

Directory of Services

South Lakeland

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@ifl.org.uk

www.ifl.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 – Kendal

0845 604 3719

Jobcentre Plus – Ulverston

Craven House, Michaelson Road

BARROW-IN-FURNESS

Cumbria LA14 IAE

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

See '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.

Barrow-Thornborrow Charity

Mrs J M Walker, 6 Murley Moss,
KENDAL, Cumbria LA9 7RW

01539 722956

Provision of financial assistance to anyone in need for items, services or facilities which are calculated to alleviate the suffering or assist the recovery of such persons but are not readily available to them.

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.

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.

Member Services Unit

Ms L Graham,

Member Services Unit, The Courts,

CARLISLE, Cumbria CA3 8NA

01228 226366

lorryaine.graham@cumbriacc.gov.uk

Charitable trust for elderly people who have lived for at least 10 years in the former counties of Westmorland and Lancashire (as they were 15.9.39). Applications annually in October.

Merchant Seaman's War Memorial Society

Mr T Goacher,

Springbok-Radcliffe Alfold,

CRANLEIGH, Surrey GU6 8EX

01403 752555

[deborah.burgess@](mailto:deborah.burgess@mswmsociety.org.uk)

[mswmsociety.org.uk](http://www.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.

Miller Riches Trust

Ms Lorraine Graham,

Member Services Unit, The Courts,

CARLISLE, Cumbria CA3 8NA

01228 226366

member.services@cumbriacc.gov.uk

Charitable trust for poor and deserving spinsters and widows who have lived in the former county of Westmorland for not less than five years. Applications to be made September annually.

Royal British Legion – Cumbria & IOM

Ms. Karam Herrington-Howell,

Third Floor Station House,

Station Road, KENDAL,

Cumbria LA9 6RY

01539 734411

[kherrington-howell@](mailto:kherrington-howell@britishlegion.org.uk)

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.

Society of St Vincent de Paul

Mrs A Winders

Holy Trinity & St George Catholic

Church, New Road,

KENDAL, Cumbria

01539 720063

Catholic group providing support and help to people in need.

Veterans Welfare Service

John Maguire, Government Buildings,
Spur A, Cop Lane, Penwortham,
Lancashire PR1 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.

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.

South Lakeland Carers

Mr Steve Pollard, 5 Castle Street,
KENDAL, Cumbria LA9 7AD
01539 815970

admin@slcarers.org.uk

Individual or group support for family carers residing in South Lakeland through listening, information, advice and support; arranging respite care; help from volunteers.

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 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'

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 and volunteering

Department of Work and Pensions

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**
www.dwp.gov.uk

Jobcentre Plus – Kendal

Geoff Crowhurst/Lili Hurst,
Kentmere House, Blackhall Road,
KENDAL, Cumbria LA9 4BS
01539 795000

www.jobcentreplus.gov.uk
Advice regarding Social Security benefits including attendance allowance, widows benefit, invalid care allowance, income support and social fund (funeral payments), benefits following bereavement. Jobs, Jobseekers allowance, crisis loans.

Jobcentre Plus – Ulverston

Julie Boal, Brogden Street,
ULVERSTON, Cumbria LA12 7AS
01229 892200
www.jobcentreplus.gov.uk
Opening hours: Mon, Tues, Thurs, Fri
9am–5pm, Wed 10am–5pm.

DSS free phone available.

Making Space Employment

Development Kendal,
Gary Lyons, Stricklandgate House,
92 Stricklandgate, KENDAL,
Cumbria LA9 4PU
01539 742619

gary.lyons@makingspace.co.uk
www.makingspace.co.uk
Employment development service finding employment, education, training, supported, permitted and voluntary work for service users. Office hours Wed–Thur 9am–5pm.

The Volunteer Centre, South Lakeland

Samantha Colman,
Stricklandgate House,
92 Stricklandgate, KENDAL,
Cumbria LA9 4PU
01539 742636
info@volunteersouthlakes.org
www.volunteersouthlakes.org
Open Mon and Tues 9.30am to 4.00pm – appointment advised or drop in. Recruiting and placing volunteers in appropriate voluntary work. Information and advice given to groups and individuals on all aspects of volunteering.

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 – South Lakes

Stricklandgate House,
92 Stricklandgate, KENDAL,
Cumbria LA9 4PU
01539 742627
southlakes@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.

Addaction – Progress2Work

Dave Reeve, White Horse Yard,
39 Stricklandgate, KENDAL,
Cumbria LA9 4LT
01539 742780

kendal@addaction.org.uk
www.addaction.org.uk

Addaction runs Progress2Work, an employment and training advice service to support and help people into education, training and employment across the whole of Cumbria. The service for people aged 18 and 65 who has used or still uses a drug illicitly.

The Oaklea Trust

Glyn Rose, Wattsfield House,
Wattsfield Lane,
KENDAL, Cumbria LA9 5HF
01539 735025

enquiries@oakleatrust.co.uk
www.oakleatrust.co.uk

For children and adults with learning disabilities: accommodation, outreach, employment, job training centres, leisure activities.

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 – Kendal Centre

Unit 3b, Riverside Business Park,
Natland Road, KENDAL,
Cumbria LA9 7SX
01539 721504

reellerby@redcross.org.uk
www.redcross.org.uk

Our services include medical loan, transport and escort, care in the home, therapeutic care and skim cam. Volunteers on duty every week day 10am to 1pm. For medical loans contact 01539 734289.

Commodes

NHS Choices
www.nhs.uk

See also '**British Red Cross medical loans**'

Community alarms/telecare/assistive technology

South Lakeland Community Alarms

Heidi Cannon (Senior Field Officer),
Stricklandgate House,
92 Stricklandgate, KENDAL,
Cumbria LA9 4PU
01539 735805

intouchalarms@btconnect.com
Community alarms for elderly and disabled people to enable them to live independently in their own homes for as long as possible;

special telephone units fit to existing telephone and power sockets.

For Telecare, see also '**Adult Social Care**

Disability equipment and adaptations

Anchor Staying Put South Lakeland

Graham Clarke, Town Hall,
Queen Street, ULVERSTON,
Cumbria LA12 7AR

01229 584424 ext 736

stayingput.southlakeland@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 South Lakeland 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.

C. W. Cox & Sons (Kendal) Ltd.

Colin Cox, No 2, Yard 77,
Highgate, KENDAL,
Cumbria LA9 4ED
01539 732761

colin@cwcoxsons.freeserve.co.uk

Level access shower installations for the less able bodied. Can also provide and install a wide range of special needs equipment.

Dolphin Stairlifts Cumbria

Mr J Clegg, Unit IE,
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 Co-Operative Pharmacy

Rae Dalziel, 2 Maude Street,
KENDAL, Cumbria LA9 4QD
01539 720152

Wide range of aids and adaptations in stock or can be ordered through this Chemist. Include bathroom/kitchen/bedroom/mobility and other living equipment. Catalogue avail. Prescription collect/delivery service.

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.

Shopmobility

Shopmobility, Kendal & South Lakes

Pam Flitcroft or Emma Hine
Car Park, Level 3, Westmorland
Centre, Stricklandgate,
KENDAL, Cumbria LA9 4LR
01539 740933
kendal_shopmo@hotmail.com
www.kendalshopmobility.org.uk

Hire of scooters and wheelchairs for hourly, daily or long term use. Hourly, daily and long term charges apply with a reduction for more than six days.

Telephones

British Telecom (Age & Disability Unit)

Allison Billington (Age & Disability Advisor), Post Point 406,
BT, Telephone Exchange,
3/5 Jubilee Street,
BLACKBURN, Lancs BBI 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

Westmorland General Hospital

Burton Road, KENDAL
Cumbria LA9 7RG
01539 732288

Royal Lancaster Infirmary

Ashton Road, LANCASTER
Lancashire LA1 4RP
01524 65944

Opticians

NHS Choices

www.nhs.uk

Pharmacies

NHS Choices

www.nhs.uk

House and home

Domestic and cleaning agencies

GDSK

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

gdsuk@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.

