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tel 0800 389 7671 (freephone)  
email [pals@wiltshire.nhs.uk](mailto:pals@wiltshire.nhs.uk)

## Neurological Conditions Information Booklet 2012

## FOREWORD

You may have been given a recent diagnosis of a neurological condition by a Consultant. You may be a relative or someone who has just been diagnosed; this is a traumatic time for you and your family.

We wish to offer you support at this difficult time and to reassure you that we have dedicated and skilled healthcare professionals here in Wiltshire to help you; we urge you to make good use of them.

You will be desperate for information about this help; this is where the Neurological Conditions Information Booklet comes in.

**The Booklet is for you. It has been written in five discrete sections.**

Section 1 entitled **Where to Start** gives you the essential information about the national neurological charities. If you have not already done so, we strongly advise you to give your specific Association or Society a ring. You will be amazed at the help and support that they can offer you.

We advise you to read the other sections, as your need arises. Section 2 covers **Your Care** including the support available for your Carer. You may be concerned about your finances and returning to work.

If so, refer to Section 3 which is entitled **Finances and Work**.

The final two sections are there to help you get out and about and to have some enjoyment as well. Section 4 is entitled **Getting About** and Section 5 covers **Social Activities**. There is space at the end of this booklet for you to make your own notes.

All information was correct at the point of collation, however if you are aware of any information having changed, please contact NHS Wiltshire via: [www.wiltshire.nhs.uk](http://www.wiltshire.nhs.uk)

Please also be aware that the NHS is undergoing huge change, and during 2012 and 2013 some of the organisations listed in this leaflet may be subject to a change of name or function. All websites and e-mail addresses listed in the leaflet will be maintained for a time beyond the period of change, or will be diverted to the most appropriate replacement destination. We apologise if this causes any difficulties.

We have tried to cover a range of needs, so keep the Booklet available to yourself, your Carer and your family.

**Maggie Rae** | Corporate Director of Public Health and Public Protection

**Darrell Gale** | Consultant in Public Health

NHS Wiltshire and Wiltshire Council. May 2012

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## Section 1 | Where to Start?

### Care Advice and Support

#### Q.1 I have recently been diagnosed with a neurological condition. Where can I get specific advice and support?

Most of the national neurological charities run local support groups. These can be a good place to meet others who are dealing with similar problems and learn from each other of how these can be overcome. There is likely to be a branch in Wiltshire for your specific condition.

A list of condition specific charities, with contact details at the national level, is shown below:

**Brain Injury**  
Headway  
Tel: 0808 800 2244  
[www.headway.org.uk](http://www.headway.org.uk)

**Brain Tumour**  
Brain Tumour UK  
Tel: 0845 4500 386  
[www.braintumouruk.org.uk](http://www.braintumouruk.org.uk)

**The Migraine Trust**  
Tel: 020 7631 6970  
[www.migrainetrust.org/contact](http://www.migrainetrust.org/contact)

**Epilepsy**  
The Epilepsy Society  
Tel: 01494 601 400  
[www.epilepsysociety.org.uk/Homepage](http://www.epilepsysociety.org.uk/Homepage)

**Huntington's Disease**  
The Huntington's Disease Association  
Tel: 01512 983 298  
[www.hda.org.uk](http://www.hda.org.uk)

**Motor Neurone Disease**  
The Motor Neurone Disease Association  
Tel: 01604 250 505  
[www.mndassociation.org.uk](http://www.mndassociation.org.uk)

**MS Trust**  
Multiple Sclerosis Trust  
Tel: 0800 032 3839  
[www.mstrust.org.uk](http://www.mstrust.org.uk)  
Google Map of Services:  
[www.mstrust.org.uk/information/services](http://www.mstrust.org.uk/information/services)

**Multiple Sclerosis**  
The Multiple Sclerosis Society  
Tel: 02084 380 700  
[www.mssociety.org.uk](http://www.mssociety.org.uk)

**Muscular Dystrophy**  
The Muscular Dystrophy Campaign  
Tel: 0800 652 6352  
[www.muscular-dystrophy.org](http://www.muscular-dystrophy.org)

**Myasthenia Gravis**  
Myasthenia Gravis  
Tel: 01332 290 219  
[www.mga-charity.org/web/guest](http://www.mga-charity.org/web/guest)

**Parkinson's Disease**  
Parkinson's UK  
Tel: 0808 800 0303  
[www.parkinsons.org.uk](http://www.parkinsons.org.uk)

**Stroke**  
The Stroke Association  
Tel: 0303 303 3100  
[www.stroke.org.uk](http://www.stroke.org.uk)

**Spinal Injuries**  
Spinal Injuries Association  
Tel: 0800 980 0501  
[www.spinal.co.uk](http://www.spinal.co.uk)

**Progressive Supranuclear Palsy**  
The Progressive Supranuclear Association  
Tel: 01327 322 410  
[www.pspeur.org](http://www.pspeur.org)

**The Alzheimer's Society**  
National Dementia Helpline: 0845 3000 336  
Open: 0830 - 1830 Mon to Fri  
Email: [membership@alzheimers.org.uk](mailto:membership@alzheimers.org.uk)

## Q.2 How can I get an assessment of my care needs?

If you need help with social care (e.g. help with washing and dressing, access to your home or work place), then you or your Carer should contact the [Adult Social Care](#) helpdesk on [0300 456 0111](#) and ask for an assessment of your social care needs.

If you have health care needs, then in the first instance you should contact your General Practitioner. If your GP feels that you need a more specialist assessment, then he/she may refer you to a consultant, a specialist nurse or a therapist.

## Q.3 Where can my Carer get advice and support?

Wiltshire has a very strong Carer's support network with offices in Semington and Salisbury.

[Care Support Wiltshire](#) is there to make the lives of Carers easier by offering advice, training and emotional support. In addition, they organize outings and events for Carers, which are not only most enjoyable, but also enable Carers to meet and help each other.

For further information and advice, Carer's should contact:

[Carer Support Wiltshire](#)  
Independent Living Centre  
St George's Road, Semington  
Trowbridge BA14 6JQ  
Tel: [0800 181 4118](#)  
[www.carersinwiltshire.co.uk](http://www.carersinwiltshire.co.uk)

## Section 2 | Your Care

### *Health and Social Care*

## Q.4 Where can I get information about my condition?

Your consultant should be able to provide you with comprehensive information about your condition. In addition most neurological conditions have a national organisation that represents the interests of people living with that condition.

At the back of the Neurological Alliance booklet ('getting the best from neurological services') are comprehensive contact details for each of these groups.

Their websites provide a range of information and the helpdesk phone numbers for the various neurological charities. See also the list of neurological charities at Question 1.

You can also call [PALS Information Services](#) on [0800 389 7671](#) for further details.

## Q.5 I want to learn more about my condition so I can manage it myself as much as possible. How could I do this?

If you are under the care of a consultant or specialist nursing team, please ask them for information in the first instance.

If you would like more detailed information, [PALS Information Service](#) can research on your behalf please call [0800 389 767](#).

## Q.6 Are there any specialist nurses/clinical specialists for my condition?

The specialist neurological services (Multiple Sclerosis, Parkinson's and Motor Neurone disease) in Wiltshire can be contacted on the numbers below:

- [Neurology Specialist Team \(North Wiltshire\)](#) Tel: [01249 456 592](#)
- [Neurology Specialist Team \(West Wiltshire\)](#) Tel: [01225 711 320](#)
- [Neurology Specialist Team \(South Wiltshire\)](#) Tel: [01722 336 262](#) Ext: [2146](#)

In addition, if you regularly visit a neurology department at one of the local general hospitals, you may be able to get information and advice from the team there:

- [Neurology Specialist Team \(Royal United Hospital\)](#) Tel: [01225 825 556](#)
- [Neurology Specialist Team \(Great Western Hospital\)](#) Tel: [01793 605 946](#)
- [Neurology Department \(Salisbury District Hospital\)](#) Tel: [01722 336 262](#)



### Q.7 How can I access a dietician?

The quickest way to access dietician services in Wiltshire is to ask your GP, your consultant or a specialist nurse to refer you.

### Q.8 How can I access a social worker?

If you need help and advocacy to continue living independently at home, or need support in sorting out problems relating to housing or benefits, then you may benefit from an assessment, advice and support from a social worker.

### Q.9 How can I access a speech and language therapist?

In practice, the majority of referrals are received through GPs. However, [Wiltshire Speech and Language Therapy](#) service also operates an open referral process.

This means that anyone, irrespective of age, language, gender or race presenting with communication difficulty, may refer themselves to [Speech and Language Therapy](#).

If you are unsure how to get referred, please ring one of the following numbers and ask to speak to a speech and language therapist who will be able to discuss your query with you:

[Adult Speech and Language Therapy](#) advice line: 01225 766 161  
(9.00 – 10.00 am on Monday, Wednesday, Thursday and Friday)

Speech and Language Therapy Services:

- [Trowbridge Hospital](#) Tel: 01225 711 300
- [Chippenham Hospital](#) Tel: 01249 456 418
- [Warminster Hospital](#) Tel: 01985 224 724
- [Salisbury District Hospital](#) Tel: 01722 336 262
- [Savernake Hospital](#) Tel: 01672 514 571

### Q.10 How can I access a psychologist?

A range of support is available to people who have a life-threatening illness. As part of this, people may find it helpful to see a clinical psychologist who specialises in helping people and their families cope with the stresses and strains of such illnesses.

Having a serious illness can be difficult to cope with for anyone. Some of these difficulties can be dealt with by the person themselves, with the help of their families, their friends, or possibly with the support of their health care team.

Occasionally, there are particular needs that may require specialist support from a clinical psychologist, who will work with other members of the team supporting you.

