

# Commissioned Offers of Support (July 2024)

This guide has been produced to support referrers to signpost people into commissioned offers of support based on their individual needs. It highlights various county-wide offers, divided into common reasons for referral.

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## Bereavement Support

*\*Wait times are updated quarterly.*

*Last updated Aug 2024*

Organisation	Description of support provided	Referral details	Website	Estimated Wait Time
<b>Cruse Bereavement Support</b>	<p>Bereavement support for children, young people, and adults in Gloucestershire. They provide:</p> <ul style="list-style-type: none"> <li>• An initial supportive call/referral (50 minutes)</li> <li>• Invite to a 90-minute zoom or in-person “Understanding your Bereavement” session.</li> <li>• If ongoing support is requested then the person will be able to access 6-8, 50-minute sessions (300-400 minutes of support)</li> </ul>	<p><b>Self-referral:</b> National Helpline: 0808 808 1677 (Mon, Wed, Thurs, Fri: 9:30am-5pm) (Tues: 1-8pm) Gloucestershire Helpline: 01242 252 518 <a href="#">Gloucestershire Contact Form</a></p> <p>National website with a range of leaflets and resources.</p>	<p><a href="#">Home- Cruse Bereavement Support.</a></p>	<p>It may take Cruse up to 2 weeks to return phone calls if a message is left via the Gloucestershire Helpline.</p> <p>If further support is needed, then the wait time is currently up to 2 months</p> <p>Wait times are available on the website</p>
<b>Wider voluntary sector</b>	<p>Additionally, bereavement support is also delivered across the county by a wide range of community, third sector and charitable organisation</p>	<p>Further information and referral details for local support can be found on the YourCircle Gloucestershire website</p> <ul style="list-style-type: none"> <li>• <a href="#">End of Life and Bereavement   YourCircle</a></li> </ul>		<p>Various depending on the service chosen via Your Circle Gloucestershire</p>



Organisation	Description of support provided	Referral details	Website	Estimated Wait Time
<b>Rethink Mental Health Support and Advice Service</b>	<p>Support Individuals with:</p> <ul style="list-style-type: none"> <li>• 1:1 practical and emotional support (face to face, virtually, telephone, text)</li> <li>• 3 months support from a peer-support worker or community link worker.</li> <li>• Discharge and reablement support for adults</li> </ul>	<p><b>Healthcare professional &amp; Self-referral:</b>            Online referral: <a href="#">Referral Form</a>            Contact: <a href="mailto:GlosSupportandAdvice@rethink.org">GlosSupportandAdvice@rethink.org</a>            (Monday – Friday: 9am -5pm)  <b>Eligibility:</b>            - Severe Mental Illness            - Common Mental Health Conditions</p>	<p><a href="http://rethink.org">Gloucestershire Mental Health Support and Advice (rethink.org)</a></p>	4-6 weeks
<b>Rethink Connect and Offload</b>	<p>A helpline for adults living in Gloucestershire who are experiencing low mood, anxiety, stress &amp; loneliness etc:</p> <ul style="list-style-type: none"> <li>• Provide emotional support, information on local services</li> <li>• Promote coping strategies, safety planning &amp; advice on self-care</li> <li>• Give advice &amp; support to carers friends or family</li> </ul>	<p><b>Self-referral:</b>            Phone: 0808 801 0606            Text: 07537 410022            Webchat: <a href="#">Gloucester Wellbeing Helpline</a>            Email: <a href="mailto:cando@rethink.org">cando@rethink.org</a>            (Monday – Sunday: 2pm - 9pm)  <b>Eligibility:</b>            - 18+ years            - Living in Gloucestershire</p>	<p><a href="http://rethink.org">Gloucestershire Mental Wellbeing Helpline (rethink.org)</a></p>	There is no waiting list as is a helpline
<b>Locality Community Partnerships (LCPs)</b>	<p>Locality Community Partnerships (LCPs) are held regularly where members from health, social &amp; VCSE partners come together in an MDT approach to discuss how to best support someone with a serious or enduring mental illness.</p>	<p><b>Healthcare professional referral:</b>            Online referral: <a href="#">G-care referral form</a>            Contact: <a href="mailto:LCP@ghc.nhs.uk">LCP@ghc.nhs.uk</a>  <b>Eligibility:</b>            There is no exclusion or acceptance criteria.</p>	<p><a href="http://ghc.nhs.uk">Community Mental Health Transformation (CMHT) &gt; Glos Health &amp; Care NHS Foundation Trust (ghc.nhs.uk)</a></p>	LCPs are held either weekly or fortnightly virtually

