

# Where to get Advice

## INDEPENDENT ORGANISATIONS

\*\*\*\*\*  
**Age Concern - Leicester** (0116) 299 2233  
**Shire and Rutland**

Nursing and Residential  
Homes Advisory Service (0116) 299 2274  
(Shops stock leaflets and information booklets)  
[www.ageconcernleics.com](http://www.ageconcernleics.com)

**VISTA (Society for the Blind)** (0116) 249 0909  
[www.vistablind.org.uk](http://www.vistablind.org.uk)

**Carers of Leicestershire Action  
and Support Project (CLASP)** (0116) 251 0999  
[www.claspthecarerscentre.org.uk](http://www.claspthecarerscentre.org.uk)

**Help the Aged** 0500 767476  
[www.helptheaged.org.uk/carefees](http://www.helptheaged.org.uk/carefees)

**The Relatives and Residents  
Association** (0207) 359 8136  
[www.relres.org](http://www.relres.org)

**Guardianship Office**  
(Includes the Court of Protection) 0845 330 2900  
[www.publicguardian.gov.uk](http://www.publicguardian.gov.uk)

**CareAware** 0161 707 1107  
[www.careaware.co.uk](http://www.careaware.co.uk)

**Nursing Home Fees Agency** 0800 998 833  
[www.nhfa.co.uk](http://www.nhfa.co.uk)

**Saga** 0800 056 6101  
[www.saga.co.uk](http://www.saga.co.uk)

**Community Legal Advice** 0845 345 4345  
[www.communitylegaladvice.org.uk](http://www.communitylegaladvice.org.uk)

**IFA specialising in long term care issues** 116 2993000 / 07826 748824  
<http://psafinancial.co.uk/LongTermCarePlanningbrEstatePreservation/tabid/10233/Default.aspx>

## LOCAL AUTHORITIES

\*\*\*\*\*  
**Leicestershire Social Services**  
Welfare Rights Team (0116) 275 9202  
Advice Line  
Thursdays 09.30-12.30 (0116) 277 9496

**Local Offices**  
Melton (01664) 564698  
Coalville (01530) 275200  
Hinckley (01455) 636964  
Wigston (0116) 278 7111  
Loughborough (01509) 266641  
Market Harborough (01858) 465331

**Leicester City Social Services**  
Welfare Rights Advice Line (0116) 225 4888  
(Mon/Tues/Wed/Thurs 13.00 - 16.00)

welfare.rights@leicester.gov.uk

**Local Offices**

Grey Friars (0116) 253 1191

**Rutland Social Services**

Welfare Rights - contact  
Citizens Advice Bureau 0845 120 3705

**Local offices**

Oakham (01572) 722577

**BENEFITS ADVICE**

\*\*\*\*\*

**DWP Pensions Service**

Pension Credit claim 0800 991234  
Advice 0845 606 0265  
[www.thepensionsservice.gov.uk](http://www.thepensionsservice.gov.uk)

**Attendance Allowance** 0800 882200  
**DWP Benefits Advice** 0906 120 9810  
[www.dwp.gov.uk](http://www.dwp.gov.uk)

**Veterans - UK** 0800 169 2277  
for ex-services people  
[www.veterans-uk.info](http://www.veterans-uk.info)

**SOCIAL SERVICES - HOSPITAL OFFICES**

\*\*\*\*\*

**Glenfield General Hospital** (0116) 287 1471

**Leicester General Hospital** (0116)258 4952/4937/4938

**Leicester Royal Infirmary** (0116) 258 5141

**PRIMARY CARE TRUSTS**

\*\*\*\*\*

**Leicester City PCT** (0116) 295 1400

**Leicestershire County and  
Rutland PCT** (0116) 295 7500

**INSPECTION COMMISSION**

\*\*\*\*\*

**Care Quality Commission**

National Correspondence  
Citygate  
Gallowgate  
Newcastle-upon-Tyne  
NE1 4PA 0300 061 6161  
Complaints [enquiries@cqc.org.uk](mailto:enquiries@cqc.org.uk)  
To download Inspection Reports visit [www.cqc.org.uk](http://www.cqc.org.uk)

**ORGANISATIONS REPRESENTING INDEPENDENT PROVIDERS**

\*\*\*\*\*

**East Midlands C.A.R.E.**

[www.emcare.org.uk](http://www.emcare.org.uk)  
*Head Office*  
The Secretary,  
The Grove, Old Dalby,  
Leicestershire, LE14 3LL  
Contact: [members@emcare.org.uk](mailto:members@emcare.org.uk)  
*Nursing Homes Group*  
The Secretary,

107 Coventry Road, Market Harborough,  
Leicestershire, LE16 9BX (01858) 463177

**Leicestershire Forum of Voluntary Providers**

c/o VISTA  
Margaret Road  
Leicester, LE5 5FU (0116) 249 8824

**Leicestershire Domiciliary Care Providers Association**

c/o Hinckley Carer Support Scheme  
Hinckley Health Centre, Hill Street  
Hinckley, Leicestershire, LE10 1DS (01455) 614655