

Social care and benefits advice for patients with bleeding disorders

Information for patients and parents from the Haemophilia Centre



Where can I find advice on benefits and social care?

Go to your local council website below. You will find advice and guidance about access to social care and information about benefits should you need it.

- **Kent County Council**
Web: www.kent.gov.uk
- **East Sussex County Council**
Web: www.eastsussex.gov.uk
- **Gov.uk: benefits**
Web: www.gov.uk/browse/benefits



Where can I find information about care and support?

- **Kent County Council: care and support**
Web: www.kent.gov.uk/social-care-and-health/care-and-support
- **East Sussex County Council: adult social care and health**
Web: www.eastsussex.gov.uk/socialcare

These websites provide information on the following.

- How to get social care services through a needs assessment.
- How much your care costs and how to pay for it.
- The services and organisations in your area.
- Meals-on-wheels, help after leaving hospital, equipment, home care services, and other support to live at home.
- Your options, if living in your own home is no longer possible.
- Help and support for those who regularly care for another person.
- Services for people with a disability.
- Find out what help you are entitled to.
- Where to get advice and support for your family to help them to do well, stay safe, and resolve problems at the earliest possible opportunity.

Where can I find information about what benefits and financial support are available?

- **Kent County Council: benefits and financial support**
Web: www.kent.gov.uk/social-care-and-health/care-and-support/benefits
- **Gov.uk: benefits**
Web: www.gov.uk/browse/benefits

These websites provide information on the following.

- What benefits and support you are entitled to.
 - Gov.uk has a list of government benefits and financial support which is available.
 - Your district council's website has advice on tax support.
- Practical household essentials for you during an emergency or crisis.
- Free, independent, and unbiased financial advice.
 - **Turn2Us** is a charity that offers advice on benefits and charitable grants.
 - **Kent Savers** is a non-profit organisation offering loans and savings accounts.
- Free tax advice for older people on low incomes.
- **Stepchange** is an independent charity helping people manage their debts.
- **Gateways** offer face-to-face advice about benefits and financial support (see next page).

If you are going to pay for care and support by yourself, we suggest getting financial advice from these or other reliable sources.

What are Gateways?

Gateways are places in Kent where you can access public and voluntary services. Advisers in our Gateways can help if you:

- are facing financial hardship
- are homeless or at risk of becoming homeless
- have a disability and need advice about what benefits and equipment might help with your day-to-day living
- need access to a computer (you can also access a computer at any Kent library)
- need help to apply for a Blue Badge; or
- want to speak to someone from Kent County Council or from your district council.

Kent Gateway Offices (www.kent.gov.uk/about-the-council/our-offices/gateway)

Ashford Gateway Plus Church Road Ashford Kent TN23 1AS Telephone: 03000 41 66 66	Dover Gateway 69 - 71 Castle Street Dover Kent CT16 1PD Telephone: 01304 87 21 99	The Eden Centre Four Elms Road Edenbridge Kent TN8 6BY Telephone: 03000 41 40 10
Gravesham Gateway Windmill Street Gravesend Kent DA12 1AU Telephone: 01474 33 70 00	Sheppey Gateway 38 - 42 High Street Sheerness Kent ME12 1NL Telephone: 01795 41 78 50	Swanley Link London Road Swanley Kent BR8 7AE Telephone: 03000 42 12 81
Tenterden Gateway 2 Manor Row, High Street Tenterden Kent TN30 6HP Telephone: 03000 42 13 10	Thanet Gateway Plus Cecil Street Margate Kent CT9 1RE Telephone: 01843 57 70 00	Tonbridge Gateway Castle Street Tonbridge Kent TN9 1BG Telephone: 01732 84 45 22
Tunbridge Wells Gateway 8 Grosvenor Road Royal Tunbridge Wells Kent TN1 2AB Telephone: 01892 52 61 21		

Further information

If you need any help or guidance, please do not hesitate to speak to a member of the haemophilia team. The Team can also refer you to social services if needed.

All the information you give to us in the Haemophilia Centre will be treated in confidence.

This leaflet has been produced with and for patients

If you would like this information in **another language, audio, Braille, Easy Read, or large print** please ask a member of staff. You can ask someone to contact us on your behalf.

Any complaints, comments, concerns, or compliments please speak to your doctor or nurse, or contact the Patient Advice and Liaison Service (PALS) on 01227 78 31 45, or email ekh-tr.pals@nhs.net

Patients should not bring in large sums of money or valuables into hospital. Please note that East Kent Hospitals accepts no responsibility for the loss or damage to personal property, unless the property had been handed in to Trust staff for safe-keeping.

Further patient leaflets are available via the East Kent Hospitals web site www.ekhufft.nhs.uk/patientinformation