

Directory

WILLINGHAM BY STOW SURGERY DIRECTORY OF SUPPORT
SERVICES AND GROUPS FOR PATIENTS AND STAFF

Prepared by the Willingham by Stow Surgery Patient Participation
Group
WILLINGHAM.PPG@GMAIL.COM

Willingham Surgery PPG Patients Directory

Welcome to our Signposting and Advice Directory (2025). This directory has been carefully compiled to provide you with the most accurate and up-to-date contact information available at the time of its creation, providing a reference point for health and social care services and social groups and activities in the Gainsborough and West Lindsey district, including those national services which may also be beneficial or of interest to you.

However, please note that contact details may change over time, and while we strive to maintain accuracy, we cannot guarantee that all the information will remain current. We recommend verifying contact details with the relevant organisation or service. If you encounter any discrepancies, please feel free to email the PPG so we can update our records for future publications. This directory is not exhaustive but includes many useful general signposting areas. Along with the PPG members, we thank and acknowledge Healthwatch Lincolnshire for their kind support and information.

Willingham by Stow Surgery Patient Participation Group
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Activities, Support and Social Groups

Social Groups and Activities

The social groups listed in this directory are provided for information purposes only. We do not endorse or guarantee the quality, effectiveness, or safety of any group, event, or activity listed. Patients are encouraged to exercise their own judgement and discretion when participating in any of the listed social groups. It is recommended to consult with healthcare professionals or relevant authorities before joining any group, especially if you have specific health or medical concerns. The inclusion of any group in this directory does not imply any affiliation or endorsement by the directory creators or affiliated organisations.

NHS provide FREE exercise classes/videos for beginners and for those with various problems such as back pain, knee problems, scoliosis, osteoporosis and arthritis.

For more information, visit:

<https://www.nhs.uk/live-well/exercise/pilates-and-yoga/> [Pilates and yoga exercise videos - NHS](#)

Go Gainsborough website lists many social groups and activities in the area from arts, music and dance groups, wellbeing, meet ups, coffee mornings, cafes, allotments, sports, life skills, kids and teens, Men's sheds, interest groups and free things to do, and many more types of groups for all. Visit the website: gogainsborough.co.uk [Gogainsborough](#)

Andy's Man Club are a men's suicide prevention peer-led charity, offering free to attend peer-to-peer support groups across the UK and online. We want to end the stigma surrounding men's mental health and help men through the power of conversation. #ITSOKTOTALK

The groups are free of charges and bookings, completely confidential and a safe place free of judgement. You can simply turn up and talk as much or as little as you desire with no pressure. We meet every Monday 7pm except Bank holidays.

The nearest groups to Gainsborough are:

Brigg – Angel Suite, Market Place, Brigg DN208LD UK [what3Words accented.friend.cave](#)

Scunthorpe – Unit 2, Davidson House E Commerce Lane, Scunthorpe DN16 1DD UK [What3Words; haven.friend.cave](#)

Caistor -Brigg Road, Caistor, Market Rasen, LN7 6QG UK [What3Words; planting.customers.outdoors](#)

Lincoln – LNER Stadium, Community Hub, Sincil Bank, Lincoln, LN5 7XL UK [What3Words – happy.custom.oiled.](#)

Uphill's Community Hub, Café and Charity Shop. Cornerstone Christian Centre Middlefield Lane Wednesdays 1.30-4.30pm FREE device charging and hot and cold drinks.

Wellbeing Wednesday 9am-12pm relax and unwind with a cuppa. 20 Market Place Gainsborough DN21 2BY.

Morton & District Art Club Tuesdays 1.30-4pm at Morton Village Hall. Phone Barbara 01427 611559 for more information.

Morton Craft Group Wednesdays 2-4pm Morton Village Hall contact Jenny 01427 610869.

Crafting Friends Group All Saints Church, Church Street Gainsborough. The last Wednesday of every month 2-4pm. Bring along your own work or just come for a cuppa and a chat.

