

Information for Carers

Do you look after someone or provide support for a family member, friend or neighbour either full time or now and again? If so, you may find Information for Carers' useful. It has twelve pages of contact details for services offering information, advice and support. Most are free and do not need a professional referral. It is updated regularly, and the latest issue may be found at <https://tinyurl.com/c5hrbnbh>. To receive it by email you can sign up to the mailing list at <https://tinyurl.com/yxxyt9dt> or email carers@hounslow.gov.uk and a member of the Carers Service will add you.

Alternatively, you can pick up a printed copy from the [ASC Pop-up Information Shop](https://tinyurl.com/3bpkuynw) (<https://tinyurl.com/3bpkuynw>) or from a [Carers Service event](https://tinyurl.com/e67s4xwd) (<https://tinyurl.com/e67s4xwd>)

The Hounslow Carers Service

The Carers Service is part of Adult Social Care and provides information, advice and practical support to unpaid and informal carers. Three dedicated Carers Advisers are available to assist you with:

- accessing a Carers Assessment
- setting up a **Carers Emergency Card** - linked to a contingency plan to provide alternative care in case of accident, illness or another emergency
- accessing the **Short Breaks Service** – a few hours of paid for care that allows you to take a break
- accessing **Carers Direct Payments** and other respite options
- identifying and applying for benefits you may be entitled to such as **Carers Allowance** or **Attendance Allowance**
- information events at venues across the Borough where you can find out about services and organisations that can help you
- social activities such as Carer Cafes where you can take a break and meet other carers
- joining the Carers Participation Group - meet other carers and help shape the way the Service develops.

If you would like to talk to a Carers Adviser, please email carers@hounslow.gov.uk

Carer's Needs Assessment

If you have not completed a **Carer's Needs Assessment**, please consider doing so as it may allow you to access several carer specific services such as the **Carer's Emergency Card Scheme** or **Carers Short Breaks Service**.

A easy way to begin the assessment process is via [Autonomy](https://tinyurl.com/3puhs33a) (<https://tinyurl.com/3puhs33a>), the Council's online assessment portal. Alternatively, you can call the **First Contact Team** on **020 8583 3100** to request an assessment.

The Gazebo - Adult Social Care Pop-up Information Shop



The ASC Pop-up Info Shop is out and about across the borough meeting residents, offering information and leaflets covering a wide range of care and support topics. There is usually a social worker on hand to offer individual advice and if we don't know the answer there and then, we will take your contact details to follow up later.

Pop-up Info Shops in 2026:

The shop will be in the Atrium of West Middlesex Hospital on the last Thursday of the month between 10am and 3pm.

Other dates and venues will be listed at <https://tinyurl.com/3bpkuynw>

Service/Organisation	How it can help	Contact details	Cost
Council services, carer organisations, helplines & general advice			
First Contact Team (Hounslow Council) British Sign Language users can call First Contact via convo.io/uk/home (formerly SignLive).	Help with Needs Assessments and Carers Assessments. Referrals to other services such as Occupational Therapy, the Sensory Team and Short Breaks Service.	Gateway to accessing Adult Social Care services, referrals, establishing eligibility for funding, as well as information and advice if you are finding it difficult to remain independent, manage at home or to look after someone. Also, the team to report safeguarding concerns to if you are worried about abuse, neglect, or exploitation. T: 020 8583 3100 (020 8583 2222 urgent out of hours) E: adultsocialcare@hounslow.gov.uk Alternatively, you can start an assessment online 24/7 using the Autonomy portal at https://tinyurl.com/kcx8dhsj	FREE
Hounslow Community Hubs (Hounslow Council) British Sign Language users can call Community Hubs Contact via convo.io/uk/home (formerly SignLive).	Practical support and advice on looking after yourself, friends, and family during the Cost-of-Living crisis and beyond. Regular drop-in Community Hub sessions.	Community Hubs can help in various ways, including finding local support, activities, befriending, benefits advice, information on keeping healthy, skills and employment, and mental health support. See their online directory https://HounslowConnect.com/ , call or visit them in person at a Hub drop-in (see website for venues). T: 020 8583 2211(Mon-Fri. 9am-5pm) E: communityhubs@hounslow.gov.uk W: www.hounslow.gov.uk/hub	FREE
Alzheimer's Society Hounslow	Information, advice, and support for anyone affected by dementia.	Service available to anyone who lives in Hounslow. T: 020 8563 0360 E: hounslow@alzheimers.org.uk W: https://tinyurl.com/3fe6nxbe	FREE
Carers UK 20 Great Dover Street London SE1 4LX Expert information, advice line and online Forum. Weekly Care for a Cuppa video chats.	Online advice & helpline covering benefits, employment, assessments, challenging decisions, etc.	Adviceline: 0808 808 7777 (Mon - Fri, 9am to 6pm). Forum: Carers UK Forum W: carersuk.org E: advice@carersuk.org Download 'Looking After Someone Guide' at https://tinyurl.com/3wpaxkx3	FREE
Mind the Carer! Hammersmith, Fulham, Ealing & Hounslow Mind 309 Lillie Rd London SW6 7LL	Support for carers with their mental health, reducing isolation, building community connections through one-to-one sessions, drop-ins, group activities, and social outings.	Service available to anyone aged 18+, who lives in Hounslow and/or has a Hounslow based GP. Support is offered whether they identify as a carer or not. T: 0208 215 2243 W: https://tinyurl.com/hmrh3fbs E: MindTheCarer@hfehmind.org.uk	FREE

