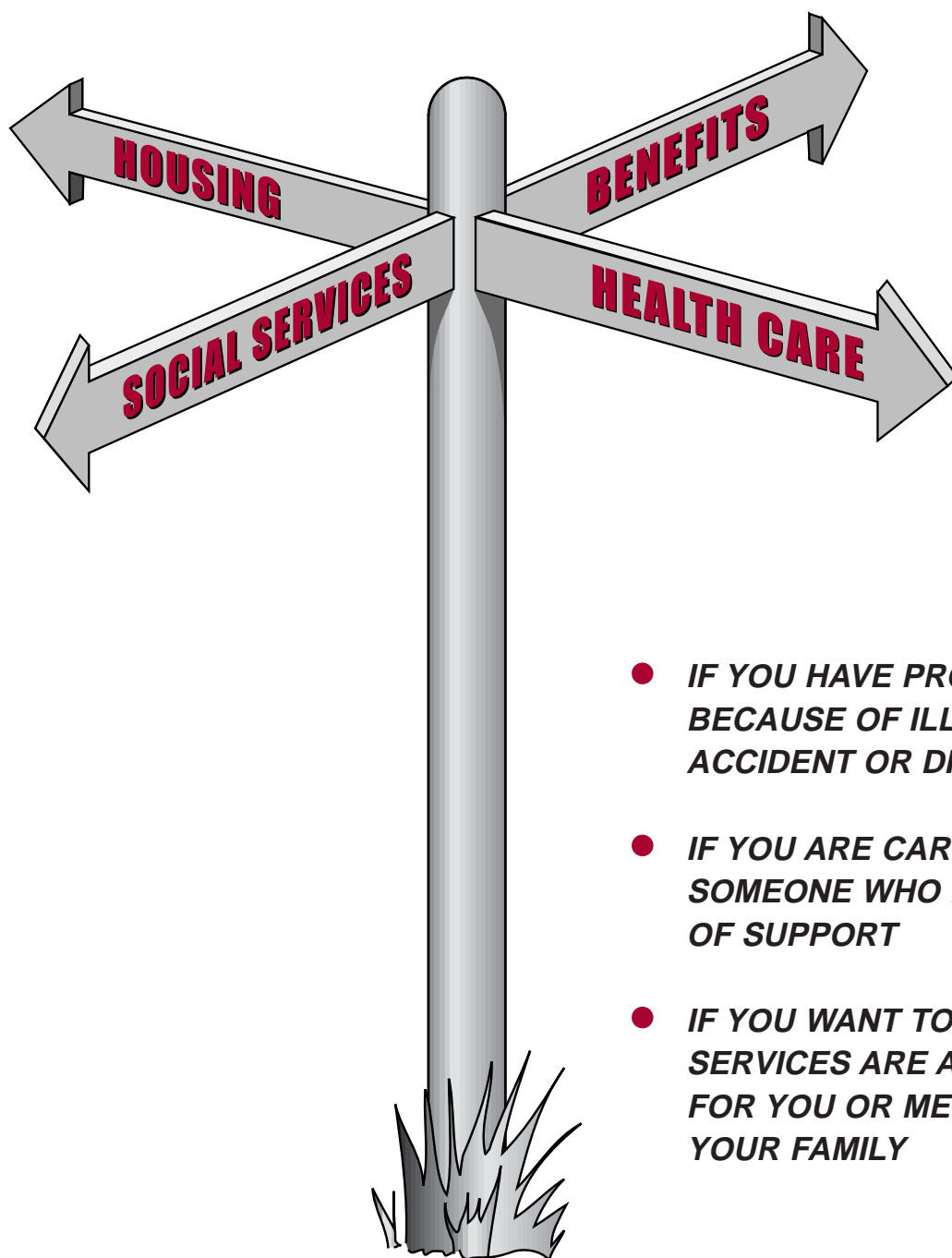


NORTH & WEST  
BELFAST

HEALTH & SOCIAL SERVICES TRUST

# FOCUS ON OLDER PEOPLES SERVICES NORTH & WEST BELFAST

A directory of services  
for older people



- *IF YOU HAVE PROBLEMS BECAUSE OF ILLNESS OR ACCIDENT OR DISABILITY*
- *IF YOU ARE CARING FOR SOMEONE WHO NEEDS A LOT OF SUPPORT*
- *IF YOU WANT TO KNOW WHAT SERVICES ARE AVAILABLE FOR YOU OR MEMBERS OF YOUR FAMILY*

***THIS GUIDE CAN HELP YOU***

*This booklet contains information about a range of services for older people which are provided by North and West Belfast Health and Social Services Trust and by other organisations.*

*If you want to know more about our services contact your local social services office at: -*

***FOR SHANKILL***

***The Shankill Centre***

***Tel: 9031 5005***

***FOR WEST BELFAST***

***Beech Hall Social Services***

***Tel: 9096 1130***

***FOR NORTH BELFAST***

***Everton Complex***

***Tel: 9056 6000***

*If you want to know more about services listed in this booklet which are provided by other organisations, you can use the telephone numbers which are listed on relevant pages throughout this booklet.*

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# HELP AFTER A STROKE OR HEART ATTACK OR FALL

A stroke or heart attack is likely to require some period of time in hospital for treatment before you return to your own home. A fall might require some time in hospital but, even if it does not, your ability to function day-to-day may be reduced.

## HELP AFTER LEAVING HOSPITAL

Support can be provided by the Trust and by other agencies to help you cope after you leave hospital.

### NORTH AND WEST BELFAST HEALTH AND SOCIAL SERVICES TRUST

#### **A SOCIAL WORKER / SOCIAL WORK ASSISTANT can:**

- Call to make an assessment about what support you need at home.
- Arrange a home help for you.
- Arrange a meals service.
- Contact other agencies for assistance.

**Or**

**A CARE MANAGER** may be involved if your needs are greater and more complicated.

A care manager will:

- Make an assessment of your needs and help you to choose which options are best for you.
- Arrange for more intensive services to support you in your own home if appropriate; or
- Arrange for a placement for you in a residential or nursing home if appropriate.

#### **OCCUPATIONAL THERAPISTS** can:

- Give you information and advice.
- Provide equipment to help you with dressing, bathing, toileting, cooking or general mobility.
- Teach you new techniques for managing yourself and things around you.

#### **PHYSIOTHERAPISTS** can:

- Help you to improve your physical movements and recover mobility and independence.
- Give practical help and advice to relatives who are helping you.

#### **SPEECH AND LANGUAGE THERAPISTS** can:

- Help you to communicate to the best of your ability if your speech is impaired.
- Help with advice if you have swallowing problems.

## **DISTRICT NURSES** can:

- Provide advice, support and education with regard to all aspects of needs in relation to continence and the use of special equipment to assist with continence problems.
- Order specialist equipment depending on individual needs.