Disability Social Network Monday Art Haven. Mondays 10.30am – 12.30pm St Georges Church Hall, Heapham road, Gainsborough. Call for more details on 07369275323.

On Fridays 10.30am-1.30pm, contact Daz Leighton on 07369275323 or Carolyn on 07300 869408. Daz also runs the Monday group, which is smaller than the Friday group, it is very relaxed and more suited as

an introduction. Once a month they are going to be including a fibromyalgia group, speak with Daz to confirm more details.

On Fridays, **Creative Arts and Crafts** group run from 10.30-1.30PM, contact Daz on 07369275323 this group is aimed at those people living with mental health conditions and/or social isolation.

Salvation Army Craft and Chat Club every Thursday 1.30-3.30pm at The Salvation Army HQ Beaumont Street Gainsborough.

Knit and Natter Group meet Wednesdays 10am – 12am at The Venue, Roses Sports Ground, North Warren Road.

Gainsborough Choral Society, runs September to March, phone Mrs Deirdre Speed on 07710 535725 or visit www.gainsboroughhcs.co.uk

The Gainsborough Folk Club every alternate Friday from 8pm onwards for the latest details visit, www.gainsboroughfolkclub.com or call 01427 838726

Gainsborough Musical Theatre Society <https://gainsboroughmusica.wixsite.com/gmts>

Keep smiling sing and dance performing arts club for young people, St Johns at Connections Hub, 6-8 Church Streeton, Monday evenings 7-9pm. www.performingartsclubstjohns.co.uk or call 01427 372170 or 01427 678695

Rock Choir phone 01252 714276 or visit the website for more information. No auditions required, try a free taster session www.rockchoir.com [Rock Choir | The UK's original, award-winning, local, contemporary choir!](http://www.rockchoir.com)

Stepping Stone Social Singing at CLIP, The Bridge, Gainsborough. Phone Bill or Kate Rodgers 07754 764487 for details. Fridays 1pm-2.345pm.

Social and Strolling Group. Run by Bill and Kate from the theatre for mental health. Every Sunday at 10am at CLIP in Bridge Street. Phone Kate on 07754 764487. Free of charge and all welcome.

Gainsborough wellbeing walks. Every Tuesday, 9.30am West Lindsey Leisure Centre, The Avenue, DN21 1EP. Phone 01522 544632 for details.

Wellbeing Group every Monday 2-3pm, £1 each, includes refreshments. Gentle armchair exercise and a chat. Salvation Army Church, Beaumont Street. Phone 01427 616353 for details.

Pilates Mondays with Nicky Bruce phone 07413 855580. 6-7pm at Gainsborough Methodist Church.

Tai Chi Mondays 10-11am at Gainsborough Methodist Church. Contact George Blogg on 01427 617171 or 07734 762059.

Tai Chi Mondays with Lyn Marriott. 12.30-1.30pm Gainsborough Methodist Church.

Vital Stepping Stones Fitness classes, Yoga and Pilates, Parkinson's exercise and support group, Ageing activity class various days. Call Liz 0775196 4832 <http://www.vitalsteppingstones.co.uk>

Viking Yoga Tuesdays 11-12pm at Sea Scout Hut, Love Lane, Gainsborough. <https://vikingyoga.co.uk> or call 07880 626795

Wellbeing Gals Gainsborough, support and friendship, make friends, drop-in for a coffee chat and smiles. Fridays 11-2pm at the Park Springs Community Centre. 07895 608028 HELLO@WBGG.ORG.UK

Chill Chat and Connect by CLIP, peer support and company, Mondays 1pm -3pm at Park Springs Community Centre. Fridays 10.30-12.30pm at CLIP The Bridge. Call 01427 677377.

