

Directory of Services

Eden

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

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.

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.

Merchant Seaman's War Memorial Society

Mr T Goacher,
Springbok-Radcliffe Alfold,
CRANLEIGH, Surrey GU6 8EX
01403 752555
deborah.burgess@
mswmsociety.org.uk

www.mswmsociety.org.uk
Charity providing housing for single men over 40 years and married couples over 60 years who have served in the Merchant Navy, Royal Navy etc. Low cost accommodation available on Springbok Estate in Surrey. Supported living and holidays.

Royal British Legion – Cumbria & IOM

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

Wide range of caring and support services for eligible ex-servicemen and dependents; support for carers

and the people for whom they care; work with many charities and statutory agencies.

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 IHS
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.

Eden Carers

Cilla Carke, Eden Carers,
Gloucester Yard, Great Dockray,
PENRITH, Cumbria CA11 7DE
01768 890280
enquiries@edencarers.co.uk
www.edencarers.co.uk
Free, impartial and confidential first point of contact for carers to obtain information/support. Raising awareness of carers issues, organise informative/social activities, benefits advice (via DaCE), newsletter, Young Carers Service.

MENCAP Carers Network

Sue Maguire, Office building,
Mardale Road, PENRITH,
Cumbria CA11 9EH
01768 868854
www.mencap.org.uk
Mencap Carers Network provides information, advice and signposting to all family carers supporting an adult relative with a learning disability throughout Cumbria.

Princess Royal Trust for Carers

Unit 14, Bourne Court,
Southend Road,
WOODFORD GREEN,
Essex IG8 8HD
0844 800 4361
info@carers.org
www.carers.org
The Princess Royal Trust for Carers is the UK's leading provider of carers services. Its network of carers centres offers locally emotional and practical support to carers and ensures the carers voice is able to influence local services.

Young Carers – Cumbria County Council

Katie Clarke, Children's Services,
Children's Centre, Moorclose Road,
WORKINGTON,
Cumbria CA14 5AP
07754 330135
katie.clarke@cumbriacc.gov.uk
Katie Clarke is Young Carers Officer working for Children's Services within Cumbria County Council.

Young Carers

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

Carers Emergency Card Scheme

Carers Emergency Card Scheme

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

Respite care/breaks

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

Churches and religious organisations

Churches Together in Cumbria
www.churchestogethercumbria.co.uk

UK Church Directory
www.ukchurch.org

Community support

Befriending

See also 'Age Concern/Age UK'

Churches and religious organisations

See 'Churches and religious organisations'

Volunteering

See 'Employment'

Emergency services

Police

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

Fire Service

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

Ambulance

Dial **999** for emergencies.

Mountain Rescue

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

Employment & volunteering

Department of Work and Pensions

www.dwp.gov.uk

Benefit Enquiry Line (disability benefits) 0800 88 22 00 (textphone 0800 22 06 74). Carer's Allowance Unit 01253 856123. Tax Credits helpline 0845 300 3900.

Jobcentre Plus – Penrith

Miss S M Byrne, Jobcentre Plus, 19–24 Friargate, PENRITH, Cumbria CA11 7QH
01768 242800

www.jobcentreplus.gov.uk.

workingage

Claims for and information about benefits. Also Jobcentre. Enquiries by phone or in person only, can be made at the above address for the Eden area. Minicom 01228 512724 Registered with Typetalk.

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 – Eden

6 Hobson Court, Gillian Way, PENRITH, Cumbria CA11 9GQ
01768 800350

eden@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.

Equipment

Advice

For advice on disability equipment and adaptations, contact:

Advice Centres - you can discuss your equipment or minor adaptation needs with specially trained staff

called 'trusted assessors'. For your local Advice centre, see the list on the Adult Social Care website: www.cumbria.gov.uk/adultsocialcare/services/ot/selfassess.asp or contact your local Adult Social Care office (see 'Adult Social Care')

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

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

British Red Cross Medical Loans

British Red Cross - Carlisle Centre

Shelagh Hickson
Unit 11, Clifford Court, Cooper Way
CARLISLE, Cumbria CA3 0JG
01228 552486

shelaghickson@redcross.org.uk
Our services include medical loan, transport and escort, care in the home, therapeutic care and skin care. Volunteers on duty Monday 1pm to 4pm, Tuesday to Friday 10am to 1pm. 24 hour emergency duty pager number 07623 912340.

Commodities

NHS Choices

www.nhs.uk

See also 'British Red Cross Medical Loans'

Community alarms / telecare / assistive technology

Eden Community Alarms

Mrs K Hetherington,
12 St Andrew's Churchyard,
PENRITH, Cumbria CA11 7YE
01768 890657

eca.admin@btconnect.com

ECA provides care alarms, telecare equipment and support services that assist people to live safely and independently in their own homes.

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

Disability equipment and adaptations

Anchor Staying Put Eden

Suzanne Pealing, Mostyn Cottage,
Friargate, PENRITH,
Cumbria CA11 7XR
01768 890105

stayingput.eden@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 Eden area.

Beejay Mobility Services

Mark Crowther,
The Mobility Centre,
85–87 Euston Road,
MORECAMBE, Lancashire LA4 5JY
0800 16 30 82

mail@bjmlimited.co.uk
www.bjmlimited.co.uk

Sales, service and repair of wheelchairs, scooters, stairlifts, walking frames, commodes, lifting, kitchen and bathroom aids. Adjustable Beds, Rise and Recline chairs, Bath lifts and home nursing equipment.

