

## LOCAL SERVICES/ORGANISATIONS

Action on Dementia Sunderland is a voluntary organisation which provides support within Sunderland to people who have dementia, their families, carers and friends. They run memory cafes in Sunderland, Houghton-le-Spring and Washington and a lunch club, incl. Tuesday Friendship Group/Lunch Club every Tuesday 10.30am-1pm at The Chesters, Chester Road, Sunderland and a memory café on the first Tuesday of every month at The Chesters: 10am-12.30. Address: c/o Washington Millennium Centre, The Oval, Concord, Washington, Tyne and Wear, NE37 2QD. Tel: Sheelagh Dilworth 07740 111 182 Email: [actionondementiasunderland@gmail.com](mailto:actionondementiasunderland@gmail.com)

Acute Liaison Service: Advice from Learning Disability Nurses about using hospital wards and departments for people with learning disabilities and their carers 0191 5656256 ext. 47146

Age UK Sunderland, Bradbury Centre, Grange House, Stockton Road, Sunderland, SR2 7AQ Tel. 0191 5141131 [www.ageuk.org.uk/sunderland](http://www.ageuk.org.uk/sunderland) Email: [enquiries@ageuksunderland.org.uk](mailto:enquiries@ageuksunderland.org.uk) offers advocacy, benefits/housing/debt advice, dementia support, exercise, social/learning activities, events, IT/computer training, lunch clubs, befriending and mobility/personal aids and appliances

AIM (Autism In Mind) provides low level preventative support to autistic adults and families living with autism. They offer sessions to autistic adults to increase their level of independence, their self-awareness and understanding of autism, supported and facilitated by someone who is on the autistic spectrum. They also offer an outreach service to autistic adults who are unable to attend drop-in sessions but are in need of support. Tel. 5672514/email: [carole@autisminmind.com](mailto:carole@autisminmind.com)/  
[www.autisminmind.com](http://www.autisminmind.com)

Alzheimer's Society, Princess of Wales Centre, Havelock Hospital, Hylton Road, Sunderland, SR4 9AG offers support and information for sufferers and carers of individuals with dementia and Alzheimer's incl. befriending, day care, memory cafes and a carer support group. Tel: 0191 5640890  
[www.alzheimers.org.uk](http://www.alzheimers.org.uk) Email: [sunderland@alzheimers.org.uk](mailto:sunderland@alzheimers.org.uk)

Community Bladder and Bowel Service - Appointments and enquiries: 0191 2834754 Patient enquiries about incontinence pads: 01706 694 795

District Nurses: 0191 5026426

Essence Service, Sir Thomas Allen Centre, Mill Hill Road, Doxford Park, Sunderland, SR3 2ND. Tel: 0191 5221310 [www.ageuksunderland.org.uk](http://www.ageuksunderland.org.uk) Email: [essenceservice@ageuksunderland.org.uk](mailto:essenceservice@ageuksunderland.org.uk)  
Twitter: @ageuksunderland provides support and information to older people who have been diagnosed with dementia and their carers. Carers can meet others in a similar situation at the Carers' Coffee Afternoon at the Sir Thomas Allen Centre on the first Tues of every month: 1-2.30pm.

H.O.P.S (Healing Opportunities) Wellbeing Service, 30 Roker Park Road, Sunderland, SR6 9PG offers complementary healthcare in an accessible venue and free Away Days for Carers which include treatments, classes and a free lunch. Tel: 5483722/ email: [info@healing-sunderland.org.uk](mailto:info@healing-sunderland.org.uk)/  
[www.healing-sunderland.org.uk](http://www.healing-sunderland.org.uk)

Mental Health Matters Helpline - Sunderland: 0800 013 0626 for people with mental health problems, their carers, families and friends

Recovery at Home: for adults living in Sunderland and registered with a local GP who need short-term health and social care support, e.g. people with worsening long-term health problems or who need extra care after being discharged from hospital. Tel: 561 6666

Sunderland Carers Centre, Thompson Park, Thompson Rd, Sunderland, SR5 1SF 0191 5493768  
Website/Facebook/Twitter: [www.sunderlandcarers.co.uk](http://www.sunderlandcarers.co.uk) e-mail: [info@sunderlandcarers.co.uk](mailto:info@sunderlandcarers.co.uk) or [youngcarers@sunderlandcarers.co.uk](mailto:youngcarers@sunderlandcarers.co.uk) offers information and advice, courses on carer-related subjects, support groups and social activities for carers, support at meetings with health, social services and other agencies, a free newsletter and support and activities for both adult carers and young carers up to the age of 25.