### Complex Emotional Needs Support

Organisation	Description of support provided	Referral details	Website	Estimated Wait Time
<b>The Guideposts Complex Emotional Needs (CEN) Coaching Service</b>	<p>Guideposts provides telephone coaching for people living with Borderline Personality Disorder (BPD), also known as Emotionally Unstable Personality Disorder (EUPD) to help those who:</p> <ul style="list-style-type: none"> <li>• Want to reduce levels of self-injury &amp; manage frequency &amp; intensity of suicidal thoughts</li> <li>• Live with emotional traumatic stress</li> <li>• Need help with developing emotional resilience &amp; positive mental wellbeing</li> <li>• Want to improve their interpersonal relationships</li> </ul>	<p><b>Healthcare professional referral:</b> Please email the Locality Community Partnerships (LCP) at <a href="mailto:LCP@ghc.nhs.uk">LCP@ghc.nhs.uk</a> &amp; explain that you would like to discuss your patient in the LCP with a view to referring to Guideposts CEN Coaching Service. You can specify a day (Tues, Wed, Thurs) that suits you.</p> <p><b>*Please note that all referrals must be accompanied by a current DIALOG outcome measure that needs to be filled in either independently or with the patient. All paperwork is supplied via LCP colleagues once you have made contact via email</b></p>	<a href="#">Guideposts Complex Emotional Needs Service-Guideposts Trust</a>	It can be up to 12 weeks for a person to be provided with support from Guideposts CEN Coaching Service

### Physical Health Support

Organisation	Description of support provided	Referral details	Website	Estimated Wait Time
<b>Healthy Lifestyles Service</b>	The Healthy Lifestyles Service (HLS) provides health coaching to support behaviour change and promote healthy lifestyle choices.	<p><b>Healthcare professional referral:</b> Online referral: <a href="#">G-care referral form</a></p> <p><b>Self-referral:</b> Referral online: <a href="#">Referral Form</a></p>	<a href="#">Home-HLSGlos</a>	<p>Contact time for coach intervention start:</p> <p>Smoking – 3 months</p> <p>Weight loss – 2 months</p>



	<ul style="list-style-type: none"> <li>• Smoking cessation</li> <li>• Reduce alcohol intake</li> <li>• Increase physical activity</li> <li>• Lose weight</li> </ul>	Phone: 0800 755 5533 Email: <a href="mailto:glicb.hlsglos@nhs.net">glicb.hlsglos@nhs.net</a> <b>Eligibility:</b> -18yrs+ -12yrs+ for smoking support - Registered with a Gloucestershire GP	Alcohol only – 4 months Physical Activity only – 6 months
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### Long-Term Health Conditions Self-Management Support

Organisation	Description of support provided	Referral details	Website	Estimated Wait Time
<b>Gloucestershire Health and Wellbeing College</b>	<p>Gloucestershire Health &amp; Wellbeing College provides free peer-led educational courses and workshops to support living well with health conditions.</p> <p>The new College replaces the former Recovery College and Gloucestershire Self-Management</p>	<p><b>Self-referral:</b>            Online referral: <a href="#">Referral Form</a>            Phone: 0300 421 4414            Email: <a href="mailto:ghwc@ghc.nhs.uk">ghwc@ghc.nhs.uk</a></p> <p><b>Eligibility:</b>            -18yrs+            - Registered with a Gloucestershire GP</p>	<p><a href="#">Gloucestershire Health and Wellbeing College &gt; Glos Health &amp; Care NHS Foundation Trust (ghc.nhs.uk)</a></p>	<p>Please check the website for <a href="#">current courses</a> that are happening throughout the year</p>
<b>Digital Weight Management Programme</b>	<p>The NHS Digital Weight Management Programme is a 12-week course that supports people living with obesity who also have a diagnosis of diabetes or hypertension. The programme focuses on behaviour change interventions to develop healthier eating habits, encourage habits, encourage physical activity &amp; support lifestyles changes</p>	<p><b>Healthcare professional referral:</b>            You can only make a referral via your EMIS or SystmOne e-referral (e-RS) system. You will need the referral templates which are available to download on the <a href="#">NHS Digital Weight Management Programme GP Template Site</a></p> <p><b>Eligibility:</b>            -18 years            - BMI of 30 or more (adjusted to <math>\geq 27.5</math> for people from Black, Asian &amp; ethnic minority backgrounds)</p>	<p><a href="#">NHS England » Information for healthcare professionals</a></p>	<p>Referrals will be responded to within 48 hours</p>