Dolphin Stairlifts Cumbria

Mr J Clegg, Unit 1E,
Tollbar Workshops, Station Road,
SEDBERGH, Cumbria LA10 5HA
015396 25444

dolphin@jjclegg.f9.co.uk

Friendly, professional installation and maintenance of a wide range of new and reconditioned stairlifts from all the UK's leading manufacturers. We also install home lifts, platform lifts, wheelchair lifts. Based in Cumbria to serve the whole county.

Easibathe

D Cook, Independence House,
Federation Way,
Lancaster Road, DUNSTON,
Tyne and Wear NE11 9JR
0191 4602777

info@easibathe.com
www.easibathe.com

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

Fox & Medcalfe (1980) Ltd.

Mike Sheard, 36 King Street,
LANCASTER, Lancashire LA1 1RE
01524 32933

foxmed@wyrenet.co.uk

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

Lift Able Ltd

Tina Bell, Easter Park,
Teesside Industrial Estate,
THORNABY, Cleveland TS17 9NT
01642 763646/768590

enquiries@liftable.co.uk
www.liftable.co.uk

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

RDK Mobility

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

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

Sound Advice Cumbria

Mrs J Riley, Unit 1, Mostyn Hall,
Friargate, PENRITH,
Cumbria CA11 7XR

01768 895553

Resource Centre for Deaf and Hearing impaired people – drop in demonstration of various equipment. Open Thursday evenings 4–7pm and Fridays 10am–3pm. Support using hearing aids and equipment to help improve clarity of speech.

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, Eden

Mrs Valerie Brook,
Age Concern Eden,
Resource Centre, Sandgate,
PENRITH, Cumbria CA11 7TF
01768 895488

office@ageconcerneden.org.uk

Provide powered scooters, powered and manual wheelchairs for people of all ages who have limited mobility.

Telephones

British Telecom (Age & Disability Unit)

Allison Billington, Post Point 406,
BT, Telephone Exchange,
3/5 Jubilee Street,
BLACKBURN, Lancs BB1 1EP
0800 808 150

allison.billington@bt.com
www.btplc.com/age_disability

Provides telecommunication services and advice for elderly and disabled. Ask for Age & Disability when calling.

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

Alston Ruth Lancaster James Hospital

ALSTON
Cumbria CA9 3QX
01434 381218

Penrith Community Hospital

Bridge Lane
PENRITH
Cumbria CA11 8HX
01768 245555

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
gdskek@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.

Furniture

Impact Furniture Services

Unit 1 Swainsons Yard,
Myers Lane, PENRITH,
Cumbria CA11 9DP
01768 210555
margaret@impacthousing.org.uk
www.impacthousing.org.uk
Reuse/Recycle unwanted household

furniture items. 2nd hand furniture/white goods supplied at low cost to low-income, disadvantaged families. Part of Impact Housing Association.

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

Eden District Council – Housing Office

Mrs A Rodgers,
Eden District Council,
Mansion House, PENRITH,
Cumbria CA11 7YG
01768 212364

anne.rodgers@eden.gov.uk
www.eden.gov.uk

Homeless advice/access to temporary accommodation. Help with private rented accommodation and problems with landlords. Access to local Housing Associations. Advice on home improvements including grants for elderly and disabled people.

Homelessness

See '[District councils](#)'

Housing advice

Cumbria Action for Social Support (CASS)

The Regent – Eden Rural Foyer
Old London Road, Penrith
Cumbria CA11 8JJ
01768 890948 01768 890948
<http://www.cass-cumbria.co.uk/>
CASS offers a range of services throughout North and West Cumbria, which aim to meet the needs of homeless people, those who are threatened with homelessness and those who have other accommodation difficulties. Services include temporary supported accommodation and housing and benefits related advice.

Cumbria Rural Housing Trust

J M Derbyshire, Redhills House,
Redhills Business Park, Redhills,
PENRITH, Cumbria CA11 0DT
01768 210264
email@crht.org.uk www.crht.org.uk
Information and guidance on all aspects of housing to residents of rural Cumbria.

Shelter Cumbria Advice Centre

John Thompson, 10 Kent Street,
KENDAL, Cumbria LA9 4AT
0844 515 1945
cumbria@shelter.org.uk
Countywide specialist housing advice service. Covers all housing problems including homelessness, rent and mortgage problems, disrepair, housing benefit. Provides advocacy and representation, surgeries across the county and represents people at court.

Shelter's Free Housing Advice

Helpline, Ms L Wragg,
PO BOX 1477, Sheffield S1 47Q
0844 515 1140
www.shelter.org.uk
Shelter is an organisation set up to help those who are homeless or have housing problems by way of better access to housing. Shelterline 16 hour, 8am–midnight housing problems helpline on 0808 800 4444 (freephone).

See also 'Homelessness'
See also 'District Councils'

Housing Associations

Abbeyfield UK – Penrith

Mrs Jackie Lunt
Newton House
Newton Road
PENRITH
Cumbria CA11 9EE
01768 864498
Voluntary association providing sheltered housing for nine people in nine flats. Two meals a day provided.

Anchor Retirement Housing

Christine Palmer, Eden Court,
Lazonby, PENRITH,
Cumbria CA10 1BH
01768 898812
Anchor Housing Trust property to rent – flats, sheltered housing. Studio flats, one bed flats, one disabled flat. Communal areas, social activities and Anchor care 24-hour emergency pull-cords. Manager on site.

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.

Brackenber Court

Mrs Lynne Thistlethwaite,
Musgrave Street,
PENRITH, Cumbria CA11 9AT
01768 865380
Anchor Housing Trust – sheltered housing. Mixture of one and two bedroom self contained flats suitable for single people or couples.

Carr-Gomm

Janice Moore, St. George's House,
Salhouse 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.

