

## **North and East Herts Branch of the MND. Association**

### **USEFUL ADDRESSES AND CONTACT NUMBERS**

**Adult Care Services (Social Services)** Tel: 0300-123-4042

**Hertfordshire Wheelchair Service** (Millbrook up to 30.9.22) Tel: 0333- 234-0303 (AJM Healthcare from 1.10.22) Tel: 0808 1753040

**Herts Neurological Service** - For patients with a West Hertfordshire GP: Tel 03000 200 656

For patients with a North & East Hertfordshire GP: Tel 0300 123 7571 Option 5

**Herts Ability** (formerly Hertfordshire Action on Disability) Tel: 01707- 324581

**MND Association** – Enquiries: 01604-250505 Website: [www.mndassociation.org](http://www.mndassociation.org)

**MND Connect** – Information and Support Line. Tel: 0808 802 6262

[mndconnect@mndassociation.org](mailto:mndconnect@mndassociation.org)

**MND Association** – Equipment Loan Service Tel: 01604 - 611802

**MND Area Support Co-ordinator** for Hertfordshire and Essex (up to 3 October 2022– see below)

Carmen Brown. Tel: 01604-800659 [carmen.brown@mndassociation.org](mailto:carmen.brown@mndassociation.org)

**Branch Contact** - North and East Herts Branch of the MND Association:

Chris Carter Tel: 01462-338450 Branch Website: [www.mnd.n-herts.freeuk.com](http://www.mnd.n-herts.freeuk.com)

**Carers in Herts** – Tel: 01992 – 586969

**MND Association Benefit Advisors** - 0808 801 0620

**Herts Help** - 0300 123 4044

**PoHWER** – 0300 456 2370

**REMAP** – Tel: North Herts Panel (Bruce Carr – Chairman) Tel: 01462 – 673375

**Care Centres** – Cambridge (Trish Cutts – Administrator) Tel: 01223 274261/ London-The National

(Michaela Waltho – Coordinator) Tel: 0203 448 3517 / London – Barts (Colette Bloomfield –

Coordinator) Tel: 020 3594 1883 / London – King Georges (Samantha Parry – Coordinator) Tel 020

78485172 <https://live-mnd-association.pantheonsite.io/support-and-information/our-services/care-centres/>

**Garden House Hospice** – 01462 679540. 24 hour clinical advice line 01462 679540

**Isabel Hospice** – 01707 382500. 24 hour clinical advice line 01707 382575

**For more information on the above, see below**

### **ADULT CARE SERVICES - Tel: 0300-123-4042**

This is the name for 'Social Services' in Hertfordshire. The main 'Call Centre' and first point of contact is 0300-123-4042. Contact this number initially if you need to be assessed for equipment, Home Care Services, or need an adaptation to the Home (e.g., level access shower, ramp). You will need to explain the situation and then you will need to ask to be seen by an Occupational Therapist if you need equipment or adaptations to the home. Explain what the problem is and that you have MND (as you should not need to wait too long with this condition and should be seen as a priority). You can also apply for a Blue Badge - see website below.

You can also ask for a Carers Assessment.

Very useful website is - [www.hertfordshire.gov.uk/services/adult-social-services/adult-social-services.aspx](http://www.hertfordshire.gov.uk/services/adult-social-services/adult-social-services.aspx) where there is lots of information on services available.

### **WHEELCHAIRS**

As from 1 October 2022, the assessment, provision and repairs service of wheelchairs will transfer from Millbrook Healthcare to AJM Healthcare Ltd. AJM Healthcare is another experienced provider of NYSH Wheelchair Services, and they provide similar services across the country. The new AJM healthcare Wheelchair service will provide clinics from locations listed below:

- Unit 5, Centrus, Mead Lane, Hertford, SG13 7GX
- Unit 5B, Vale Industrial Estate, Tolpits Lane, Watford, WD18 9QP

To contact the wheelchair service, see below.

- Millbrook Healthcare On or Before 30/09/2022 – 0333 234 0303
- AJM Healthcare Ltd From 01/10/2022 – 0808 1753040

## **NHS - Community Neuro Therapy - PHYSIOTHERAPY, OCCUPATIONAL THERAPY, SPEECH AND LANGUAGE THERAPY, or DIETITIANS**

You can be referred to the NHS Neurological Community Therapy Services in Hertfordshire, if you need to see any of the above Professionals, who specialise in Neurology. Speak to your GP or Neurologist and ask them to make a referral. You should be referred to any or all of the above professionals if you are experiencing problems in the following areas:

**Physiotherapy:** Mobility problems, difficulty with walking or assessment for suitable walking aids.

Assessment for: a suitable neck collar or foot splint. Advice on suitable exercises.