		- Have a diagnosis of diabetes (type 1 or type 2), hypertension or both		
<b>National Diabetes Prevention Programme (NDPP)</b>	NDPP is a joint initiative between NHS England, Public Health England & Diabetes UK, which identifies people who are at high risk of developing Type 2 diabetes. The programme aims to reduce people's weight, increase physical activity to reduce their risk of developing Type 2 diabetes. It offers face-to-face or digital personalised support.	<b>Healthcare professional referral:</b> Online referral: <a href="#">G-care referral form</a>	<a href="#">NHS England » NHS Diabetes Prevention Programme (NHS DPP)</a>	Referral to Initial Assessment – 50 days  Initial to Group – 15 days

### Long-Term Health Conditions Self-Management Support- Creative Health

Organisation	Name of programme	Description of support provided	Referral details	Website	Estimated Wait Time
<b>Artlift</b>	<i>Living Well with Chronic Pain – Adult Persistent Pain</i>	Offers online or in-person creative art courses where people are supported to: <ul style="list-style-type: none"> <li>• Set personalised goals which focus on what they can do</li> <li>• Devise Move On Plans including the set-up of participant-led groups</li> </ul>	<b>Health professional referral:</b> Online referral: <a href="#">G-care referral form</a> <b>Self-referral:</b> Online referral: <a href="#">Join in – Artlift</a> Phone: 01452 222736 <b>Eligibility:</b> -18years + -Registered with a Gloucestershire GP	<a href="#">Living Well with Chronic Pain - Artlift</a>	Sessions run between: April and July, Sept and Dec, Jan and March
	<i>Create Well - Adult Mental Health</i>	<ul style="list-style-type: none"> <li>• Develop creativity and build social connection through a variety of artistic genres / activities either face-to-face or online</li> </ul>		<a href="#">Create Well Mental Health - Artlift</a>	Sessions run between: April and July/August, Sept and Dec, Jan and March

Organisation	Name of programme	Description of support provided	Referral details	Website	Estimated Wait Time
Mindsong	<i>Breathe In Sing Out</i> - Adult Respiratory & Long Covid	<p>Group sessions to support improving your breathing and building connections. 12-weekly sessions lasting 60 minutes with a chat afterwards.</p> <p>Groups meet in accessible venues around Gloucestershire as well as an online group:</p> <ul style="list-style-type: none"> <li>• Chelt (Holy Apostles Church Hall)</li> <li>• Cirencester (Watermoor Hall)</li> <li>• Dursley (Kingshill House)</li> <li>• FoD (Lyndey Community Centre)</li> <li>• Gos (Abbeydale Community Centre)</li> <li>• Stroud (Cashes Green Community Centre)</li> <li>• Tewkes (Wheatpieces Community Centre)</li> </ul>	<p><b>Healthcare professional &amp; Self-referral:</b>            Phone: 01684 273656 / 07989 936270            Email: <a href="mailto:admin@mindsong.org.uk">admin@mindsong.org.uk</a></p> <p><b>Eligibility:</b></p> <ul style="list-style-type: none"> <li>-18yrs+</li> <li>-Diagnosed Lung Condition</li> <li>-Long Covid</li> <li>-Diagnosed Heart Condition.</li> <li>-Chronic Anxiety</li> </ul>	<a href="#">Breathe in Sing out-Mindsong</a>	No wait list
	<i>Sing 2 Remember</i> - Dementia/Loneliness/ Isolation	<p>Dementia friendly singing groups, delivered in community venues across Gloucestershire as well as online:</p> <ul style="list-style-type: none"> <li>• Cirencester (Ashcroft Church)</li> <li>• Bourton (George Moore Community Centre)</li> <li>• Chelt (St Nicholas Church Hall)</li> <li>• Gos (Churchdown Methodist Church Hall)</li> <li>• Tewkes (Tewkes Baptist Church)</li> <li>• Hucclecote (Hucclecote Methodist Church)</li> <li>• FoD (Lydney Community Centre)</li> <li>• Wotton Under Edge (The Keepers)</li> <li>• Stroud (The Pavilion in the Park)</li> </ul>	<p><b>Healthcare professional &amp; Self-referral:</b>            Phone: 07413 066526            Email: <a href="mailto:paige.halliwell@mindsong.org.uk">paige.halliwell@mindsong.org.uk</a></p> <p><b>Eligibility:</b></p> <ul style="list-style-type: none"> <li>-Diagnosed with dementia &amp; still living at home</li> <li>-People experiencing loneliness or isolation.</li> <li>-People who like to sing but no longer feel comfortable</li> </ul>	<a href="#">Sing 2 Remember-Mindsong</a>	No wait list