Normally you would be referred to a District Nurse for support by your GP or by the hospital; but it is possible to approach District Nurses directly.

## **COMMUNITY DIETITIANS** can:

- Provide specialist dietary advice to people who may need to change their eating habits because of medical conditions such as strokes or coronary heart disease.
- Hold clinics at a variety of health centres, clinics or GP surgeries.

In special circumstances a home visit may be provided. People who need to see a Community Dietitian may be referred to one by their GP.

## **VOLUNTARY SERVICE BUREAU BEFRIENDING SCHEME - Tel: 9020 0850**

V.S.B. may be able to provide:

- A befriender to visit you in your home on a regular basis.
- A volunteer driver to assist you with transport to medical appointments, day centres, shops etc.
- The opportunity to go on group shopping trips and occasional social outings.

## **WHO CAN MAKE USE OF THIS SCHEME?**

Older people who are lonely and isolated.

## **WHO CAN ASK FOR THIS HELP?**

Social Workers, Health Visitors, GPs

FOR INFORMATION AND ADVICE YOU CAN ALSO APPROACH

**Northern Ireland Chest Heart and Stroke Association Help-line**  
**Tel: 0845 769 7299**

FOR FURTHER INFORMATION ON SERVICES PROVIDED BY NORTH AND WEST BELFAST TRUST, CONTACT THE SOCIAL SERVICES OFFICES LISTED AT THE FRONT OF THIS BOOKLET.

# HELP WITH LEAVING HOSPITAL

## HOSPITAL SOCIAL WORKERS

During your stay in hospital, you can ask to speak with the hospital Social Worker for the ward or clinic you are in about any problems that may arise and any concerns you have about leaving hospital.

### Social Workers:

- Offer counselling and support if you have to adjust to different situations, are anxious about being in hospital or worried about how you will manage when you leave hospital.
- Work with hospital staff and other professionals outside hospital to arrange the help which is appropriate for you. They provide information and practical advice about services, including housing and benefits, which you may need.
- Can carry out a separate assessment of the needs of the person (husband, wife, son, daughter, etc.) who will be caring for you week-by-week when you return to your home.

If you have worries or concerns that you can no longer manage at home, the Social Worker can discuss options with you:- for example, respite, convalescence, sheltered accommodation, residential or nursing home care or more intensive services in your home.

## BRYSON HOUSE 'HOME FROM HOSPITAL' SERVICE

This service, where it is available, is intended to help people settle back in their own home. It continues for 3 - 4 weeks.

## WHO CAN ASK FOR THIS HELP?

Hospital Social Workers (see above)

## OTHER HELP

- Help from Occupational Therapists and Physiotherapists (*see page 2*)
- Help with getting around your own home (*see page 5*)
- Help with keeping warm (*see page 6*)
- Help with feeling safe in your own home (*see page 8*)
- Help with home improvements or repairs (*see page 19*)

FOR FURTHER INFORMATION ON SERVICES PROVIDED BY NORTH AND WEST BELFAST TRUST, CONTACT THE SOCIAL SERVICES OFFICES LISTED AT THE FRONT OF THIS BOOKLET.

# HELP WITH GETTING AROUND YOUR OWN HOME

## NORTH AND WEST BELFAST HEALTH AND SOCIAL SERVICES TRUST

**OCCUPATIONAL THERAPISTS** can provide techniques, treatment, equipment or adaptations to your home, to enable you to be as independent as possible.

**HOME HELPS** can help with some tasks around your home.

**CARE MANAGERS** are responsible for helping you if your needs are greater and more complicated. They can arrange help to assist you getting in and out of bed, going to the toilet, bathing or showering.

**DISTRICT NURSES** can provide equipment if you have problems transferring from bed to chair; for example the provision of an appropriate manual handling aid.

### WHO CAN RECEIVE THIS HELP?

You or anyone who is assessed as needing help in getting around their own home.

### WHO CAN ASK FOR THIS HELP?

GPs, Health Visitors, Social Workers, Voluntary Agencies, family members, or you yourself.

### THE NORTHERN IRELAND HOUSING EXECUTIVE

The Northern Ireland Housing Executive can provide various minor adaptations for their tenants directly ***without you or them having to go through an occupational therapist***, for example:

- Additional handrails on the staircase, or elsewhere
- Handrails at front or rear entrance
- Provision of intercom with door release
- Provision of lever taps at washbasins
- Provision of whirly clothes line
- Re-siting of sockets
- Widening of garden paths for wheelchair or walking aid
- Provision of rocker light switches
- Replacement of clothes hanging rails
- Provision of letter cage / delivery shelf in entrance hall
- Provision of adequate internal/external lighting

Tel Office:	<b>Andersonstown / Suffolk</b>	<b>District 1</b>	<b>9032 8282</b>
	<b>Lower / Middle Falls</b>	<b>District 3</b>	<b>9032 3642</b>
	<b>Lower North Belfast</b>	<b>District 4</b>	<b>9024 1525</b>
	<b>Shankill</b>	<b>District 5</b>	<b>9032 9442</b>
	<b>Upper North Belfast</b>	<b>District 6</b>	<b>9032 6477</b>
	<b>Emergency (out of hours)</b>	<b>9024 6111</b>	

FOR FURTHER INFORMATION ON SERVICES PROVIDED BY NORTH AND WEST BELFAST TRUST, CONTACT THE SOCIAL SERVICES OFFICES LISTED AT THE FRONT OF THIS BOOKLET.

# HELP WITH KEEPING WARM

## **THE ENERGY ADVICE SHOP (56-58 Ann Street, Belfast)**

The Energy Advice Shop provides information on grants for home insulation and general advice on energy saving around the home. Tel: 0800 512 012

## **THE COAL ADVISORY SERVICE**

This service provides advice and assistance on managing coal fires, especially glass fronted fires.

Tel: 9081 2182 or Coal hotline: 0845 712 5300

## **BRYSON HOUSE – NO AGE TO GOLDEN AGE**

This scheme is available if you or your partner/spouse are over 60 years old, live in rented accommodation and are in receipt of certain benefits. A trained advisor will visit your home to assess your needs. Various energy savings and heat retention measures can be installed, subject to availability, by trained staff. Tel: 9032 5835

## **WARM HOMES AND WARM HOMES PLUS**

If you are an owner-occupier, or you rent your home from a private landlord, and you receive certain benefits, you will be eligible for a grant that will help you to have certain heat insulation measures installed in your home:

- Loft insulation
- Draught-proofing doors and windows
- Cavity wall insulation
- Reflective radiator panels
- Compact fluorescent light bulbs
- Energy advice

And if you are over 60 and receive certain benefits you will be eligible for a grant to convert to an oil or gas heating system, or install a new oil or gas system, or repair an existing oil or gas system.