Croftlands Trust – Castlegate Project

Barbara Sanders, 2–4 Castlegate,
PENRITH, Cumbria CA11 7HU
01768 840455
castlegate@croftlands.plus.com
www.croftlands.org
Substance Misuse Supported Housing Project – six beds plus two move on flats in Eden – 24 hr staff support – managed by Croftlands Trust.

Croftlands Trust – Players Court

Michelle Armstrong, 7 Castlegate,
PENRITH, Cumbria CA11 7HU
01768 868559
pcourt@croftlands.plus.com
www.croftlands.org
Mental Health Supported Housing Project – 12 flats with communal areas – on site staff support available six days a week.

Croftlands Trust – Westbrook Fields

Michelle Armstrong,
Westbrook Fields, Westgarth,
KIRKBY STEPHEN,
Cumbria CA17 4SB
01768 372891
westbrook@croftlands.plus.com
www.croftlands.org
Mental Health Supported Housing Project – 7 flats with communal areas in Kirkby Stephen – on site staff support available six days a week.

Hanover Housing Association

Mrs B Hopkins, Hanover Court,
Brunswick Terrace,
PENRITH, Cumbria CA11 7LJ
01768 863309
bonita.hopkins@hanover.org.uk
Sheltered accommodation for over
60's (or over 55's if they are disabled).
20 Flats. Estate Manager: Mrs Bonita
Hopkins H.Q. (01274 599686). Also
scheme in Appleby.

Home Group Limited

Mr David Fisher, Moor Park,
Crosby, MARYPORT,
Cumbria CA15 6SG
01900 815661
www.homegroup.
Housing Association, providing both
homes to rent throughout Cumbria
for all client groups, adapting
properties for special needs where
necessary and specialist support and
care services through Stonham.

Home Group Limited

Margaret Miller, 2 Bounty Avenue,
Ewanrigg, MARYPORT,
Cumbria CA15 8HY
01900 811430
www.homehousing.org.uk
Local office of Housing Association
providing homes to rent throughout
Cumbria for all client groups, adapting
properties for special needs where
necessary.

Impact Furniture Services

Unit 1 Swainsons Yard,
Myers Lane, PENRITH,
Cumbria CA11 9DP
01768 210555
margaret@impacthousing.org.uk
www.impacthousing.org.uk
Reuse/Recycle unwanted household
furniture items. 2nd hand furniture/
white goods supplied at low cost to
low-income, disadvantaged families.
Part of Impact Housing Association.

Merlin Court

Anne Payne, Merlin Court,
Friargate, PENRITH,
Cumbria CA11 7XW
01768 868070

Anchor Housing Trust – sheltered
housing. 1 bed flats, disabled flat.

Sim Court

Sim Court, PENRITH,
Cumbria CA11 8LL
01768 864385
Eden Housing Association – sheltered
housing. 2 bed house, 2 bed flat,
sheltered units.

The Crescent

Georgina Bracken, The Crescent,
Clifford Road, PENRITH,
Cumbria CA11 8QE
01768 868035
Eden Housing Association – sheltered
housing. 1 bed house, sheltered units.
36 flats (12 1-bed flats and 24 2-bed
flats).

Sheltered housing and extra care

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

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

Supported living

See '**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.

Domestic Violence Advocacy Service – North

01768 892179
Independent Domestic Violence
Advocacy Services offer free
confidential help and support to
anyone living with domestic abuse.

Independent Complaints Advocacy Service (ICAS)

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

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

People First Independent Advocacy

4–6 Oxford Street,
WORKINGTON,
Cumbria CA14 2AH
01900 607208
www.peoplefirst.me.uk
Advocacy group for people with
learning disabilities covering the
whole of Cumbria.

See also '**Citizens Advice
Bureau**'

See also '**Victim Support**'

Bereavement

Careline

Cardinal Heenan Centre,
326 High Road, ILFORD IGI IQP
0845 122 8622

info@carelineuk.org

www.carelineuk.org

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

Compassionate Friends

Ann Hollaway,
Pastoral Administrator,

53 North Street,
BRISTOL BS3 1EN
0845 1232304

info@tcf.org.uk

www.tcf.org.uk

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

Cruse Bereavement

Care Cumbria

Richard Harris, c/o 35 Station Road,
DALTON-IN-FURNESS,
Cumbria LA15 8PL
01229 463496

cumbria@cruse.org.uk

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

Citizen's Advice Bureaux

Eden Citizens Advice Bureau

Mrs Christine McKinlay,
2 Sandgate, PENRITH,
Cumbria CA11 7TP
01768 891503

edencab@cabnet.org.uk

Free confidential legal and general advice service on a wide range of subjects. Home visits for housebound disabled people. Opening times: Penrith Mon, Tues, Thurs 10–4; Alston Mon 12–4; Appleby Wed 1–4. Advocacy service contact 01768 895736.

Complaints

Patient Advice and Liaison Service (PALS)

Pauline Berry, 6 Hobson Court,
Gillan Way, PENRITH,
Cumbria CA11 9GQ
01900 705005

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 –

Penrith Outreach

Kleanth Labo, Eden Rural Foyer,
Old London Road, PENRITH,
Cumbria CA11 8ET
01229 833933

kleanth.labo@cumbriacc.gov.uk

www.cumbria.gov.uk/

communityinformation/cms

Drop-In sessions: Advocacy service in a culturally appropriate approach,

strengthen partnerships and support integration, participate in workshops to raise awareness, translation services. Thursday, 10–4pm.

Support groups

See '**Support groups**' main section.

Victim support

Domestic Violence Advocacy Service – North

01768 892179

Independent Domestic Violence Advocacy Services offer free confidential help and support to anyone living with domestic abuse.

