

SUPPORT SERVICES DIRECTORY

**THE SAINSBURY'S VETERANS
ASSOCIATION**

NOVEMBER 2014 v2

INTRODUCTION

This guide provides details of key support services that you may find useful now or in the future.

As there are so many organisations the guide does not aim to be all-inclusive but we would welcome hearing from you about other groups that you think should be included in the next reprint.

In addition to providing key services, most of the organisations listed are always looking for people to volunteer their support, whether in fundraising or providing practical help. This can generally take as little or as much time as you wish to give. Volunteering is a great way of meeting like-minded people and making new friends.

We would also be pleased to hear your views as to whether the guide is useful or how it can be improved.

Contact: David Clarke by email – daclarke55@hotmail.com – or phone – 07836 334796 on behalf of the Health & Wellbeing sub-committee of the Sainsbury's Veterans Association.

INDEX

Education	page 3
Financial Advice	pages 3, 4
Financial Support	pages 4, 5
Food	page 5
Health Matters	pages 6, 7, 8, 9
Housing	page 9
Loneliness, Friendship, Fellowship	pages 10, 11

Entries are arranged alphabetically under each heading

EDUCATION

	U3A
What does it do?	The University of the Third Age is a self-help organisation for retired and semi-retired people who come together and learn together, not for qualifications but for its own reward: the sheer joy of discovery
Services	<ul style="list-style-type: none"> • Learning co-operatives all over the UK • Supported by the Third Age Trust
Phone	020 8466 6139
Email	n/a
Online	www.u3a.org.uk

	WEA
What does it do?	The Workers Educational Association is the UK's largest voluntary sector provider of adult education
Services	<ul style="list-style-type: none"> • High quality, student-centred and tutor-led education for adults • Over 400 local branches
Phone	East Midlands: 0115 962 8400 Eastern: 01223 417320 London: 0800 328 1060 North East: 0191 212 6100 North West: 0151 243 5340 Southern: 0800 328 1060 South West: 01392 457300 West Midlands: 0121 237 8120 Yorkshire & Humber: 0113 245 3304 Scotland: 0131 226 3456
Email	As per phone region titles, eg eastmidlands@wea.org etc
Online	www.wea.org.uk

FINANCIAL ADVICE

	CITIZENS ADVICE BUREAU (CAB)
What does it do?	Helps people resolve their legal, money and other problems by providing free, independent and confidential advice
Services	<ul style="list-style-type: none"> • 3300 community locations in England and Wales (opening times vary)
Phone	08444 111 444 (England) and 08444 773 020 (Wales)
Email	n/a
Online	www.citizensadvice.org.uk

	TURN2US
What does it do?	Part of 'Elizabeth Finn Care', it is a free service that helps people in financial need to access welfare benefits, charitable grants and other financial advice – online, by phone and through partner organisations
Services	<ul style="list-style-type: none"> • Benefits calculator • Grants search
Phone	0808 802 2000
Email	n/a
Online	www.turn2us.org.uk

FINANCIAL SUPPORT

	THE SAINSBURY VETERANS WELFARE SCHEME
What does it do?	This is YOUR charity, aiming to provide support to Veterans, their spouses and partners, and other retired colleagues in need of help or assistance to enhance the quality of their lives. The Scheme provides essential items to assist beneficiaries better to maintain independence in their lives in and around their homes
Services	<ul style="list-style-type: none"> • Home alterations • Stair lifts • Mobility aids • Household appliances • Respite care • Convalescence
Phone	020 8669 1793 (Eric Nicholls – Scheme Manager)
Email	w.ericnicholls@btinternet.com
Online	www.sainsburysveterans.co.uk

	FRIENDS OF THE ELDERLY
What does it do?	Gives older people the opportunity to live fulfilled and respected lives, reducing isolation, overcoming poverty, caring for older people
Services	<ul style="list-style-type: none"> • Care homes • Day clubs • Home support • Befriending • Dementia care • Family and carers • Grants • TLC care services
Phone	020 7730 8263
Email	n/a
Online	www.fote.org.uk

	GROCERY AID
What does it do?	The charity for people from all over the UK who have worked, or are working, in the grocery industry and who find that they need some extra help to get by
Services	<ul style="list-style-type: none"> • Financial support and advice • Household appliances • Mobility items • Emergency grants for household alterations
Phone	Helpline 08 088 021122
Email	n/a
Online	www.groceryaid.org.uk

	THE ROYAL BRITISH LEGION
What does it do?	Provides practical, emotional and financial support to all members of the British Armed Forces past and present, and their families
Services	<ul style="list-style-type: none"> • War pensions • Benevolent/welfare help • Benefits and money advice • Independent living support • Care homes
Phone	Helpline 0808 802 8080
Email	n/a
Online	www.britishlegion.org.uk