For more information or to register for the scheme, contact:

EAGA Partnership,  
Freepost BEL2107  
Dungannon  
Co. Tyrone BT70 1BR Freephone - 0800 18 16 67

## **PAYING FOR INCREASED HEATING**

Citizens Advice Bureaux and Local Independent Advice Centres / Help The Aged's Seniorline and Age Concern Helpline (see back pages for addresses and telephone numbers) can provide advice on Social Security benefits, which can help with the cost of increased heating in the home.

## **WHO CAN ASK FOR THIS HELP?**

Anyone – you or someone acting on your behalf.

FOR FURTHER INFORMATION ON SERVICES PROVIDED BY NORTH AND WEST BELFAST TRUST, CONTACT THE SOCIAL SERVICES OFFICES LISTED AT THE FRONT OF THIS BOOKLET.

# HELP WITH MEALS IN YOUR OWN HOME

## NORTH AND WEST BELFAST HEALTH AND SOCIAL SERVICES TRUST

### HOME MEALS SERVICE

Meals can be provided to people in their own homes who are assessed as needing this service.

### NUTRITION AND DIETETIC SERVICES

This service provides specialist advice and prepares special feeding plans for people who must change their eating patterns because of their condition. Usually the Nutrition and Dietetic Service is requested by GPs or hospital staff when people are about to be discharged to their own homes.

### SOME VOLUNTARY ORGANISATION AND SOME LOCAL ASSOCIATIONS

In **some** areas, meals are prepared and delivered to people in their own homes at a charge by local organisations and associations. Your local social services office should be able to provide more information.

FOR FURTHER INFORMATION ON SERVICES PROVIDED BY NORTH AND WEST BELFAST TRUST, CONTACT THE SOCIAL SERVICES OFFICES LISTED AT THE FRONT OF THIS BOOKLET.

# HELP WITH KEEPING SAFE IN YOUR OWN HOME

## **BELFAST CITY COUNCIL (HOME SAFETY CHECK SCHEME)**

Trained workers check how safe your home is. They will test your fuses and electrical equipment and help with minor alterations. They can advise on what and where the risks to safety are in your home. **Tel: 9027 0469**

## **VOLUNTARY SERVICES BUREAU (HOME SECURITY SERVICE)**

Volunteers fit various types of locks and security devices, at cost price. The aim is to help elderly and disabled people to feel more secure in their own home. **Tel: 9020 0850**

## **TELEPHONE HELP-LINES**

If you are living in sheltered dwellings, you will have an alarm system fitted anyway. In addition, Help the Aged runs a scheme called 'The Care-line Service'. The alarm systems are linked to a call centre which has staff on duty 24 hours a day. You may be entitled to a Community Care grant to cover the cost of installing the system. **Tel: 0808 100 2435** Monday - Friday 9 am - 4 pm.

## **NORTH BELFAST SENIOR CITIZENS FORUM**

If you live in North Belfast you may be able to avail of the 'Handyperson Scheme'. This scheme enables older people to get small jobs done around the house for example fitting shelves, hanging doors etc. **Tel: 9074 9944**

## **THE NORTHERN IRELAND HOUSING EXECUTIVE**

The Housing Executive can make certain minor alterations to the homes of its tenants without referring to the Occupational Therapists, for example: - handrails inside and outside, intercoms with door releases, provision of extra lighting and more.

**Tel: see contact numbers on page 28.**

## **THE NORTHERN IRELAND FIRE SERVICE**

The Fire Service can provide advice on Fire Prevention and Home Safety.

Eastern Area H.Q., Bankmore Street. **Tel: 9031 0360**

## **NORTH AND WEST BELFAST HEALTH AND SOCIAL SERVICES TRUST**

OCCUPATIONAL THERAPISTS can assess areas of difficulty for you and make recommendations for treatment, equipment or adaptations, to enable you to be as independent as possible in your own home.

For some people, who are at high risk because of frailty or chronic illness, NEIGHBOURHOOD WARDENS may be asked to call and check with them.

FOR FURTHER INFORMATION ON SERVICES PROVIDED BY NORTH AND WEST BELFAST TRUST, CONTACT THE SOCIAL SERVICES OFFICES LISTED AT THE FRONT OF THIS BOOKLET.

# HELP FOR CARING FOR SOMEONE WHO IS VERY DEPENDENT OR CONFUSED

## NORTH AND WEST BELFAST HEALTH AND SOCIAL SERVICES TRUST

Can provide services directly to the person who is in need of care, or provide services directly to whoever is caring for that person.

**HOME HELPS** help with everyday living tasks, especially

- making meals, lighting the fire or shopping

**OCCUPATIONAL THERAPISTS** provide:

- treatment
- advice on alternative techniques
- equipment and adaptations in your caring role

**DISTRICT NURSES** are based at health centres and are attached to GP practices. Services they provide include:

- direct clinical care such as care for someone who is dying
- treatment of wounds
- monitoring of blood pressure
- treatment and advice on conditions such as incontinence or diabetes
- provision of equipment in relation to illness or disability.

**PHYSIOTHERAPISTS:**

- help improve your physical movements, and also
- provide practical help and advice to relatives who are helping you.

**INTENSIVE DOMICILIARY CARE** can be provided if you require constant assistance with any or all of the tasks of everyday living. This service is available from the Trust and other independent providers and can be arranged by a Care Manager. Help can be provided at intervals throughout day and night, by a team of trained care assistants.

This may include help with:

- personal care
- continence
- assistance in and out of bed
- meals
- shopping, and
- respite for carers

**DEMENTIA HELP-LINE** can help if you are caring for someone with dementia, or if you are worried that you or someone you know may be experiencing problems with:

- memory loss
- confusion
- communication
- personal care
- incontinence
- sleep
- behaviour problems.

The help-line offers confidential help and advice 24 hours a day, 365 days a year. **Tel: 9074 4555.**

**RESPIRE** may be available in residential or nursing homes or day centres in North and West Belfast on a planned or an emergency basis. If someone is caring for a frail older person and needs a break then a place or 'respite bed' in a home may be available for the older person while the carer takes a break. A 'night-sitting' service may also be available.

### **BELFAST CARERS' CENTRE**

The Spires, Unit 1, Fisherwick Place, Belfast.

A drop-in centre for carers. Services include:

- weekly coffee mornings
- speakers on topics of interest to carers
- neck/back massage
- advice sessions once per week
- advocacy service to support individual carers

The centre is open to the public from Monday to Friday.

Tel: 9043 4700 Fax: 9024 9999

E-mail: [info@carerscentre.org](mailto:info@carerscentre.org)

### **CARERS NORTHERN IRELAND**

This association provides information and advice for carers and has a telephone Help-line. They also produce a range of information and advice leaflets on carer's rights, benefits etc.