	<p><b>Music Therapy @ Home-</b> Dementia/Carer support at home</p>	<p>Mindsong therapists carefully tailor each session to meet the needs of the person, working to support emotional wellbeing as well as enabling communication and strengthening sense of identity. They use a combination of familiar songs and improvisation to enable a creative, shared engagement in the music.</p> <p>Using talking, instruments and singing, alongside time with a therapist providing support.</p>	<p><b>Healthcare professional &amp; Self-referral:</b> Phone: 07889 286684 Email: <a href="mailto:maggie.grady@mindsong.org.uk">maggie.grady@mindsong.org.uk</a> <b>Eligibility:</b> -People living in Gloucestershire with Late stage/complex dementia (including young onset) being cared for at home. -The service is also for carers</p>	<p><u>Music Therapy @ Home-Mindsong</u></p>	<p>8 weeks to join a group. Will be contacted and assessed during this time</p>
	<p><b>Mindset -</b> Dementia at diagnosis (8wk psychotherapy course)</p>	<p>Weekly meetings for 10 weeks run by registered therapists who are experienced in working with people living with dementia.</p> <p>Initial and final session can be attended with a family member or friend. 8 sessions are for the person with dementia. 90-minute sessions.</p> <p>Course are delivered in different locations across Gloucestershire and referrals are accepted countywide.</p>	<p><b>Healthcare professional &amp; Self-referral:</b> Phone: 07889 286684 Email: <a href="mailto:maggie.grady@mindsong.org.uk">maggie.grady@mindsong.org.uk</a> <b>Eligibility:</b> -Recent diagnosis of dementia</p>	<p><u>Mindset-Mindsong</u></p>	<p>No wait list</p>



## Employment Support

Organisation	Description of support provided	Referral details	Website	Estimated Wait Time
Gloucestershire Employment and Skills Hub-Outreach (ESHO) project	<p>ESHO provides intensive, 1:1 support to individuals who are economically inactive, helping them to participate in volunteering, education, training or employment.</p> <p>Support includes:</p> <ul style="list-style-type: none"> <li>• Creating short-term and long-term action plans</li> <li>• Write CV and cover letter</li> <li>• Search for jobs</li> </ul>	<p><b>Healthcare professional &amp; Self-referral:</b>            Online Referral: <a href="#">Referral form</a>            Phone: 01452 425776</p>	<p><a href="#">Employment and skills hub   Gloucestershire County Council</a></p>	TBC

