

# *After Brain Injury...*

*A guide to services and support*



*Designed and Produced by Members of Second Chance*

**2<sup>nd</sup> Chance**  
Headway Centre



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# **1. FINANCIAL AND BENEFITS**

## **HEADWAY EMERGENCY FUND**

*Grants of up to £500 are available to help families and individuals cope with the practical implications of a sudden catastrophic brain injury.*

**Website:** [www.headway.org.uk/emergency-fund.aspx](http://www.headway.org.uk/emergency-fund.aspx)

## **MONEY ADVICE SERVICE**

*A free advisory service for any issues relating to financial topics.*

**Website:** <https://www.moneyadvice.org.uk/en>

**Tel:** 0300 500 5000

**Email:** [enquiries@moneyadvice.org.uk](mailto:enquiries@moneyadvice.org.uk)

## **MONEY SAVING EXPERT**

*A website committed to providing advice on saving money on daily living showing the best online or in-store deals.*

**Website:** <http://www.moneysavingexpert.com/>

## **TURN2US**

*Free website service which helps people access the money available to them - through welfare benefits, grants and other help.*

**Website:** [www.turn2us.org.uk/](http://www.turn2us.org.uk/)

## **DISABILITY LIVING ALLOWANCE (DLA)**

*Government based financial help for those with disabilities.*

**Tel:** 01367 730 222 (9am and 6pm, Monday to Friday)

**Text phone:** 08457 224 433

**Email:** [dcpu.customer-services@dwp.gsi.gov.uk](mailto:dcpu.customer-services@dwp.gsi.gov.uk)

## **2. CARE SUPPORT SERVICES**

### **SPEAKABILITY**

*Advice line for people with dysphasia (loss of language following stroke or head injury) and their families.*

**Website:** [www.speakability.org.uk](http://www.speakability.org.uk)

**Tel:** 020 7261 9572

**Helpline:** 0808 808 9572

### **CARE LINK: 24 hour personal help service**

**Website:** <http://www.wdh.co.uk/CareLink/>

**Tel:** 01977 788000

### **CARE QUALITY COMMISSION**

*Our job is to check whether hospitals, care homes and care services are meeting government standards. Website provides a comprehensive directory of care homes, care in the home services and other primary and secondary health services.*

**Website:** [www.cqc.org.uk](http://www.cqc.org.uk)

**Tel:** 0300 061 6161

### **CAREHOME.CO.UK**

*A comprehensive guide to all registered UK care homes, including those for specific needs relating to a brain injury*

**Website:** [www.carehome.co.uk](http://www.carehome.co.uk)

## **3. SUPPORT ADVISORY SERVICES**

### **RELATE**

*Aims to support individuals with relationships and family life. Relate has a range of literature and can refer to local branches for individual counselling services*

**Website:** [www.relate.org.uk](http://www.relate.org.uk)

**Tel:** **0300 100 1234**

### **LAW SOCIETY**

*This service provides a list of Solicitors appropriate for your needs in your area.*

**Website:** [www.lawsociety.org.uk](http://www.lawsociety.org.uk)

**Tel:** **020 7393 7780**

**Email:** [info.services@lawsociety.org.uk](mailto:info.services@lawsociety.org.uk)

### **DISABILITY RIGHTS UK**

*This service deals with general enquiries about your disability rights.*

**Website:** <http://disabilityrightsuk.org/>

**Tel:** **020 7250 3222**

*(This line open Mon-Fri, between **10.00** and **12.30pm** and **1.30** and **4.00pm**)*

### **BRAIN INJURY GROUP**

*B.I.G is a support group for people who have loved ones with devastating brain injuries.*

**Website:** [www.braininjurygroup.org.uk/](http://www.braininjurygroup.org.uk/)

## 4. HEALTH

### SEXUAL HEALTH

*For information regarding sexual health in your area.*

**Website:**

<http://www.nhs.uk/Livewell/Sexualhealthtopics/Pages/Sexual-health-hub.aspx>

### DENTAL HELPLINE – *British dental health foundation*

*All information regarding dental health from clinical professionals.*

**Tel: 01788 546365** (9am and 5pm, Monday to Friday)

### TO FIND DENTISTS

**Website:** <http://www.nhs.uk/Service-search/Dentist/LocationSearch/3>

### DENTAL GUIDELINES

**Website:** <http://www.gdc-uk.org/Pages/default.aspx>

### Useful Numbers:

**0300 330 1343** *For the Low Income Scheme help line*

**0300 330 1341** *For queries about medical exemption certificates.*

**0300 330 1349** *For the prescription services help line*

**0300 330 1347** *For queries about tax credit certificates*

**0300 330 1343** *For all other queries*

**Website:**

<http://www.nhs.uk/NHSEngland/AboutNHSservices/dentists/Pages/dental-%20emergency-and-out-of-hours-care.aspx>

## **MEDICAL EXEMPTION FORM – FP92A**

*This shows various questions & answers that may help you decide whether you are eligible or not for a medical exemption card.*

**Website:** <http://www.nhsbsa.nhs.uk/1638.aspx>

*Will take you directly to the web page that gives you the necessary information regarding the (Medical Exemption Application Process).*