**Tel: 9043 9843**

### **ALZHEIMER'S SOCIETY**

86 Eglantine Avenue, Belfast

The Alzheimer's Society provides information, advice and support for people with dementia and their carers. They operate: Dementia Helpline **Tel: 9066 4100**

FOR FURTHER INFORMATION ON SERVICES PROVIDED BY NORTH AND WEST BELFAST TRUST, CONTACT THE SOCIAL SERVICES OFFICES LISTED AT THE FRONT OF THIS BOOKLET.

# HELP WITH LOOKING AFTER YOUR FEET

## NORTH AND WEST BELFAST HEALTH AND SOCIAL SERVICES TRUST

The Trust's Podiatry / Chiropody Service offers treatment for conditions affecting feet and lower limbs. It can also offer minor surgery and modified footwear.

### WHO CAN ASK FOR HELP?

Anyone can approach the Service directly asking for help. Priority is given to people who suffer from diabetes or circulation problems.

### WHERE DO I GO FOR THIS HELP?

There are clinics at:

<b>Ballyowen Health Centre</b>	<b>9061 0611</b>
<b>Whiterock Health Centre</b>	<b>9032 3153</b>
<b>Cupar Street Clinic</b>	<b>9032 7613</b>
<b>Shankill Health Centre</b>	<b>9024 7181</b>
<b>Lincoln Avenue Clinic</b>	<b>9074 8363</b>
<b>Parkmount Day Centre</b>	<b>9077 2413</b>

If a wound needs to be dressed on a regular basis this can be arranged through your G.P.s practice or treatment room nurse. Special arrangements can be made for those who are housebound.

### LOCAL VOLUNTARY AND CHARITABLE ORGANISATIONS

A Podiatry / Chiropody service is provided at certain times on certain days in a number of local centres in West and North Belfast. For further details phone:

Age Concern West Belfast  
430 Falls Road: tel 9023 9899

Cathedral Community Services  
St Peter's Square North: tel 9024 0969

Newington Day Centre  
Atlantic Ave: tel 9035 1947

FOR FURTHER INFORMATION ON SERVICES PROVIDED BY NORTH AND WEST BELFAST TRUST, CONTACT THE SOCIAL SERVICES OFFICES LISTED AT THE FRONT OF THIS BOOKLET.

# HELP WITH LOOKING AFTER YOUR TEETH

## NORTH AND WEST BELFAST HEALTH AND SOCIAL SERVICES TRUST

### THE COMMUNITY DENTAL SERVICE

The Community Dental Service (CDS) exists to help patients get the dental service they need. It works with the General Dental Services and the Hospital Dental Services.

Part of the role of the CDS is to help people overcome difficulties in being able to receive dental care. In certain situations, this means that the CDS will provide dental care for older patients who cannot have their dental care provided by the General Dental Practitioner.

**Charges for services provided by the General Dental Practitioner:** Patients are often worried about the cost of dental treatment. Although there is not an automatic entitlement to free dental care for older people, many on lower incomes are entitled to free treatment or help with costs. To claim this they should first fill in a form available from Social Security offices. Patients who qualify for help with dental charges can either obtain an exemption certificate before treatment or claim reimbursement of charges.

**'Age Concern Fact Sheet 5'** has just been updated and gives very comprehensive information about help with dental charges for older people. Always ask your dentist for an estimate of charges before treatment.

If you are having difficulty obtaining dental care, contact the Community Dental Services of North and West Belfast Health and Social Services Trust for help and advice.

Where can you find the Trusts Community Dental Service CDS?

The service operates from 5 Community Clinics in the North and West Belfast area:

<b>Ballyowen Health Centre</b>	<b>9061 0611</b>
<b>Cupar Street Clinic</b>	<b>9023 7613</b>
<b>Shankill Health Centre</b>	<b>9024 7181</b>
<b>Lincoln Avenue Clinic</b>	<b>9074 8363</b>
<b>Parkmount Day Centre</b>	<b>9077 2413</b>
<b>Royal School of Dentistry</b>	<b>9089 4677</b>
<b>Out of Hours – <i>Emergency</i></b>	<b>9060 8523</b>

FOR FURTHER INFORMATION ON SERVICES PROVIDED BY NORTH AND WEST BELFAST TRUST, CONTACT THE SOCIAL SERVICES OFFICES LISTED AT THE FRONT OF THIS BOOKLET.

# HELP WITH YOUR SIGHT AND LOSS OF SIGHT

## NORTH AND WEST BELFAST HEALTH AND SOCIAL SERVICES TRUST

The Team for Visual Impairment in North & West Belfast Health and Social Services Trust consists of rehabilitation workers and social workers who offer a range of services to help people who have a severe sight loss which cannot be corrected by glasses.

If you have problems with: -

- Recognising people
- Reading print
- Crossing roads
- Identifying money
- Bumping into things

The Team can: -

- Provide information about your sight loss.
- Help you make the best use of the sight you have.
- Help you manage safely in your own home.
- Teach you to walk safely outdoors.
- Arrange for a Home Help to assist with some of the tasks of daily living.
- Arrange for appropriate aids.
- Provide information about registration as being blind or partially sighted and some of the benefits of registration.
- Refer you to, and give you information about, other services which can help.

For further information, please contact:

The Team for Visual Impairment

Everton Complex

585-587 Crumlin Road

Belfast BT14 7GB

Tel: 9056 6000

### Other agencies, which can offer help:

**ROYAL NATIONAL INSTITUTE OF THE BLIND – NORTHERN IRELAND** offers a wide range of practical services to people with serious sight problems.

RNIB NI services include:

- Resource centres supplying special aids and equipment
- Information on audio tape and CD; transferring printed material on tape or CD
- Computer skills training
- Talking books
- Benefits advice
- Employment – helping people with serious sight loss to continue working.

For further details contact:

R.N.I.B. – N.I.

40 Linenhall Street

Belfast BT2 8BA

Tel: 9032 9373

# HELP WITH YOUR SIGHT AND LOSS OF SIGHT

**THE BLIND CENTRE N.I.** – the local society for providing direct services to blind and visually impaired people of all ages, including:

- Home Call service – befriending service, accessed through The Blind Centre or local Social Services Department.
- Tape Services – bi-monthly new tape.
- Sound Vision Ulster
- Reading Service
- Leisure services – The Blind Centre has a chalet at the SHARE Centre in Lisnaskea, which can be rented by people with a severe sight loss.