PROBUS Social Club Gainsborough

The group meet every Monday morning 9.45 for coffee then the programme starts about 10am, discussions allowing at, Morton Village Hall DN21 3AL. Contact Mike Childs via email; probusgains@outlook.com
<https://www.probusonline.org/gainsborough/>

Yoga Movement Studio with Sasha at Studio 7, 54 Bridge Street Gainsborough DN21 2AQ.
www.yogamovement.studio or text 07900 433129 or email yogamovementsyudio@gmail.com

The Armed Forces and Veteran Breakfast Club meet every second Sunday from 9.30-11.30am at Sweyn Forkbeard (Weatherspoon's) in Silver Street. Contact Richard Lindsay 07791 078287

Parish Church Café All Saints. Church Street, open Tues, Weds, Thurs, Fridays 11-2pm and Saturdays 11-1pm. All welcome. Contact Parish Admin 07395 942778.

Coffee Morning and natter, at All Saints Church Café, second Monday of the Month 10am-12.00.

Butterflies Social Club. A safe place for women to relax, make friends and enjoy crafts, just come along. Trinity Arts Centre, Trinity Street, Gainsborough. DN21 2AL. contact 01522 212182 email judi.swannack@alivechurch.org.uk

Hope Kitchen Community lunches every Tuesday 11am-1pm, pay what you want. Hope Church, Station Approach (behind Marshalls Yard). A friendly welcome

Coffee Morning Connections. Tuesdays 10am – noon. 6-8 Church Street phone 01427 678695, all welcome.

Morton Ladies make, bring and be friends. A very relaxed and friendly ladies social club, Morton Village Hall. Last Thursday of the month 7.15-9.15pm.

Jigsaw Club Gainsborough Library meet every Tuesday 2-4pm gainsborough.library@gll.org

One You free health and wellbeing programmes

Get back to a healthier you with our free weight loss, exercise, stop smoking and drink less programmes. We support you to make small, sustainable changes to improve your health and wellbeing and live a longer, happier life. Start improving your health today with our tools, motivational support and encouragement to guide you every step of the way. Telephone: 01522 705 162

Email: hello@oneyoulincolnshire.org.uk

Address: One You Lincolnshire, Suites 5 & 6, Wyvern House, Kesteven Street, Lincoln, LN5 7LH

Website: <https://www.oneyoulincolnshire.org.uk/>

Disability Social Network, Gainsborough

The Disability Social Network provides a network of social groups such as art, craft, games, badminton, leisure activities and drop-ins, all designed to meet the needs of the individuals that come to use. It is our aim to expand these current groups and open up other projects. We work alongside Connexions Community Hub which is accessible for all users. Address: 100 Church Street, Gainsborough, DN21 2JR Telephone: 07300 869408

Website: disabilitynetworkw.wixsite.com/socialnetwork/contact-dsn

Community Befriending Service

Offers telephone befriending calls to anyone feeling lonely or isolated living in Gainsborough or the West Lindsey area. Telephone: 07300 869408

Age UK

Face-to-face befriending

Befriending services are available at many local Age UKs. They will often involve a volunteer befriender visiting an older person in their home, perhaps for a cup of tea and a chat, or accompanying them to an

activity (such as a trip to a cafe or the theatre). In some cases, a volunteer may accompany the older person to occasional hospital or doctor's appointments.

Connect to Support:

Lincolnshire wide Support Groups/Activities/Advice resource. It covers:

- Support groups in your area e.g., for mental health services
- Activity groups for those with dementia • Transport options in Lincolnshire • Carer's assessment
- Looking for a Care Home
- Looking for Home Care and much more?

Telephone: 0300 303 8789

Email: ctsl@ageuklsl.org.uk

Website: <https://lincolnshire.connecttosupport.org/>

Greener Gainsborough

Greener Gainsborough helps individuals of all ages by encouraging people to get out and be active in nature to support their mental health and wellbeing. Contact Gainsborough Town Council for more information. Telephone: 01427 811573

NHS Volunteer Responders

Services provided include friendly check-in telephone calls, companionship calls, support with the delivery of medication and supplies, and support with essential shopping, lateral flow test and prescription delivery. Healthcare teams can refer people, and it is also possible for members of the public to request support from the volunteers.