Victim Support North & East Cumbria

Mr W Armstrong,
Penrith Police Station,
Hunter Lane, PENRITH,
Cumbria CA11 7UT
01768 899934

Free and confidential support and advice to all victims of crime; someone to talk to, information on police/court procedures, information on compensation /insurance matters, liaison with other organisations and sources of help.

Welfare rights service

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

Lunch and social clubs

Appleby Evergreen Club

Mrs J M Hodgson,
13 Scattergate Close,
APPLEBY, Cumbria CA16 6TU
017683 53265

Social group meeting – play games of whist/dominos. Small sale of goods brought by members – raffle and bingo. Coach trips organised throughout the year. They have a waiting list.

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.

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

Learning and education

British Institute of Learning Disabilities

Josie Edwards, Campion House,
Green Street, KIDDERMINSTER,
Worcestershire DY10 1JL
01562 723010
j.edwards@bild.org.uk
www.bild.org.uk

Information, training, conferences, publications, consultancy, membership

Caring with Confidence

Carrwood Park, Selby Road,
LEEDS LS15 4LG
0800 849 2349

cwc.info@caringwithconfidence.net
www.caringwithconfidence.net

Sessions, designed by carers for carers, where they can learn skills, get advice and information, talk and share experiences. Fits around people's lives and caring responsibilities. Free of charge for people who look after someone.

Cumbria Adult Education Service

5 Portland Square, CARLISLE,
Cumbria CA1 1PU
01228 227304

adulteducation@cumbriacc.gov.uk
www.cumbriaadulteducation.org

A wide range of learning opportunities in all parts of the county. There are courses for people at all levels and interests, both qualification bearing and

non-accredited, in a wide range of subjects.

U3A – University of the Third Age

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

www.u3a.org.uk

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

Leisure

Arts and theatres

D.ART – Prism Arts

Unit 003,
Warwick Mill Business Village,
Warwick Bridge, CARLISLE,
Cumbria CA4 8RR
01228 564571
office@prismarts.org.uk
www.prismarts.org.uk

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

Eden Arts

Mrs Irene Faith, 1 Sandgate,
PENRITH, Cumbria CA11 7TP
01768 899444
enquiries@edenarts.co.uk
www.edenarts.co.uk
Arts promotion in Eden.

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.

Penrith Players Theatre

The Playhouse, Auction Mart Lane,
PENRITH, Cumbria CA11 7JG
01768 865557

penrith.players@virgin.net
www.penrithplayers.co.uk

The only permanent, member run theatre in Penrith thrives on the commitment of volunteers. Browse our website then come and see what we have to offer – or even come and take part. Opportunities to get involved on stage and behind the scenes.

Quondam Theatre – Plays with songs

The Play Station, Huntley Avenue,
PENRITH, Cumbria CA11 8NU
01768 864513

info@quondam.org.uk
www.quondam.org.uk

Quondam creates and performs original work for small-scale theatre. A good story is fundamental to every production, as is music, which is played live. Includes Dragonfly theatre for people with learning disabilities.

Spinning Yarns – Prism Arts

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

office@prismarts.org.uk
www.prismarts.org.uk

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

Starfish Theatre Company – Prism Arts

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

office@prismarts.org.uk
www.prismarts.org.uk

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

U3A – University of the Third Age

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

www.u3a.org.uk

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

Cumbria Artefacts

www.cumbria-artefacts.org.uk

Cumbria See It Do It

www.seeitdoit.org.uk

See also '**Learning and Education**'

Concessions

Cinema Exhibitors Association Card

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

info@ceacard.co.uk
www.ceacard.co.uk

National scheme to allow a person needing assistance one free ticket for their carer when visiting the cinema. The card is accepted in 90% of

cinemas, including all of the large chains and a lot of the independents too.

See also '**Arts and theatres**'

Holidays

Access Travel Lancs. Ltd.

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

office@access-travel.co.uk
www.access-travel.co.uk

Holidays for disabled people in Europe and Florida.

Eden Mencap Society

Jacqueline Taylor, 19 Little Dockray,
PENRITH, Cumbria CA11 7HL
01768 892014

enquiries@edenmencapsocietyt.co.uk

Promoting the welfare of, and offering support and information to people with learning disabilities and their carers. Provide one-to-one domiciliary care, sessional days and run youth groups and holiday schemes.

H.E.L.P. Organisation

Quate Zhelp,
Haven & British Holidays,
1 Park Lane, HEMEL HEMPSTEAD,
Herts HP2 4YL
0870 2424 300

enquiries@havenholidays.com
www.havenholidays.com

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

Merchant Seaman's War Memorial Society

Mr T Goacher,
Springbok-Radcliffe Alfold,
CRANLEIGH, Surrey GU6 8EX
01403 752555

deborah.burgess@mswmsociety.org.uk
www.mswmsociety.org.uk

Charity providing housing for single men over 40 years and married

couples over 60 years who have served in the Merchant Navy, Royal Navy etc. Low cost accommodation available on Springbok Estate in Surrey. Supported living and holidays.

