

North and East Herts Branch of the M.N.D. Association
USEFUL ADDRESSES AND CONTACT NUMBERS

Hertfordshire Health and Community Services (previously known as Adult Care Services or Social Services) Tel: 0300-123-4042
East and North Herts Wheelchair Service Tel: 01707- 382000
Hertfordshire Action on Disability Tel: 01707- 324581
MND Association – Equipment Loan Service Tel: 01604 - 611802
MND Regional Care Development Adviser - 08453 - 751840
Carers in Herts – Tel: 01992 - 586969
Benefits Enquiry Line: Tel: 0800 88 22 00
Branch Contact - North and East Herts Branch of the MND Association
Chris Carter Tel: 01438- 717169 Branch Website: www.mnd.n-herts.freeuk.com
REMAP – Tel: North Herts Panel (Bruce Carr – Chairman) Tel: 01462 - 673375

HERTS HEALTH AND COMMUNITY SERVICES - Tel: 0300-123-4042

This is the new name for Social Services or 'ACS' 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 ask to be referred for an assessment for a Blue Badge and they will send you an Application Form.

Very useful website is - www.hertsdirect.org (lots of information on services available).

WHEELCHAIRS

There are 2 wheelchair services in Hertfordshire.

West Herts: (based in Harperbury Hospital grounds, near Shenley/Radlett)

Tel: 01923-427262 - You can refer yourself directly to them and ask for an Assessment.

East and North Herts (based in Welwyn Garden City): Tel: 01707-382000

You can refer yourself directly and ask for an Assessment – there is a referral form that you can download from their website to complete.

The Branch has funded some specialist wheelchairs, which are held at the Wheelchair Services and these provide extra postural support. However, these are only supplied following a full assessment, via a referral to the Wheelchair Service.

For more information go to: www.hertschs.nhs.uk and look for 'Wheelchair Services' under the 'A to Z' of Services.

NHS - PHYSIOTHERAPY, OCCUPATIONAL THERAPY, SPEECH AND LANGUAGE THERAPY, or DIETICIANS.

You can now make a self-referral directly to the NHS Community Neurological Services in Hertfordshire, if you need to see any of the above Professionals, who specialise in Neurology. Alternatively, you can 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 exercise.

Occupational Therapy: Difficulties with activities of daily living (dressing, cooking, transfers (bed, chair, toilet), bathing etc), 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.

There are Multi-disciplinary Teams, that meet regularly throughout Hertfordshire, who consist of the above professionals. They can liaise directly with each other and can refer patients to each other within the Team.

More details - www.hertschs.nhs.uk (look under 'A to Z' for Neurological Service).

For patients with a **West Hertfordshire GP, the contact number is: 01923 299106**

For patients with a **North & East Hertfordshire GP - phone: 01438 841841**

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:

Hertfordshire Action on Disability – The Commons, Welwyn Garden City AL7 4DD.

Tel: 01707- 324581

HAD is a Charity with several different services. They have a showroom where you can buy a wide range of products to assist your independence, including walking aids, kitchen and feeding equipment, dressing equipment and bathing aids. They also have a Mobility Assessment Centre where you can get advice on driving issues and adaptations to the car. They also run a 24 hour Transport service, which is Wheelchair Accessible. They run a short term Wheelchair Loan Service for a weekly fee. They also offer Scooter and Wheelchair Assessments on a Thursday morning (by appointment only) if you want to buy privately. If you cannot get to HAD, they have a mobile vehicle, which visits different towns throughout Hertfordshire. Phone for details of the Schedule or visit the website: **www.hadnet.org.uk**

NATIONAL OFFICE, MND ASSOCIATION – EQUIPMENT LOAN SERVICE

The MND Association can provide (free on loan) any of the following:

Lightwriter communication aid, Electric Riser/Recliner armchair and Suction Machines.

They can also organise referral for computer assistive technology to help you access your computer. You will need to be assessed first by a Health or Social Care Professional (Therapist or Social Worker) and they will send off the necessary paperwork to request the equipment. Tel: 01604 611802 **www.mndassociation.org**

MND ASSOCIATION - REGIONAL CARE DEVELOPMENT ADVISER

In Hertfordshire, this person is Liz Pybus.

She can offer you support and advice and ensure that you are getting the care and help that you need. She can also refer you to the relevant professionals in your area. She co-ordinates the Association Visitors, who are trained by the MND Association and who can also visit you at home. Tel: 08453-751840

CARERS IN HERTS

A Charity set up in Hertfordshire to help, support and advise Carers. They also provide regular newsletters, information, meetings and training sessions.

Contact them on 01992 586969. **www.carersinherts.co.uk**

BENEFITS ENQUIRY LINE

If you have difficulty doing personal care activities, such as washing, dressing, cooking or have significant mobility problems - you can apply for Disability Living Allowance (if under 65 years) or Attendance Allowance (if over 65 years old). Neither benefits are means tested. **Tel: 0800 88 22 00** for obtaining the necessary forms. You will need help to fill in the forms, as they are quite lengthy. Contact Herts Health and Community Care Services (ask to be referred to the Money Advice Unit).

Website for more information on these benefits: **www.dwp.gov.uk/directgov**

REMAP

A Charity that constructs special unique equipment, which is tailor-made for you, to increase independence with everyday activities. If you need a special gadget or piece of equipment that is not on the market, they can help. Local Contact – North Herts Panel – Bruce Carr (Chairman) Tel: 01462 -673375 **www.remap.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 6 months.