

## Financial and Benefit Advice

**Involve Northwest (Wirral)**, offering a wide range of services to help improve quality of life of local individuals and families.

**Tel: 0151 644 4500**

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

**Address:** Royal Standard House  
334 New Chester Road, Rock Ferry, Wirral  
CH42 1LE

**Citizens Advice Cheshire West**; provides free, help with most problems from employment, benefits, housing and debt. Our advice is independent and completely confidential.

**Tel: 0344 57 66 111**

**Address:** Chester Office, the Bluecoat, Upper Northgate Street, Chester, CH1 4EE

**DWP –PIP claims.** You can make a new Personal Independence Payment (PIP) claim by calling the Department for Work and Pensions (DWP)

**Telephone: 0800 917 2222**

**Text-phone: 0800 917 7777**

Mon to Fri, 8am to 6pm

### Carer's Allowance Unit

General enquiries

**Telephone: 0800 731 0297**

**Text-phone: 0800 731 0317**

Mon to Thurs, 8:30am to 5pm

Fri, 8:30am to 4:30pm

**Ask Us Wirral**; provides advice on local services, debts, benefits, etc. **URL:**

<http://www.askuswirral.org.uk/>

If you require translation services or a copy of this document in other languages, audio tape, Braille or larger print, please speak to a member of CWP staff, e-mail [info@cwps.nhs.uk](mailto:info@cwps.nhs.uk) or write to: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

যদি আপনার ট্রান্সলেশন সার্ভিসের বা এই দলিলের কপি অন্য ভাষায়, অডিও টেপে, ব্রেইল বা বড় ছাপায় দরকার হয় তবে অনুগ্রহ করে সিউব্রিউপি এর স্টাফদের সাথে কথা বলুন, ইমেইল করার ঠিকানা [info@cwps.nhs.uk](mailto:info@cwps.nhs.uk) বা কমিউনিকেশন, চেশায়ার ও উইরাল পার্টনারশীপ এনএইচএস ফাউন্ডেশন ট্রাস্ট, আপটন লী, কাউন্টস অফ চেস্টার হেলথ পার্ক, লিভারপুল রোড, চেস্টার, সিএইচ২ ১ বিকিউ ঠিকানায় লিখুন।

如果您需要翻譯服務或想索取這份文件的其他語言、錄音帶、凸字或大字體版本，請向我們的職員查詢。您亦可以寄電郵至 [info@cwps.nhs.uk](mailto:info@cwps.nhs.uk) 或寄信到 Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

જો તમારે ભાષાંતર સેવાઓ અથવા આ દસ્તાવેજની બીજી ભાષાઓમાં નકલ, ઓડિયો ટેપ, બ્રેઇલ અથવા વિશાળ ફંટની છપાઈની જરૂર હોય, તો કૃપા કરીને સીડબ્લ્યુપી (CWP) ના કર્મચારીઓ સાથે વાત કરો, ઈમેલ કરો: [info@cwps.nhs.uk](mailto:info@cwps.nhs.uk) અથવા આ સરનામે લખો: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

यदि आपको अनुवाद सेवाएं या इस दस्तावेज की अन्य भाषाओं में नकल, ऑडियो टेप, ब्रेइल लीपि या विशाल आकार में छपाई की आवश्यकता हो, तब कृपया सीडब्ल्यूपी (CWP) कर्मचारीयों के साथ बात कीजिये, या ईमेल कीजिये: [info@cwps.nhs.uk](mailto:info@cwps.nhs.uk) या इस पते पर लिखिये: Communication, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

Jeśli wymagane jest tłumaczenie lub kopia niniejszego dokumentu w innych językach, na taśmie magnetofonowej, w języku Braille'a lub dużym drukiem, prosimy o skontaktowanie się z członkiem personelu CWP (Organizacja partnerska krajowego systemu zdrowia regionów Cheshire i Wirral) lub przez pocztę elektroniczną: [info@cwps.nhs.uk](mailto:info@cwps.nhs.uk) lub na adres: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

Os oes arnoch angen gwasanaeth cyfiethu neu gopi o'r ddogfen hon mewn ieithoedd eraill, tâp sain, Braille neu brint mawr, siaradwch ag aelod o staff CWP, e-bost [info@cwps.nhs.uk](mailto:info@cwps.nhs.uk) neu ysgrifennwch i: Communications, Cheshire and Wirral Partnership NHS Foundation Trust, Upton Lea, Countess of Chester Health Park, Liverpool Road, Chester, CH2 1BQ.

### Feedback

We welcome any suggestions you have, please send your **comments, concerns, complaints and compliments** to: **PALS, complaints and incidents team**, Trust Headquarters Redesmere, Countess of Chester Health Park, Liverpool Road, Chester CH2 1BQ.

For more information see [www.cwps.nhs.uk](http://www.cwps.nhs.uk)

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Cheshire and Wirral Partnership NHS Foundation Trust

**ABI Service: Carers Leaflet**

Information on accessing help and support.