### Q.11 How can I access an occupational therapist?

Occupational therapists (OTs) are employed by local health services and also by [Wiltshire Council](#).

If you need simple equipment or advice to enable you to continue to live as independently as possible within your home, then you will need a referral to an occupational therapist employed by [Wiltshire Council](#).

You can refer yourself to this service (as above).

The types of equipment which may be useful are things like perching stools; grab rails, adapted cutlery and dressing aids. The OT will also be able to help and advise about more major equipment or adaptations to your home (e.g. ramps, a wet room, a lift, the layout of your home).

Occupational therapists can also give you advice and guidance on how to manage your condition in the short and long term that does not involve provision of equipment or adaptation to your home; such as how to plan and pace your day so that you do not over-tire.

All this will enable you to stay safe and as independent as possible in your own home, in education or in your place of work.

You can refer yourself to this service by telephoning the [Customer Service Advisers](#) on 0300 456 0111 or email: [customeradvisors@wiltshire.gov.uk](mailto:customeradvisors@wiltshire.gov.uk)

There is always an occupational therapist available during the hours 8.45 am to 5.20 pm if you would like to discuss any issues.

If you are in hospital or have recently been discharged or are experiencing an acute period of illness, you may well see an occupational therapist employed by local health services that will be responsible for your safe discharge back home and your short term or rehabilitation needs.

Your GP or other health professional is able to make referral to this service for you in these circumstances.

### Q.12 How can I access palliative care services?

[Palliative Care](#) aims to help patients with life-threatening or life limiting illnesses, and their families to achieve the best possible quality of life to ensure that people live well until the end of their life.

Palliative treatment is not curative but aims to maximise quality of life which might include the following:

- Helping you to live as actively as possible
- Taking account of your emotional, social and spiritual needs, alongside your physical ones
- Supporting you and your family in coping with your illness and the choices you wish to make
- Providing good relief from pain and other distressing symptoms

GPs, community nursing teams and hospitals are extremely experienced and well qualified to care for people at the end of their life.

However, some people may have complex needs which require services from the specialist palliative care teams.

It is often useful to make this referral early in your disease so that you can meet members of the team and find out what they can offer before your need arises.

Specialist palliative care services are based at:

[Dorothy House Hospice](#)  
Winsley, Bradford-on-Avon  
BA15 2LE  
Tel: 01225 722 999

The services based at [Dorothy House](#) cover all of West Wiltshire and part of North Wiltshire, including Chippenham, Malmesbury, Calne, Corsham, Melksham, Trowbridge, Bradford-on-Avon, Westbury and Warminster.

Patients can be referred to [Dorothy House](#) either by their GP, community/district nurse or by hospital staff.

[Salisbury Hospice](#)  
Salisbury District Hospital  
Salisbury SP2 8BJ  
Tel: 01722 425 113

The [Salisbury Hospice](#) provides specialist palliative care services in South Wiltshire, including Salisbury, Amesbury, Tidworth, Mere, Devizes, Wilton and Whiteparish.

Patients can be referred to [Salisbury Hospice](#) either by their GP, community/district nurse or by hospital staff.

[Prospect Hospice](#)  
Moormead Road  
Wroughton SN4 9BY  
Tel: 01793 813 355

The services based at [Prospect Hospice](#) covers the east of the county and part of the north, including Marlborough, Pewsey, Wroughton, Wootton Bassett, Purton, Cricklade and the whole of Swindon.

Patients can be referred to [Prospect Hospice](#) either by their GP, community/district nurse or by hospital staff. The above telephone numbers are for patients as well as professionals and are patient advice lines.

### Q.13 How can I access a physiotherapist?

Access to physiotherapy is made with a referral from your consultant, GP or other healthcare professionals. The referral will go via [Access to Care](#) where it will be forwarded on to the nearest neighbourhood team.

You will then be assessed and any necessary follow up treatment may be in your own home or in the nearest [Physiotherapy Department](#).

There are 7 neighbourhood teams covering the county:

- Devizes and Savernake Neighbourhood Team
- Malmesbury Neighbourhood Team
- Salisbury City Neighbourhood Team
- Wilton and Amesbury Neighbourhood Team
- Warminster Neighbourhood Team
- Chippenham, Calne, Corsham and Box Neighbourhood Team
- Melksham and Bradford-on-Avon Neighbourhood Team

### Q.14 How can I access the orthotics service?

The [Orthotics Service](#) (sometimes known as the Surgical Appliance Service) is responsible for the assessment and supply of equipment and appliances such as insoles, adapted shoes, leg splints and wrist supports.

It can also be something more complicated such as a brace or calliper, depending on your individual needs. Referral routes vary, and referral to the service may be made by a physiotherapist, occupational therapist or your GP or consultant.

### Q.15 How can I get help with care for my feet?

The [Podiatry Service](#) is an NHS service for anyone who has an identified medical and/or podiatry need for their feet. All referrals are made by your GP, who will contact the nearest clinic.

The clinic will issue an appointment for initial assessment on the basis of medical and/or podiatry need (age is not a criteria). A treatment plan will be arranged at this meeting.

Clinics are held at sites across Wiltshire:

Amesbury Health Centre, Calne Health Centre, Chippenham Hospital, Corsham Health Centre, Devizes Hospital, Ludgershall Health Centre, Malmesbury Primary Care Centre, Melksham Hospital, Salisbury Central Health Clinic, Tisbury Surgery, Trowbridge Hospital, and Warminster Hospital.

A limited home visit service can be arranged where essential.

Patients new to the service will be offered a first assessment appointment. Patients who have a clinical need for on-going podiatry treatment will be issued with an appointment card. [The Podiatry Department](#) also provide and fit insoles that may help foot function and can advise footwear.

Where there is a practical difficulty (e.g., if you cannot reach to cut your toe nails), rather than clinical need, patients are referred to the [Best Foot Forward Project](#).

The four aspects of foot care provided by [Best Foot Forward](#) are:

- Toenail cutting
- Filing of toenails
- Bathing of feet
- Application of cream to your feet

The service is provided in your own home by trained foot care workers. All service users have their own Foot Care kit, obtained from the foot care worker, to reduce the possibility of cross infection from other clients' feet. There is a fee, dependent on assessment.

All referrals must be through a health professional - please do not contact the service direct.

#### Q.16 Is there anyone who can co-ordinate my care?

Individuals who have a long term condition that is impacting on their ability to manage their daily lives can be provided with a care coordinator.

This person will be professionally registered and could work for either the [NHS](#) or [Social Services](#). If you do not already have a care coordinator and would like one then contact either your GP or [Adult Help Desk](#) at the [County Council](#) by calling [0300 456 0111](#).

If you are in regular contact with a specialist nurse or therapist, they should have the overall picture about the care that you are receiving, and will be able to liaise with other health professionals as required.

You or your Carer may refer yourself to a social worker by contacting the [Wiltshire Council Adult Social Care](#) helpdesk on [0300 456 0111](#).

#### Q.17 How can I access specialist continence services?

For professional advice on adults with continence problems call the [Continence Service](#) on [0172 232 3196](#).

Disabled Toilet Keys are available from AgeUK who sell two different types of keys, often known as Radar Keys, which can be used to access the 7000 disabled toilets located across the UK. Tel: [0800 849 8032](#).

#### Q.18 How do I get a wheelchair? Will I have to pay for it?

If you need a wheelchair for long-term use (more than six months) and have a permanent disability, ask your GP to refer you to the [Wiltshire Wheelchair and Special Seating Service](#).

This Service provides wheelchairs, pressure cushions and special seating to the residents of Wiltshire. Clients must meet eligibility criteria based on clinical need. Assessments can be undertaken in your home if necessary.

All wheelchairs issued are provided on long-term loan and are maintained free of charge. The Service operates a voucher scheme which contributes to the cost of a wheelchair of higher specification, if needed. The service is only for long term or permanent wheelchair users.

If a wheelchair is required occasionally please contact [Red Cross, Independent Living Centre](#), Semington on [01380 871 007](#). They can also provide you with a list of retailers who offer wheelchairs for hire, but they are unable to make recommendations.

If you need a wheelchair for short term use e.g. following discharge from hospital the occupational therapist can access one for you or the hospital discharging you.

If, having undergone your assessment, you find that you are not eligible for a wheelchair from the above services, and have to buy one, please contact either the [Independent Living Centre](#) or [The Great Western Hospital](#) or [PALS](#) on [01793 605 190](#) for advice on suppliers and help with funding if needed.

#### Q.19 I am finding it increasingly difficult to do simple things like answering the door, switching on the television and lights. Can I get help?

You can request an assessment for getting environmental controls fitted within the home, by making contact with the [Adult Social Care](#) advice and information desk at [Wiltshire Council](#) on [0300 456 0111](#) or through your occupational therapist, if you already have one.

#### Q.20 Who should pay for tubing and consumables within my home?

If you require these items to meet an assessed clinical need they will be provided by the [NHS](#). The source of the items will vary depending on the item, but if you have any queries you should discuss them with your community nurse or therapist or with your GP.



## Q.21 Am I eligible for free prescriptions?

You can get free NHS prescriptions if, at the time the prescription is dispensed, if you:

- Are 60 or over
- Are under 16
- Are 16-18 and in full-time education
- Are pregnant or have had a baby in the previous 12 months and have a valid maternity exemption certificate
- Have a specified medical condition and have a valid medical exemption certificate.