For further details, contact:  
The Blind Centre for N.I.  
70 North Road  
Belfast BT5 5NJ  
Tel: 9065 4366

**GUIDE DOGS FOR THE BLIND ASSOCIATION** – a U.K. national organisation that has a centre in Belfast.

Services include:

- Provision of guide dogs and appropriate training
- Information on sight loss and other services
- Rehabilitation services
- Support of a rehabilitation officer at the Low Vision Clinic in Royal Victoria Hospital.

For further information, contact:  
Guide Dogs for the Blind  
Lanesborough House  
15 Sandown Park South  
Belfast BT5 6HE  
Tel: 9047 1453

**BELFAST PUBLIC LIBRARIES** - a special services department is based in the Central Library, which provides services to people with a severe sight loss.

Services include:

- Talking newspaper service
- Magazines in braille
- Talking books
- Full access to the Music Department

For further information telephone: 9050 9150

# HELP WITH YOUR SIGHT AND LOSS OF SIGHT

## **VOLUNTARY SERVICE BUREAU – BEFRIENDING SCHEME**

For older people with a visual impairment who live alone, this scheme may offer:

- A befriender, to visit you and help with reading newspapers and correspondence.
- A volunteer driver, to assist you with transport to medical appointments, day centres, shops etc.
- The opportunity to go on social group shopping trips and occasional social outings.

Social Workers, Health Visitors or GPs can make a request for help for V.S.B.'s Befriending Scheme.

For further information, contact:  
Voluntary Services Bureau  
34 Shaftesbury Square  
Belfast BT2 7BL  
Tel: 9020 0850

## **WHO CAN RECEIVE THIS HELP?**

People with a severe sight loss at any age.

## **WHO CAN ASK FOR THIS HELP?**

GPs, Health Visitors, Social Workers, Voluntary Agencies, family members or you yourself.

FOR FURTHER INFORMATION ON SERVICES PROVIDED BY NORTH AND WEST BELFAST TRUST, CONTACT THE SOCIAL SERVICES OFFICES LISTED AT THE FRONT OF THIS BOOKLET.

# HELP WITH YOUR HEARING AND LOSS OF HEARING

## **NORTH AND WEST BELFAST HEALTH AND SOCIAL SERVICES TRUST**

The Team for Deaf and Hard of Hearing People provides a range of services, including:

- Home visits, support and counselling for individuals and families.
- Environmental aids, practical assistance and advice on using equipment including listening aids.
- Day Centres, Lunch Club, Evening Clubs, Advice Centre and Interpreting Service.

### **WHO CAN RECEIVE THIS HELP?**

Anyone who is suffering from loss of hearing: children, adults, or older people.

### **WHO CAN ASK FOR THIS HELP?**

GPs, Health Visitors, Social Workers, Voluntary Agencies, family members, or you yourself.

For further information, please contact:  
The Team for Deaf and Hard of Hearing People  
Everton Complex  
585-587 Crumlin Road  
Belfast BT14 7GB  
Tel: 9056 6000

### **CITIZENS ADVICE BUREAU – Tel: 9030 1916 or 9062 8455 (minicom)**

A specialist advice and advocacy worker is attached to Suffolk and Andersonstown Citizens Advice Bureau, who provides people who are deaf or hard of hearing with a range of advice services (for example - on benefits, on housing and on making wills). The worker can work from local centres. Also home visits can be arranged. (See page 27 for address and telephone numbers.)

### **ROYAL NATIONAL INSTITUTE FOR DEAF PEOPLE NORTHERN IRELAND**

The Institute can provide:

- Interpreter and communication services
- Information and equipment service
- Deaf and disability awareness training

Voice / text	9023 9619
Text answerphone	9031 2033
Fax	9031 2032

FOR FURTHER INFORMATION ON SERVICES PROVIDED BY NORTH AND WEST BELFAST TRUST, CONTACT THE SOCIAL SERVICES OFFICES LISTED AT THE FRONT OF THIS BOOKLET.

# HELP WITH MONEY AND BENEFITS

*Many social security benefits, which are available to older people, go unclaimed. For example, it is estimated that one in three pensioners who are entitled to receive Income Support are not claiming what they are entitled to.*

The Social Security Agency will give you information and advice about all the benefits that you may be able to claim. They will also help you fill in forms or make a claim. Please call at your local Social Security Office (see below) or the Benefits Shop, in Castlecourt, Belfast, **tel: 9033 6000**. If you cannot call at one of these offices, they will be able to arrange to visit you at home.

**STATE RETIREMENT PENSION** is paid to men at the age of 65 and women at the age of 60. There are other additions to the basic pension which may apply to you.

**OTHER BENEFITS** which may apply to you include:

- Income Support
- Attendance Allowance
- Disability Living Allowance
- Invalid Care Allowance
- Community Care Grants
- Budgeting Loan
- Crisis Loan
- Christmas Bonus

**FOR FURTHER INFORMATION, YOU CAN:**

Obtain a copy of the 'A – Z Guide To Public Services For Pensioners In Northern Ireland' available from Post Offices.

**Or phone one of these helplines:**

About Pensions - Pension Advisory Service; **Tel: 0207 233 8080**

About Income Support - Minimum Income Guarantee Claiming; **Tel: 0800 028 1111**

About Other Benefits – Benefit Enquiry Line; **Tel: 0800 22 06 74**

Or

**Contact your local Social Security office:**

- **Andersonstown**      **9054 2700**
- **Falls**                      **9052 4800**
- **Shankill**                    **9025 1456**
- **Corporation Street**      **9025 1411**

For independent advice and support you could contact the Citizens Advice Bureau or Independent Advice Centres or Help the Aged SeniorLine or Age Concern Helpline and Belfast Carers Centre (for contact details see pages 27-29 for addresses and telephone numbers).

ALSO – If your benefits have been changed, please contact any of the above helplines.

FOR FURTHER INFORMATION ON SERVICES PROVIDED BY NORTH AND WEST BELFAST TRUST, CONTACT THE SOCIAL SERVICES OFFICES LISTED AT THE FRONT OF THIS BOOKLET.

# HELP WITH GETTING EQUIPMENT / AIDS REPAIRED, REPLACED OR RETURNED

## EQUIPMENT SUPPLIED BY OCCUPATIONAL THERAPY

If you have received equipment or aids from North and West Belfast Health and Social Services Trust, Occupational Therapy Department and now wish to return it, or if you need to have it repaired, then contact:

Stores Manager  
Occupational Therapy Department  
Northern Ireland Carriers Yard  
Grosvenor Road  
BELFAST 12

Tel: 9023 7033

## EQUIPMENT SUPPLIED BY DISTRICT NURSING

If you have equipment for North and West Belfast Health and Social Services Trust, District Nurses, which is no longer required, please contact:

District Nursing Team  
89 Durham Street  
Belfast BT12 4GE

Tel: 9027 8822

FOR FURTHER INFORMATION ON SERVICES PROVIDED BY NORTH AND WEST BELFAST TRUST, CONTACT THE SOCIAL SERVICES OFFICES LISTED AT THE FRONT OF THIS BOOKLET.