Lakeland Maids

Mrs P Vinall, Edelweiss,
Bell Hill Park, LINDALE,
Cumbria LA11 6JZ
015395 34305

vinall@totalserve.co.uk

South Lakeland area; spring cleaning, home helps, carpet and upholstery cleaning. Fully insured. References available. General housework and office cleaning.

Furniture

Age UK South Lakeland

17 Finkle Street, KENDAL,
Cumbria LA9 4AB
01539 728118

Extensive range of services and activities for people aged 55 and over. Warehouse and shops: Furniture warehouse at Modgate House, Station Yard, Kendal, 01539 740657.

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

South Lakeland District Council

South Lakeland House,
Lowther Street, KENDAL,
Cumbria LA9 4UF
01539 733333

info@southlakeland.gov.uk

www.southlakeland.gov.uk

Housing including council housing, sheltered accommodation; housing benefit; environmental health services; leisure services; disabled access officer; refuse collection; council tax; cemeteries.

Homelessness

South Lakes Housing

Mrs F Harrison,
Little Aynam House, Little Aynam,
KENDAL, Cumbria LA9 7AH
01539 717717

[f.harrison@](mailto:f.harrison@southlakeshousing.co.uk)

southlakeshousing.co.uk

Local area office for SLDC Housing open Monday to Friday 9–1. To apply for all types of Council Housing including Sheltered Housing. The office also provides a homelessness and housing advice service.

Springfield

Mrs J Webster, 15 Castle Road,
KENDAL, Cumbria LA9 7AU
01539 720313

Hostel accommodation for women of all ages. Enquiries can come through agencies or direct from individuals. Supported Housing.

See also **'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 hours 8am – midnight, housing problems helpline on 0808 800 4444 (freephone).

South Lakeland Rent Deposit Scheme

Mr J Such,
c/o Citizens Advice Bureau,
The Library, Ellerthwaite Road,
WINDERMERE, Cumbria
015394 46504

Helping Homeless People to find a Home in South Lakeland; scheme of deposit guarantees for people seeking rented accommodation; for people 16 or over in housing need who are unable to raise a deposit.

See 'Homelessness'

See 'District Councils'

Housing Associations

Abbeyfield UK – Ulverston Society

Mrs Jackie Lunt,
c/o Abbeyfield House

Victoria Road, ULVERSTON,
Cumbria LA12 0BY
01229 582265

www.abbeyfield.com

Accommodation for mobile older adults who wish to live in a supported environment, but retain independence. Must be mobile. Unfurnished bed sitting rooms, with a housekeeper on call, provides hot meals.

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.

Gatesfield Quaker Housing Association

Andree Cook, Gatesfield,
New Road, WINDERMERE
Cumbria LA23 2LA
015394 45578

gatesfield@tiscali.co.uk

www.gatesfield.org.uk

Housing Association providing housing for elderly people only.

Guardian Retirement Housing

Andi Fleming, Elleray Gardens,
College Road, WINDERMERE,

Cumbria LA23 1JE
015394 46799

Privately owned sheltered housing for over 55s. Run by Anchor Trust.

Home Group Limited

Mr David Fisher, Moor Park,
Crosby, MARYPORT,
Cumbria CA15 6SG
01900 815661

www.homegroup.org.uk

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

Orchard House, Castle Garth,
KENDAL, Cumbria LA9 7AT
01539 735382

www.homegroup.org.uk

Housing Association providing housing for people with general housing needs.

Making Space Supported Housing and Floating Support Service

Christopher Hutton,
Stricklandgate House,
92 Stricklandgate, KENDAL,
Cumbria LA9 4PU
01539 742619

[christopher.hutton@](mailto:christopher.hutton@makingspace.co.uk)

makingspace.co.uk

www.makingspace.co.uk

Supported housing and floating support services run by Making Space. Open Mon–Tues 9am–5pm, Thur 9am–5pm, Fri 9am–3pm.

Mayor of Kendal's Homes for the aged and infirm

Mrs M Waiting,
115 Stainbank Road, KENDAL,
Cumbria LA9 5DH
01539 724742

Mayor of Kendal's Homes for elderly and infirm; provider of housing for elderly people; all vacancies are advertised in Westmorland Gazette and The Citizen.

South Lakes Housing

Mr P Thomas,
Little Aynam House, Little Aynam,
KENDAL, Cumbria LA9 7AH
01539 717717

p.thomas@
southlakeshousing.co.uk
www.southlakeshousing.co.uk

Assessment of housing need, housing allocations, management of sheltered housing. Careline alarm service and provision of aids/adaptations for elderly/disabled tenants. Office open Monday to Friday 8.45am to 5pm.

South Lakes Housing – Ulverston

Simon Hughes, Town Hall,
Queen Street, ULVERSTON,
Cumbria LA12 7AR
01229 584424

Local area office for South Lakeland District Council Housing; Office open Monday to Friday 9–5; to apply for all types of Council Housing including Sheltered Housing.

Stonham Housing Chapel View

Dawn Sandham, Chapel View,
Chapel Lane, KENDAL,
Cumbria LA9 5RE
01539 739301
www.stonham.org.uk

Stonham Housing Crag View

Andrea Lockett, Crag View,
Jenkins Rise, KENDAL,
Cumbria LA9 6JB
01539 739048
www.stonham.org.uk

Stonham Housing River View

Andrea Lockett, River View,
62 Lound Road, KENDAL,
Cumbria LA9 7EG
01539 737700

www.stonham.org.uk

Eight Flats (Self Contained) Supported Housing for Single Homeless, mental health issues, learning difficulties, people recovering from alcohol/substance misuse, ex-offenders.

Turning Point Bakery Court – Accommodation Service

1–7 Bakery Court,
Lower Brook Street, ULVERSTON,
Cumbria LA12 7FG
01229 538362

Bakery Court offers supported accommodation in self-contained units for service users with a substance misuse problem for a maximum of 2 two years.

Two Castles Housing Association

Mr T. Denny, 3 Angel Yard,
21–23 Highgate, KENDAL,
Cumbria LA9 4DA
01539 733319

www.twocastles.org.uk

Housing Association providing housing for people with general housing needs.

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

CancerCare – North Lancs and South Lakeland

Mr Peter Hearne, Slynedales,
Slyne Road, LANCASTER,
Lancashire LA2 6ST
01524 381820

Operates support groups in Kendal, Windermere and Ambleside for cancer patients, those caring for them and those bereaved by cancer.

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 0845 123 23 04 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 South Lakeland – Kendal

Jeremy Such, Blackhall Road,
KENDAL, Cumbria LA9 4BT
0870 1264061

Information and advice; money advice. Open Monday and Thursday 10am–4pm. Appointments can be made at other times.

Citizens Advice South Lakeland – Ulverston

J. Such (Manager),
Town Hall Annexe, Theatre Street,
ULVERSTON, Cumbria LA12 7AQ
01229 585585

www.cabsouthlakeland.org.uk

Free, independent, confidential information on a range of topics. Welfare benefits and debt representation at court and tribunal. Mental health advocacy service also available. Opening times: Tuesday 10–1pm, Thursday 10–3pm, Friday 9.30–12.30pm.

Cumbria Rural Citizens Advice Bureau

Ms Linda J Wilkinson,
1st Floor, The Library,
Ellerthwaite Road, WINDERMERE,
Cumbria LA23 2AJ
015394 46464

Information and advice; money advice, welfare benefits, employment and housing. Bureau Open 10am–2pm, Mon/Tue/Wed/Fri at Windermere and Tues, Fri at Grange-over-Sands.