**Website:** <http://www.nhsbsa.nhs.uk/HealthCosts/2095.aspx>

## **NHS Direct / NHS 24 / NHS Direct Wales**

**Website:** [www.nhsdirect.nhs.uk](http://www.nhsdirect.nhs.uk)

**Tel:** **111** (NHS Direct England & Wales)

*For Access to Adaptive Equipment (eg. Disabled toilet keys):*

**Website:** <http://www.radar-shop.org.uk/>

**Tel:** **020 7250 3222**

## **DEPRESSION ALLIANCE**

*Depression Alliance is the leading national charity for people affected by depression. They provide a range of information and support services & work to reduce the stigma and isolation often associated by depression*

**Email:** [information@depressionalliance.org](mailto:information@depressionalliance.org)

**Tel:** **0845 123 23 20**

## **COUNSELLING DIRECTORY**

*Connecting you with professional support - find a counsellor or psychotherapist near you*

**Website:** [www.counselling-directory.org.uk](http://www.counselling-directory.org.uk)

## **5. TRAVEL AND TRANSPORT**

### **MOTABILITY**

*For individuals receiving higher rate mobility of Disability Living Allowance can apply for this scheme to increase mobility through a leased or purchased vehicle or motor scooter.*

**Website:** <http://www.motability.co.uk/>

**Tel:** 0845 456 4566

### **CONCESSIONARY BUS PASS**

**Website:**

<http://www.wymetro.com/TicketsAndPasses/seniorpasses/>

**Tel:** 0113 245 7676

### **DISABLED BUS PASS**

**Website:**

<http://www.wymetro.com/TicketsAndPasses/blindanddisabled/>

**Tel:** 0845 850 6506

**METROLINE** – Wakefield and West Yorkshire.

*Advice and information on bus and train service throughout West Yorkshire*

**Tel:** 0113 245 7676

*MetroLine is open from **7am** to **10pm** every day except Christmas Day, Boxing Day and New Year's Day.*



## ARRIVA BUS SERVICES

**Arriva Customer Services Tel: 0844 800 44 11**

*BL Travel Tel: 01977 610313 Centrebus Tel: 0843 289 5135*

**Website: <http://traveline.info/about.html>**

**National Tel: 0871 200 2233**

*National express 24/7 call line 08717 818178*

## DISABLED TRAIN PASS

**Note:** *You need to inform service of the need for wheelchair access.*

**Website: <http://www.disabledpersons-railcard.co.uk/>**

**Tel: 0845 605 0525 (7am to 10pm Monday to Sunday)**

**Minicom/Textphone** – *For customers with hearing impairments.*

**Tel: 0845 601 0132**

## BLUE BADGE

*Only applies if you receive high rate mobility care allowance.*

**Website: <https://www.gov.uk/apply-blue-badge>**

**Tel: 01442 232424**

## DRIVING

*This is a Government website giving information regarding general issues around driving.*

**Warning:** *This website is rather difficult to understand.*

**Website: <https://www.gov.uk/browse/driving>**

## DISABILITY AND DRIVING

**Website: <https://www.gov.uk/driving-medical-conditions>**

## **6. DISABILITY SPORTS**

### **ENGLISH FEDERATION OF DISABILITY SPORTS**

*The National body for disabled people in sport and physical activity throughout England.*

**Website:** [www.efds.co.uk](http://www.efds.co.uk)

**Tel:** **01509 227750**

### **BRITISH BLIND SPORT**

*Aims to ensure accessibility to sporting and leisure facilities, for blind or partially sighted individuals in all levels of participation.*

**Website:** [www.britishblindsport.org.uk](http://www.britishblindsport.org.uk)

**Tel:** **01926 424247**

**Email:** [info@britishblindsport.org.uk](mailto:info@britishblindsport.org.uk)

### **PARASPORT**

*Website that helps identify sporting activities best suited to your abilities and locates the most local clubs for you.*

**Website:** [www.parasport.org.uk](http://www.parasport.org.uk)

**Tel:** **+44 (0)20 7842 5789**

**Email:** [info@parasport.org.uk](mailto:info@parasport.org.uk)

## **7. PLACES OF INTEREST**

*All information in this area can be accessed via this web-site:*

**Website:** <http://www.yorkshire.com/>

**Email:** [info@yorkshire.com](mailto:info@yorkshire.com)

## ***ADDITIONAL INFO***

*Please feel free to add your own numbers and contact information for other important people or organisations in your day to day life.*



***Second Chance Headway is a charity dedicated to improving life after brain injury, for all those who have been affected.***

***“When I was first injured I could not even remember my own name I was just a shell, in the past 3 years of being at Second Chance I have regained more of my old self than I ever thought possible.”***

## **Second Chance Headway Centre**

***Almshouse Lane, Wakefield, West Yorkshire, WF1 1DS***

**Tel: 01924 366735**

**Email: [rehab@schc.co.uk](mailto:rehab@schc.co.uk) Website: [www.schc.co.uk](http://www.schc.co.uk)**

## **Second Chance Headway Coordinator**

**Karla Firth**

**Mobile: 07756 264116 Email: [karla@schc.co.uk](mailto:karla@schc.co.uk)**

## **Headway**

**Tel: 0808 800 2244 Email: [helpline@headway.org.uk](mailto:helpline@headway.org.uk)**

**Website: [www.headway.org.uk/](http://www.headway.org.uk/)**

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