Cost of living advice – services and organisations that may help	Services that may help if you are struggling to manage.	Information on where to get help with energy bills, food, and other essentials. Maximising income, discounts, & benefits. W: https://tinyurl.com/mry3wvwm	FREE
Hounslow One Stop Shop Holy Trinity Church High Street, Hounslow TW3 1ES	Advice and support for victims of domestic abuse and gender-based abuse	If you need confidential information and advice, you can come in to see us: Open every Wednesday from 10am - 12pm (No appointment needed). T: 07810 031 780 E: domesticabusesupport@hounslow.gov.uk	FREE
Sensory Impairment Team (Hounslow Council)	Information, advice and support for anyone living with sight and hearing loss.	For adults 18+ living in Hounslow with diagnosed sensory loss. Referral needed through Adult Social Care. T: 020 8583 3100 (020 8583 2222 urgent out of hours) E: adultsocialcare@hounslow.gov.uk Alternatively, you can start an assessment online 24/7 using the Autonomy portal at https://tinyurl.com/kcx8dhsj W: https://tinyurl.com/95uer3vw	FREE
Middlesex Association for the Blind (MAB) Suite 18, Freetrade House, Lowther Road Stanmore, Middlesex HA7 1EP	Support, information, and guidance for people with visual impairments or deafblindness to help them live independently, stay active, and prevent isolation.	They offer a range of services including a Rapid Response Service for those newly diagnosed with sight loss, a Home Visiting Service, guidance and training on mobility equipment and assistive technology, employment support, and social clubs. T: 020 8423 5141 E: info@aftb.org.uk W: https://aftb.org.uk	FREE
Carer Peer Support Groups (more options may be found at hounslow.careplace.org.uk)			
NEW ADDITION Carers Cafés (LBH Hounslow Carers Service)	Weekly Carers Cafés run 11am–1pm at alternating venues in Brentford, Feltham, Cranford and Hounslow Central, with an additional monthly Saturday café.	Meet other carers and chat with a Carers Adviser. No booking needed. Join the WhatsApp channel via the link https://is.gd/nbOAWy or QR code:  E: Carers@hounslow.gov.uk W: https://is.gd/HckXhF	FREE (includes a free hot drink).
Long Term Conditions Support Group (Harlington Care CIC) 115b High Street, Whitton, TW2 7LG	For carers of people with long-term conditions including dementia, Parkinson's, M.S., and cancer.	Now meet in person once a month. https://tinyurl.com/yvtbeb32 . Group meets on the 2 nd Monday of each month between 11.00am and 1.00pm. For more info: T: 01895 258 888 E: info@harlingtoncare.org	FREE
Learning Disability Support Group (Harlington Care)	For carers of people with a learning disability, Autism or Asperger's.	Meeting via Zoom. Link and list of dates: https://tinyurl.com/yvtbeb32 . Group meets 3 rd Monday of each month between 10.30am and 12.30pm. T: 01895 258 888 E: info@harlingtoncare.org	FREE