Complaints

Patient Advice and Liaison Service (PALS)

Val Soulsby/Alison Derham
01539 795497

pals@rmbht.nhs.uk

If you, your family, or friends are in contact with the NHS, PALS can provide information, advice and support. This service covers Westmorland General Hospital and Furness General Hospital.

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'

Multicultural advice and Advocacy

Cumbria Multi-Cultural Community Centre – Windermere Outreach

Donika Begaj, Windermere Library,
Ellerthwaite Road, WINDERMERE
01229 833933

donika.begaj@cumbriacc.gov.uk

www.cumbria.gov.uk/

communityinformation/cms

Provides advice, information and advocacy to those from all black and minority ethnic backgrounds. Translation services. Drop-in: Windermere Library, Monday, 10am–3pm.

Samaritans

Samaritans

The Director, 21 Sun Street,
LANCASTER, Lancashire LA1 1EW
01539 741444 / 01524 61666

jo@samaritans.org

www.samaritans.org.uk

Support for people who are suicidal, despairing or in distress. On call 24 hours on 01539 741444, 01524 61666 or national number 08457 909090, or email jo@samaritans.org

Support groups

See 'Support Groups' main section

Victim support

Victim Support Cumbria Ltd – South Lakes

Mr Dermot O'Connor,
Divisional Police HQ, Market Street,
BARROW-IN-FURNESS,
Cumbria LA14 2LE
01229 839989

barrowvolunteer@

victimsupport.org.uk

www.victimsupport.org (support)

Confidential free advice, guidance
and for victims of and witness to
crime.

Welfare rights service

See 'Citizen's Advice Bureau'

Lunch and social clubs

Abbot Hall Social Centre

Mrs J. Hinton, Abbott Hall
Social Centre, Dowkers Lane,
KENDAL, Cumbria LA9 5DN
01539 731133

Contact for Abbott Hall over 60's
group; activities include art, bridge
and general interest clubs.

Ambleside September Club

Mrs. J. Taylor, 10 Millans Court,
AMBLESIDE, Cumbria LA22 9BW
015394 33339

Tea parties for the over 55s on
the second Thursday of the month
at Rowan Court. Spring/autumn
outings/lunches/coffee mornings.

Bowness & Windermere Community Care Trust

Sheila Seed, Phoenix Centre,
Phoenix Way, WINDERMERE,
Cumbria LA23 1BZ
015394 48415

Day care provision for frail elderly
people and respite care (at Marchesi
Centre); luncheon club for lonely
elderly (at Carver Church); drop in
centre (at Methodist Church). Sport
and recreation (at Phoenix Centre).

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.

Dentdale Over 60s Friday Club

Mrs A. Burrow, The Laning, Dent,
SEDBERGH, Cumbria LA10 5QJ
015396 25203

Club meetings and outings, please
ring for details. Friday Club 1.30pm –
4pm Weekly all the year

Flookburgh Over 60s Club

Mrs. Pat Worsley,
Hillbrow, Station Road,
FLOOKBURGH,
GRANGE-OVER-SANDS,
Cumbria LA11 7JY
015395 58818

Committee meetings on 2nd Tuesday
of the month, Speaker meetings will
follow this. Events include Christmas
party and regular outings. NEW
MEMBERS WELCOME.

Friendly Club Kendal

Mrs J. Wilson, 52 Rinkfield,
KENDAL, Cumbria
01539 724025

Friendship and company.

Marchesi Centre

The Secretary, Holly Road,
WINDERMERE, Cumbria LA23 2AF
015394 43411

mcwindermere@btinternet.com

Community centre for residents of
Windermere and Bowness who are
over 50. Please enquire at the office
for a list of activities available. e.g.,
lectures, chess, indoor tennis.

Salvation Army and Luncheon Club

Officers/Ministers In Charge,
Gillinggate, KENDAL,
Cumbria LA9 4JE
01539 725529 and 01539 733760
Kendal.corps@salvationarmy.org.uk

www.communigate.co.uk/lakes/
salvationarmy.kendal

Luncheon Club open Mondays
at 12.30pm followed by Ladies
Fellowship at 1.45pm.

Ulverston and District Disabled Club

Mrs J A McGlasson,
19 Kennedy Street, ULVERSTON,
Cumbria LA12 9EA
01229 583556

Weekly meetings 2–4pm at Sports
and Social Club, Priory Road,
Ulverston; outings; entertainment
once a month.

See also 'Age Concern/Age UK'

Learning and education

Addaction – Progress2Work

Dave Reeve, White Horse Yard,
39 Stricklandgate, KENDAL,
Cumbria LA9 4LT
01539 742780

kendal@addaction.org.uk

www.addaction.org.uk

Addaction runs Progress2Work,
an employment and training
advice service to support and help
people into education, training and
employment across the whole of
Cumbria. The service for people
aged 18 and 65 who has used or still
uses a drug illicitly.

Adult Education Courses

Sedbergh CDC, The Cottage,
Long Lane, SEDBERGH LA10 5AL
015396 21031

admin@sedberghcdc.org.uk

www.sedberghcdc.org.uk

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 – Ford Park House Wood

Ford Park, ULVERSTON,
Cumbria LA12 7JP

01229 588825

allison@phxtraining.co.uk

www.learndirect-skills.co.uk

At the Ford Park House the PHX Training runs a learndirect session (see opening hours). You can come along and find out about learndirect, its courses, and how the PHX Training can support your learning.

Learn Direct c/o PHX

Mclaughlan, 118 Highgate,
KENDAL, Cumbria LA9 4HE

0153 9738795

trish@phxtraining.co.uk

www.learndirect-skills.co.uk

At the PHX centre the PHX Training centre runs a learndirect session (see

opening hours). You can come along and find out about learndirect, its courses, and how PHX Training can support your learning.

Lindeth College of Further Education

Mrs. Nicola Siobhan Buckley

The Oaks, Lindeth,
BOWNESS-ON-WINDERMERE,
Cumbria LA23 3NH

015394 46265

awinrow@lindeth-college.ac.uk

Residential College of Further Education for people with learning disabilities/difficulties registered with Care Quality Commission. Age range 16–25 years.

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

The Third Age Trust is the national representative body for the Universities of Third Age (U3As) in the UK. U3As are self-help, self-managed lifelong learning co-operatives for older people no longer in full time work, providing opportunities for their members to share learning experiences in a wide range of interest groups and to pursue learning not for qualifications, but for fun.

Leisure

Arts and theatres

Brewery Arts Centre

Highgate, KENDAL,
Cumbria LA9 4HE

01539 725 133

info@breweryarts.co.uk

www.breweryarts.co.uk

Multi-purpose arts complex presenting a year round programme of theatre, music, films, lectures and exhibitions, together with a range

of amateur participatory activities including art and craft workshops, Brewery Youth Arts, and classes.

Cumbria Artefacts

www.cumbria-artefacts.org.uk

Cumbria See It Do It

www.seeitdoit.org.uk

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.

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.

The Heron Theatre

Stanley Street, Beetham, MILNTHORPE, Cumbria LA7 7AS
015395 64283

boxoffice@theherontheatre.com
www.theherontheatre.com

We run a regular, fortnightly, programme of plays, films, revues, lectures and musical events from September to May. These are performed by visiting professional or semi-professional companies, local choirs, and instrumental groups, for good audiences, comprising Members and the public.

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

The Third Age Trust is the national representative body for the Universities of Third Age (U3As) in the UK. U3As are self-help, self-managed lifelong learning co-operatives for older people no longer in full time work, providing opportunities for their members to share learning experiences in a wide range of interest groups and to pursue learning not for qualifications, but for fun.

See also **'Learning and Education'**

See also **'District councils'**

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.

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.

