

Directory of Services

Copeland

Active living in Cumbria



Choice



Independence

Community

Well-being



About this directory

Welcome to this new directory of services from Cumbria County Council's Adult Social Care. The aim of the directory is to support 'Active living in Cumbria' by providing people with information about the range of services and support available to them.

This part of the directory will tell you more about 'Active living in Cumbria' and how to use the directory. There is then a contents page followed by the list of services and organisations in your area.

Active living in Cumbria

Active living in Cumbria is about enabling people to be as independent as possible so they can live full, active and healthy lives in their own homes. People needing support should have choice and control over the services they receive. These services should support people to be independent and prevent unnecessary admissions to hospital or long term care.

This directory supports 'Active living in Cumbria' by providing people with information about the full range of services and support available to them. For people needing support, the directory can help them choose different ways of meeting their needs using their personal budgets.

We have published directories in the past and these have concentrated on the needs of vulnerable and disabled people and traditional social care services like residential homes, day centres and home carers. This new directory is for everyone and aims to include the full range of services and support available.

For example, you will find information about:

- **Keeping healthy and well:** health services, leisure activities, help with benefits and finance;
- **Getting involved in your community:** churches, community groups, learning, employment, volunteering, transport, information and advice;
- **Keeping safe at home:** housing, cleaners, handymen, equipment for the home;
- **Becoming a carer:** carers support, carers assessment; and
- **Managing long term conditions:** support groups, personal care, residential and nursing homes, extra care housing.

Personal budgets

Cumbria County Council's Adult Social Care is introducing personal budgets for people who are assessed as needing support. Personal budgets are part of what is called self directed support. They enable people to get more involved in arranging the support they need giving them greater choice and control.

Having carried out an assessment of need, Adult Social Care will tell people how much money could be made available to meet their needs. They can then, with help if needed, produce a support plan which says what kinds of support they would like to see to meet these needs.

To produce a support plan, people need to know what kinds of support are available. This directory of services can help people choose the services they would like to include in their support plan. The directory includes basic information about a wide range of services and organisations. People interested in any services can then contact them to find out more for example costs and availability.

Once we've agreed a support plan, we will make the money available to pay for the services included in the plan. This amount of money is called a personal budget. Following a financial assessment, people will also be told how much, if any, they will need to contribute towards their personal budget.

How to use this directory

The directory includes contact details and a brief description of organisations providing services and support in your area. The organisations are grouped under headings for the kinds of services and support they provide. Organisations providing a range of different services will be included under the heading of their main area of work. We have included cross references to other headings where useful organisations may be found.

The aim of the directory is to act as a signpost to sources of services and support. As only brief information is included, you may well need to contact organisations to find out more about what they do, who it is for, any costs and availability.

We have published six directories, one for each of the six district council areas of Cumbria: Carlisle, Eden, Allerdale, Copeland, South Lakeland and Barrow-in-Furness. Local organisations are included in the directory for the area in which they are based. You may find that organisations provide services to neighbouring districts too so you may wish to look at directories for those areas if you cannot find what you are looking for. We have also included some of the main national and regional organisations who provide services across the county.

For people who have used our previous directories, you will see we've made a lot of changes. We have included a wider range of organisations and changed the headings to make the directory easier to use and find information. We no longer publish a countywide directory. People needing information for the whole of Cumbria will need to refer to the six local directories. All of the directories are available for download from our website.

A checklist

- If you are not sure what you are looking for, try the contents list for an idea of what information is available.
- If you are looking for a specific kind of service, find the heading for the service in the contents list and refer to the relevant page.
- If you find a service you are interested in, use the contact details in the directory to contact the organisation to find out more. We have included website addresses where we have them.
- If you cannot find what you are looking for, try some of the websites listed in the directory or contacting organisations like Adult Social Care, Libraries, Age UK (formerly Age Concern), Citizen's Advice Bureau or Carers organisations.

Let us know what you think

We would welcome your comments and suggestions about these new directories. Are the right sorts of services and support included? Is the information easy to find? Please let us know.

While Cumbria County Council has taken care to ensure that the information published in this directory is correct, we cannot accept responsibility for omissions or inaccuracies or any consequences arising from these.

We have included services and organisations our Public Information staff have been made aware of and which we consider to be consistent with the aims of the directory.

Where we have included a service or organisation, this should not in any way be considered a recommendation or implied approval of that service or organisation and its work.

In the residential homes, nursing homes and personal care sections, our aim has been to include all providers registered with the Care Quality Commission. However, details change and for a current list of registered services, please check with the Care Quality Commission.

If you see an errors or organisations or services you think should be included, please let us know:

Peter Knock

Public Information Manager

Adult Social Care

Cumbria County Council

County Offices

Kendal Cumbria LA9 4RQ

Telephone: 01539 713379

Email: peter.knock@cumbriacc.gov.uk

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Benefits and finance

Benefits

Independent Living Fund

General Enquiries, PO Box 7525,
NOTTINGHAM NG2 4ZT
0845 6018815/0115 9450 700
funds@ilf.org.uk
www.ilf.org.uk

Provide funding to enable severely disabled people to employ care to enable them to live at home.

Criteria: aged 16–65, receive high rate care DLA, £320 net pw care/ services from Adult Social Care and have savings of less than £22,250.

Jobcentre Plus

0845 604 3719

Jobcentre Plus supports people of working age from welfare into work, and helps employers to fill their vacancies. They provide benefits including income support, job seeker's allowance and incapacity benefit. The Benefit Enquiry Line can offer advice on disability benefits and carer's allowance on 0800 88 22 00 or textphone: 0800 24 33 55. Pension Service can offer advice on the State Pension, Pension Credit, Winter Fuel Payment and related benefits on 08456 060 265 or textphone: 0800 731 7339.

Benefits advice

Age UK West Cumbria Money Wise Service (Copeland)

Linda Pinnock
Old Customs House
West Strand, WHITEHAVEN
Cumbria CA28 7LR
01946 68998 01946 591182
information@
ageukwestcumbria.org.uk

www.ageukwestcumbria.org.uk
Free service for people aged over 55: Provides information, advice and support on 'money' issues, including: benefit checks and support

to claim entitlements, advice on low level debt, problems with bills and purchases, support with direct payments and individual budgets, opening and managing bank accounts, Care charges, applying for grants etc and access to help from more specialist agencies. 8.30am to 4pm, Monday to Friday.

See also '**Citizen's Advice Bureau**'

Charities

AFTAID – Aid for the Aged in Distress

Josick Harel,
18 Hand Court, High Holborn,
LONDON WC1V 6JF
0870 803 1950
info@aftaid.org.uk
www.aftaid.org.uk

Support for elderly people in distress through grants for urgently needed items.

H.E.L.P. Organisation

Quate Zhep,
Haven & British Holidays,
1 Park Lane, HEMEL HEMPSTEAD,
Herts HP2 4YL
0870 2424 300
enquiries@havenholidays.com
www.havenholidays.com
Registered charity offering holidays for one parent families. Please phone above number for brochure and price list. Offers high quality, low cost, self-catering accommodation.

Independent Age

Mr E Lowe, 15 Wellgate,
Scotby, CARLISLE,
Cumbria CA4 8BA
01228 513030
charity@independentage.org.uk
www.independentage.org.uk
Permanent financial help to those who have held positions of responsibility for others and who have low incomes and savings. Must be over 70.

Merchant Seaman's War Memorial Society

Mr T Goacher,
Springbok-Radcliffe Alfold,
CRANLEIGH, Surrey GU6 8EX
01403 752555
deborah.burgess@
mswmsociety.org.uk
www.mswmsociety.org.uk
Charity providing housing for single men over 40 years and married couples over 60 years who have served in the Merchant Navy, Royal Navy etc. Low cost accommodation available on Springbok Estate in Surrey. Supported living and holidays.

Royal British Legion – Cumbria & IOM

Ms. Karam Herrington-Howell,
Third Floor Station House,
Station Road, KENDAL,
Cumbria LA9 6RY
01539 734411
kherrington-howell@britishlegion.org.uk

Wide range of caring and support services for eligible ex-servicemen and dependents; support for carers and the people for whom they care; work with many charities and statutory agencies.

Soldiers, Sailors & Airmens Families Association

Mrs L Jackson, The Lodge,
Sandwith, WHITEHAVEN,
Cumbria CA28 9UP
01946 61652
lorraine-jackson@sky.com
Range of support for ex-service and serving personnel in the Copeland area including Distington.

Veterans Welfare Service

John Maguire, Government Buildings,
Spur A, Cop Lane, PENWORTHAM,
Lancashire PRI 0SA
01772 405908
john.maguire@spva.gsi.gov.uk
The veterans' Welfare Service will provide help, advice and support to existing war pensioners and war widows. Advice can also be given to those expressing an interest in claiming for the first time.

Association of Charity Officers (ACO)

Five Ways, 57–59 Hatfield Road,
Potters Bar, Herts. EN6 1HS
01707 651 777
info@aco.uk.net
www.aco.uk.net

Helping Charities (ACO is a voice for grant-giving charities), helping people (helpline for individuals in need, signposting service to grant-giving charities).

Cold weather/ winter fuel payments

Energy Savings Trust Advice Centre

Suzanne Burgess,
12C Allanbrook Road,
Rosehill, CARLISLE,
Cumbria CA1 2UT
01228 538379

advice@est-northwest.org.uk
www.energysavingtrust.org.uk

Energy Savings Trust Advice Centre is hosted by Tadea and provides free, impartial energy efficiency advice to householders all over Cumbria.

Keep Warm Keep Well

www.keepwarmkeepwell.direct.gov.uk

See also 'Age Concern/Age UK'

Concessions

See 'Leisure'
See 'Transport'

Direct payments (care)

See 'Adult Social Care'

Direct payments (benefits)

See 'Benefits'

Funeral costs

See 'District councils'
See 'Adult Social Care'

NHS costs

NHS Choices

www.nhs.uk

Retirement and pensions

The Pension Service

08456 060 265
www.direct.gov.uk

See 'Financial Advisers' in the Phone Book or Yellow Pages

See also 'Age Concern/Age UK'

Welfare rights service

See 'Citizen's Advice Bureau'

Carers

Carers assessment

See 'Adult Social Care'
See 'Carers support'

Carers support

Carers UK

20 Great Dover Street,
LONDON SE1 4LX
020 7378 4999
www.carersuk.org.uk

Carers UK is a national organisation which offers information and advice to carers. Membership costs and details are available from membership@carers.org.uk. The Helpline is open Wednesdays and Thursdays 10am–12pm and 2–4pm 020 7378 4999.

MENCAP Carers Network

Sue Maguire, Office building,
Mardale Road, PENRITH,
Cumbria CA11 9EH
01768 868854 www.mencap.org.uk

Mencap Carers Network provides information, advice and signposting to all family carers supporting an adult relative with a learning disability throughout Cumbria.

Princess Royal Trust for Carers

Unit 14, Bourne Court,
Southend Road,
WOODFORD GREEN,
Essex IG8 8HD
0844 800 4361
info@carers.org
www.carers.org

The Princess Royal Trust for Carers is the UK's leading provider of carers services. Its network of carers centres offers locally emotional and practical support to carers and ensures the carers voice is able to influence local services.

Young Carers – Cumbria County Council

Katie Clarke, Children's Services,
Children's Centre, Moorclose Road,
WORKINGTON,
Cumbria CA14 5AP
07754 330135

katie.clarke@cumbriacc.gov.uk

Katie Clarke is Young Carers Officer working for Children's Services within Cumbria County Council.

Young Carers

www.youngcarers.com

Useful website listings for young carers to find information and advice on a range of subjects.