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Direct Payments Support Group (Hounslow Council)	Information and advice on employment processes, insurance, and administration, etc.	Online MS Teams group for people managing Direct Payments. Open discussion, advice and talks from related services. Quarterly meetings on a Tuesday. Email for link. E: directpayments@hounslow.gov.uk W: https://tinyurl.com/yvtbeb32	FREE
Alzheimer's Society Carers Peer Support Group Isleworth Fire Station, 520 London Rd TW7 4HR	Meet other carers, exchange knowledge and experiences over tea, coffee and biscuits.	Regular monthly meeting from 10.30 to 12 noon. Contact us for further info or to confirm your attendance. T: 0208 563 0360 E: hounslow@alzheimers.org.uk W: www.alzheimers.org.uk	FREE
Singing for the Brain Sessions (Alzheimer's Society Hounslow)	Provides social interaction and peer support, based around the principle of music therapy and singing.	Singing sessions for people with dementia and their carers. Weekly, every Monday with both face-to-face and online sessions on alternate weeks. Contact the Hounslow team on: T: 020 8563 0360 E: hounslow@alzheimers.org.uk	FREE
Dementia Cafés (Alzheimer's Society Hounslow) Danhurst Centre in Brentford.	Provide information, peer support and practical tips about living well with dementia from professionals and people with lived experience.	Monthly meetings for people with dementia and their carers. Contact the Hounslow team on: T: 020 8563 0360 E: hounslow@alzheimers.org.uk W: http://tinyurl.com/3a73n93m	FREE
Hounslow Borough Respiratory Support Group (Formerly Hounslow COPD Support Group)	Support for people with long term respiratory conditions. Membership is open to people diagnosed with any long-term condition.	Face-to-face meetings, gym sessions, outings and events have resumed. See website or contact for details. T: 07933 993 263 E: info@hbrsq.org W: hbrsq.org	Membership required. Full: £30 pa Associate: £25 pa Ancillary: £25 pa Gym: £10 pa
Young Carers (Brentford FC Community Sports Trust)	Young people under 18 years looking after or supporting someone at home.	Information and advice, activities in the school holidays and a weekly youth club. W: https://tinyurl.com/fsete5nk T: 020 8326 7044/ 07926 591 468 E: ksobczak@brentfordfcst.com	
Autism Hounslow Hounslow Youth Club Kingsley Road Hounslow TW3 1NX	Support for people with autism, their families, friends, and carers.	Regular drop-in sessions on Mondays, from 10am to 12 noon. Support for parent carers via a WhatsApp group and holiday activities also available. T: 07471 763 436 E: autismhounslow@gmail.com W: www.autismhounslow.org/	FREE

Skylarks The CrossWay Centre 306 Richmond Road East Twickenham TW1 2PD	Support for children and young people aged 0-25 with additional needs, their siblings and parent/carers.	Offer face-to face and online sessions. Register via website to access support, free activities and receive weekly e-newsletter. T: 07946 646_033 E: info@skylarks.charity W: www.skylarks.charity/	FREE
Hounslow Parent Carer Forum Hounslow Youth Centre Kingsley Road Hounslow TW3 1QA	Support for parents/ carers of children & young people (0-25 yrs) with disabilities or special needs.	Monthly group meetings at the Hounslow Youth Club. See website or contact them. T: 0208 570 4671 E: info@hounslowpcf.co.uk W: hounslowpcf.co.uk FB: hounslowpcf	FREE
Hounslow Armed Forces Covenant (AFC) and Veteran's Support (Hounslow Council)	All Hounslow's serving and ex-Armed Forces members welcome.	Regular meetings in safe, social and informal settings at locations across Hounslow. For help and support, and to get information about the cafés, get in touch. E: community.cohesion@hounslow.gov.uk W: https://tinyurl.com/4cv94j4n	FREE
Men Care Too Ballucci Coffee Bar & lounge, 716 London Rd, Kent Court, Hounslow, TW3 1BH OR London Water and Steam Museum.	Support group for male carers. Chat, connect with others, get help, support and information.	The group meet up in-person once a month. Welcome to bring the person you care for if you wish. Please contact Matthew Newman for dates, times and alternating venues. T: 07494 428 868 E: Mencaretoo@hotmail.com	FREE - first drink is paid for. You will need to pay for additional drinks/food.
Your Physical and Mental Health as a Carer			
Hounslow Reach (Thames Reach on behalf of London Borough of Hounslow)	Flexible support to help you/your loved one to maintain independence, incl. maximise income, work advice, & maintain social network. For adults 18+	You can find out if you could be helped by the service by contacting the Targeted Support Team within Community Solutions. T: 0203 664 9951/ 07590 735 317 E: fstargetedsupport@hounslow.gov.uk W: www.hounslow.gov.uk/hub Drop-in Community Solution Hub sessions running across the borough, see webpage.	FREE
Carers Short Breaks Service (Harlington Care on behalf of LBH)	Interim home care provided so that carers can take a break.	Service provided by Harlington Care after referral from the Council's First Contact Team: T: 020 8583 3100 E: adultsocialcare@hounslow.gov.uk W: https://tinyurl.com/4pb84mkt	FREE (Carer's Assessment required).
West London NHS Trust Single Point of Access (SPA)	24/7 mental health referrals, advice, and support.	Help if you or the person you care for is experiencing a mental health emergency: T: 0800 328 4444 (freephone) W: https://tinyurl.com/ysjk2b83	FREE
Adult Localities Mental Health Team (ALMHT)	Advice & support if you are worried about your mental health.	Individual appointments, telephone, and video support sessions are available. T: 020 8583 3003 option 1 E: Adultmentalhealth@hounslow.gov.uk	FREE