Holehird Lake District Cheshire Home

Mr Alan Barton, Holehird, Patterdale Road, WINDERMERE, Cumbria LA23 1NR
015394 42500

Provides long term, respite and holiday care for physically disabled adults in a beautiful country mansion

overlooking the lake and surrounding fells. 24 hour nursing care; recreational facilities; physiotherapist on site, carers also welcome.

Holly Bank

Ann Elizabeth Mason-Day – Manager, The Promenade, ARNSIDE, Carnforth, Lancashire LA5 0AA
01524 761277

hollybank@arc-homes.co.uk
www.aegis.co.uk

Residential Home for older adults. Centre of village on level promenade, many rooms enjoy sea views, also single rooms with en-suite facilities. Long or short term care. Respite, convalescence, holidays and day care.

Lakeland Leisure Park

Moor Lane, FLOOKBURGH, Grange-over-Sands, Cumbria LA11 7LT
0871 231 0883

www.havenholidays.com/Parks/blackpoolakes

Merchant Seaman's War Memorial Society

Mr T Goacher, Springbok-Radcliffe Alford, 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.

The Keppleway Centre

Peter Sanders, Keppleway,
BROUGHTON-IN-FURNESS,
Cumbria LA20 6HE

01229 716936

stay@keppleway.org.uk

www.keppleway.org.uk

An Education Activity and Holiday Centre in the Lake District.

Keppleway challenges exclusion and is founded on a commitment to bring disabled and non-disabled people together as equal partners.

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

Bendrigg Trust

Mr T Clarke (Principal) Jo
Winchester (Bookings), Old Hutton,
KENDAL, Cumbria LA8 0NR

01539 723766

jo@bendrigg.org.uk

www.bendrigg.org.uk

A residential activity centre between the Lake District and Yorkshire Dales running holidays and courses specifically for people with special

needs. Groups and individuals can be catered for. People of all ages and abilities can take part.

Injured Fish

Jon Curry, KENDAL

Cumbria LA9 5RD

0785 573588

info@Injuredfish.com

Non-residential respite care for people of all ages and needs, outdoor activities on a one-to-one or group basis for half or whole days (or longer if requested), transport and accommodation can be arranged.

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.org.uk

calvert-trust.org.uk

www.calvert-trust.org.uk

visitlakedistrict.org.uk

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

Riding for the Disabled

Association –

Westmorland Group

Mrs Cathy Broomfield,

Verstone Kennels,

Stonebarrow Lane, Mascalls,

ULVERSTON,

Cumbria LA12 0TQ

01229 465880

info@verstone-kennels.co.uk

Horse riding and carriage driving for people with special needs.

The Keppleway Centre

Peter Sanders, Keppleway,
BROUGHTON-IN-FURNESS,
Cumbria LA20 6HE

01229 716936

stay@keppleway.org.uk

www.keppleway.org.uk

An Education Activity and Holiday Centre in the Lake District.

Keppleway challenges exclusion and is founded on a commitment to bring disabled and non-disabled people together as equal partners.

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.

Ambleside library

Mrs Fiona Bloor, Kelsick Road,
AMBLESIDE, Cumbria LA22 0BZ

015394 32507

[ambleside.library.staff@](mailto:ambleside.library.staff@cumbriacc.gov.uk)

cumbriacc.gov.uk

Arnside library

Mrs. W. Martin/Denise Challenor,
Pier Lane, ARNSIDE,

Cumbria LA5 0DA

01524 761649

Coniston library

Kevin Prior, John Ruskin Institute
CONISTON, Cumbria LA21 8DU
015394 41731

Grange-over-Sands library

Mrs M Rossall, Grange Fell Road,
GRANGE-OVER-SANDS
Cumbria LA11 6BQ
015395 32749
grange.library@cumbriacc.gov.uk
www.cumbria.gov.uk/libraries

Kendal library

Helen Whitehead, County Library,
Stricklandgate, KENDAL,
Cumbria LA9 4PY
01539 773520

Kirkby Lonsdale library

Mrs S J Boyd, Chapel Lane,
KIRKBY LONSDALE,
Cumbria LA6 2AY
015242 71386

Milnthorpe library

Mrs S Nellist, 19 The Square,
MILNTHORPE
Cumbria LA7 7QJ
015395 63040

Sedbergh library

Main Street, SEDBERGH,
Cumbria LA10 5BN
015396 20186

Ulverston library

Kings Road, ULVERSTON,
Cumbria LA12 0BT
01229 404151

Windermere library

The Librarian, Ellerthwaite,
WINDERMERE,
Cumbria LA23 2AJ
015394 62400

Silverdale library

Emesgate Lane, Silverdale,
CARNFORTH,
Lancashire LA5 0RA
01524 701156

Local press for What's on

Westmorland Gazette

Mike Addison,
The Westmorland gazette,
1 Wainwright's Yard, KENDAL,
Cumbria LA9 4DP
01539 710161
mike.addison@kendal.
newsquest.co.uk
www.thisisthelakedistrict.co.uk

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

Bay View

Mr & Mrs T & D Carter,
3 Mayfield Terrace,
Kents Bank Road,
GRANGE-OVER-SANDS,
Cumbria LA11 7DW
015395 34730
info@bayview-guesthouse.com
www.bayview-guesthouse.com
Mid-day meals delivery service –
delivered to your home, five days
per week (Tues–Sat) and alternate
Sundays, covering Cartmel, Grange,
Kents Bank, Allithwaite, Flookburgh
and Lindale areas. Charge applies. For
same day, order before 10am.

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

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 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 – Kendal

Customer Services, County Offices,
KENDAL, Cumbria LA9 4RQ
01539 713377

kendalssd@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.

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.

Children's Social Care

See 'Adult Social Care'

Day services

Age UK South Lakeland – Day Care Centres

Day Care Co-ordinator, 17 Finkle
Street, KENDAL, Cumbria LA9 4AB
01539 728118

Ageconcernsl@hotmail.com
www.ageconcernsl.org.uk

Day care services for older people at community based day care centres in Grange, Coniston, Ambleside, Barbon and Arnside. This service offers social contact and care for older people, as well as giving a break to their carers.

Applethwaite Green Day Centre

Maureen Davies, Phoenix Way,
WINDERMERE,
Cumbria LA23 1BB
01539 773094

Day centre for older people in residential home.

Bridge House Day Centre

Maureen Davies,
Manorside, Market Street,
Flookburgh,
GRANGE OVER SANDS,
Cumbria LA11 7JS
01539 894320

maureen.davies@cumbriacc.gov.uk
Day centre for older people run in residential home.

Daybreak

Graham Hartley, Kendal Day Centre,
Dowkers Lane, KENDAL,
Cumbria LA9 4HD
01539 741157

Day service (Monday, Thursday and Friday) for people with severe and/or enduring mental health problems. Support staff. Activities can be catered for. Run by Cumbria Care.

Growing Well

Beren Aldridge, Low Sizergh Farm,
Low Sizergh, KENDAL,
Cumbria LA8 8AE
01539 561777

info@growingwell.co.uk
www.growingwell.co.uk
Growing Well provides opportunities for people recovering from mental

health problems to get involved in the running of a six acre market garden, either within our horticultural teams or in our administration activities.

Horticare

John Taylor, 54 Wattsfield Road,
KENDAL, Cumbria LA9 5JN
01539 773518

Horticultural Unit for people with learning disabilities. Part of Kendal Day Services run by Cumbria Care.

Injured Fish

Jon Curry, KENDAL,
Cumbria LA9 5RD
0785 573588

info@Injuredfish.com

Non-residential respite care for people of all ages and needs, outdoor activities on a one-to-one or group basis for half or whole days (or longer if requested), transport and accommodation can be arranged.

Kendal Day Services – Whinfell Centre

Sonia Taylor or Graham Hartley,
Whinfell Centre, Longpool,
KENDAL, Cumbria LA9 6ER
01539 773081 / 721127

whinfell@cumbriacc.gov.uk
Recreational and educational experiences for people with learning disabilities. Run by Cumbria Care.