For all of the conditions below, the GP will need to sign the exemption certificate:

- Permanent fistula (e.g. caecostomy, colostomy, laryngostomy or ileostomy)
  - A form of hypoadrenalism (e.g. Addison's Disease) for which specific substitution therapy is essential
  - Diabetes insipidus and other forms of hypopituitarism
  - Diabetes mellitus, except where treatment is by diet alone
  - Hyperparathyroidism
  - Myasthenia gravis
  - Myxoedema (that is, hypothyroidism requiring thyroid hormone replacement)
  - Epilepsy requiring continuous anti-convulsive therapy
  - A continuing physical disability which means they cannot go out without the help of another person
  - Cancer – patients who are undergoing treatment for cancer, the effects of cancer or the effects of cancer treatment are entitled to a medical exemption certificate which allows them free prescriptions.
- Hold a valid war pension exemption certificate and the prescription is for your accepted disability
  - Released prisoners with a prescription issued by a prison site
  - You are an NHS inpatient

You are also entitled to free prescriptions if you have a valid HC2 certificate full help with health costs – NHS low-income scheme: [www.nhsbsa.nhs.uk/1125.aspx](http://www.nhsbsa.nhs.uk/1125.aspx) or if you receive either:

- Income Support
- Income-based Jobseeker's Allowance
- Income-related Employment and Support Allowance
- Pension Credit Guarantee Credit

If you get Working Tax Credit or Child Tax Credit, you (and your family) may be entitled to help with NHS health costs. If you are entitled you will be automatically sent a NHS Tax Credit Exemption Certificate. For more details please see [www.nhsbsa.nhs.uk/1040.aspx](http://www.nhsbsa.nhs.uk/1040.aspx)

## Q.22 I seem to be waiting a long time for assessments/appointments. Is there any way I can speed these up?

If you feel that you have been waiting a long time for an adult social care occupational therapist or social work assessment you may like to contact the [Adult Social Care](#) advice and information desk on [0300 456 0111](tel:03004560111).

The help desk is the first point of contact for social care referrals and the customer service advisers should be able to help with regard to waiting times for assessment. Please contact a customer adviser if your situation changes whilst you are waiting to be seen by a social care professional.

If you are waiting for an outpatient appointment with a hospital consultant, and it is your first appointment, you should speak to your GP in the first instance. With the help of your GP you may be able to choose an alternative hospital with a shorter waiting time.

If you have already been seen as an outpatient and are waiting for a follow-up appointment and think that this is taking too long you may like to contact the secretary of the consultant that you have already seen.

## Q.23 Who would help me record an advance decision to refuse treatment (ADRT)?

[NHS Wiltshire](#) is currently developing an Advance Directive (Living Will) which will cover all conditions. At present, however, it is best to seek advice from the health professional leading your care.

In addition, some of the neurological support organisations have information about ADRT which can be sent to you or downloaded from the internet, e.g. the Motor Neurone Disease Association (MNDA) produces a very good standard form on which you can record any advance decisions to refuse treatment.

If you would like a copy, contact MND Connect on [08457 626 262](tel:08457626262).

The charity [Age UK](#) [www.ageuk.org.uk](http://www.ageuk.org.uk) have a series of useful fact sheets, including one on advanced decisions, which will give additional information.

### Supporting papers

#### Life Book

The 'Life Book' is a free booklet, available from [Age UK](#) where you write important and useful information about your life, from who insures your car to where you put your Will and the TV licence. [www.ageuk.org.uk/cymru/home-and-care/home-safety-and-security/lifebook](http://www.ageuk.org.uk/cymru/home-and-care/home-safety-and-security/lifebook)

#### Planning for your future care

NHS End of Life care Programme, University of Nottingham and The National Council for Palliative Care. [www.endoflifecareforadults.nhs.uk/publications/planningforyourfuturecare](http://www.endoflifecareforadults.nhs.uk/publications/planningforyourfuturecare)

#### Q.24 I cannot access my dentist's surgery anymore. Where can I get NHS dental care in an accessible setting?

Details of local dental services and particularly those with accessible facilities and those dentists willing to provide domiciliary dental services can be found by contacting the [Wiltshire Dental Helpline](#) on 08454 220 505.

If you are unable to find a high street dentist who can provide the correct facilities for you, the [Special Care Dental Service](#) may be able to help you.

The service has staff trained to provide dental care to people with additional needs and can provide dental care in DDA compliant surgeries with adapted equipment to help you transfer to the dental chair if mobility is an issue for you.

The service cannot provide care for all with long term conditions, as the service specialises in treating people with complex needs and if you are able to attend your normal dentist, this is still the best place for you to go.

Access to the [Special Care Dental Service](#) is by referral. Your own dentist, your GP or any other health care professional can refer you into the service. On referral you will be assessed and given an appointment for either treatment in one of the clinics, or if necessary a home visit can be arranged.

More information on the [Special Care Dental Service](#) can be found on our website: [www.wiltshire.nhs.uk/Dentistry](http://www.wiltshire.nhs.uk/Dentistry) or by telephone: 01672 517 431.

Normal NHS dental charges and exemptions apply to people accessing the special care service.

### Personal Care

#### Q.25 What equipment should be provided through health and social care services?

Some equipment may be provided after an assessment of your needs by an occupational therapist, or if it is simple equipment or adaptations, by a customer co-ordinator.

This may include bathing aids and grab rails or other personal care aids. To make a request for assessment please contact the [Adult Social Care](#) helpdesk on 0300 456 0111 or talk to your GP or specialist nurse.

If you are already in contact with your neighbourhood team, members of that team may be able to provide equipment that will enable you to continue to be cared for at home, for example, a hospital bed or commode.

#### Q.26 Is there anywhere I can go to try out equipment (e.g.) bath lifts, clos-o-mat toilet before I buy it?

The right equipment can make a big difference to your ability to live independently in your home. It's a good idea to get specialist advice from an OT and to try out equipment before you buy it.

[Living Centres](#) offer the chance to try out a wide range of equipment. They offer free independent advice about what products are available, how much they cost and where to get them.

##### [Independent Living Centre](#)

St George's Road, Semington

Wiltshire BA14 6JQ

Tel: 01380 871 007

E-mail: [welcome.ilc.semington@googlemail.com](mailto:welcome.ilc.semington@googlemail.com)

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

The Centre is open Monday to Friday, 9.00 - 4.30, by appointment only.

The [Disabled Living Foundation](#) helps older and disabled people find equipment to enable them to live independently in their own homes. Their services include:

- A helpline service, which answers queries about equipment
- An equipment demonstration centre, where you can try out equipment and get advice from occupational therapists and physiotherapists
- A range of online factsheets to help you choose equipment, including stair lifts, hoists, scooters and household equipment

The [Foundation](#) has also launched an online service to help choosing products around the bathroom, bedroom, stairs and telecare. The 'Living made easy' website provides free impartial information on all products available in the UK. [www.livingmadeeasy.org.uk](http://www.livingmadeeasy.org.uk)

### Q.27 Can I receive free continence aids?

Continence products (e.g. pads) may be provided following individual continence assessment, if the individual fits the criteria for supply. Assessments are carried out by a specialist nurse in the [Continence Clinic](#), or, if you are housebound, your community nurse can visit you at home.

The [Continence Clinic](#) can be contacted on 01722 323 196

### Q.28 Where can I get a stair lift or a through floor lift?

If you feel that you may need a lift, it is recommended that you first seek the advice of an occupational therapist. He/she will be able to assess your needs fully and advise you whether this is the best option for the longer-term, depending on your diagnosis and abilities. This may be a stair lift or a through floor lift.

Some people may be eligible for a Disabled Facilities Grant towards the cost of installing a lift. Your occupational therapist would be able to advise you on the process for applying for this.

Stair lifts can be obtained from a number of local suppliers. [The Independent Living Centre](#) on 01380 871 007 or a [Customer Adviser](#) on 0300 456 0111 can give you a list of retailers.

### Q.29 How do I get help with housework, gardening, and simple DIY and larger adaptations?

Within the county of Wiltshire, there are a number of home improvements agencies. They offer advice and practical assistance with household repairs and adaptations for older and/or disabled homeowners.

They can help with minor repairs and odd jobs. They can also supply and fit a range of minor adaptations to support independent living approved by the [Community and Adult Care Directorate](#).

If you are a Housing Association tenant, your Landlord may be able to help with some gardening. Alternatively contact the [Home Improvement Agency](#) or [AgeUK](#) to ask what is available in your area.

For a list of agencies that can help with housework, contact a [Customer Adviser](#) at [Wiltshire Council](#) on 0300 456 0111.

[Ridgeway Care & Repair](#) provides advice and practical help with home adaptations, improvements and repairs. This helps older, vulnerable or disabled people to remain living in their own home in comfort and safety. Visit their website: [www.ridgewaycommunity.org.uk/services/ridgeway-care-repair](http://www.ridgewaycommunity.org.uk/services/ridgeway-care-repair)

### Q.30 Does my Carer have to register as my Carer?

Your Carer should register as your Carer with his/her GP.

The GP surgery will have a Carers Register that should identify him/her as your Carer and alert the surgery to his/her health needs.

### Q.31 Can my Carer have a Carer's assessment of his/her needs?

Once your Carer has been registered as a Carer he/she can be referred to an occupational therapist. Any Carer, whether registered with GP or not, can request a Carers assessment by the council – this will not necessarily be by an occupational therapist.

The OT would then carry out a Carer Assessment of his/her needs and report back with recommendations. During the assessment, your Carer will be able to discuss how they feel about caring with a healthcare professional.