RADAR

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

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

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

The Bond Hotel

120 Bond Street, South Shore,
Blackpool FY4 1HQ
01253 341218

sales@bondhotel.co.uk
www.thebondhotel.co.uk

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

Vitalise

Alistair Richards,
Shap Road Industrial Estate,
Shap Road, KENDAL,
Cumbria LA9 6NZ
01539 735080

arichards@vitalise.org.uk
www.vitalise.org.uk

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

Leisure and activities

Jubilee Sailing Trust

Paula Sixsmith, Jubilee Yard,
Hazel Road, Woolston,
SOUTHAMPTON,
Hampshire SO19 7GB
02380 449108

paula.sixsmith@jst.org.uk

www.jst.org.uk

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

Lake District Calvert Trust
Mr Sean Day, Little Crosthwaite,
KESWICK, Cumbria CA12 4QD
017687 72255
enquiries@

lakedistrict.calvert-trust.org.uk
[www.calvert-trust.org.uk/
visitlakedistrict](http://www.calvert-trust.org.uk/visitlakedistrict)

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

The Outward Bound Trust
Customer Services,
Hackthorpe Hall, Hackthorpe,
PENRITH, Cumbria CA10 2HX
01931 740000

enquiries@outwardbound-uk.org
www.outwardbound-uk.org
The longest standing and most experienced outdoor personal development training organisation in the UK.

Cumbria Sport
www.cumbriasport.com

Cumbria The Lake District
www.cumbria-the-lake-district.co.uk

Libraries

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

Alston Library
Alston Town Hall, Front Street,
ALSTON, Cumbria CA9 3RF
01434 382244
alston.library@cumbria cc.gov.uk
www.cumbria.gov/libraries

Appleby Library
Mrs C Bainbridge, Low Wiend,
APPLEBY, Cumbria CA16 6QP
01768 812100

Kirkby Stephen Library
Mrs J Scott, 15 Market Street,
KIRKBY STEPHEN,
Cumbria CA17 4QS
017683 71775

Penrith Library
St Andrews Churchyard,
PENRITH, Cumbria CA11 7YA
01768 812100

Shap Library
Linda Newton, Main Street, Shap,
PENRITH, Cumbria CA10 3NL
01931 716644
shap.library@cumbriacc.gov.uk

Local press for What's on

The Cumberland & Westmorland Herald
01768 862313
mail@cwherald.com
www.cwherald.com

The Keswick Reminder
Jane Grave (Editor), Linda Mason (Assistant Editor),
32-34 Station Street,
Keswick, Cumbria CA12 5HF
017687 72140
news@keswickreminder.co.uk
Publishers of The Keswick Reminder newspaper (weekly); advertising/local news; and general printing including design and finishing services.

BBC Cumbria
www.bbc.co.uk/cumbria

Sports

Cumbria Sport
www.cumbriasport.com

Cumbria The Lake District
www.cumbria-the-lake-district.co.uk

See also '**Leisure and activities**'

Meals

Wiltshire Farm Foods
Sean Harvey, Unit J,
East lakeland Business Park,
Gilwilly Industrial Estate,
PENRITH, Cumbria CA11 9BB
01768 899601
penrith@wiltshirefarmfoods.co.uk
www.wiltshirefarmfoods.co.uk
Provision of frozen meals – delivered direct to customer. 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)

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

leslieforneare@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 – Penrith

Customer Services, Friargate,
PENRITH, Cumbria CA11 7NX
01768 812242

penrithssd@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

Alston Day Centre

Staff Nurse Michelle Liptrot,
Alston Cottage Hospital,
ALSTON, Cumbria CA9 3QY
01434 382238

Day Centre for health and social care for older people with 10 places Mon–Fri from 10am–3pm. Transport provided. Provides range of health services, home safety, **Age Concern** activities such as craft, puzzles and games.

Appleby Day Centre

Mrs S Maughan Day Care
Co-ordinator, Resource Centre,
Sandgate, PENRITH,
Cumbria CA11 7TP
01768 863618

Social Day Care for older frail people. 18 places – Tuesday and Friday 9.30am to 4pm. Co-ordinator Mrs J Bevan 017683 51742 (Health Centre). Catchment: 5 miles radius of Appleby. Transport provided.

Edington Centre

D Troughton (mgr), J Conroy &
Deborah Hawkins
Edington Centre, Unit 1,
Gilwilly Rd, Gilwilly Industrial Estate,

PENRITH, Cumbria CA11 9BF

01768 242398

edington.centre@cumbriacc.gov.uk

Day services for people with learning disabilities in Penrith including work placement, training and care. Run by Cumbria Care.

Glenridding Day Centre

Mrs K Abbott, Dalegarth Rooking,
PATTERDALE, Cumbria CA11 0NP
017684 82296

Day Centre for older frail people. ten Places. Monday 10am to 3.30pm. Organizer: Kath Abbott. Catchment: 5 mile radius of Glenridding. Transport provided.

Kirkby Stephen Day Centre

Sue Maughan,
Kirkby Stephen Health Centre,
Silver Street, KIRKBY STEPHEN,
Cumbria CA17 4RB
017683 71538

Day Centre for elderly frail people – 12 places Monday. 10am to 2.30pm. Organiser Pat McHugh. Catchment: 5 mile radius of Kirkby Stephen. Transport provided.

Penrith Day Centre

Susan Maughan,
United Reformed Church,
Lowther Street,
PENRITH, Cumbria CA11 7UW
01768 899606

Day Centre for Older frail people. 18 places. Monday to Friday 10am to 3pm. Catchment: 5 miles radius of Penrith. Transport provided.

Tebay Day Centre (Age Concern Eden)

Sue Maughan Co-ordinator,
Tebay Methodist Church,
Tebay, PENRITH,
Cumbria CA10 3XB
015396 24099

Day Care for frail older people. 12 places. Thursday 10am to 3pm. Catchment: 5 miles radius of Tebay. Transport provided.

Tynefield Drive Day Centre

Liz Royster, Greengarth,
Bridge Lane, PENRITH,
Cumbria CA11 8HY
01228 606395
elizabeth.royster@cumbriacc.gov.uk
Day Centre for frail elderly (EMI)
– weekdays – eight places per day.
10am–4.30pm. Catchment: North
Eden. Transport provided.