Website: www.volunteerresponders.org

Telephone: 0808 196 3646

U3A Gainsborough

A small friendly group of people, diverse with a variety of interests, aiming to have fun for the over 45's who are not in full time employment. From Thursday talks each month to many interest groups you are welcome to join. Contact us for meetings, venues and dates on; <https://gainsborough.u3asite.uk/contact/>

Lincolnshire Mobile Service offers a service to anyone unable to visit the library due to mobility, age or health related issues and can arrange for books to be delivered straight to your door. For further details:

Telephone: 07483 017085

Email: graham.own@gll.org

Men's Shed, Gainsborough

The Shed promotes the opportunity for friendship, social engagement and skill sharing in a safe and enjoyable environment. Members can meet and carry out creative projects individually, jointly and for the benefit of the wider community. Address: Unit 17, Stirling Place Business Park, Willoughton Drive, Foxby Lane, Gainsborough DN21 1NF.

Telephone: 07300 869422

Facebook: Gainsborough Men's Shed Community

Sturton and District Shed Club

Opened in 2020, The Sturton and District Shed Club were fortunate to be offered a plot as a home by The Bransby Horses Rescue & Welfare charity, where we now have three 32 feet x 10 feet anti vandal cabins with a roof linking the three cabins extending our all-weather working area.

Within the cabins, members can do woodwork projects & crafts to raise funds for the club as well as projects for themselves. We have wood turning lathes for those interested.

There is a computer suite with Internet and a social area with tea, coffee and biscuits. Members meet for a regular monthly breakfast club meeting in the Bransby Horses cafe. Other social events take place throughout the year.

Members also have the use of a polytunnel to run a gardening group within the club.

For more information, contact Alwyne Thompson on 0790306 or visit the website, [Sturton and District Shed Club, Bransby, Lincoln](#)

How Are You Lincolnshire (HAY) brings together a family of websites in the local community that are aimed at boosting wellbeing. It's an online directory with over 600 local groups, support services, educational courses, and self-help resources. All of these are here to help you take care of yourself.

Take a look around the website and see what's available in your local area. Website: www.haylincolnshire.co.uk [How Are You Lincolnshire | Mental Health and Wellbeing Support](#)

Willingham and District Relief in Sickness Charity covers the areas of Willingham, Corringham, Heapham, Kexby, Springthorpe and Support, to relieve and provide appropriate services and support to those in need of benefit. The Charity has several wheelchairs, commodes, walking aides, toilet seats, bedrest supports and shower stools available for loan. If you would like support from this charity please contact Lisa Brooks-Sleigh (clerk) on 07946 854466 or email willingham.sickness.charity@mail.com For details of more support groups, please visit GoGainsborough website at: [Support Groups](#) www.gogainsborough.co.uk

Advocacy

VoiceAbility Lincolnshire

Advocacy is free, independent support to involve you in decisions about your health, care and wellbeing. An advocate is an independent professional who is on your side. They can support you to have your say and know your rights.

Advocates don't work for the council, the NHS, or care providers. When you work with an advocate, they will keep things confidential. You don't need to pay for an advocate.

What do advocates do? An advocate will:

- listen to what you think about what's happening to you
- help you say what you want and don't want
- help you understand information about your situation
- explain your options
- plan with you about what to do next
- An advocate will not
- offer counselling or befriending
- offer legal advice
- make decisions for you
- tell you what to do

If at any point you need support that your advocate cannot offer, they can help you find out if there is someone who can. You can ask to stop advocacy support at any time.