**Occupational Therapy:** Difficulties with activities of daily living (such as dressing, cooking, transfers (bed, chair, toilet, bathing etc.) and hand function.

**Speech and Language Therapy:** Problems with speech and communication, swallowing difficulties. Assessment for communication aids.

**Dietitian:** Weight loss, swallowing difficulties, problems with eating or drinking.

There are Community Neuro Therapy Teams throughout Hertfordshire, who consist of the above professionals. They can usually liaise directly with each other & can refer patients to each other within the Team.

### **More details -**

For patients with a West Hertfordshire GP, the contact number is: 03000 200 656

For patients with a North & East Hertfordshire GP - phone: 0300 123 7571 Option 5

## **DISTRICT NURSE**

Ask to speak to your local District Nurse, normally linked to your own GP Practice if you need Nursing advice, or any of the following equipment: special electric beds, pressure mattress, hoists, commodes or any other medical aids. Contact your local GP Surgery.

## **OTHER USEFUL NUMBERS:**

### **Herts Ability (formerly Hertfordshire Action on Disability)**

Weltech Business Centre, Ridgeway, Welwyn Garden City, Herts, AL7 2AA

Herts Ability is a Charity which offers Fitness to Drive Assessments, Adapted Driving Controls, Learn to Drive Assessments and Mobility Scooter Assessments.

Their website is: [www.hertsability.org.uk](http://www.hertsability.org.uk) Main switchboard - Tel: 01707 324581

### **Life Style and Mobility**

3 Mundells Court, Welwyn Garden City, Herts, AL7 1EN

They offer Mobility products, Furniture and Living Aids

Their website is [www.lifestyleandmobility.co.uk](http://www.lifestyleandmobility.co.uk) Tel: 020 8159 7070

## **MOTOR NEURONE DISEASE - NATIONAL OFFICE**

### **New Address:**

Motor Neurone Disease Association

Francis Crick House

6 Summerhouse Road

Moulton Park

Northampton

NN3 6BJ

Tel: 01604-250505

Fax: 01604-624726/638289

Email: [enquiries@mndassociation.org](mailto:enquiries@mndassociation.org)

Website: [www.mndassociation.org](http://www.mndassociation.org)

## **MND ASSOCIATION – EQUIPMENT LOAN SERVICE**

The MND Association has an equipment loan service offering a limited range of equipment, which is not normally supplied through a Statutory source. A referral needs to be requested by an appropriate Health & Social Care Professional, e.g., an Occupational Therapist or Speech and Language Therapist. These include communication aids (including voice banking and the loan of an iPad with relevant apps) and portable suction machines. You will need to be assessed first by a Health or Social Care Professional (Therapist or Social Worker) and they will complete the necessary paperwork to request the equipment. There is also a Communication Aids Service.

You can also apply for a financial support grant for financial help towards other items of equipment. Plus, there are other financial grants available

For queries regarding equipment loan, please contact the MND Support Services Team on Tel: 01604 611802

Website: [www.mndassociation.org/support-and-information/our-services/equipment-loan-for-mnd/](http://www.mndassociation.org/support-and-information/our-services/equipment-loan-for-mnd/)

or email: [support.services@mndassociation.org](mailto:support.services@mndassociation.org)

For information on our grants and to access the grant forms, go to

<https://www.mndassociation.org/support-and-information/our-services/financial-support-information-for-people-with-mnd/>

## **MND CONNECT**

Telephone and email advice line on all aspects of MND, run by the MND Association.

MND Connect is available Monday to Friday between 9am to 5pm and 7pm to 10:30pm.

You can call direct on Tel: 0808- 802- 6262 , or e-mail at: [mndconnect@mndassociation.org](mailto:mndconnect@mndassociation.org)

(Calls to this number are free from landlines and mobile phones within the UK and do not appear on itemised bills).

## **MND ASSOCIATION – AREA SUPPORT CO-ORDINATOR (ASC)**

Carmen Brown is the Area Support Coordinator (ASC) for Hertfordshire and Essex. As an MND Association representative, Carmen works closely with Association Visitors, local branches and groups, care networks and local Health and Social Care Professionals. “We all work together to ensure that people affected by MND are supported in accordance with their needs”.

Email: [carmen.brown@mndassociation.org](mailto:carmen.brown@mndassociation.org) Tel: 01604-800659

\*Note: Carmen will be moving over to another role within the organisation from 3 October 2022. However, recruitment is underway for an ASC for Hertfordshire and Essex. You can still contact Carmen for guidance in the interim period or call MND Connect on 0808 802 6262 or email at [mndconnect@mndassociation.org](mailto:mndconnect@mndassociation.org)

## **CARERS IN HERTS**

A Charity set up in Hertfordshire to help, support and advise unpaid Carers. They provide a range of services and provide very useful information and help for Carers of all ages, including Young Carers. They also provide regular newsletters, information/factsheets, meetings, workshops and training sessions on topics that are useful to Carers.