Carers Emergency Card Scheme

Carers Emergency Card Scheme

Carers Organisations in Cumbria Carers Emergency Card Scheme provides carers with contingency plans which can be put into place should they be unable to carry out their caring role in an emergency. Carers can ask for a card through their local Carers Organisation.

Respite care/breaks

See 'Respite care/breaks' under 'Social care'

Churches and religious organisations

Churches Together in Cumbria
www.churchestogethercumbria.co.uk

UK Church Directory
www.ukchurch.org

Community support

Befriending

See **'Age Concern/Age UK'**

Churches and religious organisations

See **'Churches and religious organisations'**

Volunteering

See **'Employment'**

Emergency services

Police

Dial **999** for emergencies or **0845 33 00 247** for non-emergencies.

Fire Service

Dial **999** for emergencies or call local fire station for non-urgent matters.

Ambulance

Dial **999** for emergencies.

Mountain Rescue

Dial **999** for emergencies, ask for Police then Mountain Rescue.

Employment & volunteering

Age UK West Cumbria Volunteering (Copeland)

Kristen Stephenson
Old Customs House, West Strand
WHITEHAVEN, Cumbria CA28 7LR
01946 66669 01946 591182
kristen.stephenson@ageukwestcumbria.org.uk
www.ageukwestcumbria.org.uk

A wide range of volunteering and work experience opportunities for adults of all ages.

Department of Work and Pensions

www.dwp.gov.uk
Benefit enquiry line (disability benefits) 0800 88 22 00 (textphone 0800 22 06 74). Carer's Allowance Unit 01253 856123. Tax Credits helpline 0845 300 3900.

Jobcentre Plus – Whitehaven

Business Manager,
The Copeland Centre,
Catherine Street,
WHITEHAVEN, Cumbria CA28 7SJ
01946 854000

www.jobcentreplus.gov.uk
Offers full reception facilities and can take claims and answer queries on most DSS benefits. Local claims for benefit are mostly dealt with by our Workington office.

Making Space Employment

Development Copeland,
Pam Elliot, 77 Duke Street,
WHITEHAVEN,
Cumbria CA28 7NW
01946 692113
pam.elliott@makingspace.co.uk
www.makingspace.co.uk

Employment development service finding employment, education, training, supported, permitted and voluntary work for service users. Office hours Mon–Thur 9am–5pm, Fri 9am–4pm.

Voluntary Action Cumbria

Mrs A Scamans, The Old Stables,
Redhills, PENRITH,
Cumbria CA11 0DT
01768 242130
www.ruralcumbria.org.uk
Voluntary Action Cumbria exists to promote the well being of rural communities and to encourage voluntary initiatives. It provides a broad range of advice, information and support services to rural communities, community groups and individuals.

Cumbria CVS – West Cumbria

12a Selby Terrace,
MARYPORT,
Cumbria CA15 6NF
01900 819191
west@cumbriacvs.org.uk
www.thirdsectorcumbria.org.uk/support_cumbria
Cumbria CVS supports, informs and promotes the Third Sector (voluntary and community organisations) in Cumbria. We can provide contact details and a description of the services provided by their voluntary and community member organisations.

Croftlands Trust – West Cumbria Day Opportunities

Louise McGough, 57–58 King Street,
WHITEHAVEN, Cumbria CA28
01946 591828
lm@openingdoorscumbria.org
www.croftlands.org

Services include: Community Bridge Building Team to help people to build links with their local communities; exploring arts, education, employment, volunteering, faith and spirituality; WRAP structured group work.

Equipment

Advice

For advice on disability equipment and adaptations, contact:

Advice Centres - you can discuss your equipment or minor adaptation needs with specially trained staff called 'trusted assessors'. For your local Advice centre, see the list on the Adult Social Care website: www.cumbria.gov.uk/adultsocialcare/services/ot/selfassess.asp or contact your local Adult Social Care office (see '**Adult Social Care**')

Accredited retailers - these are equipment retailers accredited with Adult Social Care and the NHS. For your nearest accredited retailer see the list on the Adult Social Care website: www.cumbria.gov.uk/adultsocialcare/services/ot or contact your local Adult Social Care office (see '**Adult Social Care**')

Retailers - listed in the 'Disability equipment and adaptations' section.

British Red Cross Medical Loans

British Red Cross - Carlisle Centre
Shelagh Hickson, Unit 11, Clifford Court, Cooper Way, CARLISLE Cumbria CA3 0JG 01228 552486 shelaghickson@redcross.org.uk
Our services include medical loan, transport and escort, care in the home, therapeutic care and skin care. Volunteers on duty Monday 1pm to 4pm, Tuesday to Friday 10am to 1pm. 24 hour emergency duty pager number 07623 912340.

Commodes

NHS Choices
www.nhs.uk

See also '**British Red Cross Medical Loans**'

Community alarms / telecare / assistive technology

See also '**Adult Social Care**'

Disability equipment and adaptations

Age UK West Cumbria Egremont Disability Living Equipment Centre
Sharon Vaughan
De Lucy Centre, 14-15 Market Place EGREMONT, Cumbria CA22 2AF 01946 828100
egremont@ageukwestcumbria.org.uk
www.ageukwestcumbria.org.uk

Provides assessment by a Trusted Assessor for aids to daily living for low to moderate needs, advice, equipment to purchase, prescription handling, delivery and fitting service. 8.30am to 4pm, Monday to Friday.

Age UK West Cumbria Millom Disability Living Equipment Centre
Alison McAlpine
Bradbury Centre, St George's Road MILLOM, Cumbria LA18 4JE 01229 774573 01229 778407
millom@ageukwestcumbria.org.uk
www.ageukwestcumbria.org.uk

Provides assessment by a Trusted Assessor for aids to daily living for people who have low to moderate needs, advice, equipment to purchase, prescription handling, delivery and fitting service. 8.30am to 4pm, Monday to Friday.

Age UK West Cumbria Wheelchair and Small Equipment Hire (Copeland)
Linda Pinnock
Old Customs House, West Strand WHITEHAVEN Cumbria CA28 7LR 01946 68998 01946 591182
information@ageukwestcumbria.org.uk
www.ageukwestcumbria.org.uk

Short-term wheelchair hire up to a maximum period of 6 weeks. Large or small wheels are available. There is a charge for this service. 9am to 3.30pm, Monday to Friday. Age UK West Cumbria also provides free loan of radiators, microwave ovens and open top cookers and, for winter emergencies, blankets, flasks, lamps, torches and socks.

Age UK West Cumbria Whitehaven Disability Living Equipment Centre
Linda Pinnock
Old Customs House, West Strand WHITEHAVEN Cumbria CA28 7LR 01946 68998 01946 591182
information@ageukwestcumbria.org.uk
www.ageukwestcumbria.org.uk

Provides assessment by a Trusted Assessor for aids to daily living for low to moderate needs, advice, equipment to purchase, prescription handling, delivery and fitting service. 8.30am to 4pm, Monday to Friday.

Anchor Staying Put Copeland Unit 1c, Haig Enterprise Park, Kells, WHITEHAVEN, Cumbria CA28 9AN 01946 592857

stayingput.copeland@anchor.org.uk
www.anchorstayingput.org.uk
Anchor Staying Put works in partnership with the Local Authority, offering advice, support and assistance with home improvements and repairs for older or disabled owner-occupiers and private tenants in Copeland area.

Beejay Mobility Services
Mark Crowther,
The Mobility Centre,
85-87 Euston Road,
MORECAMBE, Lancashire LA4 5JY 0800 16 30 82
mail@bjmlimited.co.uk
www.bjmlimited.co.uk
Sales, service and repair of wheelchairs, scooters, stairlifts, walking frames, commodes, lifting, kitchen and bathroom aids. Adjustable Beds, Rise and Recline chairs, Bath lifts and home nursing equipment.

Dolphin Stairlifts Cumbria
Mr J Clegg, Unit 1E,
Tollbar Workshops, Station Road, SEDBERGH, Cumbria LA10 5HA 015396 25444
dolphin@jjclegg.f9.co.uk
Friendly, professional installation and maintenance of a wide range of new

and reconditioned stairlifts from all the UK's leading manufacturers. We also install home lifts, platform lifts, wheelchair lifts. Based in Cumbria to serve the whole county.

Easibathe

D Cook,
Independence House,
Federation Way, Lancaster Road,
Dunston, Tyne and Wear NE11 9JR
0191 4602777 info@easibathe.com
www.easibathe.com

Specialist bathroom equipment for the elderly and infirm. Half-height shower doors, flat floor shower trays etc.

Fox & Medcalfe (1980) Ltd.

Mike Sheard, 36 King Street,
LANCASTER, Lancashire LA1 1RE
01524 32933
foxmed@wyrenet.co.uk

Home necessities for the disabled. Free prescription collection/delivery service available for the disabled within the area. Monitored dosage system (subject to GP or weekly charge). Aids for disabled living.

Lift Able Ltd

Tina Bell, Easter Park,
Teesside Industrial Estate,
THORNABY, Cleveland TS17 9NT
01642 763646/768590
enquiries@liftable.co.uk
www.liftable.co.uk

Manufacture, supply, installation and service of new and reconditioned straight stairlifts. Also curved/spiral stairlifts, vertical and inclined platform lifts and through the floor lifts for wheelchair users who need access to different levels.

RDK Mobility

Nigel Leinweber
0800 1075 122
sales@rdkmobility.co.uk
www.rdkmobility.co.uk

We are committed to help you with Mobility Scooters, Wheelchairs, Disability Walking Aids, Walking Frames, Walking Sticks, Easy Access Mobility Ramp or Aids for leisure and easier living and general healthcare.

The Force Ten Co Ltd

6 Beckley Parade, Leatherhead Road,
Great Bookham, Surrey KT23 4RQ
01372 450887
sales@forcetenco.co.uk
www.forcetenco.co.uk

Suppliers of a very wide range of products to assist the needs of those with sight loss and hearing impairments. Our aim is to discuss with you your specific needs and to supply the right equipment to assist in the home, education or employment.

Timmins Mobility

Tracey Timmins,
7B Sneckyeat Road Industrial Estate,
Hensingham, WHITEHAVEN,
Cumbria CA28 8PE
01946 591951
timminsmobility@yahoo.co.uk
www.mobilityequipment
whitehaven.co.uk

Wide range of accessories for the disabled including hire of wheelchairs, sale of wheelchairs, scooters and walkers. Also deal with smaller household aids. Monday to Friday 9am to 5pm – advisable to ring first. Local rate telephone number 0845 839 2736.

Telephones

British Telecom (Age & Disability Unit)

Allison Billington, Post Point 406,
BT, Telephone Exchange,
3/5 Jubilee Street, BLACKBURN,
Lancashire BB1 1EP
0800 808 150
allison.billington@bt.com
www.btplc.com/age_disability
Provides telecommunication services and advice for elderly and disabled. When calling ask for Age & Disability.

Toilets for disabled people

RADAR

12 City Forum, 250 City Road,
LONDON EC1V 8AF
020 7566 3222

radar@radar.org.uk

www.radar.org.uk
RADAR administers the National Key Scheme (NKS) which offers disabled people independent access to around 7,000 locked public toilets around the country.