Sunderland City Council, Civic Centre, Burdon Road, Sunderland SR2 7DN switchboard tel: 0191 520 5555 Email: [enquiries@sunderland.gov.uk](mailto:enquiries@sunderland.gov.uk) Minicom: (if you have a hearing impairment) 0191 525 0075 Health and wellbeing (enquiries such as social care and concern for welfare, disabled parking badges, concessionary travel passes, sport and leisure) tel: 0191 520 5552 Home and money (incl. welfare rights advice) tel: 0191 520 5551 Life, family and learning (enquiries such as education, families information, fostering and adoption, youth services) tel: 0191 520 5553

Sunderland Counselling Services, 51 John Street, Sunderland, SR1 1QN Tel: 0191 5147007 Website: [www.sunderlandcounselling.org.uk](http://www.sunderlandcounselling.org.uk) Email: [office@sunderlandcounselling.org.uk](mailto:office@sunderlandcounselling.org.uk) offers free counselling and support to adults (over 18) living, working or studying in Sunderland dealing with issues such as bereavement, grief and loss, stress and trauma, depression and anxiety, health related issues, divorce, separation and relationship issues, work problems, victimisation and harassment, rape and abuse. Bereavement Support Group: Monday 2-3.30pm

Sunderland Mind, 14 Norfolk Street, Sunderland, SR1 1EA for individuals, carers and families experiencing emotional or mental health problems. Tel: 0191 5657218 [www.sunderlandmind.co.uk](http://www.sunderlandmind.co.uk)  
Drop-in times: Mon, Weds, Thurs: 10am – 4pm Tues, Fri: 10am – 1pm

Sunderland Psychological Wellbeing Service, Grange Park Clinic, Monkwearmouth Hospital, Newcastle Road, Sunderland, SR5 1NB Self-referral line: 0191 5665454 General enquiry line: 0191 5665450 [www.ntw.nhs.uk](http://www.ntw.nhs.uk) Email: [spws@ntw.nhs.uk](mailto:spws@ntw.nhs.uk) offers a range of free therapies for those over 16 incl. 1:1 counselling for carers, 1:1 couple counselling for depression (where one of the partners has depression), advice about training and employment for people with depression and anxiety, Military Veterans Wellbeing Group and a wide range of self-help classes incl. depression, panic, stress control, anger, PMS, relaxation, sleep and Post-Natal Depression.

Sunderland RVS Stroke Club (07587 025 056) meets every Thurs 1-3pm at Burn Park Methodist Church Hall, Durham Rd, Sunderland. It offers friendship, crafts, trips, conversation, activities, guest speakers, Sit 'n' B Fit and monthly lunches for people who have had a stroke, and supports carers, offering them two hours of respite each week.

## **NATIONAL SERVICES/ORGANISATIONS**

British Heart Foundation Helpline (staffed by cardiac nurses): 0300 333 1 333 [www.bhf.org.uk](http://www.bhf.org.uk)

British Lung Foundation Helpline (staffed by nurses): 03000 030 555 [www.blf.org.uk](http://www.blf.org.uk)

Carersmart (discount scheme for carers and people with care needs): <https://www.carersmart.org/>

Diabetes UK Careline: 0845 120 2960 [www.diabetes.org.uk](http://www.diabetes.org.uk)

Epilepsy Action Helpline offers confidential, personal advice to people with epilepsy and their carers: Freephone 0808 800 5050. Email: [helpline@epilepsy.org.uk](mailto:helpline@epilepsy.org.uk). Text 0753 741 0044. forum4e: a free online community for people with epilepsy and their carers

MS Society – Free MS Helpline: tel. 0808 800 8000. Email: [helpline@mssociety.org.uk](mailto:helpline@mssociety.org.uk)

Silver Line tel: 0800 4 70 80 90/ from a mobile: 0300 4 70 80 90 a confidential, free helpline for older people offering information, friendship and advice for older people, open 24/7.

The Stroke Association: Helpline for stroke survivors and their carers: 0303 3033 100 Email: [info@stroke.org.uk](mailto:info@stroke.org.uk) Website/Facebook/Twitter: [www.stroke.org.uk](http://www.stroke.org.uk) Textphone: 18001 0303 3033 100 Post: Stroke Information Service, Stroke Association, Life After Stroke Centre, Church Lane, Bromsgrove, Worcestershire, B61 8RA

YoungMinds, Suite 11, Baden Place, Crosby Row, London, SE1 1YW [www.youngminds.org.uk](http://www.youngminds.org.uk)  
Parents Helpline: 0808 802 5544 Mon – Fri 9.30am – 4pm General enquiries: 020 7089 5050/ email [ymenquiries@youngminds.org.uk](mailto:ymenquiries@youngminds.org.uk) offers advice for parents/carers worried about the emotional wellbeing and mental health of a child/young person

1MSg campaign for people with MS who are have not seen an MS-specialist in the last year:  
[www.1MSg.co.uk](http://www.1MSg.co.uk)