<p>Please note this service will stop 31 March 2026</p> <p>The Hounslow Safe Space Drop-ins (MIND on behalf of WLMHT) 9-10 Central Parade, Sparrow Farm Drive, Feltham, TW14 0DH</p>	<p>A safe space and emotional support for anyone who feels they are approaching a mental health crisis.</p>	<p>Support provided face-to-face, by telephone, and via video. Safe Space drop-ins are available daily from 2pm to 9:30pm (last appointment), with the centre closing at 10pm. This service runs seven days a week, 365 days a year. E: safespacehounslow@hfehmind.org.uk W: https://tinyurl.com/yvr6wx8w</p>	<p>FREE</p>
<p>NEW ADDITION Starts 1 April 2026</p> <p>The Hounslow Safe Space Drop-ins (Hestia.org.) The BridgeLink Centre, 373 Summerwood Road, Isleworth TW7 7QR</p>	<p>A safe space and emotional support for anyone who feels they are approaching a mental health crisis.</p>	<p>Support provided face-to-face, by telephone, and via video. Safe Space drop-ins are available daily from 2pm to 10pm. This service runs seven days a week, 365 days a year. T: 020 3869 2793 E: Catherine.Fallon@hestia.org W: www.hestia.org/hounslow</p>	<p>FREE</p>
<p>The Hounslow Wellbeing Network</p>	<p>Social activities & support for people experiencing mental health difficulties.</p>	<p>Telephone and email support available. T: 07466 736718 (Mon – Fri, 10am-4pm) E: hello@wellbeinghounslow.co.uk W: https://tinyurl.com/4fkch52a</p>	<p>FREE</p>
<p>The Recovery College Ground Floor, Brentford Football Club Community Sports Trust</p>	<p>Courses and workshops around mental health subjects including courses for carers.</p>	<p>Open access courses and workshops are running online and in-person. See website for latest timetable. T: 020 8483 1456 E: bookings.recoverycollege@westlondon.nhs.uk W: www.westlondon.nhs.uk</p>	<p>FREE</p>
<p>Healthy Hounslow</p>	<p>Advice & support to eat well, move more, stop smoking, drink less and be more socially active.</p>	<p>T: 020 4559 8200 (Mon – Fri, 9am to 5pm) E: hello@healthyhounslow.co.uk W: healthyhounslow.co.uk</p>	<p>FREE</p>
<p>Men’s Minds Project (MIND) Unit 27, Ground Floor, Treaty Centre, 44 High Street, Hounslow, TW3 1ES</p>	<p>Social activities, coffee mornings and a support group designed to support men’s mental health.</p>	<p>In person, peer-to-peer support. Tuesdays 2-4pm - Walk and Talk session in Inwood Park Tuesdays 6-7.30pm - Support Group to share your experiences. Thursdays 2-3.30pm - Lunchtime Coffee Meet in a safe, welcoming space. You can bring food if you like. E: mensminds@hfehmind.org.uk W: https://tinyurl.com/kdwx6fzh</p>	<p>FREE</p>
<p>A Stroll, a Cuppa and a Chat Let’s Go Outside & Learn</p>	<p>Explore Hounslow green spaces with the Let’s Go Outside and Learn team.</p>	<p>Nature themed social walks around local parks and rivers. Registration essential. T: 07939 001731 (Mairi) or 020 8401 6837 (Frances) E: outdoorlearning@outlook.com W: lgoal.org FB: LetsGoOutsideAndLearn/</p>	<p>FREE</p>
<p>Osterley Park Walkers (Meets if it’s cold and frosty but not if raining!)</p>	<p>Enjoy a weekly walk at your own pace with a friendly group.</p>	<p>Walkers meet every Wednesday at 10am outside The Stables Café. No need to book and no commitment. There’s a What’s App group you can join after first session.</p>	<p>FREE</p>