Wheelchairs

NHS Choices

www.nhs.uk

Health care

Advice

For advice and information on health care matters:

Contact your GP or GP's surgery
NHS Direct on 0845 4647

In case of emergency dial 999 and ask for an ambulance

Internet: NHS Choices www.nhs.uk

Clinics

NHS Choices

www.nhs.uk

Doctors

NHS Choices

www.nhs.uk

Healthy living

Direct Gov Health and Well Being

www.direct.gov.uk/en/
HealthAndWellBeing

NHS Choices

www.nhs.uk

Hospitals

Millom Hospital

Lapstone Road, MILLOM
Cumbria LA18 4BY
01229 772631

West Cumberland Hospital

Homewood, Hensingham

WHITEHAVEN, Cumbria CA28 8JG
01946 693181

Opticians

NHS Choices www.nhs.uk
Pharmacies

NHS Choices www.nhs.uk

House & home

Domestic and cleaning agencies

Age UK West Cumbria Home and Away Service (Copeland)

Linda Pinnock

Old Customs House, West Strand
WHITEHAVEN, Cumbria CA28 7LR
01946 68998 01946 591182

www.ageukwestcumbria.org.uk

There are charges for this service, available for people aged over 50. Clients choose what they need from a range of options, including practical support with household tasks (cleaning, laundry, errands, prescription collection etc), activities provided at home, support to go out into the community (eg escorted shopping, escorting to appointments and on outings, support to continue with hobbies etc). Available from 8.30am to 4pm, Monday to Friday.

Emmell Cleaning Services

Mr M Lipton, 1 Prospect Hill,
Harbour View, WHITEHAVEN,
Cumbria CA28 9AE 01946 64375

Contract cleaning company offering wide range of cleaning services.

GDSK

Mike Pedley, 27 Clarence Road,
BARROW-IN-FURNESS,
Cumbria LA14 5RN
01229 430505

gdkuk@aol.com www.gdsk.co.uk

A service for people who are in receipt of or can claim direct payments to access activities in the community. Covers the whole of Cumbria.

Gardening, handymen, trademen

See 'Age Concern/Age UK' for details of local agencies.

Shopping

Ringtons Limited

Stephen Killinger, Algernon Road,
NEWCASTLE UPON TYNE
NE6 2YN

0191 209 7030 jim@ringtons.co.uk

Family business since 1907 delivering tea, coffee and biscuits throughout Cumbria. For delivery phone 0800 0522 440.

See [online shopping](#)

See [local shops with delivery services](#)

See also '[Domestic and cleaning agencies](#)'

Housing

District councils

Copeland Borough Council – Regeneration Department

Debra Cochrane, Catherine Street,
WHITEHAVEN, Cumbria CA28 7Sj
01946 598427

www.copelandbc.gov.uk

Partnership with Home Improvement Agency in the provision of private housing grants, including Disabled Facilities Grants for homeowners.

Homelessness

See '[District councils](#)'

Housing advice

Cumbria Rural Housing Trust

J M Derbyshire, Redhills House,
Redhills Business Park, Redhills,
PENRITH, Cumbria CA11 0DT
01768 210264

email@crht.org.uk www.crht.org.uk

Information and guidance on all aspects of housing to residents of rural Cumbria.

Shelter Cumbria Advice Centre

John Thompson, 10 Kent Street,
KENDAL, Cumbria LA9 4AT

0844 515 1945

cumbria@shelter.org.uk

Countywide specialist housing advice service. Covers all housing problems including homelessness, rent and mortgage problems, disrepair, housing benefit. Provides advocacy and representation, surgeries across the county and represents people at court.

Shelter's Free Housing Advice

Helpline, Ms L Wragg,
PO BOX 1477, SHEFFIELD S1 47Q

0844 515 1140

www.shelter.org.uk

Shelter is an organisation set up to help those who are homeless or have housing problems by way of better access to housing. Shelterline 16 hour 8am – midnight housing problems helpline on 0808 800 4444 (freephone).

See also '[Homelessness](#)'

See also '[District Councils](#)'

Housing Associations

Abbeyfield Blackcombe Society

Mrs D. Taylor,

Cross House Farm Cottage,
MILLOM, Cumbria LA19 5TJ
01229 718234

Accommodation for elderly people, comprising 10 single rooms with en-suite facilities; also a two bedroomed flat. Provide 24 hour cover and home cooking.

Abbeyfield Whitehaven Society

Mrs Y Owen (housekeeper),
Johnson House, Hillcrest Avenue,
WHITEHAVEN,

Cumbria CA28 6SU

01946 61877

whitehavensociety@tiscali.co.uk

Sheltered Accommodation for older people able to live independently.

Anchor Trust

Ms S A McClatchey, Orchard Court,
Meadow Road, WHITEHAVEN,

Cumbria CA28 8EQ

01946 691199

Sheltered housing for elderly people.

Anchor Trust Cumbria

Mrs Karen Little, Milestone Place,
100 Bolton Road, BRADFORD,
West Yorkshire BDI 4DH

01274 381 600

Karen.Little@Anchor.org.uk

www.anchornet.org.uk

Largest provider of housing and care for older people in the country, we have a range of quality housing to rent or purchase throughout Cumbria together with numerous complementary services.

Carr-Gomm

Janice Moore, St. George's House,
Salthouse Road, BARROW,
Cumbria LA14 2JJ

01229 870113

janice.moore@carr-gomm.org.uk

Accommodation with support services for single people with low care support needs. Provides community based floating support, resettlement, self contained accommodation, shared housing, and specialist schemes for particular client groups.

Carr-Gomm Housing Association

R Hawkins/C Canavan,
1 Victoria Terrace,
Corkickle, WHITEHAVEN,
Cumbria CA28 8AB

01946 592189

Can provide accommodation for residents who only require a minimum level of support. Shared supported house for 18–70 year olds with special needs.

Copeland Homes

The Copeland Centre,
Catherine Street, WHITEHAVEN,
Cumbria CA28 7SJ

0845 155 0980

www.copelandhomes.org.uk

Sheltered housing units. category 1 provision

Croftlands Trust – Beehive

Supported Housing, Andrea Byrne,
57–58 King Street, WHITEHAVEN,
Cumbria CA28 7JH

01946 599479

croftland@btconnect.com

www.croftlands.org

Mental Health Supported Housing Project – 10 flats with communal areas – on site staff support available six days a week

Croftlands Trust –

Roper Street Housing

Andrea Byrne, 30 Roper Street,
WHITEHAVEN, Cumbria CA28 7BS

01946 599276

croftlands-roper@btconnect.com

www.croftlands.org

Mental Health Supported Housing Project – 10 flats with communal areas – on site staff support available 24 hours 7 days a week.

Home Group Limited

Mr David Fisher, Moor Park,

Crosby, MARYPORT,

Cumbria CA15 6SG

01900 815661 www.homegroup.

Housing Association, providing both homes to rent throughout Cumbria for all client groups, adapting properties for special needs where necessary and specialist support and care services through Stonham.

Home Group Limited

Margaret Miller, 2 Bounty Avenue,

Ewanrigg, MARYPORT,

Cumbria CA15 8HY

01900 811430

www.homehousing.org.uk

Local office of Housing Association providing homes to rent throughout Cumbria for all client groups, adapting properties for special needs where necessary.

Home North West

Mr John Sayle, Phoenix Court,

Earl Street, CLEATOR MOOR,

Cumbria CA25 5AU

01946 811761

john.sayle@homegroup.org.uk

Local office offering a comprehensive

housing service and employing a Community Development Officer, Tenancy Enforcement Officer and Welfare Benefits Officer. We have properties for rent throughout Cumbria, including many rural locations.

Housing 21 –

John Gaskell Court

Mrs P.A Kiggins,
Hensingham, WHITEHAVEN,
Cumbria CA28 8PH

0370 192 4148

Sheltered housing complex, comprising 41 self-contained flats. Application forms available from the Lettings team call 0345 606 6363.

Two Castles Housing Association

Mrs K Cracknell, Catherine Mill,
Catherine Street, WHITEHAVEN,
Cumbria CA28 7QT

01946 591848 www.twocastles.org.uk

Sheltered housing for elderly people, general needs rented housing.

Two Castles Housing Association

The Warden, 17 Sneckyeat Court,
Hensingham, WHITEHAVEN,
Cumbria CA28 8PG

01946 62626
Sheltered accommodation for elderly people.

Sheltered housing and extra care

For sheltered housing see '**Housing Associations**'

For extra care see '**Extra Care/ Very Sheltered**'

Supported living

See also '**Housing Associations**'

Supporting people

Cumbria Supporting People

01228 221549

supportingpeople@cumbriacc.gov.uk

www.cumbria.gov.uk/supportingpeople

Supporting People enables vulnerable people to live independently in the

community by providing housing related support for people who live in rented accommodation.

Information and advice

Advocacy

Cumbria Minds' Independent Advocacy Scheme

Anne Dawson, St Andrew's Place, PENRITH, Cumbria CA11 7AU
01768 214334 anne@cmias.org.uk
Cumbria wide advocacy service for people with mental health problems run in partnership with the six Cumbria Mind organisations.

Independent Complaints Advocacy Service (ICAS)

Analeize Love, 5A Clifford Court, Cooper Way, CARLISLE, Cumbria CA3 0JG
0300 456 8350
carlisleicas@carersfederation.co.uk
www.carersfederation.co.uk

If you are unhappy with the care or service you or others have received from the NHS, you can make a complaint and ICAS can help you do this. We are independent of the NHS, confidential and free.

People First Independent Advocacy

4–6 Oxford Street, WORKINGTON, Cumbria CA14 2AH
01900 607208

www.peoplefirst.me.uk

Advocacy group for people with learning disabilities covering the whole of Cumbria.

See also '**Citizens Advice Bureau**'

See also '**Victim Support**'

Bereavement

Careline

Cardinal Heenan Centre,

326 High Road, ILFORD IGI IQP
0845 122 8622 info@carelineuk.org
www.carelineuk.org

Confidential crisis telephone helpline. Counselling for children, young people and adults on any issue. The phones are manned by trained telephone counsellors. Mon–Fri. 10–1pm and 7–10pm.

Compassionate Friends

Ann Hollaway, Pastoral Administrator, 53 North Street, BRISTOL BS3 1EN
0845 1232304

info@tcf.org.uk www.tcf.org.uk

A nationwide organisation of bereaved parents offering friendship and understanding to other bereaved parents, after the death of a child. Personal and group support – befriending rather than counselling. Office helpline open daily 10am–4pm.

Cruse Bereavement Care Cumbria

Richard Harris, c/o 35 Station Road, DALTON-IN-FURNESS, Cumbria LA15 8PL
01229 463496
cumbria@cruse.org.uk

Cruse Cumbria provides one-to-one support and counselling in people's homes or local venues. Our volunteers have nationally-recognized training. The service is free to clients. We also provide training in bereavement issues.

Citizen's Advice Bureaux

Citizens Advice Bureau – Whitehaven

Mrs Carol Graham, Tangier Buildings Greggs Lane (off Tangier Street), WHITEHAVEN, Cumbria CA28 7UH
01946 693321

whitehaven@cabnet.org.uk

Provides free confidential information, advice on a wide range of subjects and debt counselling. Home and hospital visits for disabled people.

Citizens Advice Bureau – Millom & District

Ms L Merrill, Entrance B, Advice Building, St Georges Road, MILLOM, Cumbria LA18 5BA
01229 772395

Provides confidential information and advice on a wide range of subjects inc. Benefits, Housing, Unemployment, Consumer Issues, Relationships, Tax, Education, Health and Community Care as well as money advice/debt counselling.

Complaints

Care Quality Commission

Citygate, Gallowgate, NEWCASTLE-UPON-TYNE NE1 4PA

03000 616161

enquiries@cqc.org.uk

www.cqc.org.uk

The Care Quality Commission's aim is to ensure better care for everyone in hospital, in a care home and at home. CQC regulate and inspect residential care homes, nursing homes, home care agencies and nursing agencies in Cumbria.

Counselling

NHS Choices

www.nhs.uk

See also '**Adult Social Care**'

Samaritans

Samaritans

The Director, 23 Church Street, WHITEHAVEN, Cumbria CA28 7EB

01946 694266 or 08457 909090

jo@samaritans.org

www.samaritans.org

Also available telephone 08457 90 90 90 the national number for Samaritans. Simply need to talk to someone. Calls are confidential, and callers may remain anonymous. Availability 24 hours by telephone.