Kendal Day Centre

Maureen Davies, Dowkers Lane,
KENDAL, Cumbria LA9 4HD
01539 713093

maureen.davies@cumbriacc.gov.uk
Day centre open Monday to Saturday at Kendal Day Centre run by Cumbria Care. Includes Windmill Centre for learning disabilities/special care, Daybreak Group for people with mental health problems and specialist EMI unit Monday–Friday.

Riverview Centre

Gill Fazakerley/Sue McLellan,
Riverview Centre,
Beezon Fields, Sandes Avenue,
KENDAL, Cumbria LA9 6BL
01539 739478/739381
sue.mclellan@icdisability.org

Day care for children and adults with disabilities. Private referrals welcome. Respite for carers (we will support the cared for person whilst carers take a break, in a person's home or by providing day care). Personal, social and domestic support in a person's home or in the community.

Ulverston Day Service

Nancy Douglas, The Portacabin,
Brogden Street, ULVERSTON,
Cumbria LA12 7AH

01229 404031

nancy.douglas@cumbriacc.gov.uk

Community-based day opportunities for people with learning disabilities run by Cumbria Care. Provides work placement, training, activities and care. Alternative email:

UlverstonDayServices@
cumbriacc.gov.uk

Windmill

Hazel Weller, Kendal Day Centre,
Dowkers Lane, KENDAL,
Cumbria LA9 4HD

01539 773513

windmilldayservice@
cumbriacc.gov.uk

Day service for people with severe learning disabilities and physical disabilities. Run by Cumbria Care.

WOSP Whinfell Office Skills Programme

Libby Hill, 27 Allhallows Lane,
KENDAL, Cumbria LA9 4JH

01539 773167

wosp@cumbriacc.gov.uk

Training and job placement services in office systems and information technology. Run by Cumbria Care, offering training and day care services to adults with Learning Disabilities.

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.

See also '**Care Quality Commission**' for details of homes providing day care.

Extra care/ very sheltered

Birthwaite Extra Care Housing

Gordon Aitkin, Phoenix Way,
WINDERMERE,

Cumbria LA23 1DD

01539 717717

Extra Care Housing run by South Lakes Housing Association.

Jenkins Crag Court Extra Care Housing

Jenkins Rise, KENDAL,
Cumbria LA9 6LH

Extra Care Housing run by Impact Housing.

Rowan Court Extra Care Housing

Nina Brunton, Rothay Road,
AMBLESIDE, Cumbria LA22 0EE
01228 633619

Extra Care Housing run by Impact Housing.

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 1DF

01732 779353

andrew.allan@activeassistance.com
www.activeassistance.com

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

Beamsmoor Care at Home

Ms Diane Whitelock,
123/125 Highgate,
KENDAL, Cumbria LA9 4EN
01539 736353

beamsmooruk@yahoo.co.uk
www.beamsmoor.co.uk

Home care service for people living in the community. Services available include: 30min to 24hr personal care, overnights, cleaning, bathing, washing, shopping, companionship. Also Ulverston office at 12 Union Street telephone 01229 588588.

Brancaster Homecare

Joanne Ward
The Pendrill Suite, Cartmel Grange,
Allithwaite Road,
GRANGE-OVER-SANDS,
Cumbria LA11 7EL
015395 36993

Home care provider registered with CQC.

Carewatch (South Cumbria)

Isabel Anne Key,
Wildman House, Yard 127,
Highgate, KENDAL,
Cumbria LA9 4EN
01539 740995

www.carewatch.co.uk

Local branch of national home care provider.

Coniston Care Scheme Limited

Brenda Todd, The Institute,
Yewdale Road, CONISTON,
Cumbria LA21 8DU
015394 41868

Domiciliary care, support at home and sitting services for older people and people with disabilities in High Furness area (Coniston, Torver, Lowick and Hawkshead). Bathing service. Please ring for details.

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.

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.

Cumbria Care Domiciliary Care Service – South Lakes

Rose Gilbert, Kendal Day Centre,
Dowkers Lane, KENDAL,
Cumbria LA9 4HD
01539 713516

District office for Cumbria Care's Home Care Service. Registered with Care Quality Commission. Manages home care in South Lakeland district. People wishing to receive home care from Cumbria Care should enquire through Adult Social Care.

Cumbria View Care Service Ltd. – Kendal branch

Tracy Bean, 16c Market Place,
KENDAL, Cumbria LA9 4TN
01539 735694

dianesmiller@btconnect.com

www.uk-cumbriaviewcare.com

We offer person-centred personal care, respite care, palliative care, shopping, cleaning and other domestic services. Also has offices in Grange-over-Sands on 015395 35450, Windermere on 015394 88244 and Carnforth on 01524 720251.

Cumbria View Care Services Ltd – Windermere branch

Patricia Pape,
Barclays Bank Chambers,
Crescent Road, WINDERMERE,
Cumbria LA23 1EA
015394 88244

Home care provider registered with Care Quality Commission.

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.

J S Quality Care

Janet Spencer, Park Road
MILNTHORPE, Cumbria LA7 7AD
015395 63330

info@jsqualitycare.com

www.jsqualitycare.co.uk

Home care provider registered with CQC.

Lakeland Care and Support Services Ltd.

Marjorie Smyth, 13 Braddyll Terrace,
ULVERSTON, Cumbria LA12 0DH
01229 585693

lakelandcarers@live.co.uk

www.lakelandcarers.co.uk

A professional and progressive domiciliary care service providing individually tailored, person centred packages of care in the home for adults of all ages and all levels of disabilities. A full range of services offered.

Riverview Community Support Service

Susan McLellan, Riverview Centre,
Beezon Fields, Sandes Avenue,
KENDAL, Cumbria LA9 6BL
01539 739478

Home care provider registered with CQC.

South Cumbria Domiciliary Support Service

Mr Janne Greasley,
The Portacabin, Brogden Street,
ULVERSTON, Cumbria LA12 7AH
01228 607632

janne.greasley@cumbriacc.gov.uk

www.cumbria.gov.uk

Support service for people with learning disabilities.

Spinal Homecare Services

Andrew Swanson, 157 Stricklandgate,
KENDAL, Cumbria LA9 4RF
01539 730777

enquiries@spinalhomecare.co.uk

www.spinalhomecare.co.uk

Live in/Live out respite care services. Support for clients with paralysis.

St Gregory's Home Care Ltd.

Deborah Marsden,
50c Market Street, CARNFORTH,
Lancashire LA5 9LB

01524 720189

stgregshomecare@btconnect.com

Home helps, home carers, live in carers and companions, nurses, respite care, 24 hour care, palliative care, re-enablement, care one to 24 hours a day. Alternative telephone number 01539 730343.

The Oaklea Trust

Glyn Rose, Wattsfield House,
Wattsfield Lane,
KENDAL, Cumbria LA9 5HF
01539 735025

enquiries@oakleatrust.co.uk

www.oakleatrust.co.uk

For children and adults with learning disabilities: accommodation, outreach, employment, job training centres, leisure activities.

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.

Total Care

Kay Randle,
Office 302 Riverway House,
Morecambe Road, LANCASTER,
Lancashire LA1 2RX
01524 400522
info@totalcarenw.co.uk

Lancaster based home care provider operates in parts of South Cumbria.

See **'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

Ia Garth Brow

Ms Laura Park, Ia Garth Brow,
KENDAL, Cumbria LA9 5NN
01539 734111
laura.park@oakleatrust.co.uk
www.oakleatrust.co.uk

Residential care for people with learning disabilities.

