.uk/how-can-we-help/care-services/hospice-at-home/>

**Hospice at Home is here to support you in making your home the centre of your care journey, surrounded by the warmth and familiarity of your own space.**

How do I, or my loved one, get referred to the Hospice at Home service?

If you or a loved one would like to be referred to the Hospice at Home service, speak to your health/social care professional. This could be your GP, hospital professional or community nurse. They can then refer you to our service.

If you would like to speak to us before you request a referral, please call us on **01432 852080**, or email [hhub@smhospicehereford.org](mailto:hhub@smhospicehereford.org).

We will be happy to answer any questions you have about our Hospice at Home service and to provide guidance if you require it on how to obtain a referral from your healthcare professional.

**Empowering our patients with choice is at the heart of what we do.**

Our Hospice at Home service ensures you receive the same exceptional palliative care you'd find in our in-patient facility, right in the warmth of your own home. Our caring team, available round the clock, offer planned and responsive visits, providing not just nursing care, but genuine companionship and support. From personal care to medication management, we've got it covered, ensuring your medical, emotional, and spiritual needs are met.

We understand the importance of spending your last days in the embrace of your own home, and we're here to make that possible. Fulfilling your wishes and providing the care you need while you're surrounded by the people and things you love – that's what defines our service. **Your comfort, your choice, our commitment.**

We understand that it's a difficult time.

We are always willing to talk to you to help provide the support and care you may need. Whatever questions, concerns or worries you have, our team is here to help.

That's why we're here for you, 24 hours a day, 7 days a week. **01432 852080**

# Marie Curie

Marie Curie is a National organisation which provides support for those concerned with end of life issues. They provide end of life support at home and in their hospices, and also various support chat lines where you can get help to support you and your mental health, as well as daily needs.

**We're here for you with the support you need, when you need it.**

Call our Support Line for practical or clinical information and emotional support if you're living with or caring for someone who has a terminal illness, or have experienced a bereavement, whatever your situation.

**No one is turned away,**

Please do not hesitate calling if you need any kind of support.

Call free on [0800 090 2309](tel:0800 090 2309)\*, [book a call](#)

or email us at [support@mariecurie.org.uk](mailto:support@mariecurie.org.uk) \_

Open 8am – 6pm Monday to Friday, and 10am – 4pm on Saturdays.

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**Also Online Chat is available Monday to Friday 8am-6pm and Saturday 11am-5pm.**

**On the website**

<https://www.mariecurie.org.uk/help/support>

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### **Marie Curie's Bereavement Support Service**

Call [0800 090 2309](tel:0800 090 2309)\* to find out more about being matched with a specially trained telephone volunteer who'll give you regular bereavement support.

Calls are free. Our Support Line is open 8am-6pm Monday to Friday and 10am-4pm on Saturday. This service is available for adults aged 18 or above.

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**If you, or someone close to you, is terminally ill, you might be finding it harder than ever to get the vital support you need right now, and you might be feeling lonely.**

Our free **Companion over the phone service** (formerly called Check in and Chat) is here for you. It's a telephone service that provides free ongoing emotional support over the phone with the same person each week, no matter where you live in the UK or whether you've accessed support from Marie Curie before.

## Useful Contacts

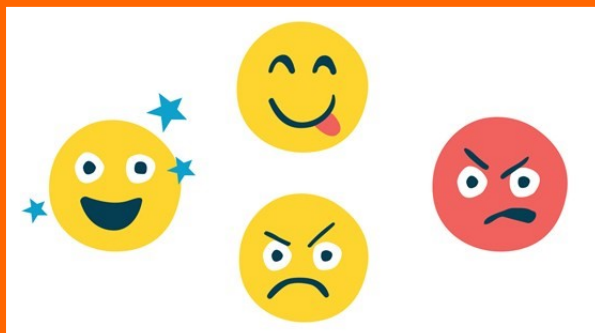
**HELP FOR FARMERS**  
We are Farming Minds  
Kings Pitts Farm,  
Kingsthorpe, Hereford,  
Herefordshire, HR2 8AQ  
HELPLINE 0808 802 0070  
Text 07786 203 130

### MIND HEREFORDSHIRE

The Safe Haven  
phone line is 01432 372407  
email the team  
at [safehaven@herefordshire-mind.org.uk](mailto:safehaven@herefordshire-mind.org.uk)  
AVAILABLE

7 days a week, from 5pm to 10pm.

**Call Childline 0800 1111**



[www.childline.org.uk/](http://www.childline.org.uk/)

### SHOUT CRISIS HELPLINE

Text "SHOUT" to 85258 to contact  
the Shout Crisis Text Line,

OR  
text "YM"

#### **IF YOU ARE UNDER 19**

Campaign Against Living Miserably  
(CALM) is leading a movement  
against suicide.  
CALM HELPLINE on 0800 58 58 58  
5pm to midnight,  
365 days a year.  
CHATBOT ALSO ON  
[https://www.thecalmzone.net/get-  
support#open-calmbot](https://www.thecalmzone.net/get-support#open-calmbot)

### SAMARITANS

If you are experiencing feelings of  
distress or despair, including those  
which could lead to suicide, you can call  
the Samaritans.

CALL FREE ON 116 123



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[facebook.com/  
herefordshireyoungcarers](https://facebook.com/herefordshireyoungcarers)

**Network News is produced by Herefordshire Disability United,**  
c/o 39 Lea Villa Residential Park, Lea, nr Ross-on-Wye, Herefordshire, HR9 7GP.  
Tel: 07817 473813 Email: [info@hdu.org.uk](mailto:info@hdu.org.uk)  
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