Support groups

See 'Support Groups' main section.

Victim support

Victim Support West Cumbria & Witness Service

Mrs A Laine,
Whitehaven Police Station,
Scotch Street, WHITEHAVEN,
Cumbria CA28 7NN
0845 3030 900

albd96@uk.uumail.com
www.victimsupport.com

Free confidential support and advice to all victims and witnesses of crime. Someone to talk to, information on police/court procedures, criminal injuries matters, liaison with others and sources of help. Support also for witnesses attending court.

Welfare rights service

See 'Citizen's Advice Bureau'

Lunch and social clubs

Civil Service

Retirement Fellowship

Mr I H Bass, 11 Culgarth Avenue,
COCKERMOUTH,
Cumbria CA13 9PL
01900 823954

Advice, support and social activities for retired members of the Civil Service.

Copeland Occupational & Social Centre

Mr A Hunter, The Bunker,
The Square, CLEATOR MOOR,
Cumbria CA25 5AP
01946 815283/01900 819648

A range of activities and support for people with physical disabilities. Also provides day care, respite care and advice. Also at: Allerdale COSC, Parkhill, The Ghyll, Netherton, Marypoart, Cumbria CA15 7BD.

Disabled Sports Club

Mr W Vaughan, 23 Jubilee Road,
Hensingham, WHITEHAVEN,
Cumbria CA28 6XJ
01946 65517

Provide sports and leisure facilities for disabled people.

Frizington Blind Club

Mrs G Hawthorn, Richmond Annex,
Catherine Street, WHITEHAVEN,
Cumbria
01946 67423

gwen.hawthorn@gmail.com
Social activities for visually impaired people, meeting fortnightly on Wednesday 2–4pm.

Greenbank Pensioners and Members Club

Mrs Parry
Greenbank Avenue
WHITEHAVEN
Cumbria CA28 9QT
01946 693631

Social club open Fri, Sat and Sun, 12–4pm then from 6pm onwards. Not open on Tue, Wed or Thurs evenings. Disabled access.

Old Customs House Lunch Club

Mrs P Leigh (Manager)/
Tracey Askew,
Old Customs House,
West Strand, WHITEHAVEN,
Cumbria CA28 7LR
01946 66669

general@ageconcern-nwc.org.uk
Lunch club operates Mondays, Wednesdays and Thursdays (except Bank Holidays) 50 weeks of the year. Apply direct. Alternative tel. no. 01946 66669. Hot three course meal with tea/coffee/orange, charge applies. Booking essential.

Salvation Army Lunch Club

Major Yvonne Graham,
Salvation Army, Catherine Street,
WHITEHAVEN,
Cumbria CA28 7PA
01946 692883

Lunch Club operating Tuesdays and Fridays at 12pm. Anyone, any age

welcome. Based at Salvation Army, Catherine Street. Apply direct. Coffee Morning Tues and Fri 10am–12 noon.

See also 'Age Concern/Age UK'

Learning and education

British Institute of Learning Disabilities

Josie Edwards, Campion House,
Green Street, KIDDERMINSTER,
Worcestershire DY10 1JL
01562 723010
j.edwards@bild.org.uk
www.bild.org.uk
Information, training, conferences, publications, consultancy, membership.

Caring with Confidence

Carrwood Park, Selby Road,
LEEDS LS15 4LG
0800 849 2349
cwc.info@caringwithconfidence.net
www.caringwithconfidence.net
Sessions, designed by carers for carers, where they can learn skills, get advice and information, talk and share experiences. Fits around people's lives and caring responsibilities. Free of charge for people who look after someone.

Cumbria Adult Education Service

5 Portland Square, CARLISLE,
Cumbria CA1 1PU
01228 227304
adulteducation@cumbriacc.gov.uk
www.cumbriaadulteducation.org
A wide range of learning opportunities in all parts of the county. There are courses for people at all levels and interests, both qualification bearing and non-accredited, in a wide range of subjects.

Learn Direct c/o Ewanrigg CDC (Outreach)

Taylor, Ewanrigg Junior School,
Ennerdale Road, Ewanrigg,

MARYPORT, Cumbria CA15 8HN
01900 810561

[jentaylor@](mailto:jentaylor@beckstone.cumbria.sch.uk)

beckstone.cumbria.sch.uk

www.learndirect-skills.co.uk

At the Ewanrigg CDC the West Coast CDC Consortium runs a learndirect session (see opening hours). You can come along and find out about learndirect, its courses, and how the West Coast CDC Consortium can support your learning.

U3A – University of the Third Age

The Third Age Trust,
The Old Municipal Buildings,
19 East Street, BROMLEY,
Kent BR1 1QE
020 8466 6139

www.u3a.org.uk

National body for the Universities of Third Age (U3As) in the UK. U3As are for older people no longer in full time work. Provides opportunities to share learning experiences and pursue learning not for qualifications, but for fun.

Westcoast Learning Ltd.

Lovatt, 19 Tangier Street,
WHITEHAVEN,
Cumbria CA28 7UX
01946 599087

info@westcoastlearning.co.uk

www.learndirect-skills.co.uk

Council car park available. We can provide the ECDL online tests, National Skills tests in Adult literacy and numeracy, and ITQ's. We also provide specialist tutor support for ICT, Business, Skills for Life, Literacy and numeracy.

Leisure

Arts and theatres

D.ART – Prism Arts

Unit 003, Warwick Mill Business Village, Warwick Bridge, CARLISLE, Cumbria CA4 8RR
01228 564571

office@prismarts.org.uk

www.prismarts.org.uk

D.ART develops disability arts in Cumbria. Prism Arts exists to support and enable excluded groups in Cumbria to realise their creative potential and celebrate their experience through active participation in and exploration of the arts.

Highlights North

Touring Theatre

Highlights Rural Touring Scheme,
14 Kings Head Court, Bridge Street,
APPLEBY, Cumbria CA16 6QH
017683 53954

www.highlightsnorth.co.uk

Highlights works in partnership with over 60 voluntary groups in Cumbria, County Durham and Northumberland to bring high quality, professional theatre, music, dance and craft events to village halls, schools and community centres.

Rosehill Theatre

Moresby, WHITEHAVEN,
Cumbria CA28 6SE
01946 692422

info@rosehilltheatre.co.uk

www.rosehilltheatre.co.uk

Offers a whole host of entertainment from music, theatre, film, children's shows and more! With a stunning view from every seat in our character filled auditorium and a fun-packed varied programme, there's plenty to keep you entertained.

Spinning Yarns – Prism Arts

Unit 003, Warwick Mill Business Village, Warwick Bridge,
CARLISLE, Cumbria CA4 8RR
01228 564571

office@prismarts.org.uk

www.prismarts.org.uk

Spinning Yarns offers arts activities for people aged 55 and over throughout Cumbria.

Starfish Theatre Company – Prism Arts

Unit 003, Warwick Mill Business Village, Warwick Bridge,
CARLISLE, Cumbria CA4 8RR
01228 564571

office@prismarts.org.uk

www.prismarts.org.uk

The Starfish Theatre Company was established in June 2004 and creates arts projects for adults with learning disabilities. The members perform and exhibit art work, which demonstrates talent, creativity and commitment to provide work for all to enjoy.

U3A – University of the Third Age

The Third Age Trust,
The Old Municipal Buildings,
19 East Street, BROMLEY,
Kent BR1 1QE
020 8466 6139

www.u3a.org.uk

National body for the Universities of Third Age (U3As) in the UK. U3As are for older people no longer in full time work. Provides opportunities to share learning experiences and pursue learning not for qualifications, but for fun.

Cumbria Artefacts

www.cumbria-artefacts.org.uk

Cumbria See It Do It

www.seeitdoit.org.uk

See also '[Learning and Education](#)'

Concessions

Cinema Exhibitors

Association Card

CEA Card Department, CEA card,
PO BOX 199, Deeside CH5 9BW
0845 123 1292

info@ceacard.co.uk

www.ceacard.co.uk

National scheme to allow a person needing assistance one free ticket for their carer when visiting the cinema. The card is accepted in 90% of cinemas, including all of the large chains and a lot of the independents too.

See also '[Arts and theatres](#)'

Holidays

Access Travel Lancs. Ltd.

6 The Hillock, ASTLEY,
Lancashire M29 7GW
01942 888844

office@access-travel.co.uk

www.access-travel.co.uk

Holidays for disabled people in Europe and Florida.

Age UK West Cumbria

Holidays

Angela Grogan

Old Customs House, West Strand
WHITEHAVEN

Cumbria CA28 7LR

01946 68996 01946 591182

angela.grogan@

ageukwestcumbria.org.uk

www.ageukwestcumbria.org.uk

Age UK West Cumbria offers 4 holidays per year in the UK. Local pick up points, ensuite accommodation, bed, breakfast and evening meal, evening entertainment. Some packages also include excursions.

H.E.L.P. Organisation

Quate Zhelp,

Haven & British Holidays,

1 Park Lane, HEMEL HEMPSTEAD,
Herts HP2 4YL

0870 2424 300

enquiries@havenholidays.com

www.havenholidays.com

Registered charity offering holidays for one parent families. Please phone above number for brochure and price list. Offers high quality, low cost, self-catering accommodation.

Merchant Seaman's War Memorial Society

Mr T Goacher,

Springbok-Radcliffe Alfold,

CRANLEIGH, Surrey GU6 8EX

01403 752555

deborah.burgess@

mswmsociety.org.uk

www.mswmsociety.org.uk

Charity providing housing for single men over 40 years and married couples over 60 years who have served in the Merchant Navy, Royal

Navy etc. Low cost accommodation available on Springbok Estate in Surrey. Supported living and holidays.

RADAR

12 City Forum, 250 City Road,
LONDON EC1V 8AF

020 7566 3222

radar@radar.org.uk

www.radar.org.uk

Publishes books on a range of issues affecting disabled people including holidays, education and leisure for which there is a charge. Administers National Key Scheme.

The Bond Hotel

120 Bond Street, South Shore,
BLACKPOOL FY4 1HQ

01253 341218

sales@bondhotel.co.uk

www.thebondhotel.co.uk

The Bond Hotel provides holidays for carers of any age, older people aged 65 and over; under 65's with sensory impairments, learning and physical disabilities and mental illnesses.

Vitalise

Alistair Richards,

Shap Road Industrial Estate,

Shap Road, KENDAL,

Cumbria LA9 6NZ

01539 735080

arichards@vitalise.org.uk

www.vitalise.org.uk

Assisted holidays for disabled and visually impaired people. The Vitalise trust is a unique charity working in partnership with Social Services to provide an extensive programme of UK and overseas holidays for disabled and visually impaired people.

Leisure and activities

Age UK West Cumbria

Active for Life Project (Mid and North Copeland)

Sharon Vaughan

De Lucy Centre, 14-15 Market Place
EGREMONT, Cumbria CA22 2AF

01946 828100

egremont@ageukwestcumbria.org.uk

www.ageukwestcumbria.org.uk

This project in Mid and North Copeland is working with local communities to develop new social, leisure and volunteering activities and opportunities for the over 55s. It provides regular information on 'what's on' for older people across the area, support for people to set up new activity groups to meet their interests and support for people who need help to get involved in activities locally.

Age UK West Cumbria Activities, Lunch Clubs, Social Diaries (Copeland)

Linda Pinnock

Old Customs House, West Strand
WHITEHAVEN, Cumbria CA28 7LR
01946 68998

information@

ageukwestcumbria.org.uk

www.ageukwestcumbria.org.uk

Age UK West Cumbria offers a range of activities for older people at Old Customs House in Whitehaven, the De Lucy Centre in Egremont and the Bradbury Centre in Millom. It also provides free Social Diaries with details of clubs and activities in each locality and a list of luncheon clubs across the district.