38 Sandgate

Miss Lesley Watson, 38 Sandgate,
KENDAL, Cumbria LA9 6HT
01539 733465
lesley.watson@cumbriacc.gov.uk

Residential home for people with learning disabilities run by Cumbria Care. Registered with Care Quality Commission for three residential beds.

42a/42b Lowther Park

Miss Emma Wilson,
42a/42b Lowther Park,
KENDAL, Cumbria LA9 6RS
01539 731159
emma.wilson@oakleatrust.co.uk
www.oakleatrust.co.uk

Residential care for people with learning disabilities. Run by the Oaklea Trust.

8 Yealand Drive

Mrs Susan Millington,
8 Yealand Drive
ULVERSTON, Cumbria LA12 9JB
01229 582764
sue.millington@oakleatrust.co.uk
www.oakleatrust.co.uk

Residential care for people with learning disabilities. Run by The Oaklea Trust.

Abbeyfield Silverdale & District Society Ltd

Mrs N. Spedding, Cove House,
Cove Road, SILVERDALE,
Carnforth, Lancashire LA5 0SG
01524 701219
covehouse1@btconnect.co.uk

Residential home registered for 17 residential beds and 5 sheltered housing units. Run by Abbeyfield Silverdale and District Society.

Applethwaite Green

Miss Anne Hutton, Phoenix Way,
WINDERMERE, Cumbria LA23 1BB
015394 62440

Applethwaite Green is a purpose built home set in its own grounds and gardens in a pleasant tree-lined area of Windermere with the village's local shops and amenities a short walk away. For the physically frail or those suffering from dementia.

Brant Howe

Mr Paul Martin Jackson, Fairbank,
KIRKBY LONSDALE,
Lancashire LA6 2DU
015242 71832

Residential Home for older people registered with the Care Quality Commission. Also provides day care. Converted Manor House set in delightful gardens. Brant Howe prides itself on its lovely atmosphere.

Bridge House

Anthony Lyons, Manorside,
Market Street, Flookburgh,
GRANGE OVER SANDS
Cumbria LA11 7JS
015395 58622
bridge.house@cumbriacc.gov.uk

Bridge House is a purpose built residential home set in its own attractive gardens, a short walk from the shops and amenities of Flookburgh village. Private facilities for bathing, laundry etc. for non-residents. Run by Cumbria Care.

Cartmel Old Grammar

Ms Beverley Anne Clarke,
Cartmel Old Grammar, Cartmel,
GRANGE OVER SANDS,
Cumbria LA11 7SG
015395 36868

Residential Home for 19 elderly people registered with the Care Quality Commission.

Croftside

Mrs Shirley Robson, Beetham Road,
MILNTHORPE, Cumbria LA7 7QR
015395 63325

shirley.robson@cumbriacc.gov.uk
Croftside is close to shops and other amenities of Milnthorpe with convenient buses to Kendal. It is a purpose built residential home on two floors with a lift, and was recently refurbished to a high standard. Run by Cumbria Care.

Elmhurst

Mrs Jayne Allonby, Priory Road,
ULVERSTON, Cumbria LA12 9HU
01229 894115
jayne.allonby@cumbriacc.gov.uk

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

Elmsfield House Ltd.

Mr Christopher Wilson, Holme,
Near Milnthorpe, Cumbria LA6 1RJ
015395 63896

Elmsfield House is set in a delightful rural setting close to village amenities and motorway access. We provide a high standard of care for 20 residents

in a very homely atmosphere, and are hopefully extending to 29–30 residents in the near future.

Five Oaks

Mrs Gillian Gibson, Capplerigg Lane, Bonningate, CROOK, Kendal, Cumbria LA8 8JY

01539 821214

Residential home for older people registered with Care Quality Commission. Private living-bedrooms with en suite facilities; lounge; bell system; level surroundings inside and out, conservatory.

Gilling Reane

Ms Julie Ann Smith, Gillinggate, KENDAL, Cumbria LA9 4JB

01539 731040

gillingreane@hotmail.co.uk

Residential Home for older people registered with the Care Quality Commission. Offers responsive and supportive care to individuals needs and preferences. Care for dementia clients over 65 years of age and one person under the age of 65.

Grange Cottage

Mr Michael Frois, Albert Road, GRANGE-OVER-SANDS, Cumbria LA11 7EZ

015395 33122

Residential Home for older people registered with Care Quality Commission. All personal care offered; social and recreational activities; choice of menu; special diets catered for.

Hartland House

Mr Derek Nichols, Beetham Road, MILNTHORPE, Cumbria LA7 7QW

015395 62251

abbeyfieldhh@aol.com

Residential Home for older people registered with The Care Quality Commission. Run by Abbeyfield (Lakeland Extra Care) Society Ltd.

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.

Heversham House

Mrs Isobel Hellena Wales, Heversham, MILNTHORPE, Cumbria LA7 7ER

015395 63769

isabel.wales@btconnect.com

Personally managed by the Proprietor, Mrs Isobel Wales, offering high standards of quality care with an informal environment. Home cooking and special diets catered for. Day care, respite care and long stay.

Holly Bank

Ann Elizabeth Mason-Day – Manager, The Promenade, ARNSIDE, Carnforth, Lancashire LA5 0AA

01524 761277

hollybank@arc-homes.co.uk

www.aegis.co.uk

Residential Home for older adults. Centre of village on level promenade, many rooms enjoy sea views, also single rooms with en-suite facilities. Long or short term care. Respite, convalescence, holidays and day care.

Lindeth College of Further Education

Mrs. Nicola Siobhan Buckley, The Oaks, Lindeth, BOWNESS-ON-WINDERMERE, Cumbria LA23 3NH

015394 46265

awinrow@lindeth-college.ac.uk

Residential College of Further Education for people with Learning Disabilities/difficulties registered with Care Quality Commission. Age range 16–25 years.

Lunesdale House

Mr Christopher David Green, Hale, MILNTHORPE, Cumbria LA7 7BN

015395 63293

Residential Home for older people registered with Care Quality

Commission. Long or short term stays available. All en-suite rooms and superb country views.

Manor Barn

Shelley Louise Stokes, Wattsfield Lane, KENDAL, Cumbria LA9 5HF

01539 739108

shelley.stokes@oakleatrust.co.uk

Residential care for older people with physical or learning disabilities. Run by The Oaklea Trust.

Marsh House

Mr David Tyson, Victoria Road, ULVERSTON, Cumbria LA12 0ER

01229 894114

Marsh.House@cumbriacc.gov.uk

Marsh House is a purpose built residential home, close to the attractive town centre of Ulverston. Local shops and services, park and bus and rail stations are all a short walk away. Run by Cumbria Care. Also provides respite and day care.

Maudes Meadow

Shirley Robson, Windermere Road, KENDAL, Cumbria LA9 4QJ

01539 773092

susan.balderstone@cumbriacc.gov.uk

Maudes Meadow is a purpose built residential home close to Kendal town centre. It is a two storey building with a small garden and a terrace overlooking the town, with the lakeland fells beyond. Run by Cumbria Care.

Oakdene

Mrs Catherine Carradice, 21 Kendal Green, KENDAL, Cumbria LA9 5PN

01539 723396

Residential Home for older people registered with Care Quality Commission. 19 bedded home overlooking quiet green on outskirts of town. Passenger lift. Regular outings. Resident Cat!

Peat Lane House

Mrs Heather Margaret Dixon, Peat Lane House, Sandylands, KENDAL, Cumbria LA9 6LA

01539 773073

peat.lane@cumbriacc.gov.uk

Kendal Accommodation Services offer permanent/long stay and short term/respite residential and domiciliary care services to adults with learning disabilities. Access to services is via Cumbria Adult Social Care. Run by Cumbria Care.

Riverside House

Mrs Janet Sephton, Wattsfield Road, KENDAL, Cumbria LA9 5JL

01539 773090

Riverside House is a purpose built 34 bed residential home set in a quiet residential area with attractive gardens overlooking the River Kent. Close to the shops and amenities of Kendal. Also has a six bedded rehabilitation unit. Run by Cumbria Care.