### Q.32 Is there any way my Carer can have training in moving and handling and first aid?

[Carer Support Wiltshire](#) administers training courses. For further information contact:

[Carer Support Wiltshire](#)  
Independent Living Centre  
St George's Road, Semington  
Trowbridge, Wiltshire BA14 6JQ  
Tel: 0800 1814118  
[www.carersinwiltshire.co.uk](http://www.carersinwiltshire.co.uk)

### Q.33 How can my Carer get a break from caring for me?

It is important that Carers take a break, which enables them to maintain their caring role. For further information and advice, Carers should contact [Carer Support Wiltshire](#) (as above) or:

[Wiltshire Medical Services](#)  
Fox Talbot House,  
Greenways Business Park,  
Bellinger Close,  
Chippenham,  
Wiltshire SN15 1BN  
Tel: 01249 454 000

If the Carers assessment has identified that your Carer needs a longer break, there may be a number of options available to ensure that you will continue to receive care whilst she/he takes that break.

If you have a family member, partner or friend who looks after you on an unpaid basis, they may be eligible for additional support to help you in your caring role. There are lots of different types of support available including regular short breaks for Carers. This support can be accessed through an assessment of your Carer's needs – for more information call [Wiltshire Council](#) on 0300 456 0111.

If the person who looks after you is eligible, then they could receive either money to buy their own support or their support will be organised for them.

#### Q.34 Do I have any choice in home care workers who come to the home?

You may have a home care worker provided directly by the [Community and Adult Care Directorate of Wiltshire Council](#).

Whilst they cannot guarantee you a choice of provider, if you have a particular preference, they will try to accommodate you. They will also do their best to provide services that fit in with your way of life and your cultural needs.

You may undergo a financial assessment for your eligibility for free care either in your home or for residential care.

If your assets are worth less than £14,250, the state will pay all your costs. If you have capital of between £2,250 and £14,250 you will be expected to make some contribution. If you have assets of more than £23,250 then you are not eligible for help with care fees. These figures are correct as at July 2011, but are subject to change.

Following the financial assessment, you may be eligible to have Direct Payments under the Direct Payments Scheme, you are given a sum of money so that you can buy in the care that you need directly.

In this way, you may be able to recruit Carers yourself. If you would like to find out more about Direct Payments, contact the [Adult Social Care](#) helpdesk at [Wiltshire Council](#) on 0300 456 0111.

Alternatively, you may pay for a home Carer that is provided through an agency. Again if you have any preferences or concerns, you should discuss this with the agency in the first instance.

All home care agencies in England are regulated and inspected by the [Care Quality Commission](#) (CQC). This guarantees you certain minimum standards of care.

#### Q.35 What call systems are available for people in their own homes?

[CareConnect](#) is a social alarm service provider and is part of the Department of Neighbourhood and Planning within [Wiltshire Council](#).

It provides services to all areas within the County. [CareConnect](#) is a caring community alarm service which monitors and responds to emergency alarm calls 24 hours, 7 days a week, providing round the clock security.

You can contact [CareConnect](#) as follows:

[Salisbury CareConnect](#)  
1 Barrington Road, Bishopdown  
Salisbury SP1 3JB  
Tel: 01722 413 833  
Email: [careconnect@wiltshire.gov.uk](mailto:careconnect@wiltshire.gov.uk)

#### Q.36 What support is available for people who are bereaved?

People can have quite different experiences when they lose someone close to them and so there is a range of support locally.

You can talk to your local GP, community nurse, hospice nurse or social worker if you have one.

Alternatively you can call [CRUSE](#) on 01793 619 933 (Swindon), 01761 417 250 (Bath & District), 01732 411 938 (Salisbury & District) a specialist bereavement charity that [NHS Wiltshire](#) supports locally.

##### [WAY - Widowed & Young](#)

Young widowed men and women across the UK married or not, with children and without, there to support you after your loss. [www.wayfoundation.org.uk](http://www.wayfoundation.org.uk)

[NHS Wiltshire](#) has written a helpful booklet that should be available from your local library, GP surgery or community nurse; alternatively you can find it at [www.wiltshire.gov.uk/eolc-bereavement-book-nhs-wilts.pdf](http://www.wiltshire.gov.uk/eolc-bereavement-book-nhs-wilts.pdf)

## Section 3 | Finances and Work

### *Finance and Forward Planning*

#### Q.37 I am now off sick from work due to my disability and cannot afford my rent. What can I do?

Housing and Council Tax Benefit is available to help people who can no longer afford their rent and council tax.

Eligibility criteria are complex, however, anyone with a limited income (even if you or your partner is working full time) and savings of less than £16,000 can apply for help (this figure may change).

The scheme is administered by [Wiltshire Council](#) and you should contact them for an information pack and an application form.

#### Q.38 What benefits may I be entitled to?

There is a whole array of benefits which you may be entitled to and this depends on individual circumstances.

Those people with a disability will usually claim one or more of the following:

- Disability Living Allowance
- Attendance Allowance
- Severe Disablement Allowance
- Carers Allowance

Rules are complex and some benefits are paid at different rates depending on the extent of your disability.

Your entitlement to one benefit can also be affected by other benefits you may be claiming.

It is always worth seeking independent advice and we would suggest you contact [Wiltshire Citizens Advice Bureau](#) on 0844 375 2774 in the first instance for comprehensive advice and assistance, or call the [Benefits Advice Line](#) on 0800 055 66 88.

In addition to the above benefits there are a range of others designed to support people on low incomes including:

- Income Support
- Income Related Job Seekers Allowance
- Housing Benefit
- Council Tax Benefit
- Employment Support Allowance
- Working Tax Credit
- Pension Credit
- Child Tax Credit

#### Q.39 What parts of my care will be free?

In general, all health services (apart from prescriptions, dentistry and opticians' services) are free. In contrast, there is a charge for some social care services, depending on your ability to pay.

If you have significant or complex health needs, you may be eligible for [NHS](#) continuing healthcare (CHC) funding. This is the name given to a package of care which is arranged and funded solely by the [NHS](#) for individuals outside of hospital who have ongoing healthcare needs.

You can receive continuing healthcare in any setting, including your own home or a care home.

[NHS](#) continuing healthcare is free, unlike help from social services for which a financial charge may be made depending on your income and savings.

In your own home, this means that the [NHS](#) will pay for healthcare (e.g. services from a community nurse or specialist therapist) and personal care (e.g. help with bathing, dressing and laundry).

In a care home, the [NHS](#) also pays for your care home fees, including board and accommodation.

Individuals with severe, intense and unpredictable health care needs may be eligible for [NHS](#) continuing healthcare. It is not dependent on a particular disease, diagnosis or condition, or on who provides the care or where that care is provided.

Once eligible for [NHS](#) continuing healthcare, your care will be funded by the [NHS](#) but this is subject to review, and should your care needs change the funding arrangements may also change.

If you are not eligible for [NHS](#) continuing healthcare, the local authority will discuss with you whether you may be eligible for support from them.

If you are not eligible for [NHS](#) continuing healthcare but still have health care needs, then the [NHS](#) may still pay for part of the package of support. This is sometimes known as a 'joint package' of care.

One way in which this is provided is through [NHS](#) funded nursing care.

With 'joint packages' you may be asked to contribute financially towards the social care part of the package, depending upon your income and savings. There is no charge for the [NHS](#) part of a joint package of care.

Whether or not you are eligible for [NHS](#) continuing healthcare, you are still able to make use of all of the other services from the [NHS](#) in your area in the same way as any other [NHS](#) patient.

You should receive [NHS](#) funded nursing care if:

- You are resident within a care home that is registered to provide nursing care
- You do not qualify for [NHS](#) continuing healthcare but have been assessed as requiring the services of a registered nurse.

This is known as funded nursing care and does not cover full care costs

Most people will not need to have a separate assessment for [NHS](#) funded nursing care if they have already been considered for [NHS](#) continuing healthcare as this process will give sufficient information to judge the need for [NHS](#) funded nursing care.

#### Q.40 What elements of the care I need will be means-tested? Who do I contact to be means-tested – how long will it take?

Social care services, such as help with washing, dressing, feeding and leisure activities, may be available from [Wiltshire Council](#) and in a variety of settings including your home.

However, your needs will have to be assessed and part of this assessment process includes means testing; another part entails determining eligibility under the [National Fair Access to Care Services Guidance](#).

In Wiltshire you will only receive support if your needs are substantial or critical and this support will be means tested.

Some people will be entitled to have all their costs paid, whilst others with savings may have to pay the full cost of the care they receive.

Many will fall between these two points and will have to pay a contribution towards the costs of their care.

Your assessing social care professional will be able to advise you as to whether services for which you are eligible, may be subject to a means test.

Social care commonly means:

- Residential and nursing care
- Temporary or respite care
- Services you receive in your own home (re-ablement or long term domiciliary care or at a Day Centre)

Social care departments have a duty to assess people who appear as though they may benefit from a community care service.

When you enquire about receiving services you will be asked about your circumstances so that you get an assessment of your needs.

For an assessment and further information on current waiting times you will need to contact:

[Department of Community Services](#)  
Adult Social Care Team  
Wiltshire Council  
County Hall, Bythesea Road  
Trowbridge BA14 8LE  
Tel: [0300 456 0111](tel:03004560111)

#### Q.41 How do I apply for a Disabled Facilities Grant?

A Disabled Facilities Grant is a local council grant to help towards the cost of adapting your home to enable you to continue to live there.

A grant is paid when the council considers that changes are necessary and appropriate to meet your needs, and that the work is reasonable and practical.

You can claim if you, or someone living in your property, is disabled and:

- You, or the person on whose behalf you are applying, are either the owner or tenant (including licensees) of the property
- You can certify that you, or the person on whose behalf you are applying, intend to occupy the property as your/their only or main residence throughout the grant period - currently five years

A grant can be used for adaptations to give you better freedom of movement into and around your home and/or to provide access to and use of essential facilities within it.