Disabled Sports Club

Mr W Vaughan, 23 Jubilee Road,
Hensingham, WHITEHAVEN,
Cumbria CA28 6XJ

01946 65517

Provide sports and leisure facilities for disabled people.

Jubilee Sailing Trust

Paula Sixsmith, Jubilee Yard,
Hazel Road, Woolston,
SOUTHAMPTON,

Hampshire SO19 7GB

02380 449108

paula.sixsmith@jst.org.uk

www.jst.org.uk

Strengthening integration between physically disabled and able-bodied people through the adventure of tall ship sailing.

Lake District Calvert Trust

Mr Sean Day, Little Crosthwaite,
KESWICK, Cumbria CA12 4QD
017687 72255
enquiries@

lakedistrict.calvert-trust.org.uk
www.calvert-trust.org.uk/
visitlakedistrict

Residential outdoor activity
courses for people with physical,
sensory, learning, mental and complex
multiple disabilities. Self-catering
activity breaks also available.

The Outward Bound Trust

Customer Services,
Hackthorpe Hall, Hackthorpe,
PENRITH, Cumbria CA10 2HX
01931 740000
enquiries@outwardbound-uk.org
www.outwardbound-uk.org

The longest standing and most
experienced outdoor personal
development training organisation in
the UK.

Cumbria Sport

www.cumbriasport.com

Cumbria The Lake District

www.cumbria-the-lake-district.co.uk

Libraries

It's free to join the library and to
borrow books and all libraries have
a range of adult and children's titles.
DVDs and CDs to borrow, public
access computers, home delivery and
mobile library service also available.

Cleator Moor Library

J Harrison, Market Square,
CLEATOR MOOR,
Cumbria CA25 5AP
01946 855030

Distington Library

Ms A Rogerson, Community
Centre, Church Road, Distington,
WHITEHAVEN, Cumbria CA14 5TE
01946 832649
distington.library@cumbriacc.gov.uk

Egremont Library

(Charles Edmonds)
Miss R. Wilkinson, Main Street,
EGREMONT, Cumbria CA22 2DH
01946 820464

Frizington Library

Mrs G. Lewthwaite, Main Street,
FRIZINGTON, Cumbria CA26 3PF
01946 810775

Gosforth Library

Public Hall, Gosforth,
SEASCALE, Cumbria CA20 1AS
019467 25425

Hensingham Library

Erica Davidson, Richmond Hill Road,
Hensingham, WHITEHAVEN,
Cumbria CA28 8SU
01946 852921

Kells Library

Mrs W Birkett, High Road,
Kells, WHITEHAVEN,
Cumbria CA28 9PQ
01946 852922
kells.library@cumbriacc.gov.uk

Millom Library

Miss Jenna Pugh, St George's Road,
MILLOM, Cumbria LA18 4DD
01229 772445
millom.library@cumbriacc.gov.uk
www.cumbria.gov.uk/libraries

Mirehouse Library

Branch Librarian, Meadow Road,
Mirehouse, WHITEHAVEN,
Cumbria CA28 9JX
01946 852923

Seascale Library

Branch Librarian, Gosforth Road,
SEASCALE, Cumbria CA20 1PN
019467 28487

St Bees Library

Mary Chisholm, The Village School,
ST BEES, Cumbria CA27 0AA
01946 822219

Whitehaven Library (Daniel Hay)

Mrs A Cowling, Lowther Street,
WHITEHAVEN,

Cumbria CA28 7QZ

01946 506400

whitehaven.library@
cumbriacc.gov.uk
www.cumbria.gov.uk/libraries

Thornhill Library

Mrs C Furniss, Thornhill School,
Ehen Road, EGREMONT,
Cumbria CA22 2SJ
01946 823383
thornhilllibrary@hotmail.com

Local press for What's on

The Whitehaven News

148 Queen Street, Whitehaven,
Cumbria CA28 7AZ
01946 595100

news@whitehaven-news.co.uk
www.whitehaven-news.co.uk
Weekly paper for the Copeland area.
On sale every Thursday.

BBC Cumbria

www.bbc.co.uk/cumbria

Sports

Cumbria Sport

www.cumbriasport.com

Cumbria The Lake District

www.cumbria-the-lake-district.co.uk

See also '**Leisure and activities**'

Meals

Wiltshire Farm Foods

Sean Harvey, Unit J,
East lakeland Business Park,
Gilwilly Industrial Estate,
PENRITH, Cumbria CA11 9BB
01768 899601
penrith@wiltshirefarmfoods.co.uk
www.wiltshirefarmfoods.co.uk
Provision of frozen meals – delivered
direct to customer. 01768 899601.
Our brochure is also available on CD.

See also '**Adult Social Care**'

Safety

Crime prevention

Police

Dial **999** for emergencies or
0845 33 00 247 for non-emergencies.

Crimestoppers

0800 555 111
www.crimestoppers-uk.org

Safety at home

Age UK West Cumbria Accident Prevention and Home Safety (Copeland)

Anne Crayston
Old Customs House, West Strand
WHITEHAVEN, Cumbria CA28 7LR
01946 68986 01946 591182
anne.crayston@ageukwestcumbria.org.uk
www.ageukwestcumbria.org.uk

There is a charge for this service, available for people aged over 50 or people at high risk. It provides information and advice on home safety and security, home safety/security assessments, small repairs in and around the house, fitting of small adaptations and security equipment, small electrical jobs, making safe overgrown gardens and paths. Available from 8.30am to 4pm, Monday to Friday.

Fire Service Home Safety Checks

Cumbria Fire and Rescue Service
0800 358 4777
www.cumbriafire.gov.uk

Every home in Cumbria is eligible to apply for a free Home Safety Check to help them deal with any potential fire hazards in their homes. We can help you design a fire plan so that you and your family will know how to react if you have a fire. We will also fit, where applicable, a battery powered smoke alarm free of charge. This service for the residents of Cumbria is completely free, normally takes about 30 minutes.

Royal Society for the Prevention of Accidents (ROSPA)

RoSPA House, Edgbaston Park,
353 Bristol Road, Edgbaston,
BIRMINGHAM B5 7ST
0121 248 2000
help@rospa.co.uk
www.rospa.co.uk

By providing information, advice, resources and training, RoSPA is actively involved in the promotion of safety and the prevention of accidents in all areas of life – at work, in the home, and on the roads, in schools, at leisure and on (or near) water.

See also 'Community Alarms'

Social Care

Adult Placement

Avalon Family Living Service

Les Fornear, The Old Stables,
Redhill, PENRITH,
Cumbria CA11 0DT
01768 895634
lesliefornear@avalongroup.org.uk
www.avalongroup.org.uk
Avalon provides a family living service across all of Cumbria for older people and adults with learning and physical disabilities or mental health issues. The service is delivered by approved providers in their own homes and can be long or short-term.

Adult Social Care/ assessment

Adult Social Care – Whitehaven

Customer Services, Somerset
House, Duke Street, WHITEHAVEN,
Cumbria CA28 7SQ
01946 506352
whitehavenssd@cumbriacc.gov.uk
www.cumbria.gov.uk/adultsocialcare

We work with adults (aged 18 and over) living in Cumbria and can assess for a wide range of social care and support services which enable people

to be as independent as possible including: home care, day services, meals, residential and nursing homes.

Children's Social Care

See 'Adult Social Care'

Care Quality Commission

Care Quality Commission

Citygate, Gallowgate
NEWCASTLE-UPON-TYNE
NE1 4PA
03000 616161

enquiries@cqc.org.uk
www.cqc.org.uk

The Care Quality Commission's aim is to ensure better care for everyone in hospital, in a care home and at home. CQC regulate and inspect residential care homes, nursing homes, home care agencies and nursing agencies in Cumbria.

Day services

Age UK West Cumbria Cleator Moor Day Centre

Sue Garraway
Methodist Hall, Earl Street
CLEATOR MOOR
Cumbria CA25 5AU
01946 66669 01946 591182
sue.garraway@ageukwestcumbria.org.uk

www.ageukwestcumbria.org.uk
Each Day Care member follows an individual support plan to improve their mental, physical and nutritional well-being in a safe and friendly environment. Opportunities to take part in a range of activities with others, hot nutritious lunch and refreshments, escorted transport in a specially adapted minibus. Day Care also provides respite for carers. 9.30am to 3pm, Monday, Thursday, Friday.

Age UK West Cumbria Distington Day Centre

Sue Garraway
Community Centre, Church Road
DISTINGTON, Cumbria CA14 5TE
01946 66669 01946 591182

sue.garraway@

ageukwestcumbria.org.uk

www.ageukwestcumbria.org.uk

Each Day Care member follows an individual support plan to improve their mental, physical and nutritional well-being in a safe and friendly environment. Opportunities to take part in a range of activities with others, hot nutritious lunch and refreshments, escorted transport in a specially adapted minibus. Day Care also provides respite for carers. 9.30am to 3pm, Wednesday.

Age UK West Cumbria

Egremont Day Centre

Sue Garraway

St Mary's Hall, St Bridget's Lane

EGREMONT, Cumbria CA22 2BD

01946 66669 01946 591182

sue.garraway@

ageukwestcumbria.org.uk

www.ageukwestcumbria.org.uk

Each Day Care member follows an individual support plan to improve their mental, physical and nutritional well-being in a safe and friendly environment. Opportunities to take part in a range of activities with others, hot nutritious lunch and refreshments, escorted transport in a specially adapted minibus. Day Care also provides respite for carers. Tuesdays, from 9.30am to 3pm.

Age UK West Cumbria

Millom Bradbury Day Centre

Linda Chapples

Bradbury Centre, St George's Road

MILLOM, Cumbria LA18 4JE

01229 774573 01229 778407

lindachapples@

ageukwestcumbria.org.uk

www.ageukwestcumbria.org.uk

Each Day Care member follows an individual support plan to improve their mental, physical and nutritional well-being in a safe and friendly environment. Opportunities to take part in a range of activities with others, hot nutritious lunch and refreshments, escorted transport in a specially adapted minibus. Escorted transport is provided in a specially adapted minibus. Day Care also

provides respite for carers. 9.30am to 3pm, Monday, Thurs, Friday.

Age UK West Cumbria

Millom Jubilee EMI Day Centre

Linda Chapples

Jubilee Centre, 63 Devonshire Rd

MILLOM, Cumbria LA18 4JG

01229 770989

millom@ageukwestcumbria.org.uk

www.ageukwestcumbria.org.uk

Each Day Care member follows an individual support plan to improve their mental, physical and nutritional well-being in a safe and friendly environment. Opportunities to take part in a range of activities with others, hot nutritious lunch and refreshments, escorted transport in a specially adapted minibus. Day Care also provides respite for carers. 9.30am to 3pm, Monday to Friday.

Age UK West Cumbria

Whitehaven Monkway Court Day Centre

Sue Garraway

Monkway Court, Kells

WHITEHAVEN, Cumbria

01946 66669 01946 591182

sue.garraway@

ageukwestcumbria.org.uk

www.ageukwestcumbria.org.uk

Each Day Care member follows an individual support plan to improve their mental, physical and nutritional well-being in a safe and friendly environment. Opportunities to take part in a range of activities with others, hot nutritious lunch and refreshments, escorted transport in a specially adapted minibus. Day Care also provides respite for carers. 9.30am to 3pm, Monday.

Age UK West Cumbria

Whitehaven St Peter's Day Centre

Sue Garraway

St Peter's Community Hall

Lakeland Avenue, Kells

WHITEHAVEN, Cumbria

01946 66669 01946 591182

sue.garraway@

ageukwestcumbria.org.uk

www.ageukwestcumbria.org.uk

Each Day Care member follows an individual support plan to improve their mental, physical and nutritional well-being in a safe and friendly environment. Opportunities to take part in activities with others, hot nutritious lunch and refreshments, escorted transport in a specially adapted minibus. Day Care also provides respite for carers. 9.30am to 3pm, Tuesday and Thursday.