FOOD

	THE SALVATION ARMY
What does it do?	A Christian Church worshipping and working in 126 countries. Members believe in openly sharing their faith and the good news of God's love for everyone, demonstrating a practical concern for all
Services	<ul style="list-style-type: none"> • Extends a helping hand to those who are homeless, friendless and in need • Halls nationwide
Phone	020 7367 4500
Email	info@salvationarmy.org
Online	www.salvationarmy.org.uk

	TRUSSELL TRUST
What does it do?	Works to empower local communities to combat poverty and exclusion, working with the people that society forgets
Services	<ul style="list-style-type: none"> • Network of over 400 food banks nationwide • Providing a minimum of three days emergency food for people in crisis
Phone	01722 580171 (to find your nearest foodbank)
Email	n/a
Online	www.trusselltrust.org.uk

HEALTH MATTERS

	ACTION FOR BLIND PEOPLE
What does it do?	A national charity with local reach, providing practical help and support to blind and partially sighted people of all ages
Services	<ul style="list-style-type: none"> • Housing issues • Welfare rights • Financial advice • Assistive technology advice and information • Finding work • Developing career skills • Counselling and emotional support
Phone	0303 123 9999 (RNIB Helpline)
Email	helpline@rnib.org.uk
Online	www.actionforblindpeople.org.uk

	AgeUK
What does it do?	Helping people love later life, providing help with benefits, the 'care journey', and staying fit and healthy
Services	<ul style="list-style-type: none"> • Care and support • Loneliness • Money matters • Insurance • Mobility
Phone	0800 169 6565
Email	n/a
Online	www.ageuk.org.uk

	ALZHEIMERS SOCIETY
What does it do?	A membership organisation which works to improve the quality of life of people affected by dementia in England, Wales and Northern Ireland
Services	<ul style="list-style-type: none"> • Local support • Telephone and online services
Phone	Helpline: 0300 222 1122
Email	enquiries@alzheimers.org
Online	www.alzheimers.org.uk (in Scotland www.alzscot.org.uk)

	ASTHMA UK
What does it do?	The UK's leading asthma charity
Services	<ul style="list-style-type: none"> • Helpful resources for every stage of the asthma journey • Advice for everyone coping with an asthma diagnosis
Phone	Helpline: 0800 121 6244 – option 1 to speak to a nurse
Email	n/a
Online	www.asthma.org.uk

	BREAKTHROUGH BREAST CANCER
What does it do?	Saving lives through improving early diagnosis, developing new treatments and preventing all types of breast cancer
Services	<ul style="list-style-type: none"> • Information on early detection and screening
Phone	08080 100 200
Email	supporterservices@breakthrough.org.uk
Online	www.breakthrough.org.uk

	BRITISH HEART FOUNDATION
What does it do?	Keeping hearts beating as it focuses on ground-breaking research
Services	<ul style="list-style-type: none"> • Help and advice on heart disease • Lifestyle advice • Support on prevention, symptoms and treatment
Phone	Heart Helpline: 0300 330 3311
Email	heartmatters@bhf.org.uk
Online	www.bhf.org.uk

	CANCER RESEARCH UK
What does it do?	Funding scientists, doctors and nurses to help beat cancer
Services	Providing information to the public on: <ul style="list-style-type: none"> • All types of cancer • Tests and treatments • Coping with cancer
Phone	Speak to a nurse: 0808 800 4040
Email	n/a
Online	www.cancerresearchuk.org

	DIABETES UK
What does it do?	Helping people manage their diabetes effectively by providing information, advice and support
Services	<ul style="list-style-type: none"> • UK Careline staffed by confidential professional counsellors • Explores emotional, social, psychological or practical difficulties • Care events • Living with Diabetes Days • Local support groups
Phone	Diabetes UK Careline: 0345 123 2399 Peer support: 0843 353 8600
Email	careline@diabetes.org.uk
Online	www.diabetes.org.uk

	MARIE CURIE CANCER CARE
What does it do?	Nurses provide care to terminally ill patients in their own homes or in hospices, whilst offering support to their families
Services	<ul style="list-style-type: none"> • Marie Curie nurses • Marie Curie hospices
Phone	Contact your community or discharge nurse who will decide whether to request a Marie Curie nurse and what type of care is required
Email	n/a
Online	www.mariecurie.org.uk

	MACMILLAN CANCER SUPPORT
What does it do?	At Macmillan we know how a cancer diagnosis can affect everything and we're here to support you through, from help with money worries and advice about work, to someone who'll listen if you just want to talk
Services	<ul style="list-style-type: none"> • Nurses to help you through treatment • Volunteers to give you a hand with everyday things
Phone	Need to talk?: 0808 808 0000
Email	n/a
Online	www.macmillan.org.uk