Care • Well-being • Partnership

## Introduction

CWP's Acquired Brain Injury Service (ABI) goal is to work in partnership with patients, staff and other organisations to deliver the highest quality care to people who access our services and their carer's.

**Contact us** if you have a query?  
Mon-Fri (Answer machine out of ours)

ABI Service,  
Acorn Suite, 1829 Building,  
Countess of Chester Health Park,  
Liverpool Road, Chester CH2 1HJ  
**Telephone: 01244 389252**  
**Fax: 01244 389255**

The ABI Service offers a confidential service and understands that it is often the needs of the patient's family or carers that can be overlooked and are often not fully supported. This is why the ABI service makes identifying the needs of the carer an essential part of its assessment.

## Carer Legislation

### Care Act 2014

'All carers, like the people they care for, now have a right to an assessment of their needs, and any carer who appears to have needs for support should be offered an assessment by their local authority (Carers UK, carersuk.org).'

A carer's assessment is obtained by contacting your local Department of Adult Social Services (DASS)

**Wirral Carer Assessment** To apply online:

**URL:** <https://www.wirral.gov.uk/health-and-social-care/adult-social-care/support-carers/carers-assessment> **Tel: 0151 514 2222**, Mon - Fri 8:50 - 5:00pm  
**Email:** [wcnt.centraladviceanddutyteam@nhs.net](mailto:wcnt.centraladviceanddutyteam@nhs.net)

## Cheshire West Carer Assessment

**URL:**

<https://www.cheshirewestandchester.gov.uk/residents/health-and-social-care/carers>

**Email:**

[accesswest@cheshirewestandchester.gov.uk](mailto:accesswest@cheshirewestandchester.gov.uk)

**Tel: 0300 123 7034**

## Carer Organisations

**Cheshire and Warrington Carers Trust** (Chester and Northwich) Cheshire and Warrington Carers Trust  
**Tel: 0300 102 0008. Address:** 1st Floor. The Bluecoat, Upper Northgate Street, Chester CH1 4EE & 146 London Road, Northwich, Cheshire CW9 5HH

**Wired** - dedicated carer's team, assistance with grants, carer's assessments and counselling service.

**Text CARER to 87007, Tel: 0151 670 0777**

**Email:** [cws@wired.me.uk](mailto:cws@wired.me.uk)

**Address:** WIRED, RESOUCE Centre, 5 St John Street, Birkenhead, Wirral, CH41 6HY.

## Charitable Organisations & Societies

### Headway Wirral

Supporting the survivors of brain injury, their families and carers

**Contact: Phil Barr**

**Tel: 07506 975261**

**Email:** [headwaywirral@hotmail.co.uk](mailto:headwaywirral@hotmail.co.uk)

**URL:** [www.headwaywirral.org.uk](http://www.headwaywirral.org.uk)

**National URL:** <https://www.headway.org.uk/>

**H.I.P in Cheshire:** A charity which aims to help and support head injured survivors, their family and carers.

**Tel: 01244 650522**

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

**URL:** [www.hipincheshire.org.uk](http://www.hipincheshire.org.uk)

**The Brain Charity:** National support for all neurological conditions

**Address:** Norton Street Liverpool L3 8LR

**Tel: 0151 298 299**

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

**URL:** [www.thebraincharity.org.uk](http://www.thebraincharity.org.uk)

## Wirral Stroke Recovery Service

**Tel: 0151 625 6902**

**Address:** 1st Floor, Vale House, Vale Park New Brighton, Wirral CH45 1LZ

## Stroke Association

**URL:** <https://www.stroke.org.uk/>

## Counselling and Advice

### Chester and district Samaritans

If something's troubling you, get in touch:

**Tel: 01244 377999 National Tel: 116 123** (free to call and anonymous).

**Email Samaritans:** [jo@samaritans.org](mailto:jo@samaritans.org)

**Visit our branch:** Samaritans Chester: 36 Upper Northgate Street Chester CH1 4EF

### Patient Advice and Liaison Service (PALS):

Free help, support and advice for service users and carers

**Tel: 0800 195 4462**

**Email:** [pals@cwpc.nhs.uk](mailto:pals@cwpc.nhs.uk) **Wirral Tel: 0151 363 3948**  
or **0800 054 2137 Email:** [WirralPals@wired.me.uk](mailto:WirralPals@wired.me.uk)

## Other

- **GP out of hours** please call **NHS 111**.
- **Epilepsy Action URL:** <https://www.epilepsy.org.uk/>
- **Brain Injury Rehabilitation Trust: URL:** <https://www.thedtgroup.org/brain-injury>
- **The Wheelchair Service:** You will need to be initially referred by your GP or healthcare professional **URL:** <http://www.wirralct.nhs.uk/wheelchair-service>