Beth-Eden Day Care

Rose Morgan, Bethel House,

St Bees Road, WHITEHAVEN,

Cumbria CA28 9UB

01946 695557

dawngracey@btconnect.com

Provides day care for elderly people suffering from dementia. Providing individualised activities and support to help to improve the clients quality of life.

Copeland Occupational & Social Centre

Mr A Hunter, The Bunker,

The Square, CLEATOR MOOR,

Cumbria CA25 5AP

01946 815283/01900 819648

A range of activities and support for people with physical disabilities. Also provides day care, respite care and advice. Also at: Allerdale COSC, Parkhill, The Ghyll, Nethererton, Maryport, Cumbria CA15 7BD.

Croftlands Trust – West

Cumbria Day Opps

Louise McGough, 57–58 King Street,

WHITEHAVEN, Cumbria CA28

01946 591828

lm@openingdoorscumbria.org

www.croftlands.org

Services include Community Bridge Building Team to help people to build links with their local communities; exploring arts, education, employment, volunteering, faith and spirituality; WRAP structured group work.

Cross Keys Day Centre

Dorothy Pattinson,

Cross Keys Day Centre,

Senhouse Street, WHITEHAVEN,

Cumbria CA28 7ES

01946 852560

dorothy.pattinson@
cumbriacc.gov.uk

Provides day care for elderly people suffering from dementia Mon–Fri. Our aim is to improve the quality of life for the individual and their carers. We offer a range of activities for individuals and respite and support for carers.

Pow Beck House – Day Centre

Mrs Janice Sibbald/Mrs. Carol McGlasson, Meadow Road, Mirehouse, WHITEHAVEN, Cumbria CA28 8HL
01946 852563

Pow Beck House offers services 7 days a week for the physically frail and those with mental frailty. We offer a range of interesting and varied activities, which are very much tailored to individual needs.

Powbeck Day Centre

Carol McGlasson, Low Meadow Road, Mirehouse, WHITEHAVEN, Cumbria CA28 8HL
01946 852563

Day centre for older people run in Powbeck Residential Home.

Seascale Day Centre (British Red Cross)

Miss D James, 90 Wasdale Park, SEASCALE, Cumbria CA20 IPE
019467 28976

Day care on Mondays 9.30am–3.30pm for frail elderly people in the Seascale, Gosforth and Eskdale areas. Referral via organiser. Held in Bradbury House, Gosforth.

Extra care/ very sheltered

Duddon Mews Extra Care Housing

Devonshire Road, MILLOM, Cumbria LA18 4EQ

Extra Care Housing run by Home Housing Association

Monkway Court Extra Care Housing

Mrs Anne Marie Rogan, Monkway Road, Kells, WHITEHAVEN, Cumbria CA28 9HD
01946 590418

Extra Care Sheltered housing for elderly people.

Home care/ personal care

Able Community Care

Angela Gifford, The Old Parish Rooms, Whitlingham Lane, Trowse, NORWICH, Norfolk NR14 8TZ
01603 764567

Ablemg@aol.com

www.uk-care.com

National provider of live-in care. Carers can help with general housework, all aspects of personal care and provide companionship.

Active Assistance

Andrew Allan, 5a Brewery Lane, Bligh's Meadow, SEVENOAKS, Kent TN13 IDF
01732 779353

andrew.allan@activeassistance.com

www.activeassistance.com

Provision of fully trained live-in care assistants for people with a spinal chord injury. UK's leading specialist provider.

Anchor Integrated Care and Housing – Whitehaven

Mrs Ann Marie Rogan, Monkway Court, Monkway Road, Kells, WHITEHAVEN, Cumbria CA28 9HD
01946 590418

annmarie-rogan@anchor.org.uk

www.anchor.org.uk

Provides personal care to people living within the Monkway Court Extra Care scheme.

Bethsaida Home Care

Mrs Naomi Hodgson, Ground Floor, Buttermere Pavilion Westlakes Science &

Technology Park, Moor Row, Cumbria CA24 3JZ

01946 695552

care@thebethanyhousegroup.co.uk

www.bethsaida.co.uk

Full home care services for all ages. Personal hygiene care. Meals. Cleaning service. Bathing. Covering all of Copeland from half hour to 24 hour care.

Country Cousins

Lynne Greene, Third Floor, West Point, Springfield Road, HORSHAM, West Sussex RH12 2PD
0845 601 4003

www.country-cousins.co.uk

A Nationwide Agency who introduce temporary or long-term live-in care and companionship for the elderly and those convalescing in their own homes. Pay rates and fees on a daily basis. Cost depends on category. Full board and lodging must be provided.

Croftlands Trust – West Cumbria Dom Care

The Manager, 65 Devonshire Road, MILLOM, Cumbria LA18 4JG
01229 777101

duddon@btconnect.com

www.croftlands.org

Generic domiciliary care in the Copeland area. Can provide health related support and social care support. Care Quality Commission registered.

Crossroads Care, Cumbria

Peter Holland, Crossroads House, 227 Blackwell Road, CARLISLE, Cumbria CA2 4DN
01228 547518

office@cumbriacrossroads.org.uk

www.cumbriacrossroads.org.uk

Provides high quality respite breaks to people caring for a relative or friend, in their own homes. Carers can be of any age and may be looking after people with a very wide range of conditions and disabilities, whether physical, mental or sensory.

Deaf Vision – Carlisle

Peter Shaw, 3 Compton Street, CARLISLE, Cumbria CA1 1HT

01228 606434

office@deafvision.co.uk

www.deafvision.co.uk

Support for people with hearing impairments.

Homecare Personnel

The Stables, Caerbourg Road,
EASTLEIGH, Hampshire SO50 5JY
02380 653017

care@homecare-personnel.co.uk

www.hcpersonnel.co.uk

Private independent Agency, who supply experienced residential live-in Carer/Housekeepers and Domestic Staff throughout the UK for continuous cover on a short or long term rota basis, as well as emergency cover.

Thera North

The West House, Alpha Court,
Swingbridge Road,
GRANTHAM NG31 7XT
0300 303 1283

theoffice@thera.co.uk

www.thera.co.uk

Thera supports people with a learning disability in their own home, in their local community and for short breaks. Thera supports people with a learning disability who have a range of needs.

Trinity House Care Services Limited

Mrs Janice Thompson,

The Old Vicarage, Oaklands,
EGREMONT, Cumbria CA22 7NX
01946 841577 or 07876 682675

vallynch@hotmail.co.uk

www.trinityhouseplc.co.uk

Care services to elderly and disabled people to enable them to stay at home. Services provided include: personal care, rehabilitation, household tasks, respite care, sleepovers, assisting with medication (subject to proper instruction and approval).

See also '**Care Quality Commission**' for latest

information on registered home care providers.

Occupational therapy

NHS Choices

www.nhs.uk

See also '**Adult Social Care**'

See also '**Equipment**'

Residential homes

10A Coates Lane – Turning Point

Mrs Karen Elizabeth Russell-Haines,
10A Coates Lane, WHITEHAVEN,
Cumbria CA28 7BZ

01946 691336

www.turningpoint.co.uk

24hr support for 9 adults who have enduring mental health needs. Provides independence, encouragement and support to empower individuals to become self-managing and make decisions and informed choices about their lives.

19 Beech Avenue – Walsingham Community Homes,

Mrs Jacqueline Stevens,
19 Beech Avenue, EGREMONT,
Cumbria CA22 2QA

01946 824885

beechavenue@walsingham.com

Residential Care for adults with physical and learning disabilities. Run by Walsingham Community Homes.

Bethany House

Miss Kathryn Lisa Taylor,
20 Front Corkickle,
WHITEHAVEN,
Cumbria CA28 8AA

01946 695556

bethany@thebethanyhousegroup.co.uk

Specialist residential and day care for elderly people with dementia and mental health problems. All rooms en-suite. Stair lift. Chiropodist/hairstylist visit regularly. Choice of menu including specialist diets catered for. Outings arranged own minibus.

Brackenthwaite

Ms Susan Meyers, Senhouse Street,
WHITEHAVEN, Cumbria CA28 7ES
01946 852561

Residential care for elderly people (physically and mentally frail). Run by Cumbria Care.

Bradbury House

Mrs Nicola Hallett, Wasdale Road,
Gosforth, Seascale,
Cumbria CA20 1AU

019467 25061

nhallett@abbeyfield.com

Residential care for older people. Run by Abbeyfield UK Gosforth and Seascale. 16 rooms and one respite room. Daycentre at Blengdale.

Calderthwaite

Mrs Mary Rose Watters,
The Banks, SEASCALE,
Cumbria CA20 1QP

01946 729292

marywatters@hotmail.co.uk

Small private residential home six beds. Rooms are all ensuite with telephone and television.

Castle Mount

Mrs Amanda Jane Taylor,
Bookwell, EGREMONT,
Cumbria CA22 2JP

01946 820454

Residential care for elderly people (physical and mentally frail). Run by Cumbria Care.

Croftlands Trust - Lowther Street

Mark Barrett, 81 Lowther Street,
WHITEHAVEN, Cumbria CA28 7RB
01946 691234

croftlands.trust@btconnect.com

www.croftlands.org

Residential Care for adults with mental disorders. Registered with CQC for six beds. Crisis House, short stay up to four weeks accessed via the crisis intervention team Run by the Croftlands Trust.

Dentholme

Mrs Mary Catherine Watters,
Cragg Road, CLEATOR MOOR,
Cumbria CA25 5PR

01946 810831

Residential care for elderly people (physically and mentally frail). Run by Cumbria Care.

Emmaus House

Mrs Patricia Margaret Davies,
Walkmill Close, Moresby Parks,
WHITEHAVEN,
Cumbria CA28 8XR
01946 591362
office@emmaustrust.co.uk
Residential home for elderly people
registered with Care Quality
Commission.

Floshfield

Miss Doreen Holding,
CLEATOR MOOR,
Cumbria CA23 3DT
01946 810987
doreen.holding@westhouse.org.uk
Residential care for people with
learning disabilities.

Harriet's

Mick Adam
119 Main Street
Distington, WORKINGTON,
Cumbria CA14 5UJ
01946 831166
harriets@shealthcare.co.uk
Residential care for elderly people.
Training sessions for carers on fire
safety, food hygiene, POVA, moving and
handling, infection control, safe handling
of medicines, COSHH, first aid, bed rail,
care planning, whistleblowing, dementia
and end of life.

Henshaws College Yorkshire

Bogs Lane, HARROGATE,
Yorkshire HG1 4ED
01423 886 451
college@henshaws.ac.uk
www.henshaws.org.uk
Henshaws College is a specialist
residential college based in Harrogate
for students aged 16–23 years with
visual impairment and a range of
disabilities, including complex needs.

Home Farm

Susan Graham, Act Reg Manager,
Camerton, WORKINGTON,
Cumbria CA14 ILS
01900 606913
susan.graham@westhouse.org.uk
Residential care for people with
learning disabilities.

Kirksanton Care Centre

Mrs Christine Marina Munroe,
Kirksanton, MILLOM,
Cumbria LA18 4NN
01229 772868
Residential Home – care of elderly
and mental illnesses from aged 18 yrs.
Respite and day care. Diversional
therapist, hairdresser, chiropodist.
Run by Guardian Care Homes (UK)
Ltd. Registered with Care Quality
Commission for 43 beds.

Lapstone House

Ms Christine Pidduck,
Lapstone Road, MILLOM,
Cumbria LA18 4BY
01229 772527
Residential care for elderly people
(physically and mentally frail). Run by
Cumbria Care.