If you are disabled, acceptable types of work include:

- Widening doors and installing ramps
- Providing or improving access to rooms and facilities - for example, by installing a stair lift or providing a downstairs bathroom
- Improving or providing a heating system which is suitable for your needs
- Adapting heating or lighting controls to make them easier to use
- Improving access to and movement around the home to enable you to care for another person who lives in the property, such as a child

An occupational therapist will assess your needs and make recommendations for adaptations that are appropriate to your circumstances. You will need this assessment by an OT to ensure you are eligible for a grant and they will instigate the process.

The amount paid is usually based on a financial assessment a 'means test' of your average weekly income in relation to your outgoings. Means testing will take into account savings above a certain limit.



Certain benefits including Disability Living Allowance and Income Support are generally ignored. If you have a spouse/partner, your combined income will be assessed jointly. Capital is included in the means test.

Contact the [Adult and Social Care](#) advice and information desk on **0300 456 0111** for further details.

A range of premiums and allowances is used for all essential outgoings, for example, rent/mortgage and personal expenditure. Actual outgoings are not taken into consideration.

Depending on the outcome of this assessment the amount of financial assistance offered can vary from 0 to 100% of the cost.

You can request an assessment by contacting the [Adult and Social Care](#) advice and information desk on **0300 456 0111** or e-mail [customeradvisors@wiltshire.gov.uk](mailto:customeradvisors@wiltshire.gov.uk).

You must apply for a grant before you start any work – you won't get any grant if you start work before the council approves the application.

[Wiltshire Council](#) must notify you of the result of your application, in writing, within six months of the date of application.

#### Q.42 Is there any other financial help available?

##### Reduction in Council Tax

A reduction can be made when there is a disabled person resident and one of the following is a feature of the home:

- A room other than a bathroom, kitchen or lavatory is used predominantly by the disabled person (e.g. an extension or existing room used for storing dialysis equipment or a wheelchair, or a bedroom on the ground floor of a dwelling with two or more stories).
- A second bathroom or kitchen.
- Extra space in the home to allow a wheelchair to be used indoors (the disabled person must use the wheelchair indoors).

##### Discretionary Social Fund

If you are on a low income and faced with costs that are difficult to pay out of your normal income, the Discretionary Social Fund maybe able to help.

The Discretionary Social Fund can provide grants and interest free loans for a variety of needs that are difficult to meet from weekly benefits.

There are three types of payment:

##### Community Care Grants

These are intended to promote community care by helping people on qualifying benefits to live independently in the community.

Qualifying Benefits are income related employment and support allowance, income support, income-based jobseekers' allowance and pension credit.

##### Budgeting Loans

These are interest free loans to help people who have been on a qualifying benefit for at least 26 weeks to help with intermittent expenses for particular items to which it may be difficult to budget, allowing the cost to be spread over time.

To apply for a Community Care Grant, request form SF300 and for a Budgeting Loan request form SF500, which are available from your local [Jobcentre Plus](#) office or can be downloaded from the [DWP](#) website [www.dwp.gov.uk](http://www.dwp.gov.uk)

##### Crisis Loans

These are interest free loans for people on benefits or not, who are unable to meet their short term needs in an emergency or as a result of a disaster, or in certain circumstances, for rent in advance.

Some other financial help may be available from charitable sources.

Access to these funds can depend on a number of criteria and there are a variety of different charities offering financial support. Contact the helpdesk or information line for your neurological condition.

#### Q.43 How do I apply for continuing health care funding in Wiltshire?

To apply for continuing health care funding in Wiltshire you will need an assessment. The assessment of an individual's health care needs is central to providing appropriate [NHS](#) health care including continuing health care services.

In many cases people with continuing health care needs will require additional specialist assessment.

Specialist assessment is undertaken by appropriately qualified or experienced clinical staff and ensures that the individual receives the most appropriate health care.

The decision as to whether an individual meets the eligibility criteria will be reached through the process of clinical assessment.

An assessment comprises many elements including:

- Assessing the individual patient's condition and health needs
- Establishing the health objectives for the patient
- Assessing the requirements for health services
- Identifying different health care treatment options
- Discussing the health care treatment options with the patient and, if appropriate, with their Carer/relative
- Deciding the appropriate mode of delivery of services
- Agreeing the outline treatment plans including when it will be reviewed
- Agreeing a detailed treatment plan up to the first assessment
- Identifying the health professional's responsibility for reassessment

In the first instance you will normally be medically assessed by your GP or your consultant who may then refer you to the specialist service, usually for a multi-disciplinary assessment to determine what further help or treatment may be appropriate for you.

Continuing healthcare is a package of services for people over the age of 18 who have ongoing healthcare needs but are not in hospital.

If a patient is eligible, then all the costs associated with care including care home costs are met by [NHS Wiltshire](#).

To make the system fairer for everyone, new national guidance has been produced that details a national system for determining eligibility for [NHS](#) continuing healthcare.

The national framework for [NHS](#) continuing healthcare was launched on the 1st October 2007.

[NHS Wiltshire](#) has a continuing care team based at Southgate House, Devizes.

#### [Continuing Health Care Team](#)

NHS Wiltshire, Southgate House, Pans Lane  
Devizes, SN10 5EQ  
Tel: 01380 728 899 ext 376  
Fax: 01380 733 796

#### Q.44 What do I do if I am turned down and wish to appeal?

The duty on [NHS Wiltshire](#) (previously known as the Primary Care Trust, or PCT) is to carry out an assessment in accordance with the criteria set by the [Strategic Health Authority](#) (SHA).

[NHS Wiltshire](#) informs the person assessed of the outcome of the assessment and, if that person is not satisfied they can request a review of the decision not to provide [NHS](#) continuing health care, which should take place within 14 days.

[NHS Wiltshire](#) will attempt to ensure that the dispute is resolved through local discussions with you and if this cannot be done a full review panel will be organized to look at your case afresh.

Anyone who is dissatisfied about the procedure followed by [NHS Wiltshire](#), or the application of the criteria, whose case has not been able to be resolved informally, may apply for review of the case to the panel appointed by the [SHA](#).

If you are unhappy with the response to your complaint, you should be told that you can request an independent review from the [Healthcare Commission](#).

If you remain dissatisfied following a review or if a review is refused you can then approach the [Health Service Ombudsman](#).

The Ombudsman will normally expect complainants to have tried to resolve their concerns through the [NHS](#) complaints procedure before he or she considers taking a case on.

If you would like support, you may wish to contact the [Independent Complaints and Advocacy Service](#) (ICAS) on 01225 762 723.

#### Q.45 Where would I go to make a Will? How much will it cost?

Most High Street Solicitors will provide a Will writing service but its well worth shopping around for the best price.

Many can also arrange a home visit in order to take your instructions in respect of your estate. Some people can get this free or at a reduced cost however you must be aged over 75 and satisfy a means test requirement. Any solicitor offering advice under the legal advice and assistance scheme can give you more information about this.

In addition to solicitors there are certain commercial Will writing companies who advertise locally. Costs will vary.

You may also like to see the following useful website: [www.makingawill.org.uk](http://www.makingawill.org.uk)

It is also possible to write your own Will and you should seek professional advice on how to do this and how to obtain the necessary forms.

The [Citizens Advice Bureau](#) can give you more information about this. Information on this subject is also available from the various neurological charities and [AgeUK](#) factsheets [www.ageuk.org.uk](http://www.ageuk.org.uk)

#### Q.46 How do I establish a Lasting Power of Attorney? How much will it cost?

A Power of Attorney is generally made to ensure that a loved one and/or relative can look after your affairs and best interests once you lack the mental capacity to do this yourself.

They are made in advance and therefore can give you tremendous peace of mind that, should the worse happen, your chosen attorney will always be able to look after your best interests.

If a person already lacks the necessary mental capacity then they will be unable to create a valid Power of Attorney.

However, concerned relatives can ask the [Court of Protection](#) to make decisions on behalf of someone who is having difficulties in making decisions themselves.

Some people will have an Enduring Power of Attorney and if this is the case it is still a valid and useful document.

However, from April 2008 Enduring Powers of Attorney were replaced, now called Lasting Powers of Attorney (LPAs) which are designed to increase the level of security and introduce certain checks and balances into the Power of Attorney system.

There are two basic types of LPA, one which is designed to help if you want to make arrangements for your financial affairs and another if you want to make arrangements for your wellbeing and health.

There is a fee for lodging a LPA with the [Public Guardian's Office](#). The forms are fairly straightforward to complete however if you feel you need some help then contact your local [Citizens Advice Bureau](#).

The [Public Guardian's Office](#) gives full information on their helpful website: [www.publicguardian.gov.uk/arrangements/arrangements.htm](http://www.publicguardian.gov.uk/arrangements/arrangements.htm)

#### Q.47 Are there any organizations that can help with dog walking, or looking after my pet whilst I am in hospital or in a care home?

The [Cinnamon Trust](#) is a specialist national charity which seeks to relieve the anxieties and problems faced by elderly and terminally ill people and their pets.

The Trust has a national network of over 15,000 community service volunteers and has been established to provide practical help when any aspect of day to day care poses a problem - for example, walking the dog for a housebound owner.

A national fostering service is provided for pets whose owners face a spell in hospital - volunteers take pets into their own homes until owner and pet can be reunited.

The [Cinnamon Trust](#) also provides long term care for pets whose owners have died or moved to residential accommodation which will not accept pets. Arrangements are made between owners and the Trust well in advance, so owners do have peace of mind in the knowledge that their beloved companion will have a safe and happy future. Emergency cards are available on request.

When a pet is in the Trust's care either short term or long term because the owner is in care, the owner is kept in touch with visits, if possible, or regular photos and letters.

Tel: [01736 757900](tel:01736757900) (best time to call: 9am - 5pm, Monday – Friday) [www.cinnamon.org.uk](http://www.cinnamon.org.uk)

## Work

#### Q.48 Who can advise me about being able to continue working?

Your GP and consultant can give you specific advice about your condition and your ability to continue full or part time employment.