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

Extra care/ very sheltered

Lonsdale Court Extra Care Housing

Susan Blaylock, Pategill,
PENRITH, Cumbria CA11 8LD
01768 865257
www.housing21.co.uk
Sheltered and very sheltered housing
complex – support workers on
site 24 hours a day. Housing 21
accommodation 29 flats. Head Office
01494 685200. One rehab flat. Some
domiciliary care to the community.

Rampkin House Extra Care Housing

Liz Harrison, Scattergate Close,
APPLEBY, Cumbria CA16 6XG
01768 861412
Extra Care Housing run by Eden
Housing Association.

Woodlands Extra Care Housing

The Manager
Bridge Lane, Penrith
Cumbria CA11 8GW
01768 867490
scheme.penrith@mha.org.uk
www.mha.org.uk/
Extra care housing in 29 apartments.
Run by MHA Care Group.

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
chord injury. UK’s leading specialist
provider.

Alzheimer’s Society Eden and Keswick

Mrs Angela Harvey,
32 Tynefield Drive,
PENRITH, Cumbria CA11 8HZ
01768 899633
edenandkeswick@alzheimers.org.uk
www.alzheimers.org.uk
Support for people with dementia.

Beacon Homecare Services Ltd.

Mrs Julie Ann Earl, 8 Beacon Square,
PENRITH, Cumbria CA11 8AJ
01768 840086
caremanager@
beaconhomecare.co.uk
Home care provider in Eden District.
All aspects of personal care, respite
care, shopping, cleaning.

Bellcare Domiciliary Care Services Ltd

Georgina Sarah Stott
The Office
Mardale Road, PENRITH
Cumbria CA11 9EH

01768 891900

georgina@bellcare.co.uk
www.bellcare.co.uk

Rated an excellent, three-star service
by CQC. We provide care in service
user’s own homes, ranging from
15-minute well-being visits right
through 24-hour supported living.
For all older and younger adults.

Blake Rigg Care Agency

Muriel Readhead, 79 High Garth,
KENDAL, Cumbria LA9 5NR
01539 624223
blakeriggcare@btopenworld.com
Provide 24 hour live-in care. Personal
care, housekeeping, companionship.

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.

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.

Eden Country Care

Erica Ruth Tarney, Harlea House,
Great Asby, APPLEBY,
Cumbria CA16 6HD
017683 51888

tarneybrock@aol.com

Home care and support at home provider in Eden District. Respite care for short periods and longer periods including 24-hour care.

Assistance with meal-times, personal care, hospital visits, shopping, household cleaning and trips to social events.

Eden Mencap Society

Jacqueline Taylor, 19 Little Dockray,
PENRITH, Cumbria CA11 7HL
01768 892014

enquiries@

edenmencapsocietyt.co.uk

www.edenmencapsocietyt.co.uk

Promoting the welfare of, and offering support and information to people with learning disabilities and their carers. Provide one-to-one domiciliary care, sessional days and run youth groups and holiday schemes.

Homecare Personnel

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

care@homecare-personnel.co.uk

www.hcpersonnel.co.uk

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

Thera North

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

theoffice@thera.co.uk

www.thera.co.uk

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

Upper Eden Home Care Services

Valerie Walsh, Langrigg,
Brough Sowerby,
KIRKBY STEPHEN,
Cumbria CA17 4EG
017683 42672

lesburn58@btinternet.com

Home care provider registered with CQC.

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

2 Newton Road

Mrs Janice Herbert, 2 Newton Road,
PENRITH, Cumbria CA11 9FA
01768 899490

Residential home for people with learning disabilities. Run by The Glenmore Trust. Registered with Care Quality Commission for three beds. 'Respite Service'.

Christian Head

Miss Joanne McDermott,
Silver Street, KIRKBY STEPHEN,
Cumbria CA17 4HA
017683 71429

christian.head@cumbriacc.gov.uk

Residential and day care services for elderly people. Is ideally situated close to all facilities in the picturesque market town of Kirkby Stephen. Run by Cumbria Care.

Cold Springs Park

Mrs Lynne Stanley,
Cold Springs Park,
Scaws Road, PENRITH,
Cumbria CA11 8EY
01768 890360

Residential care services for elderly people, including respite care and day care. Run by BUPA Care First Care Services.

Croft Avenue

Ms Denise Shearer,
Croft Avenue, Wordsworth Street,
PENRITH, Cumbria CA11 7RJ
01768 867155

Residential care services for elderly people including respite care and day care. Run by BUPA Care First Care Services.

Edenside

The Manager,
Holme Street,
APPLEBY-IN-WESTMORLAND,
Cumbria CA16 6QU
017683 51163

cumbria.care@cumbriacc.gov.uk

Long stay and short stay residential services. Day care services. Run by Cumbria Care.

Greengarth

Mrs Susan Jane Tweddle,
Bridge Lane,
PENRITH, Cumbria CA11 8HY
01768 242040

Elderly people's residential home. Run by Cumbria Care.

Grisedale Croft

Ms Sandra Shephard, Church Road,
ALSTON, Cumbria CA9 3QS
01434 381221

Elderly people's residential home. Run by Cumbria Care.

Hazel Bank Residential Home

The Manager
Yanwath, PENRITH
Cumbria CA10 2LF
01768 840021

Residential care and day care for older people.

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.

Meadow View

Jacqueline Douglas, Gullome Holme,
Milburn, PENRITH,
Cumbria CA10 1TL
01768 361030

Residential care provided to one resident with a learning disability.