Lindisfarne

Mrs Pamela Brannon,
Greenvale Court, FRIZINGTON,
Cumbria CA26 3SZ
01946 813402
griffinclose@walsingham.com
Residential care for adults with
learning disabilities. Run by
Walsingham Community Homes.

Powbeck House

Mrs Janice Sibbald, Meadow Road,
Mirehouse, WHITEHAVEN,
Cumbria CA28 8HL
01946 852563
janice.sibbald@cumbriacc.gov.uk
Residential care for elderly people
(physically and mentally frail). Run by
Cumbria Care.

Rosehill House

Mrs Pamela Hill-Eades,
Moresby, WHITEHAVEN,
Cumbria CA28 6SF
01946 695235
rosehillhousemoresby@tiscali.co.uk
www.rosehillresidentialhome.co.uk
Residential care and day care for
elderly people.

St George's Residential Home

Gaynor Jordan, St George's Road,
MILLOM, Cumbria LA18 4JE
01229 773959

Registered, Independent Home for
Elderly People offering Residential
and Respite Care 24 hours a day, 7
days a week. Day Care 7 days a week
with times and transport to suit you.

The Eyrie

Mrs Susan Palmer (Walsingham
Community Homes),
Moresby Parks, WHITEHAVEN,
Cumbria CA28 8XG
01946 599772
moresbyparks@walsingham.com
Residential care for people
with learning disabilities. Run by
Walsingham Community Homes.

Wyndham Manor Care Home

Anne Hughes Wyndham Street,
CLEATOR MOOR,
Cumbria CA25 2AN
01946 810020
New 68 bed purpose built care
home for people 65 and over.
Provides care for older people and
older people who are mentally infirm.

See also '**Care Quality
Commission**' for latest information
on registered homes.

Residential homes with nursing

Bethel House

Karen Crewdson, St Bees Road,
WHITEHAVEN, Cumbria CA28 9UB
01946 695557
Care Home with Residential and
Nursing, specialist in elderly mentally
infirm, ensuite rooms, several lounges,
all rooms on ground floor. Chiropodist,
hairdresser, regular outings – own
minibus. Choice of menus.

Bethshan Nursing Home

The Manager
Yewbarrow Close, Hensingham
WHITEHAVEN, Cumbria CA28 8HB
01946 590071
Nursing home care. 24 hour cover
by fully qualified staff. Single en-suite
rooms. Nurse call system. Choice
of a varied menu, special dietary
requirements are catered for.

Harbour View Nursing Home

Mrs Gillian Margaret McAllister,
Bransty Road, Bransty,
WHITEHAVEN,
Cumbria CA28 6HA
01946 599963

harbour.view@fshc.co.uk

We provide nursing care for the age group 18 plus and the elderly, offering both long stay beds and respite care, and in the future would like to branch into palliative care. All 50 rooms are en-suite. The home has views of the Irish Sea and Solway Firth.

Registered Nursing Home Association

Frank Ursell C.E.O.,
15 Highfield Road,
EDGBASTON,
Birmingham B15 3DU
0121 454 2511

info@rnha.co.uk

Advice and support provided to owners of nursing homes and to patients and relatives seeking nursing home care.

See also '**Care Quality Commission**' for latest information on registered homes.

Respite care/breaks

See '**Adult Social Care**'

See '**Carers organisations**'

See '**Residential homes**'

See '**Residential homes with nursing**'

See '**Day services**'

Support groups

Alcohol and drug related problems

Al-Anon Family Groups UK and Eire

Office Manager,
61 Great Dover Street,
LONDON SE1 4YF
020 7403 0888
enquiries@al-anonuk.org.uk
www.al-anonuk.org.uk

Al-Anon offers understanding and

support for families and friends of problem drinkers, whether the alcoholic is still drinking or not. Alateen, a part of Al-Anon, is for young people aged 12–20. Call helpline 10am–10pm daily.

Alcohol Concern

64 Leman Street,
LONDON E1 8EU
0207 264 0510

contact@alcoholconcern.org.uk

Alcohol Concern is the national agency on alcohol misuse. We work to reduce the incidence and costs of alcohol related harm and increase the range and quality of services available to people with alcohol related problems.

Narcotics Anonymous

202 City Road,
LONDON EC1V 2PH
0845 373 33 66/020 7730 0009

ukso@ukna.org

www.ukna.org

Narcotics Anonymous is for people for whom drugs have become a major problem – recovering addicts who meet regularly to help each other to stay clean. Membership is open to anyone – the only requirement to membership is a desire to stop using drugs.

Turning Point (national)

Ron Alexander, Standon House,
21 Mansell Atreet,
LONDON E1 3LP
020 7481 7600

tpmail@turning-point.co.uk

Turning Point is a national charity for alcohol, drug abuse, mental health problems, and learning disabilities. It offers residential and drop-in advice through its network of over 120 services nationwide.

Arthritis

Arthritis Care

18 Stephenson Way,
LONDON NW1 2HD
0808 800 4050

helpline@arthritiscare.org.uk

www.arthritiscare.co.uk

Arthritis Care North England

Belle Vue Business Centre,
Elm Tree Street, Belle Vue,
WAKEFIELD, Yorkshire WF1 5EQ
01924 882150 (Regional Office)

www.arthritiscare.org.uk

Supports and develops Arthritis Care Groups through Cumbria. Also provides information. Campaigning issues for people with arthritis.

Cancer

Gentle Approach to Cancer Association

Mr C Sutherland, 16 Sedbergh Drive,
KENDAL, Cumbria LA9 6BJ
01539 725394

www.gentleapproach.org.uk

Physical, emotional and spiritual support to diagnosed cancer patients of all ages, and their families and supporters. Carers have the same free access to therapies as the cancer patients.

Macmillan and Age UK West Cumbria - Community support people 50+ affected by cancer

Joanna Kirkbride

Old Customs House, West Strand
WHITEHAVEN Cumbria CA28 7LR
01946 66669 01946 591182

joanna.kirkbride@

ageukwestcumbria.org.uk

www.ageukwestcumbria.org.uk

This project provides practical and emotional support to older people affected by cancer (including patients, carers, relatives, friends and neighbours). It can link people to existing services to meet their needs or to new ones, which it is helping to develop (including support groups, information drop-ins, befriending schemes, activity groups, volunteering opportunities, shopping services etc).

Macmillan Cancer Relief

Mrs M Dimond,
2 Thorntrees Drive,
Thornhill, EGREMONT,
Cumbria CA22 2SU
01946 820343

Fundraising to help cancer sufferers and their families. Plus information about the help that is available.

Macmillan Cancer Support

3 Bath Place, Rivington Street,
LONDON EC2A 3JR

0808 800 1234

contactus@macmillan.org.uk

www.cancerup.org.uk

Leading national charity providing information, advice and support for people with cancer, their families and friends. Also provides services for health professionals. Information service open Mon–Fri, 9–7.

Cerebral palsy

Cumbria Cerebral Palsy Society

Miss L Culley, 22 Spencer Street,
CARLISLE, Cumbria CA1 1BG
01228 527796

info@cumbriacerebralpalsy.net

www.cumbriacerebralpalsy.net

Countywide social work service offering support and advice for children and adults with cerebral palsy and their carers. Information service. Toy and equipment libraries. Residential, and day care.

Scope

Cerebral Palsy Helpline,
PO Box 833, MILTON KEYNES,
Bucks MK12 5NY
0808 800 3333

response@scope.org.uk

www.scope.org.uk

Scope is a national disability organisation whose focus is people with cerebral palsy a physical condition that affects movement. Provides information, support, advice and referral to appropriate services within Scope and/or externally.

Dementia

Age UK West Cumbria Café D (Copeland)

Linda Chapples

Bradbury Centre, St George's Road

MILLOM, Cumbria LA18 4JE

01229 774573 01229 778407

[linda.chapples@](mailto:linda.chapples@ageukwestcumbria.org.uk)

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

www.ageukwestcumbria.org.uk

For those with early onset dementia and memory problems and their carers. Support group with access to information and advice and opportunities to take part in a range of therapeutic activities in a relaxed environment.

Alzheimers Society

Janet Baylis, Devon House,

58 St Katharine's Way,

LONDON E1W 1JX

020 7432 3500

www.alzheimers.org.uk

Information, advice and support for people diagnosed with dementia and their carers. We also campaign for rights of people with dementia and their carers, fundraise and can provide opportunities for volunteering.

HIV/AIDS

Terrence Higgins Trust

314–320 Grays Inn Road,

LONDON WC1X 8DP

020 7831 0330

Helpline 0845 122 1200

info@tht.org.uk

www.tht.org.uk

Offers information and advice on HIV and sexual health, assessment and referral, buddies, care services, community support and complementary therapies. Also offers counselling, HIV testing and information to people living with or affected by HIV.

NHS Choices

www.nhs.uk

Learning disabilities

MENCAP Carers Network

Sue Maguire, Office building,

Mardale Road, PENRITH,

Cumbria CA11 9EH

01768 868854

www.mencap.org.uk

Mencap Carers Network provides information, advice and signposting to all family carers supporting an adult relative with a learning disability throughout Cumbria.

See also 'People First' under 'Advocacy'

Mental health problems

Making Space Copeland

Claire Brind and Malcolm Pritchard,

77 Duke Street, WHITEHAVEN,

Cumbria CA28 7NW

01946 591414

clare.brind@makingspace.co.uk

www.makingspace.co.uk

We support people who care for someone with severe and enduring mental illness providing one to one, practical and emotional support, help accessing services and benefits, advocacy, information and monthly Carers Group run for and by carers.

See also 'Dementia'

Motor Neurone Disease

Motor Neurone Disease Association

PO Box 246, NORTHAMPTON,

NN1 2PR

01604 250505

www.mndassociation.org

Helpline no: 08457 626262. Support, information, fund raising for local support groups. Regional Adviser: Anna Conlan 0845 375 1841. For clients, carers and professionals.

Multiple Sclerosis

MS National Centre

372 Edgware Road,

LONDON NW2 6ND

020 8438 0700

info@mssociety.org.uk

www.mssociety.org.uk

All calls to the MS Society National Helpline 080 800 8000 are free and completely confidential. Our specialist staff and trained volunteers are available 9am to 9pm, Monday to

Friday, to support you, whatever the worry.

Multiple Sclerosis Society Copeland

Janet Wynne, 69 Newlands Avenue,
Mirehouse, WHITEHAVEN,
Cumbria CA28 9SJ
01946 691123

Provides support to multiple sclerosis sufferers in area. Members meet once a fortnight for a chat and exchange of news and views, or to hear a variety of speakers.

Multiple Sclerosis Society East Cumbria

Julie Bevan, 11 River Street,
CARLISLE, Cumbria
01228 539550

Provides support to multiple sclerosis sufferers in area. Members meet once a fortnight for a chat and exchange of news and views, or to hear a variety of speakers.

Older People / Age UK

Age UK West Cumbria Egremont Information & Active Living Centre

Sharon Vaughan
De Lucy Centre, 14-15 Market Place
EGREMONT, Cumbria CA22 2AF
01946 828100

egremont@ageukwestcumbria.org.uk
www.ageukwestcumbria.org.uk

Local Age UK West Cumbria Centre providing information & advice, information resources, access to the full range of Age UK West Cumbria's services and support, a range of activities, Community café, Internet facilities, Disability Living Equipment Advice and Sales, Rooms for hire. Opening hours: 8.30am to 4pm, Mon to Fri. Evening and weekend room hire available.