	MS SOCIETY (MULTIPLE SCLEROSIS)
What does it do?	Funds research, campaigns for change, provides information, invests in MS specialists and lends a listening ear to those who need it
Services	<ul style="list-style-type: none"> • Emotional support • Benefits guidance • The right care • Over 350 local branches
Phone	Helpline: 0808 800 8000
Email	helpline@mssociety.org
Online	www.mssociety.org.uk

	NBFA ASSISTING THE ELDERLY
What does it do?	Improving the lives of older people living on the poverty line
Services	<ul style="list-style-type: none"> • Breaks away • TENS pain-relief machines • Telephone monitoring systems
Phone	020 7828 0200
Email	n/a
Online	www.nbfa.org.uk

	NHS CHOICES
What does it do?	Full of tools and resources to help you make informed decisions about your health
Services	<ul style="list-style-type: none"> • Health A-Z • Health encyclopaedia • Symptoms checker • Medicines information • Living Well information • Guide to care and support • Services near you
Phone	Contact your doctor or health centre
Email	n/a
Online	www.nhs.uk

	PARKINSON'S UK
What does it do?	Formerly the Parkinson's Disease Society, because we're here, no one has to face Parkinson's alone
Services	<ul style="list-style-type: none"> • UK-wide team of information and support workers • Peer support service • Local groups • Self-management groups • Publications
Phone	Helpline: 0808 800 0303
Email	hello@parkinsons.org
Online	www.parkinsons.org.uk

	PROSTATE CANCER UK
What does it do?	Fights to help more men survive prostate cancer and enjoy a better quality of life
Services	<ul style="list-style-type: none"> • Supporting men and providing information • Specialist nurses
Phone	Speak to specialist nurses: 0800 074 8383
Email	info@prostatecanceruk.org
Online	www.prostatecanceruk.org.uk

	THE STROKE ASSOCIATION
What does it do?	Provides high quality, up to date stroke information for stroke patients, their families and carers
Services	<ul style="list-style-type: none"> • Carer support • Information, advice and support • Stroke clubs
Phone	Helpline: 0303 3033 100
Email	info@stroke.org
Online	www.stroke.org.uk

HOUSING

	ELDERLY ACCOMMODATION COUNSEL
What does it do?	Combining 'Housing Care' and 'First Stop' organisations to provide information and advice for older people, aiming to help get the help or care to live as independently and comfortably as possible
Services	Information on: <ul style="list-style-type: none"> • Housing • Care homes • Nursing homes • Retirement living • Assisted living • Renting or buying • Direction to different services available to householders
Phone	0800 377 7070
Email	n/a
Online	www.firststopcareadvice.org.uk

LONELINESS, FRIENDSHIP, FELLOWSHIP

	SAINSBURY'S VETERANS ASSOCIATION
What does it do?	This is YOUR organisation. There are a large number of Local Associations across the UK providing friendship and fellowship for all retired Sainsbury's colleagues (not just Veterans)
Services	<ul style="list-style-type: none"> • Regular meetings • Regular trips out • Annual holidays
Phone	020 7695 7190 (Sainsbury's Voluntary Benefits Office)
Email	n/a
Online	www.sainsburysveterans.co.uk

	CRUSE BEREAVEMENT CARE
What does it do?	Supporting people after the death of someone close
Services	<ul style="list-style-type: none"> • Face to face and group support delivered by trained bereavement support volunteers
Phone	0844 477 9400
Email	helpline@cruse.org.uk
Online	www.cruse.org.uk

	INDEPENDENT AGE
What does it do?	Providing a national advice service for older people, their families and carers
Services	<ul style="list-style-type: none"> • Advice service • Guides and fact sheets • Befriending service – including TalkTime phone club, telephone buddy or volunteer visitor
Phone	0800 319 6789
Email	n/a
Online	www.independentage.org.uk

	ROYAL VOLUNTARY SERVICE
What does it do?	A volunteer organisation that seeks to enrich the lives of older people and their families
Services	<ul style="list-style-type: none"> • Practical support at home (including Good Neighbours, Home from Hospital, Home Library Services, Meals on Wheels) • Befriending • Social activities • Getting out and about
Phone	0845 608 0122
Email	n/a
Online	www.royalvoluntaryservice.org.uk

	THE SAMARITANS
What does it do?	A non-religious organisation available 24 hours a day, 365 days a year. If something is troubling you, get in touch. They help you talk things through and keep everything confidential
Services	<ul style="list-style-type: none"> • Over 200 local branches
Phone	08457 909090 (24 hours a day)
Email	n/a
Online	www.samaritans.org

	THE SILVER LINE
What does it do?	The confidential, free helpline for older people across the UK, open every day and night of the year
Services	<p>Specially trained Helpline staff:</p> <ul style="list-style-type: none"> • Offer information, friendship and advice • Link callers to local groups and services • Offer regular befriending calls • Protect and support those who are suffering abuse and neglect
Phone	Helpline: 0800 470 8090
Email	n/a
Online	www.thesilverline.org.uk