Silver Howe

Kathleen Mann, Dalton Drive, Sedbergh Road, KENDAL, Cumbria LA9 6AQ

01539 723955

silverhowe@hometrustedcare.co.uk
Residential Home for 30 older people registered with Care Quality Commission. All single rooms with ensuite WC. Short term, day and respite care catered for. Internal lift and wheelchair access.

St Gregory's House

Mrs Tracey Diane Bindloss, Preston Patrick, MILNTHORPE, Cumbria LA7 7NY

015395 67543

tb.stgregorys@btinternet.com

Residential Home for older people registered with Care Quality Commission. Specialising in Dementia care.

The Abbey

Mrs Ann Elizabeth Dent, Main Street, Staveley, KENDAL, Cumbria LA8 9LU

01539 821342

anne.dent@cumbriacc.gov.uk

The Abbey is a two storey, residential home set in its own gardens in the heart of Staveley village in the Lake District. Run by Cumbria Care. We

provide residential care for older adults (aged 65 or over) including respite and meals on wheels.

The Old Vicarage

Alison Adair, Vicarage Lane, Allithwaite,

GRANGE-OVER-SANDS,

Cumbria LA11 7QN

015395 33703

Residential home for older people registered with Care Quality Commission. En-suite rooms. TV points in all rooms. 24 hour care attendance. Individual needs catered for. 13 residential beds + 6 EMI.

The Rookery

Mrs Rose Ann Savage,

Milnthorpe Road, Holme,

CARNFORTH, Lancashire LA6 1PX

01524 782304

Residential care for three older people.

Twin Oaks

Miss Adele Margaret Palling,

Victoria Road, WINDERMERE,

Cumbria LA23 2DL

015394 48994

Residential care for older people. Run by Healthwaite Care Homes Ltd. Registered with Care Quality Commission for 6 beds. Unique personal care – run by registered nurse with 27 years experience.

Westerley

Mrs Elizabeth Lynne Davey,

The Esplanade,

GRANGE-OVER-SANDS,

Cumbria LA11 7HH

015395 32408

www.lpma.demon.co.uk

Care home for up to 29 older people. Registered with Care Quality Commission. Home for Methodist Preachers, widows and dependents. Run by Mutual Aid Homes. Head office 89 High Street, Rickmansworth, Herts.

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

Residential homes with nursing

Boarbank Hall Nursing Home

Sister Eileen Anne Pollard, Allithwaite,

GRANGE-OVER-SANDS,

Cumbria LA11 7NH

015395 32288

Nursing Home registered with Care Quality Commission; Provides post operative care, medical care for older people, respite care, and care for people who are terminally ill.

Cartmel Grange Care Home

Ms Valerie Kendall, Allithwaite Road, GRANGE-OVER-SANDS,

Cumbria LA11 7EL

015395 32028

val.kendall@broncastercare.co.uk

Nursing Home registered with Care Quality Commission. Provides care for people who are terminally ill, medical care for older people, post operative and respite care. Terminally ill, medical, convalescent, frail elderly and dementia. 61 beds.

Heron Hill Care Home

The Manager, Esthwaite Avenue, KENDAL, Cumbria LA9 7SE

01539 738800

Care home with nursing run by Abbey Healthcare Homes Ltd. Has 28 places for older people, 50 places for older people with dementia, four places for adults with dementia and four places for adults with physical disabilities.

Hillcroft (Carnforth) Nursing Home

Mrs Frances Clare Corris, North Road, CARNFORTH, Lancashire LA5 9LU

01524 734433

Nursing Home registered with Care Quality Commission providing 28 beds for the medically ill (elderly) and 38 beds for the mentally infirm, dementia.

Holehird Lake District Cheshire Home

Mr Alan Barton, Holehird,
Patterdale Road, WINDERMERE
Cumbria LA23 1NR
015394 42500

Provides long term, respite and holiday care for physically disabled adults in a beautiful country mansion overlooking the lake and surrounding fells. 24 hour nursing care; recreational facilities; physiotherapist on site, carers also welcome.

Hollow Oak Nursing Home

Mrs Angela Peachey King,
Haverthwaite, ULVERSTON,
Cumbria LA12 8AD
015395 31246

Nursing Home registered with Care Quality Commission providing medical care for older people.

Ingleborough Nursing Home

Sharon Louise Watson,
1 High Street, INGLETON,
Via Carnforth,
North Yorkshire LA6 3AB
015242 41593

Nursing home and residential home for older people. Also provides day care. Member of Registered Nursing Home Association and Investor in People Quality Care With Kindness.

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.

Risedale at Aldingham Nursing Home

Mr Graeme Redshaw,
Aldingham Hall Nursing Home,
Aldingham, ULVERSTON,
Cumbria LA12 9RT
01229 869203

Nursing home registered with Care Quality Commission.

Stonecross Nursing Home

Suzanne Mary Edmondson,
Milnthorpe Road,
KENDAL, Cumbria LA9 5HH
01539 721673

Nursing Home – Homely environment offering frail older people quality nursing care. Long or Short term care.

Summerhill Nursing and Residential Home

Mrs K M J Dean, East View,
KENDAL, Cumbria LA9 4JY
01539 726000

deankath@bupa.com
www.bupa.com

Residential and Nursing Home run by BUPA Care Homes. Accommodation for up to 71 people in 4 units. Provision of care for changing needs from one location.

Swarthdale Nursing Home

The Manager, Rake Lane,
ULVERSTON, Cumbria LA12 9NQ
01229 580149

Provides post-operative care, care for terminally ill people and frail elderly people. 43 medical beds for over 60s and 15 beds dual registered for residential and nursing home care.

Westmorland Court Nursing Home

Mrs Esther Jane Weatherill,
High Knott Road, ARNSIDE,
Cumbria LA5 0AW
01524 761291
westmorland1@btconnect.com

Registered as a residential and nursing home for older people with Care Quality Commission. Provides medical care for older people. Has 12 EMI beds. Quality nursing care provided, good home baked food. Please call for an informal chat or visit.

See '**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

Addaction – Progress2Work

Dave Reeve, White Horse Yard,
39 Stricklandgate, KENDAL,
Cumbria LA9 4LT
01539 742780

kendal@addaction.org.uk
www.addaction.org.uk

Addaction runs Progress2Work, an employment and training advice service to support and help people into education, training and employment across the whole of Cumbria. The service for people aged 18 and 65 who has used or still uses a drug illicitly.

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 is worldwide and 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 to 20 who have been affected by someone else.

Al-Anon Family Support

Miriam Parks
01229 476305

Support for families and friends of alcoholics.

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.

Cumbria Alcohol & Drug Advisory Service – Addictive Behaviours

Angela Chadwick Preece,
Stricklandgate House,
92 Stricklandgate,
KENDAL, Cumbria LA9 4PU
01539 742615

angelac@cadac.co.uk
www.cadac.co.uk

Information, training, structured one to one counselling, Black Box Treatment, Thought Field Therapy, and family support. Working in the areas of alcohol, drug related problems. Open Mon–Thurs 9am–5pm, Fri 9am–4.30pm.

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 Atrreet,
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

CancerCare North Lancs and South Lakeland

Mr Peter Hearne, Slynedales,
Slyne Road, LANCASTER,
Lancashire LA2 6ST
01524 381820

Operates support groups in Kendal, Windermere and Ambleside for cancer patients, those caring for them and those bereaved by cancer.

CancerCare North Lancs and South Lakeland

Mrs. Iona Price,
Lakes Centre, Blackhall Road,
Stramongate, KENDAL,
Cumbria LA9 4BT
01539 735800

admin@cancercare.org
www.cancercare.org

CancerCare aims to provide free support and advice to patients and families facing cancer. Literature, advice, complementary therapies, day care, drop ins, social and recreational services available.