[Access to Work](#), a government scheme established to help those affected by a disability or health condition will also be able to advise you. An [Access to Work](#) adviser can speak to you and your employer to reach a decision about the best support for you.

In most cases, this can be done over the telephone, but a visit can be arranged if necessary.

Sometimes specialist advice may be needed, which the [Access to Work](#) adviser will help to arrange. For example, your adviser may arrange for a specialist organization to complete an assessment and recommend appropriate support.

Access to Work website: [www.direct.gov.uk/en/disabledpeople/employmentsupport/workscchemesandprogrammes/dg\\_4000347](http://www.direct.gov.uk/en/disabledpeople/employmentsupport/workscchemesandprogrammes/dg_4000347)

#### Q.49 Is there any financial help available for me to get to work?

[Access to Work](#) might pay towards the cost of getting to work if you cannot use public transport. You may be eligible for help if you:

- Are in a paid job
- Are unemployed and about to start a job
- Are unemployed and about to start a Work Trial
- Are self-employed
- Your disability or health condition stops you from being able to do parts of your job.

Your disability or health condition may not have a big effect on what you do each day, but may have a long-term effect on how well you can do your job.

Your regional [Access to Work](#) centre is:

[Access to Work Operational Support Unit](#)

Alexandra House  
377 Cowbridge Road East  
Cardiff CF5 1WU  
Tel: 02920 0423291  
Textphone: 02920 644 886  
Fax: 02920 423 342  
Email: [atwosu.cardiff@jobcentreplus.gsi.gov.uk](mailto:atwosu.cardiff@jobcentreplus.gsi.gov.uk)

Alternatively, ask the Disability Employment Adviser (DEA) at your local [Job Centre](#) about [Access to Work](#).

### Q.50 Is there any financial help for my employer to adapt the workplace?

The amount of help which you may receive from [Access to Work](#) will vary depending on how long you have been employed, what support you need and whether you are self-employed.

[Access to Work](#) can pay up to 100% of the approved costs of adaptations if you are:

- Unemployed and starting a new job
- Self-employed
- Working for an employer and have been in the job for less than six weeks

Whatever your employment status, [Access to Work](#) will also pay up to 100% of the approved costs of help with:

- Support workers
- Fares to work
- Communicator support at interview

[Access to Work](#) pays a proportion of the costs of support if all of the following apply to you:

- You're working for an employer
- You've been in the job for six weeks or more
- You need special equipment or adaptations to premises

After between one and three years, [Access to Work](#) will review your circumstances and the support you're receiving.

### Q.51 Where do I go if I think I am being discriminated against in the workplace because of my disability?

If you think you are being discriminated against in the workplace you should seek expert advice. Your local [Citizens Advice Bureau](#) can help you and provides specialist employment rights advice. Their service is free, impartial and independent.

[Wiltshire Citizens Advice Services](#) combines four [Citizens Advice Bureaus](#) (CAB) across Wiltshire - Kennet CAB, North Wilts CAB, Salisbury CAB and West Wilts CAB.

[The Wiltshire CAB](#) can be contacted on 0844 375 2774 (Monday – Friday 10.00 am – 4.00 pm)

[The Disability Law Service](#) (DLS) is a registered national charity providing free and confidential legal advice for disabled people. Contact details:

[Disability Law Service](#)

Ground Floor, 39-45 Cavell Street  
London E1 2BP  
Tel: 0207 791 9800  
E-mail: [advice@dls.org.uk](mailto:advice@dls.org.uk)

[The Advisory, Conciliation and Arbitration Service](#) (ACAS) provide advice to both employees and employers regarding any employment issues.

Contact [ACAS](#) helpline on 08457 474 747  
[www.acas.org.uk](http://www.acas.org.uk)

If you are a member of a Trade Union contact your local union representative as they can provide free advice and representation.

### Q.52 I am now not able to continue to work in the same role, due to my disability – who can I contact to find out about my legal rights, and to find another job?

Contact the south west office of [Access to Work](#) (there is no Wiltshire based office).

[Access of Work Operational Support Unit](#)

Alexandra House  
377 Cowbridge Road East  
Cardiff CF5 1WU  
Tel: 02920 423 291  
Textphone: 02920 644 886  
Fax: 02920 423 342  
Email: [atwosu.cardiff@jobcentreplus.gsi.gov.uk](mailto:atwosu.cardiff@jobcentreplus.gsi.gov.uk)

## Section 4 | Getting About

### *Mobility and Transport*

#### Q.53 Where can I get information and advice about driving (e.g. can I continue to drive)?

You must tell the [DVLA](#) if you have, or have ever had, a medical condition or an impairment that may affect your driving.

If you hold a current driving license and have a 'notifiable' medical condition or disability, you must tell the [DVLA](#) right away. You should not wait until your license is due for renewal.

You must also tell the [DVLA](#) if your medical condition or disability has become worse since your license was issued or if you develop a new medical condition or disability.

'Notifiable' medical conditions and disabilities include epilepsy, strokes and other neurological conditions, mental health problems, physical disabilities and visual impairments.

The medical standards of fitness to drive are available to all medical practitioners. If your doctor, in accordance with these standards, has advised you that you should not drive you may wish to surrender your license.

If you have Multiple Sclerosis, Motor Neurone Disease or Huntington's disease you must complete a questionnaire form CN1. If you have Parkinson's disease you must complete form PK1.

If you have had a Stroke, you must complete form STR1. Both these forms will allow the government medical adviser to contact your doctor and assess your capacity to drive. The forms are available from your doctor's surgery or online at: [www.direct.gov.uk/en/Motoring/DriverLicensing/MedicalRulesForDrivers/DG\\_10010623](http://www.direct.gov.uk/en/Motoring/DriverLicensing/MedicalRulesForDrivers/DG_10010623)

#### Q.54 What happens when I contact the DVLA – will my licence be taken away?

Once the medical adviser has all the information he or she needs, they will make a decision about your licence. You may be able to keep your licence or get a new one.

You may be given a driving licence for a period of one, two or three years if the medical adviser decides that your 'medical fitness to drive' needs to be reviewed in the future.

You may get a driving licence which states that special controls need to be fitted to the vehicles you drive so you can overcome the effects of a physical disability.

If the medical adviser's enquiries confirm that, as a result of your medical condition, you are not fit to drive; your licence may be withdrawn.

If they have to take this course of action they will explain why they made this decision and, if possible, tell you when you can reapply for your licence. They will send you a notice which will explain your right to appeal.

You are also required to inform your insurance company of your condition.

#### Q.55 Am I eligible for the Motability scheme?

The [Motability](#) scheme can help you with leasing or buying a car if you're getting the higher rate of the mobility component of Disability Living Allowance (DLA). Even if you do not drive yourself, you can apply for a car as a passenger and propose two other people as your drivers.

If money is a problem when financing the car or adaptations, [Motability](#) may be able to provide a grant through their own charitable fund or the Specialized Vehicle Funds, which they administer for the government.

For further information contact:

[Motability Operations](#)  
City Gate House  
22 Southwark Bridge Road  
London SE1 9HB  
Tel: 08454 564 566

#### Q.56 Where is the nearest regional driving assessment centre?

[Regional Driving Assessment Centers](#) give practical and independent advice and assessment to disabled drivers and passengers.

The staff there will assess your ability to drive, advise you about vehicles that might suit you and about any adaptations you may need.

They are well informed on motoring and disability issues. Talk to them about any mobility problems you have.

An assessment for a driver will cost from £50 to £130.

The nearest Centers are:

[Bristol Centre](#)  
The Vassall Centre  
Gill Avenue, Fishponds  
Bristol BS16 2QQ  
Tel: 0117 965 9353  
E-mail: [mobserv@thisisliving.org.uk](mailto:mobserv@thisisliving.org.uk)  
[www.thisisliving.org.uk](http://www.thisisliving.org.uk)

[Southampton Centre](#)  
Wessex Drive Ability  
Unit 211, Solent Business Centre  
Millbrook Road West, Millbrook  
Southampton SO15 0HW  
Tel: 0238 051 2222  
Email: [enquires@wessexdriveability.org.uk](mailto:enquires@wessexdriveability.org.uk)  
[www.wessexdriveability.org.uk](http://www.wessexdriveability.org.uk)

[Oxford \(Outreach Centre - please direct all enquiries to Birmingham\)](#)  
Regional Driving Assessment Centre  
Unit 11, Network Park  
Duddeston Mill Road  
Birmingham B8 1AU  
Tel: 0845 337 1540  
Email: [info@rdac.co.uk](mailto:info@rdac.co.uk)  
[www.rdac.co.uk](http://www.rdac.co.uk)

### Q.57 How do I buy an adapted vehicle?

Firstly, it is best to get advice from your nearest [Regional Driving Assessment Centre](#) (as shown above). You may also find the Ricability website helpful [www.ricability.org.uk](http://www.ricability.org.uk)

If you are buying your vehicle under the [Motability](#) scheme, you may find the dealer nearest to you on their website: <http://motability.directenquiries.com/Motability/finddealer.aspx> and simply enter your postcode or alternatively you can telephone them on 0845 456 4566.

### Q.58 Is there any financial help towards buying an adapted vehicle?

The [Motability](#) scheme can help you with leasing or buying a car if you're getting the higher rate of the mobility component of Disability Living Allowance (DLA).

[Motability](#) offers a wide selection of vehicles for no more than the cost of your weekly mobility allowance, currently around £46 a week. They have around 250 cars available with no advance payment.

Other financial help may be available from local branches of national charitable organisations on their web sites or contact their helpdesks (see Question 1).