Age UK West Cumbria Information & Advice Service (Copeland)

Linda Pinnock
Old Customs House, West Strand
WHITEHAVEN, Cumbria CA28 7LR

01946 68998 01946 591182

information@

ageukwestcumbria.org.uk

www.ageukwestcumbria.org.uk

Free service for people aged over 50: Provides general information & advice to help people remain independent and to 'age well', information resources on wide range of issues, including useful contacts for personal, specialist and home services and local clubs and activities, home visits to assess needs and support to access other services, support to restore and build confidence after an illness or critical event, support for hospital discharge and prevention of hospital admission, 8.30am to 4pm, Monday to Friday.

Age UK West Cumbria Millom Information & Active Living Centre

Alison McAlpine

Bradbury Centre, St George's Road
MILLOM, Cumbria LA18 4JE
01229 774573 01229 778407

millom@ageukwestcumbria.org.uk
www.ageukwestcumbria.org.uk

Local Age UK West Cumbria Centre providing information & advice, information resources, access to the full range of Age UK West Cumbria's services and support, a range of activities, Disability Living Equipment Advice and Sales, Rooms for hire. Opening hours: 8.30am to 4pm, Mon to Fri. Evening and weekend room hire available.

Age UK West Cumbria Nail-cutting Service (Copeland)

Linda Pinnock

Old Customs House, West Strand
WHITEHAVEN, Cumbria CA28 7LR
01946 68998 01946 591182

information@

ageukwestcumbria.org.uk

www.ageukwestcumbria.org.uk

There is a charge for this service, available for people aged over 50. Provides simple nail-cutting for those who are unable to cut their own nails and basic foot care advice. Regular appointments at local clinics across Copeland.

Age UK West Cumbria Whitehaven Information & Active Living Centre

Margaret Cranston

Old Customs House, West Strand
WHITEHAVEN, Cumbria CA28 7LR
01946 66669 01946 591182

reception@ageukwestcumbria.org.uk

www.ageukwestcumbria.org.uk

Local Age UK West Cumbria Centre providing information & advice, information resources, access to the full range of Age UK West Cumbria's services and support, a range of activities, Disability Living Equipment Advice and Sales, Rooms for hire. Opening hours: 8.30am to 4pm, Mon to Fri. Evening and weekend room hire available

Parkinson's

Parkinson's UK

0808 800 0303

www.parkinsons.org.uk

We are the leading UK charity dedicated to supporting all people with Parkinson's, their families, friends and carers.

Physical disabilities

Copeland Disability Forum

Pauline Benn

01946 861991

cdfsecretary@tiscali.co.uk

We provide various free voluntary services for people with disabilities. These include a telephone information service, Access Working Group, quarterly newsletter, bi-monthly meetings. Run by volunteers who have disabilities, for people with disabilities.

Disabled Parents Network

Sam Marshall, Registered Office,
81 Melton Road, West Bridgford,
NOTTINGHAM NG2 6EN

0300 3300 639

information@

disabledparentsnetwork.org.uk

www.disabledparentsnetwork.org.uk

Disabled Parents Network is a national organisation of and for disabled people who are parents or who hope to

become parents, and their families, friends and supporters. We offer information, advice and advocacy.

RADAR

12 City Forum, 250 City Road,
LONDON, EC1V 8AF
020 7566 3222

radar@radar.org.uk
www.radar.org.uk

Publishes books on a range of issues affecting disabled people including holidays, education and leisure for which there is a charge. Adminstrates National Key Scheme.

Sensory impairments

Action for Blind People

Head Office, 14/16 Verney Road,
LONDON SE16 3DZ
0800 915 4666

info@actionforblindpeople.org.
www.actionforblindpeople.org.uk

Support for people with sight loss including: advice and guidance on assistive technology; employment advice and support; welfare rights; housing support; grants; loan equipment; holidays for visually impaired people; and Actionnaires sports club.

Deaf Vision – Carlisle

Peter Shaw, 3 Compton Street,
CARLISLE, Cumbria CA1 1HT
01228 606434

office@deafvision.co.uk
www.deafvision.co.uk

Social work and other services for all Deaf and Hearing impaired people in Cumbria, from centres in Carlisle, Kendal, Whitehaven and Barrow. Equipment to help with hearing impairment. Daytime tel./minicom 01228 606434.

Deaf Vision – Whitehaven

Mr W T Turner,
41 Monkway Court,
Monkway Road, Kells,
WHITEHAVEN,
Cumbria CA28 9HD
01946 852888

office@whitehaven.deafvision.co.uk

www.deafvision.co.uk

Support, social and educational activities for people with hearing impairment. Advice/information on technical equipment. Deaf awareness training and learning skills counselling available. Social work, domiciliary care, BSL classes.

Frizington Blind Club

Mrs G Hawthorn, Richmond Annex,
Catherine Street, WHITEHAVEN
01946 67423

gwen.hawthorn@gmail.com

Social activities for visually impaired people, meeting fortnightly on Wednesday 2–4pm.

Royal National Institute for the Blind (RNIB)

Trudy Salandiak,
RNIB Talking Book Service,
PO Box 173, PETERBOROUGH,
Cambridgeshire PE2 6WS
0845 762 6843

t.salandiak@rnib.org.uk
www.rnib.org.uk

Information, advice, equipment and services for blind and partially sighted people, including Talking Books and library resources.

Royal National Institute for the Deaf (RNID)

Mohammed Ahmed,
19–23 Featherstone Street,
LONDON EC1Y 8SL
0808 808 0123 (freephone)

informationline@rnid.org.uk
www.rnid.org.uk

RNID is the largest charity representing the 9 million deaf and hard of hearing people in the UK. We offer services for deaf and hard of hearing people, and information on all aspects of deafness, hearing loss and tinnitus.

SENSE – National Deafblind & Rubella Association

SENSE Head Office,
101 Pentonville Road,
LONDON NI 9LG
0845 127 0060

info@sense.org.uk
www.sense.org.uk

Sense is the leading national charity that supports and campaigns for children and adults who are deafblind. We provide expert advice and information as well as specialist services to deafblind people, their families, carers and professionals.

SENSE North Regional Office

The Rodney Clark Resource Centre,
Leeds Road, WAKEFIELD,
West Yorkshire WF3 3BG
0113 205 9500

northenquiries@sense.org.uk
www.sense.org.uk

Sense is the leading national charity that supports and campaigns for children and adults who are deafblind. We provide expert advice and information as well as specialist services to deafblind people, their families, carers and professionals.

West Cumbria Society for the Blind

Mrs. Marie Scott,
22 Lowther Street, WHITEHAVEN,
Cumbria CA28 7DG
01946 592474

Visiting scheme for visually impaired people who are housebound; Resource Centre at 22 Lowther Street and information pack for people newly registered as blind. Weekly taped newspaper available from Copeland Talking Newspaper at the same address.

Stroke

Stroke Association – Family and Carer Support – West Cumbria

Clare Lowery/Sandra Pickthall,
Flatts Walk Health Centre,
3 Castle Meadows, WHITEHAVEN,
Cumbria CA28 7QE
01946 691355 or 694038

clare.lowery@stroke.org.uk
www.stroke.org.uk

Visiting service providing practical information and emotional support to people who have had a stroke and their families and carers. We help families and also people who live alone. Stroke Association National

Helpline 0845 303 3100.

Transport

Blue Badges

Disabled Car Badge Service

01228 606060

blue.badge@cumbriacc.gov.uk

www.cumbria.gov.uk

The Blue Badge Scheme provides national parking concessions to enable disabled people, as either a driver or passenger, to park close to their destination. To apply for a badge ring 01228 606060 or apply online at www.cumbria.gov.uk.

Blue Badge Network

Mrs J Russell,

198 Wolverhampton Street,
DUDLEY, West Midlands DY1 IDZ
01384 257001

headoffice@bluebadgenetwork.org

www.bluebadgenetwork.org

Keeps Blue Badge holders abreast of UK parking schemes and updated with national parking and disability legislation. Annual subscription charge applies.

See also 'Adult Social Care'

Local transport schemes

Brokerage – Copeland

Helen Sullivan, Transport
Coordinator, The Howgill Centre,
Burks Road, CLEATOR MOOR,
Cumbria CA25 5HR
01946 812777

copeland@cumbriact.org.uk

www.cumbriact.org.uk

Brokerage is a minibus sharing scheme, that enables groups and organisations within the community to use accessible and affordable vehicles. These can either be self-drive or a volunteer may be made available with the vehicle.

Community Transport

Caroline Watson,
Passenger Transport Officer,

The Courts, CARLISLE,

Cumbria CA3 8NA

01228 226725

caroline.watson@cumbriacc.gov.uk

www.cumbria.gov.uk

A wide variety of community transport schemes are supported by Cumbria County Council, for groups and individuals who cannot access conventional transport.

Cumbria Voluntary Social Car Schemes

Gillian McGuiggan,
Cumbria County Council,
The Courts, CARLISLE,
Cumbria CA3 8NA
01228 221427

publictransport@cumbriacc.gov.uk

Voluntary car schemes help people in the community who cannot access private or public transport. The service provides transport to collect you from your home and take you to your destination. To find the nearest scheme to you, contact Gillian McGuiggan.

Motability

Customer Helpline,
Warwick House,
Roydon Road, HARLOW,
Essex CM19 5PX
0845 456 4566

www.motability.co.uk

Charity that can help people with disabilities receiving higher rate mobility component of DLA or War Pensioners Mobility Supplement to turn their allowance into a car or powered wheelchair or scooter through contract hire or hire purchase schemes.

Rural Wheels

Katy Wood Passenger Transport,
Development Officer,
Cumbria County Council,
The Courts, CARLISLE,
Cumbria CA3 8NA
01228 226721

publictransport@cumbriacc.gov.uk

R Rural Wheels is a demand responsive transport service for people in rural areas who either do not have access to or are unable

to use a local bus service. For appointments, access to shops or to link with bus and train services.

Public transport

National Rail Enquiry Line

08457 484950

www.nationalrail.co.uk

Enquiries about all rail services.

National Railcards

[www.nationalrail.co.uk/
times_fares/railcard](http://www.nationalrail.co.uk/times_fares/railcard)

National Railcards offer 1/3 discount on train travel. Railcards are available for 16–25 (or full-time student aged 26 or over), family and friends, senior citizens, disabled people and HM Forces. Available to purchase for 1 year and 3 years.

NoWcard concessionary Bus Travel

NowCard,

Lancashire County Council,
PO Box 9, PRESTON PRI 8RD
0845 058 1096

www.nowcard.org

Bus passes for Over 60s and Disabled people allowing concessions on national bus travel.

Stagecoach North West

2nd Floor, Broadacre House,
16–20 Lowther Street,
CARLISLE, Cumbria CA3 8DA
0871 200 22 33

[northwest.enquiries@](mailto:northwest.enquiries@stagecoachbus.com)

stagecoachbus.com

www.stagecoachbus.com/northwest

Stagecoach is one of the largest bus operators in the UK. Stagecoach North West carries over 34 million passengers a year and operates over 26 million miles. With up to 1,300 employees and a fleet size of 550, operating throughout Lancashire and Cumbria.

Traveline

0871 200 22 33

www.traveline.org.uk

Local and National travel information for bus and rail services.

If you need this document in another language or another format such as large print, Braille or audio please telephone 01228 606060.

আপনি যদি এই তথ্য আপনার নিজের ভাষায় পেতে চান তাহলে অনুগ্রহ করে 01228 606060 নম্বরে টেলিফোন করুন।

如果您希望通过母语了解此信息，
请致电 01228 606060

Jeigu norétumète gauti šią informaciją savo kalba, skambinkite telefonu 01228 606060

W celu uzyskania informacji w Państwa języku proszę zatelefonować pod numer 01228 606060

Se quiser aceder a esta informação na sua língua, telefone para o 01228 606060

Bu bilgiyi kendi dilinizde görmek istiyorsanız lütfen 01228 606060 numaralı telefonu arayınız