# HELP WITH SMALL IMPROVEMENTS AND REPAIRS AROUND YOUR HOME

## THE NORTHERN IRELAND HOUSING EXECUTIVE

The Housing Executive can make certain minor alterations to the homes of its tenants without referral from Occupational Therapists, for example:

- Additional handrails on the staircase, or elsewhere
- Handrails at front or rear entrance
- Provision of intercom with door release
- Provision of lever taps at washbasins
- Provision of whirly clothes line
- Re-siting of sockets
- Widening of garden paths for wheelchair or walking aid
- Provision of rocker light switches
- Replacement of clothes hanging rails
- Provision of letter cage/delivery shelf in entrance hall
- Provision of adequate internal/external lighting

*Tel: (see contact numbers on page 28)*

### **If you are a Housing Executive tenant and a pensioner:**

You can have emergency repairs (for example fixing burst pipes) completed within 4 hours. Urgent repairs should be seen to within 4 days. Routine repairs should be seen to within 4 weeks. (Housing Executive Emergency Repairs Service – after hours **tel: 9024 6111**).

If you are an owner-occupier you may be able to get a 'Minor Works' grant from the Housing Executive. For further information, contact: Housing Executive, North & West Belfast Grants Department, **tel: 9031 7000**.

## NORTH BELFAST SENIOR CITIZENS FORUM

If you live in North Belfast you may be able to avail of the 'Handyperson Scheme'. This scheme enables older people to get small jobs done around the house, for example fitting shelves, hanging doors etc. **Tel: 9074 9944**.

## VOLUNTARY SERVICE BUREAU (HOME SECURITY SCHEME)

Volunteers fit various types of locks and security devices at cost price. **Tel: 9020 0850**

## FOR INDEPENDENT ADVICE AND SUPPORT ON HOUSING MATTERS

YOU CAN CONTACT:

Housing Rights Service, Middleton Building, 4<sup>th</sup> Floor, 10-12 High Street, Belfast **Tel: 9024 5640**

Local Citizen's Advice Bureaux, Local Advice Centres, Help the Aged SeniorLine, Age Concern Helpline (for addresses and telephone numbers see pages 27-29).

FOR FURTHER INFORMATION ON SERVICES PROVIDED BY NORTH AND WEST BELFAST TRUST, CONTACT THE SOCIAL SERVICES OFFICES LISTED AT THE FRONT OF THIS BOOKLET.

# HELP WITH SOMEWHERE TO GO TO MEET PEOPLE AND HELP WITH TRANSPORT TO GET AROUND OUTSIDE

## NORTH AND WEST BELFAST HEALTH AND SOCIAL SERVICES TRUST

**DAY CENTRES** provide an outlet for people who are isolated or at risk in their own homes. They offer a range of activities, services and lunch. Transport is available to bring people to and from day centres. They are organised both by the Trust and by Voluntary organisations.

### LOCAL SENIOR CITIZENS CLUBS

LOCAL CLUBS offer a wide variety of activities and outings. There may be one near you which would suit you. Some clubs have transport to bring members to and from the club. The local Social Services Office can give you more information on clubs in your area.

### BELFAST INSTITUTE OF FURTHER AND HIGHER EDUCATION

The Institute organises courses on a wide range of subjects and activities; for example - aromatherapy, crafts, relaxation, gentle exercise, computers, reminiscence, therapy dancing and much more. It organises activities in many local centres and clubs. It charges a special lower rate of £5.00 for Senior Citizens.

Tel:	West Belfast	9023 4055
	Shankill	9024 1934
	North Belfast	9035 2680

### DISABILITY ACTION TRANSPORT (*Formerly Easyrider*)

A transport service for disabled or housebound people. After they are registered with the service, the bus will collect people from their homes and bring them to and from their destinations. Prices are reduced for Senior Citizens. Tel: 9068 3344 or 9068 7744.

### SHOPMOBILITY

Provides electric scooters and wheelchairs and manual wheelchairs to help people who have mobility difficulties to move about freely to shop at Victoria Centre (9080 8090), Castlecourt (9031 9191), Forestside (9064 0994). Escort service available (book in advance).

### VOLUNTARY SERVICE BUREAU – TRANSPORT SCHEME

A service for older people who do not have their own means of transport and may be lonely and isolated. Tel: 9020 0850

- A volunteer driver to assist with transport to medical appointments, day centres, shops etc.
- The opportunity to go on group shopping trips and occasional social outings.

### WHO CAN ASK FOR THIS HELP FROM V.S.B.?

Social Workers, Health Visitors, GPs.

### HELP FROM VOLUNTARY SERVICE BUREAU – ‘ENCOURAGE’

This is a scheme run by Voluntary Services Bureau that allows older people to attend theatre, museums and other events with a group of older people, at reduced prices. Tel: 9020 0850.

FOR FURTHER INFORMATION ON SERVICES PROVIDED BY NORTH AND WEST BELFAST TRUST, CONTACT THE SOCIAL SERVICES OFFICES LISTED AT THE FRONT OF THIS BOOKLET.

# HELP WITH ALCOHOL PROBLEMS AND OTHER ADDICTION PROBLEMS

## THE NORTHERN IRELAND COMMUNITY ADDICTION SERVICE (NICAS)

NICAS provides help and advice on addiction problems for people over 60 years who feel that alcohol or other substances are causing them problems for their health, relationships or finances.

The service offers advice and information over the telephone, or appointments to see a counsellor. For an appointment with a counsellor you can bring someone along with you, if you feel that this would be helpful.

If you have special needs the counsellor can see you in your own home.

You can contact any of the three local offices which are open during normal working hours (see below).

NICAS also has a service for carers. If you feel that a family member or partner is drinking more than they should, you can make an appointment to see a counsellor, or if you prefer, speak to someone on the telephone. Also there is a carers group where you can meet with people who may have experienced problems similar to yours.

### NICAS Offices:

40 Elmwood Avenue  
BELFAST BT9 6AZ  
Tel: 9066 4434

219 Albertbridge Road  
BELFAST BT5 4PM  
Tel: 9073 1602

461 Falls Road  
BELFAST BT12 6DD  
Tel: 9033 0499

### AL-ANON FAMILY GROUPS

Al-Anon is a network of self-help groups for people who are affected by someone else's drinking, most often a family member. In addition, there is a 24-hours telephone helpline service. Further information can be obtained from, and initial contact made, through:

Al-Anon Information Centre (Ireland North)  
Peace House  
224 Lisburn Road  
BELFAST  
Tel: 9068 2368

# HELP WITH ALCOHOL PROBLEMS AND OTHER ADDICTION PROBLEMS

## DUNLEWEY SUBSTANCE ADVICE CENTRE

The Dunlewey Centre offers advice and support on alcohol, drug and solvent abuse.