### Q.59 How can I choose the best type of mobility scooter? Where do I get one from?

Scoters and buggies are not available through the [Wiltshire Wheelchair Service](#) or the [Department of Community Services](#), which means that potential users will need to purchase them privately and there are a huge range of suppliers.

It is therefore very important to get as much independent advice as possible about the range of scooters and buggies available. A comprehensive advice factsheet entitled 'Choosing a Buggy or Scooter' is available free from the [Disabled Living Foundation](#) at:

[Disabled Living Foundation](#)  
380-384 Harrow Road  
London W9 2HU  
Tel: 0207 289 6111  
Fax: 020 7266 2922  
Helpline: 0845 130 9177 (open from 10am – 4pm)  
Textphone: 0207 432 8009  
Email: [advice@dlf.org.uk](mailto:advice@dlf.org.uk)  
[www.dlf.org.uk](http://www.dlf.org.uk)

Alternatively you can visit the [Independent Living Centre](#) for an assessment/advice with one of their occupational therapists.

They have a limited supply of mobility scooters which can be tried on their outdoor track. Please contact them on 01380 871 007 to arrange an appointment.

Assistance with funding may be possible from various charitable bodies. They can also be purchased through [Motability](#) by offsetting some or all of your Disability Living Allowance.

### Q.60 Do local buses take wheelchairs and/or mobility scooters?

Wheelchairs can be accommodated on most modern local buses; however this is not the case for mobility scooters.

To check whether the buses on your local route are suitable for wheelchairs, telephone the [Wiltshire Council](#) transport line: 01225 713 578.

None of the regulations for buses or coaches deal with the carriage of mobility scooters. This is because mobility scooters are outdoor vehicles intended for use as an alternative to public transport for short trips.

They are generally less manoeuvrable than wheelchairs and cannot be used as a seat on a vehicle because of their instability and difficulty in providing appropriate restraint systems for both the scooter and the user.

#### [Park and Ride Salisbury](#)

Whether you are working, shopping or visiting, [Salisbury Park and Ride](#) is the ideal way to begin your journey into the city. There are five sites conveniently located on the main roads into Salisbury city centre.

The buses used on the [Park and Ride](#) routes (numbers 501,502,503, 504 and 5050) do not take wheelchairs.

The five [Park and Ride](#) sites, which service Salisbury, are located as follows:

[Beehive](#) A345 Castle Road (north of city) Tel: 01722 410 225  
[Wilton](#) off A36 The Avenue (west of city) Tel: 01722 741 474  
[Britford](#) A338 Downton Road (south of the city) Tel: 01722 349 061  
[Petersfinger](#) A36 Southampton Road (south east of city) Tel: 01722 349 873  
[London Rd](#) A39 London Road (north east of city) Tel: 01722 417 067

Bus Fare: £2.50 return bus fare plus free all day parking.

Postal Address for further information is:

[Passenger Transport Unit](#)  
Wiltshire Council  
County Hall, Bythesea Road  
Trowbridge BA14 8JN  
Email: [parkandride@wiltshire.gov.uk](mailto:parkandride@wiltshire.gov.uk)

### Q.61 I do not own a wheelchair and/or mobility scooter. Where can I hire one to go shopping or to go out for the day?

[Shophmobility](#) is a scheme that enables people with temporary or permanent walking difficulties to get about in certain city or town centres.

Members of the [Shophmobility](#) scheme can hire wheelchairs, mobility scooters and walking aids that allow them to access the shops and facilities.



The city or town centres, listed below, provide good access for wheelchair users and those with walking difficulties, with dropped kerbs, regular crossing points and widened pavements.

You can hire a wheelchair or a mobility scooter at the following [Shopmobility](#) locations:

#### Salisbury

3B Priory Square

Maltings Car Park

Salisbury SP2 7TL

Tel: [01722 328 068](tel:01722328068)

Opening times: 09:30am to 16:30pm (Monday to Saturday)

Registration: £5 per 2 years fee

#### Swindon

Ground Floor

Wyvern Multi-storey Car Park

Islington Street

Swindon SN2 2JH

Tel: [01793 512 621](tel:01793512621)

Opening Times: 09:00am to 16:30pm (Monday to Saturday)

Registration: £15.00 annual fee

#### Warminster

Central Car Park

Warminster BA12 9DT

Tel: [01985 218 548](tel:01985218548)

Opening Times: 10:00am to 16:00pm (Monday to Friday) and 09:00am to 13:00pm (Saturday)

Registration: £20 annual fee

### Q.62 How do I get a powered wheelchair?

Powered wheelchairs are sometimes provided by the [NHS Wheelchair Service](#) if you meet their criteria for provision, alternatively you may be eligible for help with buying one through their Voucher Scheme.

Some of the local providers are listed below, but we cannot make recommendations:

- [Optimum Mobility](#) - Malmesbury - Tel: [01666 840 060](tel:01666840060)
- [More Care Mobility Centre](#) - Devizes - Tel: [01380 727 555](tel:01380727555)

### Q.63 Where can I get a hoist to put my wheelchair in the boot of the car?

If you are unable to lift your wheelchair into a car or if you have a heavy scooter or wheelchair, there are various types of equipment to help get it in the car:

- Hoists which lift a manual or powered wheelchair into the boot of a vehicle
- Rooftop hoists which winch a manual wheelchair up and on to the roof of a car
- Racks which carry a wheelchair on the back of a car
- Trailers and ramps

Whatever type of equipment you want, it is worth talking to a [Regional Driving Assessment Centre](#) about how the various alternatives available may suit you.

Hoists are usually installed by vehicle adaptation firms or by their local dealers.

The [Independent Living Centre](#) has a list of local companies or there is a list on the [Ricability](#) website [www.ricability.org.uk](http://www.ricability.org.uk) (web version only) which should be able to tell you about fitting agents and provide details of local dealers.

### Q.64 Which taxi firms provide a service for wheelchair-dependent passengers?

Taxi firms are regulated by local councils; you should be able to get information about which ones accept wheelchairs by calling the licensing department at Wiltshire Council:

#### Wiltshire Council

Bythesea Road

Trowbridge

Wiltshire BA14 8JN

Tel: [01225 713 000](tel:01225713000)

[www.wiltshire.gov.uk/parkingtransportandstreets/publictransport.htm](http://www.wiltshire.gov.uk/parkingtransportandstreets/publictransport.htm)

### Q.65 Am I eligible for a disabled person's rail card? How do I get one?

You are eligible for a disabled rail card if you receive:

- Attendance Allowance
- Disability Living Allowance (low or high rate mobility or middle/high rate personal care)
- Severe Disablement Allowance
- War Pensioner's Mobility Supplement
- War or Service Disablement Pension (80% or higher)
- Are buying or leasing a vehicle through Motability

To apply for your rail card call [0845 605 0525](tel:08456050525).

If you have difficulty with walking and need assistance at the railway station, it is possible to pre-book assistance with the relevant railway company.

### Q.66 Am I eligible for free or subsidised bus travel?

Since April 2008 anyone in England who is 'eligible disabled' is entitled to free off-peak bus travel. You are 'eligible disabled' if you:

- Are blind or partially sighted
- Are profoundly or severely deaf
- Are without speech
- Have a disability, or have suffered an injury, which has a substantial and long-term effect on your ability to walk
- Do not have arms or have long-term loss of the use of both arms
- Have a learning disability

You will need to apply to [Wiltshire Council](#) for your free pass. You will need to prove that you are eligible, permanently live in the area and provide them with a passport sized photo.

### Q.67 How do I apply for a blue badge in Wiltshire?

The blue badge scheme is designed to give eligible people the ability to park close to the facilities and services they need to use, so as to improve their lifestyle, independence and freedom of choice.

All new badges issued are blue and are usable in all European Community countries.

Under current regulations governing the scheme badges may be automatically issued to disabled people if they:

- Receive the higher rate of the mobility component of disability living allowance (DLA)
- Are registered severely sight impaired;
- Use cars supplied by a government department or receive a government grant towards their own vehicles;
- Receive a war pensioner's mobility supplement

Other people may be issued a badge if their disability is:

- Permanent and substantial and makes them unable or virtually unable to walk. Applicants should generally be physically incapable of visiting shops, public buildings and other places unless allowed to park close to their destination. The applicant's inability to walk or severe difficulty in walking must be permanent and not just intermittent or temporary.
- Difficulty such as carrying parcels is not taken into account. A badge will not be issued under this rule to a person who will be travelling purely as a passenger.
- If they have a severe disability in both upper limbs, regularly drive a motor vehicle but cannot operate, or have considerable difficulty operating, all or some types of parking meters or pay and display equipment.

If you feel that you qualify for a badge please contact the [Blue Badge Team](#), your application may be dealt with through a telephone assessment or, if you prefer, you can be sent an application form requesting details of your disability, your doctor's name and address.

The completed form should be returned to the [Blue Badge Team](#) (address below) together with two passport type photographs of you signed on the back, if you find it hard to provide the photos please call the [Blue Badge Team](#) (number below).

You will also need to sign the sticky label along with your photo which will be put onto your badge and laminated. (Your photo should be placed face down on the dashboard, not on public display).

The badge is supplied free of charge in Wiltshire although there may be a small registration fee outside this area.

#### Customer Services

Wiltshire Council  
County Hall, Trowbridge  
Wiltshire BA14 8JN  
Tel: 01225 713 002

Fax: 01225 713145

Email: [bluebadge@wiltshire.gov.uk](mailto:bluebadge@wiltshire.gov.uk)

[www.wiltshire.gov.uk/healthandsocialcare/bluebadges.htm](http://www.wiltshire.gov.uk/healthandsocialcare/bluebadges.htm)

### Q.68 Are there any other transport schemes in the county which may be able to help me?

Community transport is a friendly, safe and affordable transport service, provided by local groups to help a range of people with transport problems.

