

# Where to get Advice

## INDEPENDENT ORGANISATIONS

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**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)

**Counsel and Care** 0845 300 7585

(Advisory service 10.00 -12.30/14.00-16.00)

[www.counselandcare.org.uk](http://www.counselandcare.org.uk)

**The Relatives and Residents  
Association** (0207) 359 8136

[www.relres.org](http://www.relres.org)

**Guardianship Office** 0845 330 2900  
(Includes the Court of Protection)

[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)

**The Wealth Care Partnership** 0800 652 8232

[www.thewealthpartnership.net](http://www.thewealthpartnership.net)

## LOCAL AUTHORITIES

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### 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

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### DWP Pensions Service

Pension Credit claim 0800 991234  
Advice 0845 606 0265

[www.thepensionservice.gov.uk](http://www.thepensionservice.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

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

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

/4938

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

## PRIMARY CARE TRUSTS

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

**Leicestershire County and**

**Rutland PCT** (0116) 295 7500

## INSPECTION COMMISSION

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### 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

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### 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

[secretary@emcare.org.uk](mailto:secretary@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