It offers counselling on a one-to-one basis to individuals who misuse alcohol, drugs or other substances. It also offers counselling to families and friends of individuals who misuse alcohol or drugs.

Counselling is free and by appointment only. Anyone can approach the Dunlewey Centre for this service.

The Centre offers other services that include:

- Talks and education/prevention programmes on alcohol and drugs and other substance misuse.
- 'Key To Change': a 5-month self-development programme designed to raise self-confidence/self esteem and introduce participants to move on into further training/voluntary work or employment. It is aimed at individuals who are affected directly/indirectly by substance misuse and who are substance free for at least FOUR months.

The Dunlewey Centre has branches at the following addresses:

<b>Whitewell Surgery</b>	<b>Tel: 9077 1454</b>
<b>Church Street</b>	<b>Tel: 9181 8945 / 9181 8981</b>
<b>Cliftonville Road</b>	<b>Tel: 9061 1162</b>
<b>Stewartstown Road</b>	<b>Tel: 9061 1162</b>

## **CITIZEN'S ADVICE BUREAUX** (SEE PAGE 27 FOR ADDRESSES AND TELEPHONE NUMBERS)

Citizen's Advice Bureaux provide advice and information on addiction problems.

FOR FURTHER INFORMATION ON SERVICES PROVIDED BY NORTH AND WEST BELFAST TRUST, CONTACT THE SOCIAL SERVICES OFFICES LISTED AT THE FRONT OF THIS BOOKLET.

# HELP WITH RE-HOUSING

## NORTH AND WEST BELFAST HEALTH AND SOCIAL SERVICES TRUST

If and when you feel that you need to consider moving - whether to a sheltered dwelling, or to an elderly persons' home, or to another home of your own - **social work** staff in the local Social Service Office can talk to you about making a suitable choice of dwelling.

Also social work staff can support applications for re-housing to Housing Executive or Housing Association dwellings. If you have applied for re-housing, you can approach social work staff directly at the local office to request a social report.

### RESIDENTIAL AND NURSING HOMES

If you are considering going into a residential or nursing home, and are assessed as residential nursing home care, you have a right to choose a home which meets your particular needs. A Care Manager from North and West Belfast Health and Social Services Trust will tell you which homes are able to provide the kind of help which best meets your needs and which homes have vacancies. You can ask the Care Manager to provide you with a list of registered homes in your area.

The Trust has produced a leaflet 'Choosing A Residential Or Nursing Home: Your Questions Answered' which gives information and advice on costs, on what to ask home owners on what you should consider when choosing a home. Copies of this leaflet can be obtained from one of the social service offices, listed at the start of this guide.

### SHELTERED DWELLINGS

There are a variety of sheltered dwellings operated by the Housing Executive or by Voluntary Housing Associations throughout North and West Belfast. If you are interested in living in any of these sheltered dwellings, you must first of all contact the Housing Executive and have your name put on the 'Central Waiting List' which the Housing Executive operates. You may indicate which particular sheltered dwellings you wish to enter.

If you are already a tenant of the Housing Executive or a Housing Association and you wish to move, you can ask for a transfer application form, which can be obtained from the Housing Executive or the Housing Association, whichever one is your landlord.

For contact details of the Housing Executive offices please see page 28.

### INDEPENDENT ADVICE AND SUPPORT FOR HOUSING PROBLEMS

The Citizen's Advice Bureaux and Independent Advice Centres, Help the Aged SeniorLine, Age Concern Helpline can provide general advice on housing matters (for addresses and telephone numbers see pages 27-29).

The Housing Rights Service, Middleton Building, 4th Floor, 10-12 High Street, Belfast, can provide general advice on housing matters. **Tel: 9024 5640**

FOR FURTHER INFORMATION ON SERVICES PROVIDED BY NORTH AND WEST BELFAST TRUST, CONTACT THE SOCIAL SERVICES OFFICES LISTED AT THE FRONT OF THIS BOOKLET.

# HELP WITH CARING FOR SOMEONE WHO IS DYING

## NORTH AND WEST BELFAST HEALTH AND SOCIAL SERVICES TRUST

The Trust provides services to patients of all ages. When a patient is dying, care is provided through a range of professionals and from a variety of organisations, who work closely together to co-ordinate services so as to best meet the need of the patients and carers.

The majority of formal care is provided by District Nurses. The District Nurse is seen as the key worker to co-ordinate care. The range of services which are available include:

- Occupational Therapy
- Physiotherapy
- Podiatry / Chiropody
- Speech & Language Therapy
- Dental Services
- Dietetic & Nutrition Services
- Care Management
- Nursing including District Nursing 24 Hr Nursing

### DISTRICT NURSING

District Nurses are usually the first point of contact with services after the GP has been informed of a patient's diagnosis. The District Nurse liaises closely with each patient's GP to ensure that all needs are met. In assessing each individual's needs, all aspects of care are considered to ensure that spiritual, physical, psychological, social and sexual needs are addressed through discussion with carers, GP and other care providers.

There is ongoing evaluation of needs - with visiting patterns ranging from several visits per day to weekly, depending on individual needs.

It is vital to ensure that all concerned have as much information as necessary to ensure continuity in care services and to make the patient comfortable and safe. As such the District Nurse's records will be left in each patient's home for access by all those involved in providing care.

Equipment will be provided by the District Nurse to facilitate easier and safer handling of each patient and to promote comfort at all times. For example specialist beds, hoists and mattresses can greatly assist in this process. The range of skills provided is varied and includes:

- Pain Control – using a syringe driver
- Wound Care
- Continence Care
- Diabetic Care
- Advice and Support to relatives and carers, for example with special feeding

All such care is provided in partnership with other Specialists, including:

- Hospital Cancer Units
- NI Hospice and Hospice At Home
- Marie Curie Cancer Care
- Macmillan Cancer Relief

FOR FURTHER INFORMATION ON SERVICES PROVIDED BY NORTH AND WEST BELFAST TRUST, CONTACT THE SOCIAL SERVICES OFFICES LISTED AT THE FRONT OF THIS BOOKLET.