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Boston Manor Hall Community Walks	Explore Boston Manor Park and House and surrounding green spaces with a friendly walking group.	Weekly, every Friday, from 11am-12 noon. Suitable for any ability. You can join groups of up to 15 people every week, or just whenever you're free. Booking required. Book at https://tinyurl.com/bdh2z8pa	FREE
Help with Practical Caring Tasks			
Home Care Agencies that work to agreed council standards	A list of care providers that work to LBH standards.	An up-to-date list may be found on the council website or by calling the First Contact Team: W: https://tinyurl.com/3mh6z997 or QCQ www.qcq.org.uk/care-services by adding Hounslow in Location box. T: 020 8583 3100 E: adultsocialcare@hounslow.gov.uk	Council contribution to funding if eligible after assessment or self-funded.
Free Care Training and Support (Delivered by Transit Community Support)	Free courses for unpaid carers, including practical care tasks, digital and literacy skills and mental health awareness.	Courses are delivered on the 2nd and 4th Friday of each month, from 9.30am to 12.30pm at Bridgelink Community Centre in Isleworth, TW7 7QR T: 07533 208 607 E: info@transit-community.org W: transit-community.org .	FREE
Clinical Waste service	Disposal of medical/hazardous waste. Service delivered by Medisort.	Clinical waste includes needles, blood, human tissue and infectious fluids. Nappies, incontinence and sanitary products are not clinical waste and may be placed in household bin provided well wrapped. T: 01903 719646 E: ask@medisort.co.uk W: medisort.co.uk	FREE Referral from medical professional required.
Extra big wheelie bin	Request a 240-litre bin (normal size is 140 litre).	Recycling and Rubbish Service can issue a larger wheelie bin if needed – for example, to dispose of incontinence products. T: 020 8583 5555 E: recycling@hounslow.gov.uk	FREE (supporting information may be required)
Sainsbury's telephone assisted shopping service	Order food deliveries by phone.	T: 0800 328 1700 (pre-registration required before you can place first order)	FREE
Carer's Parking Permit	Permit for your carer to park at your home if you live in a controlled parking area.	Supporting information from GP required. W: https://tinyurl.com/88r6k8n6 E: Parking.Permits@hounslow.gov.uk	FREE
Falls Prevention and Bone Health Service	Clinical assessment, advice and solutions to avoid falls in the home.	W: https://steadyandactive.co.uk T: 020 8614 5490 E: hrch.hounslowfallservice@nhs.net	FREE
Preventing Falls My Guide and Action Plan (Hounslow Council)	A practical self-help guide to help you reduce slips, trips and falls.	Download a copy: https://tinyurl.com/uw9xataw Pick up a printed copy at the ASC Pop-up Info Shop (https://tinyurl.com/3bpkuynw) or email steady.active@hounslow.gov.uk	FREE