There are a number of schemes that operate in the county of Wiltshire. Some provide wheelchair accessible minibuses which provide door to door transport on request.

Passengers must be registered members and will incur charges for registration and fares. Others provide volunteer drivers who use their own cars to transport those who are unable to access public transport. There will also be a charge for using this service.

In some parts of Wiltshire, there are community buses. A community bus operates to a scheduled timetable and with volunteer drivers.

They provide services where commercial operators do not want to, but where people would otherwise have no service.

## Community Transport

Community transport schemes are run by voluntary groups in many parts of Wiltshire to provide transport to those who are unable or who find it difficult to use public transport.

There are many different types of scheme, including community minibuses, community group transport, link schemes, 'dial a ride', 'shopmobility', social car schemes and new 'wheels to work' moped loan scheme to help young people to get to work or work-based training.

More information is available from the [Wiltshire Community Transport](http://www.wiltshirecommunitytransport.org.uk) website: [www.wiltshirecommunitytransport.org.uk](http://www.wiltshirecommunitytransport.org.uk) or by contacting the [Community Transport Project](mailto:transport@communityfirst.org.uk) at:

Wiltshire Rural Transport Partnership  
Community First  
Wyndhams, St Joseph's Place, Devizes  
Wiltshire SN10 1DD  
Tel: 01380 722 475  
Email: [transport@communityfirst.org.uk](mailto:transport@communityfirst.org.uk)

### Q.69 It is difficult for me to get to hospital appointments and the public transport is inaccessible/unavailable in my area. Am I eligible for transport to appointments?

Patient transport is a service provided for patients who's medical or mobility condition requires skilled staff to support them to and from treatment.

Patient transport is available for outpatient appointments, inpatient treatment, discharge from hospital and hospital transfers. However you will require an eligibility assessment before patient transport can be authorised.

If this is a first referral to a hospital appointment, you will need to speak to your GP about whether you are eligible to receive this service. Subsequent referrals for patient transport should be made by the health professional providing your treatment.

You may also wish to consider using transport organised by the community schemes and overseen by the [Wiltshire Rural Transport Partnership](http://www.wiltshirecommunitytransport.org.uk), please find your local scheme by contacting them on [01380 722 475](tel:01380722475).

## Section 5 | Social Activities

### Education and Leisure

#### Q.70 Do I get any concessions for activities such as swimming or evening classes?

Concessions are available throughout Wiltshire for a wide variety of local authority run leisure and education activities for people with disabilities.

Each Borough, District or City Council within Wiltshire applies different charges and operates different concessionary rates. You are advised to contact your local authority leisure and education departments for current details.

#### Q.71 Are there any swimming pools particularly suitable for people with disabilities?

The following swimming pools are fully accessible for disabled people, with hoists to assist entry into and out of the water.

Disabled persons can attend any general public swimming pool, but some pools have specific sessions set aside. Contact the relevant pools for further information.

Bradford on Avon Pool  
Tel: 01225 862 970

Salisbury Five Rivers Pool  
Tel: 01722 339 966

Chippenham Olympiad Leisure Centre  
Tel: 01249 444 144

Swindon Dorcan Pool  
Tel: 01793 533 763

Corsham Springfield Leisure Centre  
Tel: 01249 712 846

Tidworth Leisure Centre  
Tel: 01980 847 140

Devizes Leisure Centre  
Tel: 01380 734 880

Trowbridge Sports Centre  
Tel: 01225 764 342

Durrington Leisure Centre  
Tel: 01980 594 594

Warminster Sports Centre  
Tel: 01985 212 946

Malmesbury Activity Zone  
Tel: 01666 822 533

Westbury Pool  
Tel: 01373 822 891

Melksham Blue Pool  
Tel: 01225 703 525

Salisbury Hospital  
Tel: 01722 336 262

Pewsey Sports Centre  
Tel: 01672 562 469

**Q.72 What facilities are in place to allow disabled people to pursue higher education opportunities?**

[Connexions Wiltshire](#) can provide advice on adult education and retraining to young people aged between 13 and 19 years with any kind of additional needs.

There are three main [Connexions Centres](#) in Wiltshire:

[Chippenham](#)

1 Avon Reach  
Monkton Hill  
Chippenham SN15 1EE  
Tel: 01249 449 900  
E-mail: [CNX\\_chippenham@wiltshire.gov.uk](mailto:CNX_chippenham@wiltshire.gov.uk)

[Salisbury](#)

Milford House  
43-45 Milford Street  
Salisbury SP1 2BP  
Tel: 01722 424 400  
E-mail: [CNX\\_salisbury@wiltshire.gov.uk](mailto:CNX_salisbury@wiltshire.gov.uk)

[Trowbridge](#)

1 Wicker Hill  
Trowbridge BA14 8JS  
Tel: 01225 716 450  
E-mail: [CNX\\_trowbridge@wiltshire.gov.uk](mailto:CNX_trowbridge@wiltshire.gov.uk)

[Connexions website: www.wiltshire.gov.uk/schoolseducationandlearning/youngpeople/connexions-wiltshire.htm](http://www.wiltshire.gov.uk/schoolseducationandlearning/youngpeople/connexions-wiltshire.htm)

**Q.73 I am finding it difficult to use my computer and it is my lifeline. Is there any practical or financial support available to help me?**

[AbilityNet](#) is a national charity helping disabled adults use computers and the internet by adapting and adjusting their technology.

Their special expertise is ensuring that whatever your age, health condition, disability or situation you find exactly the right way to adapt or adjust your [ICT](#) to make it easier to use.

They will send you a questionnaire to assess your needs and they hold a bank of equipment which they can give out on long-term loan. The service is free to individuals and they have a tremendous success rate.

To access [AbilityNet](#) contact their general enquiry line on Tel: 0800 269 545

**Q.74 I want to go on holiday, but I require Carer's help me with my personal care whilst I am away. Where can I find out places which would be suitable?**

The national charitable organisations which represent the interests of people with neurological conditions such as the [MS Society](#), [Parkinson's UK](#) and the [MND Association](#) all have help line numbers.

Each organisation has a wealth of experience and knowledge of advising people regarding practical issues with their own specific conditions. All of these organisations keep details of places which are offering suitable holiday accommodation and personal care support.

Telephone numbers for all the organisations can be found at Question 1.

There is also a national charitable organisation which provides holiday information to anyone with extra needs:

[Tourism for All](#)

C/O Vitalise  
Shap Road Industrial Estate  
Shap Road  
Kendal  
Cumbria LA9 6NZ  
Tel: 0845 124 9971  
E-mail: [info@tourismforall.org.uk](mailto:info@tourismforall.org.uk)

## Appendix A | Condition Specific Charities

Condition Name	Web Site	Telephone No
Dementia	<a href="http://www.alzheimers.org.uk">www.alzheimers.org.uk</a>	0845 300 0336
Brain Tumour	<a href="http://www.braintumouruk.org">www.braintumouruk.org</a>	0845 450 0386
Charcot-Marie-Tooth Disease	<a href="http://www.cmt.org.uk">www.cmt.org.uk</a>	0800 652 6316
Epilepsy	<a href="http://www.epilepsysociety.org">www.epilepsysociety.org</a>	0149 460 1400
Brain Injury	<a href="http://www.headway.org.uk">www.headway.org.uk</a>	0808 800 2244
Huntington's Disease	<a href="http://www.hda.org.uk">www.hda.org.uk</a>	0151 298 3298
Motor Neurone Disease	<a href="http://www.mndassociation.org">www.mndassociation.org</a>	0160 425 0505
Multiple Sclerosis	<a href="http://www.mssociety.org.uk">www.mssociety.org.uk</a>	0208 438 0700
Muscular Dystrophy	<a href="http://www.muscular-dystrophy.org">www.muscular-dystrophy.org</a>	0800 652 6352
Parkinson's Disease	<a href="http://www.parkinsons.org.uk">www.parkinsons.org.uk</a>	0808 800 0303
Progressive Supranuclear Palsy	<a href="http://www.pspeur.org">www.pspeur.org</a>	0132 732 2410
Stroke	<a href="http://www.stroke.org.uk">www.stroke.org.uk</a>	0303 303 3100
Myasthenia Gravis	<a href="http://www.mga-charity.org/web/guest">www.mga-charity.org/web/guest</a>	01332 290 219

## Appendix B | Other Local Organisations

Name	Web Site	Telephone No
MS Therapy Centre	<a href="http://www.wessexms.co.uk">www.wessexms.co.uk</a>	01985 217 728
Swindon Therapy Centre for Multiple Sclerosis	<a href="http://www.msswindon.org.uk">www.msswindon.org.uk</a>	01793 481 700
Progressive Supranuclear Palsy (clinical support and advisory service)		01934 842 366

There is also an overarching group for all neurological conditions called the South West Alliance of Neurological Associations (SWANO) and one covering Wiltshire and Swindon called the South West Neurological Association.

Name	Web Site	Telephone No
South West Alliance of Neurological Organizations	<a href="http://www.swano.org">www.swano.org</a>	Contact telephone number given for various contacts
Swindon and Wiltshire Neurological Alliance	<a href="http://www.swna.org.uk">www.swna.org.uk</a>	01793 497 777

This booklet is for adults living in Wiltshire with neurological conditions, their family and Carers. It has been developed as a general resource and it is not intended to replace clinical or medical advice which should be provided by your GP and / or healthcare professional.

NB: throughout this booklet the name 'Carer' refers to spouse/partner or family member.

All information in this booklet was correct at the time of collation. If you are aware of any information having changed, please contact NHS Wiltshire via: [www.wiltshire.nhs.uk](http://www.wiltshire.nhs.uk)

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