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 & Age UK Community Support – Supporting People Over 50 affected by cancer

Jonathan Ingram
01539 728180

jingram@ageconcernsl.org.uk

We work with organisations and individuals to explore the services available and find out if more are needed. If you would like to volunteer or share your cancer experience to help develop services or build on existing ones, then please contact us.

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,
P O 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

Alzheimer's 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.

Alzheimer's Society South Lakeland Branch

Mrs A M Harvey,
Stricklandgate House,
92 Stricklandgate, KENDAL,
Cumbria LA9 4PU
01539 742631

southlakelandbranch@
alzheimers.org.uk

www.alzheimers.org.uk

Day care at Benson Green Centre, Benson Green, Kendal tel: 01539 727563. Stricklandgate House office open for advice, information and support. Family support worker (early stage information, advice and support), carers support groups and lunch club.

HIV/AIDS

Terrence Higgins Trust

314–320 Grays Inn Road,
LONDON WC1X 8DP
020 7831 0330
Helpline 0845 122 1200
info@ttht.org.uk

www.ttht.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.

Ulverston MENCAP

Mrs J Crockett, 32 Westhill Drive,
ULVERSTON, Cumbria LA12 9NW
01229 585790

Helps fund the Wednesday Club for people 16+ with learning difficulties.

Westmorland MENCAP

Mr G Fell, 18 Kentwood Road,
KENDAL, Cumbria LA9 5JX
01539 723169

Weekly clubs for people with learning disabilities: Tuesday club for children and teenagers and Tuesday evening club for adults with learning disabilities. Westmorland Mencap aims to provide a general "voice" for clients and carers.

See also 'People First' under 'Advocacy'

Mental health problems

Making Space South Lakes

Malcolm Nicholas, Kinta House,
Helme Close, KENDAL,
Cumbria LA9 7HY
01539 735210

malcolm.nicholas@
makingspace.co.uk

www.makingspace.co.uk

Support Workers help carers of people with mental illnesses and respond to their needs. Help, support and information, coping strategies, advocacy, information about medication, help and advice on benefits, help to access available services.

South Lakeland MIND

Dave Stretch, 106a Highgate,
KENDAL, Cumbria LA9 4HE
01539 740591

enquiries@southlakelandmind.org.uk
www.southlakelandmind.org.uk

Counselling by appointment; Drop In Centre Mon, Tue, Thur 10.30am–3pm, and Sun 2pm–5pm. Support offered for emotional problems, anxiety and depression. Also, tel. (01539) 740591.

Ulverston MIND

Carol Burdon, 9 Queen Street,
ULVERSTON, Cumbria LA11 7AF
01229 581578

advice@ulverstonmind.org.uk
www.ulverstonmind.org.uk

Leading mental health charity works for a better life for everyone with experience of mental distress. Provides information and advice, drop in, counselling, social and leisure activities, volunteer and educational opportunities.

See also 'Dementia'

Motor Neurone Disease

Motor Neurone Disease Association

PO Box 246,
NORTHAMPTON NNI 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 Westmorland

Mrs M Brockbank,
1 Lower Castle Park,
KENDAL, Cumbria LA9 7BW
01539 728352

mbrockbank@totalise.co.uk
www.mssociety.org

Provides support for people with Multiple Sclerosis.

Older People/ Age Concern/Age UK

Age UK South Lakeland Information Services

Hugh Tomlinson, 17 Finkle Street,
KENDAL, Cumbria LA9 4AB
01539 728118

admin@ageconcernsl.org.uk
www.ageconcernsl.org.uk

Information services to people aged 55 and over including: Helpline 01539 728180, connecting people to practical help and support, Resource Centre at 17 Finkle Street, Kendal provides information and advice and free internet access.

Age UK South Lakeland

17 Finkle Street, KENDAL,
Cumbria LA9 4AB
01539 728118

Services and activities for people

aged 55 and over including: nail cutting (tel 01539 728118 for appointments), lunch clubs, furniture warehouse (01539 740657) and shops, falls awareness, advice and advocacy, volunteering and monthly newsletter.

Age Concern Ulverston

Mrs C Barnes, 4 Theatre Street,
ULVERSTON, Cumbria LA12 7AQ
01229 586351

aculverston@tiscali.co.uk

Charity shop and tearoom (for over 55's), Drop in centre; and information; office open daily 10am – 4pm and Saturdays 9.30am – 11.30am. Closed Wednesdays. Coach trips (4 per year) and Christmas party are organised.

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

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 – 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.

Deaf Vision – Kendal

Ms Sylvia Shepley, 5 Castle Street,
KENDAL, Cumbria LA9 7AD
01539 773131

sylvia@deafvision.co.uk
www.deafvision.co.uk

Social Work Support/Services, equipment, advocacy, sign language tuition and social club.

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 (free phone)
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
northernquiries@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.

South Lakes Society for the Blind

Margaret McClure, Stricklandgate
House, 92 Stricklandgate,
KENDAL, Cumbria LA9 4PU
01539 742633
info@slsb.org.uk
www.slsb.org.uk

Services for people with sight problems of all ages. Office open Mon–Fri 9.00–4.00. Sight Advice Centre for advice, information and equipment display open Wed 9:30–12:30, Thurs and Friday 9:30–12:30. Other services also available.

South Lakes Talking Newspaper Association

Bruce Carnaffin, 16 Collin Hill,
KENDAL, Cumbria LA9 5TA
01539 720172
bruce.carnaffin@googlemail.com
www.communicate.co.uk/lakes/sltna

A weekly 90 minute audio USB memory stick of local news and information (from the Westmorland Gazette and other sources) for the blind, the visually impaired and those with other disabilities making reading difficult.

Stroke

Stroke Association – Family and Carer Support – South Lakes and Furness

Lisa Kirk/Daisy Lussierfigg,
Office 5, Helm Bank, Natland,
KENDAL, Cumbria LA9 7PS
015395 60995
lisa.kirk@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. The service also helps 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 1DZ
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

Community Minibuses for Hire

Cumbria Community Transport,
Centre 47, 47 Nelson Street,
CARLISLE, Cumbria CA2 5NE
01228 633642

carlisle@cumbriact.org.uk
www.cumbriact.org.uk
“Not for profit” groups and organisations can hire community minibuses through the Minibus Brokerage Scheme. Community minibuses are an accessible, safe and affordable way of providing group travel. Hire on self-drive basis or with a volunteer driver.

Community transport

Community Transport

Caroline Watson, Passenger
Transport Officer (Community

Transport), 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.

Community Transport South Lakeland

Ms K Handley, Stricklandgate House, 92 Stricklandgate, KENDAL, Cumbria LA9 4PU
01539 742637
transportforall@hotmail.com
Voluntary car schemes throughout South Lakeland.

Cumbria Voluntary Social Car Schemes

Gillian McGuigan, 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 McGuigan.

Helpways

Mrs M Bradbury, 12 Parkside Drive, ARNSIDE, Via Carnforth, Lancs LA5 0BU
01524 761934
Provision of transport for hospital, medical, dental and other health services for Arnside residents. Mileage charge to cover costs for volunteer drivers. Requires 24 hours notice.

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
Rural Wheels is a transport service for people in rural areas who either do not have access to or are unable to use a local bus service. Users will be collected from home and taken to their nearest town to attend appointments, access shops etc 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
National Railcards offer 1/3 discount on train travel. Railcards are available for 16–25 (or full-time student aged 26 or over), family & friends, senior citizens, disabled people and HM Forces. Available to purchase for one year and three 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@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/index.htm
Local and National travel information for bus and rail services.

Taxis and private hire

See **Yellow Pages**
See **The Phone Book**
See also '**District Councils**'

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

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