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AGE UK Hounslow Footcare Service Southville Community Centre, Southville Road, Feltham TW14 8AP	Affordable foot care by a podiatrist, offering toenail cutting and low-level foot care.	Footcare service, with certified podiatrists. Sessions are alternative Thursdays by appointment only. Sessions are 30 minutes. Please call to book. T: 020 8560 6969 (Age UK) E: info@ageukhounslow.org.uk W: ageuk.org.uk/hounslow	Standard chiropody service £30. Special treatments by quotation.
Occupational Therapy Team (London Borough of Hounslow)	Advice and information on aids, equipment and adaptations including funding advice.	Referral via the First Contact Team for aids, equipment, minor and major adaptations: T: 020 8583 3100 E: adultsocialcare@hounslow.gov.uk For general advice prior to assessment: T: 020 8583 3878	Cost depends on individual circumstances (Low level equipment free).
LinkLine + (London Borough of Hounslow)	Telecare alarms and detectors for falls, accidents and personal safety.	T: 0300 013 4735 E: linkline@hounslow.gov.uk W: https://tinyurl.com/3xcyu26y Linkline also offer the 'raiser chair' service which can safely get you back on your feet after a fall providing you have not injured yourself.	From £20.92 per month.
Domiciliary Dentists (Community Dentists)	Dentists that will visit you at home.	T: 0300 311 2233 (NHS England)	NHS or self-funded.
Domiciliary Opticians (Community Opticians)	Opticians that will visit you at home.	The Outside Clinic T: 0808 239 2960 W: https://tinyurl.com/e93kd893 Specsavers Home Visits W: specsavers.co.uk/home-eye-tests T: 0808 239 5012	NHS funded if you are unable to visit an optician
AbilityNet Free IT support at home	Free IT support to help older people and people with disabilities to use technology to achieve their goals.	A network of friendly volunteers can help with most major computer systems, laptops, tablet devices and smartphones. T: 0300 180 0028 E: enquiries@abilitynet.org.uk W: abilitynet.org.uk	FREE
Getting out and about			
Carers Emergency Card Scheme (London Borough of Hounslow)	Contingency plan to provide care in the event of an emergency.	Provides reassurance for Carers as it makes sure that a plan is in place to outline alternative care for the person they look after in the event of an accident or an emergency. T: 020 8583 3100 E: adultsocialcare@hounslow.gov.uk	FREE (Carer's Assessment required).
Taxicard Scheme (Transport for London)	Subsidised taxi fares for disabled people (a carer can accompany).	T: 020 7934 9791 E: taxicard@londoncouncils.gov.uk W: londoncouncils.gov.uk/services/taxicard	Subsidised
Dial-a-Ride (Transport for London)	Door-to-door Minibus service for disabled people (one carer may accompany).	Membership required. T: 0343 222 7777 (9am to 4pm) E: DAR@tfl.gov.uk W: https://tfl.gov.uk/modes/dial-a-ride/	FREE

Blue Badge Scheme	Permit that allows you to use disabled parking bays.	Badge covers the person, not the vehicle, therefore a Carer can use it if accompanying the person with the disability. Apply online at gov.uk/apply-blue-badge or to download notes and an application form, go to https://tinyurl.com/5cvnwavt T: 020 8583 3073	£10 application fee
Shopmobility Hounslow Blenheim Centre, Prince Regent Road, Hounslow, TW3 1NL	Hire of manual wheelchairs, powerchairs and mobility scooters to anyone with restricted mobility.	Hire services are low cost or sometimes free to all ages of people looking to access shops and leisure facilities. T: 020 8572 8202 W: www.shopmobilityuk.org	Low cost or free
AGE UK Hounslow Wheelchair Hire Service Southville Centre, Southville Rd, Feltham TW14 8AP	Self-propellant and attendant styles available.	Wheelchairs need to be collected and dropped off at the Southville Centre. Delivery and collection not available. T: 020 8560 6969 E: info@ageukhounslow.org.uk W: www.ageuk.org.uk/hounslow	£30 returnable deposit required. Daily £5 1 week £15 2 week £20 3 week £25 4 week £30
60+ Oyster Card Veteran Oyster Card	Free travel on London buses, the Tube & overground	Available to adults aged 60 and over who live in a London Borough. Similar card available to eligible veterans of any age. W: https://tinyurl.com/5mfeer34 (60+) W: https://tinyurl.com/5n84ynn1 (Veterans)	£20 application fee. Annual £10 charge thereafter.
RADAR key scheme	Universal key to access locked disabled toilets.	Buy genuine keys online from: W: disabilityrightsuk.org T: 020 3687 0790 or W: radarkey.org T: 01395 222588	from £3 + postage
AccessAble (Formerly known as Disabled Go)	Access information on local shops, restaurants, community facilities and places of interest.	Useful site for planning trips out if you have a disability or look after someone who does. Many public buildings, venues and major shops have been surveyed in Hounslow. W: accessible.co.uk	FREE
Befriending (other options may be found on hounslow.careplace.org.uk)			
Sunshine of Hounslow	Social activities, crafts, gardening, fitness sessions, plus a Clothes Bank providing free new clothes for those facing financial hardship.	Community group supporting anyone who feels isolated with health and wellbeing activities. W: www.sunshineofhounslowanddealing.co.uk T: 07878 990 874 (Sharnjeet) E: bhalla.sharnjeet@gmail.com	FREE
NEW ADDITION Positive Change Volunteer Befriending Service	Volunteers are matched with clients based on interests and location to create a meaningful and enjoyable connection.	Visits are usually once a week for up to two hours. This could be a chat over a cup of tea, going for a walk, playing a game, or simply spending quality time together in a relaxed setting. T: 07821 770 580 E: Contact@Positive-Change.org W: Positive-Change – UK Charity	FREE