## Housing/Environment Support

Organisation	Description of support provided	Referral details	Website	Estimated Wait Time
<p>Caring for Communities &amp; People (CCP) Community Based Support</p>	<p>For those who live in Gloucester, Forest of Dean or Tewkesbury</p> <p>Short-term support developing skills to promote living well independently.</p> <p>Support with:</p> <ul style="list-style-type: none"> <li>• Finding and securing accommodation</li> <li>• Finding activities, building social networks and avoid isolation.</li> <li>• Uptake in education, training, employment or volunteering.</li> </ul>	<p><b>Healthcare professional &amp; Self-referral:</b>            Online Referral: <a href="#">Referral Portal</a>            Phone: 0300 365 2002</p>	<p><a href="http://gloucestershire-community-based-support(ccp.org.uk)">gloucestershire-community-based-support (ccp.org.uk)</a></p>	There is no waiting list



	<ul style="list-style-type: none"> <li>• Health &amp; wellbeing, enabling access to health and social care services, GP's, drug &amp; alcohol services and Mental Health support.</li> </ul>			
<p><b>P3 Community Based Support</b></p>	<p><b>For those who live in Stroud, Cheltenham or Cotswolds</b> Provides support to maintain accommodation by:</p> <ul style="list-style-type: none"> <li>• Budgeting and Financial support</li> <li>• Improving daily living skills</li> <li>• Access specialist services</li> <li>• Managing Debt</li> <li>• Support mental ill health</li> <li>• Guidance with education &amp; employment</li> <li>• Support with addiction</li> </ul>	<p><b>Healthcare professional &amp; Self-referral:</b> Online referral: <a href="#">Referral Form</a> Phone: 0808 168 2443 <i>*Walk-in self-referral now available.</i> P3 has hubs across the county: Stroud, Cheltenham, Moreton-in-Marsh &amp; Cirencester. Please visit the website to view the hub locations. <b>Eligibility:</b> - 16yrs + - Living in Gloucestershire - Experiencing difficulties coping independently in your own home</p>	<p><a href="#">Gloucestershire Community Based Support-P3</a> (<a href="http://p3charity.org">p3charity.org</a>)</p>	<p>There is no waiting list</p>



Organisation	Description of support provided	Referral details	Website	Estimated Wait Times
<p><b>Gloucestershire Carers Hub</b></p>	<p>Support for unpaid carers throughout Gloucestershire.</p> <ul style="list-style-type: none"> <li>• Wellbeing support</li> <li>• Signposting to other services</li> <li>• Contingency planning support</li> <li>• Benefits and financial advice</li> <li>• Full Carers Assessment</li> <li>• Access to groups</li> <li>• Training, social gatherings and activities</li> <li>• Access to Carer Aware Discount Scheme</li> <li>• Professional Counselling Service</li> <li>• Safe space to talk</li> <li>• Buddy Up</li> <li>• Employment Support</li> </ul>	<p><b>Healthcare professional referral:</b> Online referral: <a href="#">Referral Form</a></p> <p><b>Self-referral:</b> Phone: 0300 111 9000 Email: <a href="mailto:carers@peopleplus.co.uk">carers@peopleplus.co.uk</a> Online Referral: <a href="#">Self-Referral Form</a></p> <p><b>Eligibility:</b> -Carer /supporting family, friend, neighbour, ex-partner</p> <p>Working Hours: Monday, Wednesday, Friday 9am-5pm Tuesday &amp; Thursday 8am-8pm</p>	<p><a href="#">Home-Gloucestershire Carers Hub</a></p>	<p>TBC</p>



Organisation	Description of support provided	Referral details	Website	Estimated Wait Time
GL Communities	GL Communities are commissioned by Debt Advice West. Provides free counselling for debt in the local community	<b>Healthcare professional &amp; Self-referral:</b> Online referral form: <a href="#">Referral Form</a>	<a href="http://glcommunities.org.uk">Debt and Benefit (glcommunities.org.uk)</a>	6 weeks All emergencies will be dealt with as quickly as possible
Money and Pension Service	The Money and Pension Service is a Government backed national service and offers free impartial money and pensions guidance for people.	<b>Self-referral:</b> Pensions guidance: 0800 011 3797 Money guidance: 0800 138 7777 There is also a live webchat available on the website	<a href="http://maps.org.uk">Money and Pensions Service (maps.org.uk)</a>	There is no wait list
Be Well Gloucestershire	National Debt line – charity offering free independent debt advice, resources, and guidance.	<b>Self-referral:</b> Phone: 0808 808 4000 There is a live webchat & digital advice tool available on the website  Helpline hours: Monday-Friday: 9am-8pm Saturday: 9:30am-1pm	<a href="#">Debt advice   Free debt advice   National Debtline</a>	There is no wait list