Morningside

Mr Jeremy Pearson,
4 Newton Road, PENRITH,
Cumbria CA11 9FA
01768 890768

morningside@c-i-c.co.uk

www.c-i-c-@co.uk

A purpose built home for 5 people with learning disabilities. Promoting a community presence and accommodating personal activities in homely atmosphere. Run by Community Integrated Care – Service Manager Mrs Carol Baker 01900 828820.

Stobars Hall

The Manager,
Stobars Hall Residential Home,
KIRKBY STEPHEN,
Cumbria CA17 4HD
017683 71291

stobarshall@thefranklyngroup.com

www.thefranklyngroup.com

The aim of Stobars Hall is to Offer our guests maximum independence in order that they can lead full and varied lives, cared for by trained staff who provide physical, emotional and social support every hour of the day.

The Croft

Mrs Jean Haygarth, The Croft,
Low Wiend, APPLEBY,
Cumbria CA16 6QP
017683 52684

Small home providing residential care for the elderly. Respite and day care provision.

The Haven

Mrs Rowena Gibson, Hackthorpe,
PENRITH, Cumbria CA10 2HT
01931 712155

Residential care for two adult with learning disabilities. Also Respite Residential Care for one adult.

Winters Park –

BUPA Care Homes
The Manager, Pategill Road,
PENRITH, Cumbria CA11 8RG
01768 867939

Residential care services for elderly people, including 24-hour care, respite care and day care. Run by Bupa Care First Care Services.

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

Residential homes with nursing

Barrock Court Nursing Home

The Manager, Barrock Park,
Low Hesket, CARLISLE,
Cumbria CA4 0JS
016974 73765

manager.barrockcourt@aermid.com

Support available 24 hours. Run by Aermid.

Beacon Edge Nursing Home – BUPA Care Homes

Deborah Byrne,
Beacon Edge Specialist Nursing Home, Beacon Edge,
PENRITH, Cumbria CA11 8BN
01768 866885

BeaconEdgeEveryone@Bupa.com

The Home provides specialist Nursing Care for 36 people over 65 years with Dementia and up to five people under 65 years with Dementia. We offer respite care providing certain criteria are met. Run by BUPA care first care services.

Jubilee House Therapy Centre

Alison Appleton, Eamont Park,
Eamont Bridge, PENRITH,
Cumbria CA10 2BN
01768 890009

admin.jubilee@fsnbf.org.uk

www.fsnbf.org.uk

Residential rehabilitation centre for Fire Service and ex-Fire Service personnel with illness or injury. Two-week courses of rehabilitation. Run by the Fire Services National Benevolent Fund.

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.

The Pines Nursing Home

The Manager, The Pines,
Bongate, APPLEBY,
Cumbria CA16 6HN
017683 51503

rmjatpines@aol.com

www.pinesnursinghome.co.uk

Long and short stay residential nursing care for elderly people. Residential day care and combined individual care service packages. Co-owner Mr J L Robson.

Yanwath Care Home

Jane Clarke,
Yanwath, PENRITH,
Cumbria CA10 2LF
01768 862835

a.shewan@virgin.net

EMI Care, Specialist residential nursing care services for elderly mentally ill people.

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

Respite care/breaks

See '**Adult Social Care**'

See '**Carers organisations**'

See '**Residential homes**'

See '**Residential homes with nursing**'

See '**Day services**'

Support groups

Alcohol and drug related problems

Al-Anon Family Groups UK and Eire

Office Manager,
61 Great Dover Street,
LONDON SE1 4YF
020 7403 0888

enquiries@al-anonuk.org.uk
www.al-anonuk.org.uk

Al-Anon offers understanding and support for families and friends of problem drinkers, whether the alcoholic is still drinking or not. Alateen, a part of Al-Anon, is for young people aged 12–20. Call helpline 0207 4030888 10am–10pm daily.

Alcohol Concern

64 Lemn 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

Jenny Bain, South Room,
North Friarage, PENRITH,
Cumbria CA11 7XR
01768 895566

jennyb@cadass.co.uk
www.cadass.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 Atreet,
LONDON E1 3LP
020 7481 7600

tpmail@turning-point.co.uk

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

Arthritis

Arthritis Care

18 Stephenson Way,
LONDON NW1 2HD
0808 800 4050

helpline@arthritiscare.org.uk
www.arthritiscare.co.uk

Arthritis Care North England

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

www.arthritiscare.org.uk

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

Cancer

Gentle Approach to Cancer Association

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

www.gentleapproach.org.uk

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

Macmillan & Age UK Community Support

Moira Gaine
017683 54918

moira.gaine@accarlisleeden.org.uk

Supporting People Over 50 affected by cancer. 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,
PO Box 833, MILTON KEYNES,
Bucks MK12 5NY
0808 800 3333

response@scope.org.uk
www.scope.org.uk

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

Dementia

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 Eden and Keswick

Mrs Angela Harvey,
32 Tynefield Drive,
PENRITH, Cumbria CA11 8HZ
01768 899633

edenandkeswick@alzheimers.org.uk
www.alzheimers.org.uk

Information, advice and support to people with dementia and their carers including: carers support group and one-to-one support, home support, advocacy, day care opportunities in Penrith (Sat/Sun), Keswick (Mon, Tues, Thurs, Fri) and Appleby (Mon, Thurs).

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

Eden Mencap Society

Jacqueline Taylor, 19 Little Dockray,
PENRITH, Cumbria CA11 7HL
01768 892014

enquiries@

edenmencapsocietyt.co.uk

www.edenmencapsocietyt.co.uk

Promoting the welfare of, and offering support and information to people with learning disabilities and their carers. Provide one-to-one domiciliary care, sessional days and run youth groups and holiday schemes.