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The Silver Line	Confidential free helpline providing information, friendship, and advice to older people.	Open 24 hours a day, every day of the year. T: 0800 4 70 80 90 E: info@thesilverline.org.uk W: thesilverline.org.uk/	FREE
Money, legal advice and advocacy			
Hounslow Homelessness Health Services Guide	Guide to what to do if you are about to become homeless.	Clear information on homelessness prevention, healthcare and other services specifically for people with no fixed address. W: https://tinyurl.com/v4sutnh3	FREE
Attendance Allowance	A weekly payment of: £72.65 (lower rate) £108.55 (higher rate) (2024/25 rates)	Allowance is awarded to the 'cared for' person but receipt makes several carer benefits accessible. T: 0800 731 0122 Textphone: 0800 731 0317 W: https://www.gov.uk/attendance-allowance	Call or see Gov.uk for eligibility criteria.
Carer's Allowance	A weekly payment of £81.90 if eligible (2024/25 rate).	Check eligibility and claim online at gov.uk or call: T: 0800 731 0297 Textphone: 0800 731 0317 W: https://www.gov.uk/carers-allowance	Call or see Gov.uk for eligibility criteria.
Direct Payments (London Borough of Hounslow)	Money paid directly to you to fund agreed carer support services.	Hounslow Council Direct Payments Team: W: https://tinyurl.com/mpft56zk T: 020 8583 3051 E: direct.payments@hounslow.gov.uk	Carer's Assessment required (not means tested).
Welfare, Benefits Money Advice Team (Hounslow Council)	Face-to-face benefits, rent arrears and debt advice.	Appointments available across the borough. T: 020 8583 3783 E: Money_Advice_Team@hounslow.gov.uk	FREE
Hounslow Citizen's Advice Bureau (CAB)	Advice on a wide range of financial and legal matters.	Face-to-face drop-in sessions have restarted in Brentford/Chiswick and Feltham. See website. Advice also available online or by phone T: 0808 278 7830 (free) or 0300 330 1185 W: hounslowcabs.org.uk	FREE
Discounts for Carers	Discount vouchers and moneysaving deals for carers.	Discount codes for hundreds of high street brands. Worth checking before you shop! W: discountsforcarers.com/	FREE
Turn2us – benefit and grant online checker	Info on Carer's Allowance, benefits & grants	W: turn2us.org.uk/Your-Situation/Carers	FREE
Money Helper (Formerly the Money Advice Service)	Government service to provide free, impartial financial advice.	Advice on many financial matters including wills, Lasting Power of Attorney, pensions, benefits, budgeting and saving. T: 0800 138 7777 (Freephone, Mon – Fri, 8am - 6pm) or E: See online webform. W: moneyhelper.org.uk	FREE