Organisation	Description of support provided	Referral details	Website	Estimated Wait Time
PohWER	<p>In Gloucestershire POhWER provides</p> <ul style="list-style-type: none"> <li>• <a href="#">Independent Mental Capacity Advocacy (IMCA)</a></li> <li>• <a href="#">Relevant Person’s Paid Representatives (RPPR)</a></li> <li>• <a href="#">Independent Mental Health Advocacy (IMHA)</a></li> <li>• <a href="#">Independent Health Complaints Advocacy (IHCA)</a></li> <li>• Gloucestershire Wotton Lawn Discharge Project</li> </ul>	<p>Phone: 0300 0031162 Email <a href="mailto:glosadvocacy@pohwer.net">glosadvocacy@pohwer.net</a></p> <p><b>Healthcare professional referral:</b> Ind Mental Capacity Advocacy: <a href="#">Online Referral Form</a> Ind Mental Health Advocacy: <a href="#">Online Referral Form</a></p> <p><b>Self-referral:</b> Ind Mental Health Advocacy: <a href="#">Self-Referral Form</a> Ind Health Complaints Advocacy: <a href="#">Self- Referral Form</a></p> <p>Leaflets for all services are available on the website including easy read.</p>	<p><a href="#">Gloucestershire</a> <a href="#">  Home  </a> <a href="#">POhWER</a></p>	4-6 weeks



## Domestic Abuse Support

Organisation	Description of support provided	Referral details	Website	Estimated Wait Time
Gloucestershire Domestic Abuse Support Service (GDASS)	<p>County-wide service offering expert support:</p> <ul style="list-style-type: none"> <li>• Support seeking safety</li> <li>• Longer-term packages of support</li> <li>• Assessing risks posed to individuals</li> <li>• 12-week tailored package of floating support</li> <li>• Independent Domestic Violence Advisors supporting those at high risk of serious harm</li> <li>• Young Persons Violence Advocate supporting young people at serious risk of harm</li> <li>• Court Independent Domestic Violence Advisors</li> </ul>	<p><b>Healthcare professional referral:</b> Phone: 01452 726 561</p> <p><b>Self-referral:</b> Helpdesk: 01452 726 570 Email: <a href="mailto:support@gdass.org.uk">support@gdass.org.uk</a> Online referral: <a href="#">Referral form</a> 24HR NATIONAL DOMESTIC VIOLENCE HELPLINE: 0808 2000 247</p>	<p><a href="#">Home-Gloucestershire Domestic Abuse Support Service (GDASS)</a></p>	<p>One to one support: 6-8 weeks</p> <p>Group support: Next programme is due to start November 2024</p>

## Drug & Alcohol Support

Organisation	Description of support provided	Referral details	Website	Estimated Wait Time
Via	<p>Via is a specialist service for people using drugs or alcohol.</p> <p>Free confidential support, guidance and advice.</p>	<p><b>Healthcare professional referral:</b> Online referral: <a href="#">G-care referral form</a></p> <p><b>Self-referral:</b> Phone: 01452 223 014 Email: <a href="mailto:gloucestershire@viaorg.uk">gloucestershire@viaorg.uk</a> Online referral: <a href="#">Referral Form</a></p>	<p><a href="#">Gloucestershire - via (viaorg.uk)</a></p>	<p>There is no wait list</p>