Contact them on 01992 586969 [www.carersinherts.org.uk](http://www.carersinherts.org.uk)

## **BENEFITS INFORMATION**

If you have difficulty doing personal care activities, such as washing, dressing, eating, or have significant mobility problems - you can apply for ‘Personal Independence Payment’, or ‘Attendance Allowance’ (if over state pension age). Neither benefit is means tested.

See the website:

<https://www.gov.uk/browse/benefits/disability>

You may need help to fill in the forms, as they are quite lengthy. The MND Association in partnership with Citizens Advice Cardiff & Vale - offer free, confidential and impartial benefits advice, which is available by telephone, e-mail and web chat between 9am and 5pm Monday to Friday, except on public holidays. Call for free on 0808 801 0620 Alternatively you can talk to

them through a typing chat function. For details go to <https://www.mndassociation.org/support-and-information/our-services/benefits-advice/>

Alternatively, contact Herts Help (see below), or the local Citizens Advice Bureau.

### **HERTS HELP**

This is an information and advice service and links a network of community organisations across Hertfordshire. They can help you find the practical support, guidance and information you need to find the right care and support. They can help with all sorts of queries regarding services and support in Hertfordshire.

Herts Help Tel: 0300 123 4044 (calls cost no more than national rate) Monday-Friday 8am-6pm.

Website: [www.hertshelp.net](http://www.hertshelp.net) Email: [info@hertshelp.net](mailto:info@hertshelp.net)

### **POHWER**

PoHWER (People of Hertfordshire Want Equal Rights) work alongside Herts Help and can offer a range of support, including Care Act Advocacy, Community Advocacy and NHS Complaints Advocacy. and Their free advocacy service can help you if you are finding it difficult to put your views across or don't feel you are being listened to. Tel: 0300 456 2370 Website: [www.pohwer.net/hertfordshire](http://www.pohwer.net/hertfordshire)

### **REMAP - NORTH AND SOUTH HERTFORDSHIRE PANELS**

A Charity that is able to design and construct special and unique equipment. It is tailor-made for you, to help to increase your independence with everyday activities. If you need a special gadget or piece of equipment that is not on the market, they can help.

#### **Local Contacts**

North Hertfordshire Panel – Bruce Carr (Chairman) Tel: 01462 -673375

Email: [nhremap@gmail.com](mailto:nhremap@gmail.com) Website: <http://hertfordshire-north.remap.org.uk/>

South Herts Panel - Di Stevens Tel: 01727- 613177 Email: [herts.s@remapgroups.org.uk](mailto:herts.s@remapgroups.org.uk)

Website: <http://hertfordshire-south.remap.org.uk/>

Main Website: [www.remap.org.uk](http://www.remap.org.uk)

### **MND Care Centres**

Since 1990, the MND Association has developed a number of MND Care Centres and Networks across England, Wales and Northern Ireland. They improve the support and coordination of services for people living with MND. They also promote effective, integrated working between health, social, research and voluntary sectors. They do not replace an individual's existing care team, but work in partnership with them to promote and develop effective service delivery. Not everyone will want to be linked to a Care Centre. Most people in N&E Herts will often go to Cambridge Care Centre but some people prefer to go to London. People can be referred by their local neurologist or GP. For more information go to <https://live-mnd-association.pantheonsite.io/support-and-information/our-services/care-centres/>

#### **Contacts:**

Cambridge (Trish Cutts – Administrator) Tel: 01223 274261

London – The National (Michaela Waltho – Coordinator) Tel: 0203 448 3517

London – Barts (Colette Bloomfield – Coordinator) Tel: 020 3594 1883

London – King Georges (Samantha Parry – Coordinator) Tel: 020 78485172

### **Local Hospices**

Hospices support patients and their families who are living with life-limiting illnesses and conditions. They help people live pain- and symptom free and improve their quality of life. They include a range of services, that people often aren't aware of, including family support, advice lines, compassionate neighbours and communities, day services, complementary therapy, exercise, physiotherapy, wellbeing activities, counselling and more. Your local hospice will be dependent on where your GP surgery is. However, most people in N&E Herts will be linked to either Garden House Hospice or Isabel Hospice.

**Garden House Hospice** – General enquiries 01462 679540 / 24 hour clinical advice line 01462 679540 <http://www.ghhospicecare.org.uk>

**Please Note:**

*This is not a definitive list of all services by any means, but a selection of some of the main services available across Hertfordshire. Please let us know if you would like to add any other contact numbers to the list. We will endeavour to publish an updated list every 12 months.*

***Updated on 10 October 2022***