Crosslight Advice	Free telephone debt and money management advice. AQS accredited.	Support available in-person, by phone or online. T: 020 7052 0318 E: info@crosslightadvice.org W: crosslightadvice.org	FREE
StepChange (Formerly CCCS)	Debt advice and free debt management service.	T: 0800 138 1111 W: stepchange.org (Other free debt management options may be found on CarePlace)	FREE
Better Homes, Better Health Scheme (Green Doctors)	One-to one advice on reducing household bills.	Help switching to cheaper tariffs. Support claiming benefits. Assistance with gas, electricity, and water debt. Signposting to other services. T: 0300 365 3005 W: https://tinyurl.com/2bpvc8ex	FREE (Contact Groundwork London to check eligibility).
Statutory Advocacy or Care Act Advocacy (can assist with Carer's Needs Assessment if you are having difficulty)	Independent person/organisation that can represent your point of view.	Service provided by POhWER after referral from the Council's First Contact Team: W: wwwh.power.net/hounslow T: 020 8583 3100 E: adultsocialcare@hounslow.gov.uk	FREE
NHS Complaints Advocacy	Independent advice for people who are making an NHS complaint.	Service provided by Hounslow Advocacy Hub (POhWER). T: 0300 456 2370 E: pohwer@pohwer.net W: www.pohwer.net/hounslow	FREE
Stop Scams UK	Connects people safely & securely to their bank, if they receive a suspicious call about a financial matter or request for their personal details.	STOP, hang up on the suspicious call and then call 159 to speak directly to your bank. Unlike many long-form numbers, 159 cannot be spoofed or impersonated. T: 159 W: https://tinyurl.com/3ky2suku	FREE phone number
Other services			
Work Hounslow (London Borough of Hounslow)	Advice and support with employment and training options. Job listings.	Career advice, help with job applications, CVs, and interviews. Advice on your right to request flexible working as a carer. W: workhounslow.co.uk T:020 8583 6174 E: work@hounslow.gov.uk	FREE
Learn Hounslow - Hounslow Adult & Community Education (HACE)	A wide range of online practical, creative and business courses.	Visit the website for full listing or call: T: 020 8583 6000 W: hace.ac.uk/	FREE depending on individual circumstances
The Mulberry Centre West Middlesex University Hospital, Twickenham Rd, Isleworth TW7 6AF	Cancer support service open to all including carers.	Service available regardless of postcode or hospital of diagnosis. Support, activities, and courses delivered in person and online. T: 020 8321 6300 E: talk@themulberrycentre.co.uk W: themulberrycentre.co.uk	FREE

Bereavement & End of Life service - based at The Mulberry Centre (London Borough of Hounslow)	Support available for those who are bereaved, receiving end-of-life care, or caring for someone in their final stages of life.	Service available to anyone who lives or works within the London Borough of Hounslow. T: 020 8321 6300 E: talk@themulberrycentre.co.uk W: themulberrycentre.co.uk	FREE
Addiction Recovery Community (ARC) Montague Hall Montague Road Hounslow TW3 1LD	Support for people experiencing drug and alcohol addiction.	Service available to anyone who lives in the London Borough of Hounslow. Many people turn to drink or drugs as a way of dealing with negative feelings, such as depression, stress, trauma or anxiety. T: 01895 488675 E: cnw-tr.archounslow@nhs.net W: https://tinyurl.com/tipah848	FREE
NEW ADDITION Families Anonymous	A fellowship for relatives and friends of individuals struggling with substance abuse or related behavioural challenges.	The group meet weekly online via zoom. They also offer a members-only online discussion forum to provide information, understanding, guidance, and hope. Helpline: 0207 4984 680 T: 0207 4984 680 E: office@famanon.org.uk W: https://famanon.org.uk/	FREE
Universal Care Plan (Coordinate My Care)	NHS service that records your decisions and wishes on how you would like to be treated in an emergency.	Online service that guides you through the process of recording your decisions, end of life planning and care choices. Info accessible by medical, ambulance, social care staff and via NHS app.. T: 020 3880 0285 W: ucp.onelondon.online/patients	FREE

Warm Spaces - keep warm, keep the bills down and access support



Hounslow Council and partners are teaming up to provide spaces and places for residents to keep warm and to keep the bills down, while at the same time accessing help, support, and the opportunity to learn new skills.

There will be a variety of offers available at different locations ranging from community hubs to churches and libraries across the borough, where residents can access classes, free wi-fi, have a hot drink or food, or simply read a book.

Visit <https://hounslowconnect.com/categories/warm-spaces> to find your nearest Warm Space.