MENCAP Carers Network

Sue Maguire, Office building,
Mardale Road, PENRITH,
Cumbria CA11 9EH
01768 868854

www.mencap.org.uk

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

See also 'People First' under 'Advocacy'

Mental health problems

Eden MIND

Chris Wood, Rowan House,
St. Andrew's Place, PENRITH,
Cumbria CA11 7AU
01768 899002

Eden Mind Services provide everyday support, an opportunity to talk and

be listened to – and help in building confidence and self esteem for people experiencing mental distress.

Making Space Penrith and Eden

Janice Rycroft,

Beacon Unit, Penrith Hospital,
PENRITH, Cumbria CA11 8JA
01768 866295

Janice.Rycroft@cumbria.nhs.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.

See also 'Dementia'

Motor Neurone Disease

Motor Neurone Disease Association

PO Box 246
NORTHAMPTON
NN1 2PR
01604 250505

Helpline 08457 626262

www.mndassociation.org

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 Edgeware 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.

Older People / Age UK / Age Concern

Age Concern Eden

Mrs Carol Brack,
Barclays Bank Chambers,
Front Street, ALSTON,
Cumbria CA9 3SE
01434 382323
concerneden@yahoo.co.uk
www.ageconcerneden.org.uk

Offers advice, and general helping services for anyone over 50, the elderly and their carers including: Promoting Independence and Prevention service, latest information on a wide range of topics, home visits, advocacy service, lunch club and day centre.

Age Concern Eden

Mrs V Brook, Resource Centre,
Sandgate, PENRITH,
Cumbria CA11 7TP
01768 863618

office@ageconcerneden.org.uk
Services for older and younger disabled people and carers including: information, advice, advocacy, day care, respite, lunch clubs, activities, charity shops, befriending, Shopmobility, winter warmth, fully accessible minibus, Macmillan support.

Age Concern Eden

Susan Hunter,
Shop and Resource Centre,
Market Square, KIRKBY STEPHEN,
Cumbria CA17 4QT
017683 72266

Charitable organisation offering advice, day care and general helping services for elderly people and their carers.

Age Concern Shop Appleby

Pam Kelly, 4 Low Wiend,
APPLEBY, Cumbria CA16 6QP
017683 51679
017683 51679 (Pam Kelly at home)
017683 52819 (Shop)

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. Administers National Key Scheme.

Sensory impairments

Action for Blind People

Head Office, 14/16 Verney Road,
LONDON SE16 3DZ
0800 915 4666
info@actionforblindpeople.org.uk
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.

EVSB – Blind & Partially Sighted

Mr P Bardsley, 1 Mostyn Hall,
Eden Voluntary Society for the Blind
Friargate, PENRITH,
Cumbria CA11 7XR
01768 891724

Support group for visually handicapped people and carers open 11am–3pm Tues only. Grants may be available for the purchase of aids. Computer awareness courses. Social events. Resource Centre for aids for vision impairment.

EVSB – Support Group for People with Dual Sensory Loss
Eden Voluntary Society for the Blind
1 Mostyn Hall
Friargate
Penrith
Cumbria CA11 7XR
01768 891724

Support group for people who have problems with their hearing and their sight and their carers. Meets first Wednesday of the month at EVSB 10am to 12pm. Home visits also available.

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

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

Sound Advice Cumbria

Mrs J Riley, Unit 1, Mostyn Hall,
Friargate, PENRITH,
Cumbria CA11 7XR
01768 895553

Resource Centre for Deaf and Hearing impaired people – drop in demonstration of various equipment. Open Thursday evenings from 4pm–7pm and Fridays 10am–3pm. Support using hearing aids and equipment to help improve clarity of speech.

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

Brokerage – Eden

Barrie Tye – Transport Coordinator,
Newton Rigg College, PENRITH,
Cumbria CA11 0AH
01768 868118

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

Community Transport

Caroline Watson,
Passenger Transport Officer,
The Courts, CARLISLE,
Cumbria CA3 8NA
01228 226725
caroline.watson@cumbriacc.gov.uk
www.cumbria.gov.uk

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

Cumbria Voluntary Social Car Schemes

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

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

Motability

Customer Helpline, Warwick House,
Roydon Road, HARLOW,
Essex CM19 5PX
0845 456 4566
www.motability.co.uk

Charity that can help people with disabilities receiving higher rate mobility component of DLA or War

Pensioners Mobility Supplement to turn their allowance into a car or powered wheelchair or scooter through contract hire or hire purchase schemes.

**Penrith & District
Volunteer Transport**
Mr K Davis, 33 Sandgate,
PENRITH, Cumbria CA11 7TJ
01768 867057

Car scheme for those unable to use public or private transport. Office open 9am–12pm Mon–Thur with answerphone. 48 hours notice required. Single wheelchair vehicle and minibus (for 12 persons plus availability for four wheelchairs) also available for hire.

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 demand responsive transport service for people in rural areas who either do not have access to or are unable to use a local bus service. For appointments, access to shops or to link with bus and train services.

Public transport

National Rail Enquiry Line
08457 484950
www.nationalrail.co.uk
Enquiries about all rail services.

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

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

**NoWcard concessionary
Bus Travel**
NowCard,
Lancashire County Council,
PO Box 9, PRESTON PRI 8RD
0845 058 1096

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

Stagecoach North West
2nd Floor, Broadacre House,
16–20 Lowther Street,
CARLISLE, Cumbria CA3 8DA
0871 200 22 33
[northwest.enquiries@
stagecoachbus.com](mailto: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 **'District councils'**

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

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

如果您希望通过母语了解此信息，
请致电 01228 606060

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

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

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

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