## Dementia Support

Organisation	Description of support provided	Referral details	Website	Estimated Wait Time
<b>Dementia Advisers</b>	<p>Dementia Advisers offer specialist support for people living in Gloucestershire. They offer support:</p> <ul style="list-style-type: none"> <li>• With all aspects of living with dementia</li> <li>• In accessing vital care based on an individual's specific needs</li> </ul>	<p><b>Healthcare professional &amp; Self-referral:</b>            Phone: 01452 525222            Email: <a href="mailto:gloucestershire@alzheimers.org.uk">gloucestershire@alzheimers.org.uk</a></p> <p>            Dementia Adviser Service Gloucestershi</p> <p>Referral Form:  <b>Eligibility:</b>            -People living with dementia            -Carers of those with dementia            -Family and Friends of people with dementia            Working Hours: Monday – Friday 9am-5pm</p>	<p><a href="#">Dementia Adviser Gloucestershire   Alzheimer's Society (alzheimers.org.uk)</a></p>	<p>All referrals are responded to within 10 working days.            Call backs are made by the next working day</p>

## Adult Social Care Support

Organisation	Description of support provided	Referral details	Website	Estimated Wait Time
<b>The Care Advice Line (TCAL)</b>	<p>TCAL is a helpline for anyone in Gloucestershire who is navigating the adult care system and how care can be paid for.</p> <ul style="list-style-type: none"> <li>• Provides personalised information &amp; advice for adults with care &amp; support needs</li> </ul>	<p><b>Healthcare professional &amp; Self-referral:</b>            Phone: 01452 22 22 00            Online Referral: <a href="#">Referral form</a>            Lines are open Monday-Friday 9am-5pm</p>	<p><a href="#">Home Page GCC   thecareadviceline</a></p>	<p>Will be contacted within 5 working days</p>



	<ul style="list-style-type: none"> <li>• Advice is available for individuals, their unpaid carers &amp; their family members</li> </ul> <p>Advice and information can be provided on:</p> <ul style="list-style-type: none"> <li>• Navigating the care system</li> <li>• Benefit entitlement</li> <li>• Care support needs</li> <li>• Paying care fees</li> <li>• NHS funding</li> <li>• Legal issue including The Lasting Power of Attorney process</li> </ul>			
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### Transport Support

Organisation	Description of support provided	Referral details	Website	Estimated Wait Time
<p><b>The Gloucestershire Robin</b></p>	<p>The Robin is a local, friendly bookable bus service. People can search for their ideal journey &amp; book the option that suits them. It is local affordable and connects places in rural location.</p> <p>The service is designed specifically to provide transport links from close to people’s homes to:</p> <ol style="list-style-type: none"> <li>1. Location for onward travel</li> <li>2. To services at times when there is no other transport option</li> </ol>	<p>The service operates in 4 areas:</p> <ul style="list-style-type: none"> <li>• The Forest of Dean</li> <li>• Cotswolds</li> <li>• Tewkesbury</li> <li>• Berkeley Vale</li> </ul> <p><b>Self-referral:</b> All journeys can be booked via the following: Referral form: <a href="#">Login form   Gloucestershire County Council (padam.io)</a> Over the phone: 0345 263 8139</p>	<p><a href="#">The Robin (your bookable bus)   Gloucestershire County Council</a></p>	<p>N/A</p>





## Cancer Support

Organisation	Description of support provided	Referral details	Website	Estimated Wait Time
<b>Macmillan Cancer Support &amp; Information Hub- Gloucester</b>	Macmillan Cancer Support & Information Hub is based in Gloucestershire Hospitals Foundation Trust and is a place to get information, support & signposting including questions about treatment, help with signs & symptoms, finances, debt & exercise.	<b>Self-referral:</b> Phone: 0300 422 8880 Email: <a href="mailto:ghn-tr.macmillanhub@nhs.net">ghn-tr.macmillanhub@nhs.net</a> Address: <b>Gloucestershire Royal Hospital</b> Great Western Road, Gloucester, Gloucestershire, GL1 3NN Open 9-4pm	<a href="#">Macmillan Cancer Support and Information Hub- Gloucester- Macmillan Cancer- Macmillan Cancer Support</a>	N/A

## VCSE support

For other support options within the Voluntary, Community and Social Enterprise (VCSE) sector then please refer to Your Circle, which is a directory to help you find your way around care and support and connect people, places and activities in Gloucestershire. [Home | YourCircle](#)

There is also a new section on the Your Circle website which helps people find VCSE services and support to help avoid the need for hospital admission or enabling their timely discharge. [Finding VCSE services and support to help people avoid the need for hospital admission or enabling their timely discharge | YourCircle](#)