# USEFUL SOURCES OF ADVICE SERVICES

## CITIZENS ADVICE BUREAUX

<b>North Belfast</b>	211 Antrim Road Belfast 15 2GW	Tel: 9050 3000
<b>Central Belfast</b>	6 Callender Street Belfast 1 5BN	Tel: 9050 3000
<b>Shankill</b>	179 Shankill Road Belfast 13 1FP	Tel: 9050 3000
<b>Falls</b>	8 Springfield Road Belfast BT12 7AG	Tel: 9050 3000
<b>Suffolk and Andersonstown</b>	208 Andersonstown Rd Belfast 11 9EB	Tel: 9030 1916

## INDEPENDENT ADVICE CENTRES

For information on independent advice centres in your area, contact:

The Association of Independent Advice Centres N.Ireland  
303 Ormeau Road  
Belfast BT7 3GG

Tel: 9064 5919

Fax: 9049 2313

E-mail: [info@aiac.net](mailto:info@aiac.net)

Website: [www.aiac.net](http://www.aiac.net)

## HELP THE AGED SENIORLINE

**(FREE PHONE: 0808 808 7575 / Mon-Fri 9am – 4pm)**

A free telephone advice and advocacy service for older people, their relatives, carers and friends.

Free advice and information on

- Social Security and disability benefits
- Community and residential care
- Housing options and adaptations

And other issues of concern for older people or their carers.

SeniorLine advisors can also deal with individual cases, working with and for a caller, to move towards resolving the issue.

# USEFUL SOURCES OF ADVICE SERVICES

## **AGE CONCERN ADVICE LINE**

**(Tel: 9032 5055 / Mon-Fri 10am – 1pm)**

3 Lower Crescent, Belfast BT7 1NR

- Advice on:
- Form filling
  - Social Security Benefits
  - Housing Issues
  - Community Care/Health and Social Services
  - Residential and Nursing Care Issues
  - Disability Issues
  - Debt and Money Advice
  - Consumer Advice

Age Concern can also deal with individual cases.

## **EASTERN HEALTH AND SOCIAL SERVICE COUNCIL,**

**Free Phone: 0800 328 5420**

McKelvey House, 25 Wellington Place, Belfast.

Provides information, advice and support about health and social services. It can advise people who have complaints about health and social services and help them resolve the complaints.

## **NORTH AND WEST BELFAST HEALTH AND SOCIAL SERVICES TRUST**

If you require further information or you wish to make a complaint about any of the services provided by North and West Belfast Health and Social Services Trust listed in this Directory, please contact:

Christine Jamison  
Administrative Services Manager  
North and West Belfast Health and Social Services Trust  
Glendinning House  
6 Murray Street  
Belfast BT1 6DP  
Telephone: (028) 9032 7156  
Email: [complaints@nwb.n-i.nhs.uk](mailto:complaints@nwb.n-i.nhs.uk)

*(Note: If your comment or complaint relates to a service listed in this booklet which is provided by an Organisation other than the Trust, the above complaints procedure does not apply. In these circumstances, please make direct contact with the Organisation concerned).*

The Trust has implemented the Code of Practice on Openness in the Health and Personal Social Services (HSS Executive, 1996) to ensure you have greater access to information about our services.

Organisation	Details	Tel
Age Concern Advice Line www.ageconcernni.org		9032 5055
Age Concern / West Belfast	Podiatry / Chiropody Service	9023 9899
Al-anon Information Centre	(Ireland North)	9068 2368
Alzheimer's Society www.alzheimers.org.uk	Helpline	9066 4100
Association of Independent Advice Centres N.I. www.aiac.net		9064 5919
Belfast Carers Centre www.carerscentre.org	Drop-in Centres Advice	9043 4700
Belfast City Council www.belfastcity.gov.uk	Home Safety Check Scheme	9027 0469
Belfast Institute of Further and Higher Education www.belfastinstitute.ac.uk	West Belfast Shankill North	9023 4055 9024 1934 9035 2680
Belfast Public Libraries www.belb.gov.uk		9050 9150
Benefit Enquiry Line www.ssani.gov.uk		0800 220674
Benefits Shop www.ssani.co.uk	Castlecourt	9033 6245
Blind Centre for N.Ireland www.bcni.co.uk		9065 4366
Bryson House www.brysonhouse.co.uk	Home from Hospital Scheme No Age to Golden Age	9032 5835
Carers N. Ireland www.carersonline.org.uk	Helpline	9043 9843
Cathedral Community Services	Podiatry / Chiropody Service	9024 0969
Citizens Advice Bureaux www.nicab.org	North Belfast Central Belfast Shankill Falls Suffolk and Andersonstown	9050 3000 9050 3000 9050 3000 9050 3000 9030 1916
Coal Advisory Service		9081 2182
Coal Hotline		0845 712 5300

Organisation	Details	Tel
Disability Action Transport www.disabilityaction.orb		9068 3344 / 9068 7744
Dunlewey Substance Advice Centre	Whitewell Surgery Cliftonville Road Stewartstown Road ]	9077 1451  9061 1162
EAGA Partnership	Warm Homes / Warm Homes Plus	0800 161667
Eastern Health and Social Services Council	“Helping to make your voice heard”	0800 328 5420
Energy Advice Shop www.energyadvice.com		0800 512 012
Help the Aged www.helptheaged.org.uk	SeniorLine Care-line Service	0808 808 7575 0808 100 2435
Housing Rights Service www.housingrights.org.uk		9024 5640
Guide Dogs for the Blind Association		9047 1453
Newington Day Centre	Podiatry / Chiropody Service	9035 1947
North Belfast Senior Citizens Forum	Handyperson Scheme	9074 9944
N.I. Chest Heart and Stroke Association	Helpline	0845 769 7299
N.I. Community Addiction Service	Elmwood Avenue Office Falls Road Office	9066 4434 9033 0499
N.I. Fire Service / Eastern Area		9031 0360
N.I. Housing Executive Andersonstown / Suffolk Lower / Middle Falls Lower North Belfast Shankill Upper North Belfast	Minor Adaptions and Repairs  District Office 1  District Office 3  District Office 4  District Office 5  District Office 6  Emergency  North and West Belfast Grants Department	  9032 8282  9032 3642  9024 1525  9032 9442  9032 6477  9024 6111  9031 7000

Organisation	Details	Tel
Pension Advisory Service		08456 012923
Royal National Institute for the Blind – N. Ireland		9032 9373
Royal National Institute for Deaf People – N. Ireland	Voice / text Text answer phone	9023 9619 9031 2033
Shopmobility		9080 8090
Social Security Offices	Andersonstown Corporation Street Falls Road Shankill	9054 2700 9025 1411 9054 2800 9025 1456
Voluntary Service Bureau	Befriending Scheme Home Security Service Transport Scheme Encourage	9020 0850
Warm Homes / Warm Homes Plus	(EAGA Partnership)	0800 161667

*This booklet has been produced by North and West Belfast Health and Social Services Trust, at the request of the North and West Belfast Focus Group on Services for Older People*

*The Focus Group consists of:*

- *Managers from North and West Belfast HSS Trust*
- *Representatives of Community and Voluntary Organisations concerned with the well-being of older people*
- *Representatives of Senior Citizen Organisations*