Telephone: 0300 303 1660 Email: helpline@voiceability.org Website: [VoiceAbility | Lincolnshire](#)

NHS Advocacy Service

If you feel overwhelmed, there is a free independent Advocacy Service to support patients who wish to make a complaint about any NHS service, including Continuing Health Care (CHC). Telephone: 0300 303 1660 Email: helpline@voiceability.org Website: <https://www.voiceability.org/support-and-help/services-in-your-area>

Alzheimer's and Dementia

Alzheimer's Society

Alzheimer's Society is the UK's leading dementia charity. It campaigns for change, funds research to find a cure and supports people living with dementia today. You can find details of related organisations within the East Midlands via the website.

Telephone: 0333 150 3456 / 01522 692 681
Contact form via website: www.alzheimers.org.uk

Dementia Support Group

For Dementia carers and sufferers. The West Lindsey Dementia Support Group meets 1st and 3rd Wednesdays monthly 10am-12am at the Gainsborough Methodist Church for refreshment, advice, and friendship.

For details contact Jean Male 07960 582179 or Mavis Wharton 01777 816751.

Asylum/immigration

Citizens Advice provides information on issues such as asylum and immigration, debt management, welfare benefits, housing, employment, consumer complaints and landlord tenant disputes. National Citizens Advice Number: 0800 144 8848 Money Helper line: 0800 138 7777 Email: outreach@citizensadvicemidlincs.org.uk Website: [Citizens Advice](#) Benefits queries: Contact your local Citizens Advice 0344 411 14 44 / 0808 278 7942

Autism

A lifelong condition/a spectrum disorder where people display a number of difficulties in social communication, social interaction and imagination (and many other traits).

Lincs Autistic Society provides information, advice, guidance and support to the public through supporting local groups such as Parents And Autistic Children Together (PAACT). The Lincolnshire Autistic Society is actively working to link the many individual groups around the county, so that they have as much support and as many links as possible. There is some useful information regarding support available at their website, [Support Available - Lincolnshire Autistic Society](#)

Parents and Autistic Children Together (PAACT) provides whole family support through training programmes, conferences, workshops, activities, and support group meetings. PAACT also have a parent-led closed Facebook page where the advice you get is from other parents who have or are in a similar situation to you and is a great form of support.

Telephone: 07840 569 368

Address: PAACT Office, Hillcroft House, Hillcroft Business Park, Whisby Road, Lincoln, LN6 3QT.

Email: paactsupport@hotmail.co.uk

Opening Time:

Monday-Friday: Call 9AM – 5PM

Meetings by appointment only

Saturday-Sunday: Closed

Website: [PAACT Support - PAACT Support](#)

Bereavement

CRUSE Bereavement Care Boston and District (Boston and Spalding) Boston Baptist Church, 98 High Street, Boston, PE21 8TA Free helpline: 01205 357 396 Hours: Mon and Fri Tues/Wed/Thurs Email: boston@cruse.org.uk 9:30am - 5pm 9:30am - 8pm Website: <https://www.cruse.org.uk/postcode-lookup>

National Bereavement Service

The NBS helps you to navigate the practical and legal tasks after a death as well as providing a comprehensive resource to help you understand the impact of grief.

Key details

What grief feels like: Grief can bring shock, sadness, anger, guilt, exhaustion and even relief in some situations. There is no single set of “stages” and emotions often come in waves rather than in order.

How to cope day to day: Be gentle with yourself, accept help, and focus on essentials like rest, food and small tasks. Talking about your loss, whether with friends, support groups or helplines, helps ease the weight of grief.

How grief changes over time: There is no time limit to grief, but most people gradually adjust, learning to live with memories of the person who has died. Special dates may always feel harder, but it is possible to find joy and meaning again.

Website: www.thenbs.org

Telephone: 0800 0246121

Email: info@thenbs.org

Advisors available Monday to Friday, 9am – 6pm; Saturday, 10am-12 noon

St Barnabas

St Barnabas understands that after the death of a loved one, your thoughts and feelings can be overwhelming and difficult to understand or to put into words. When someone close dies, it can leave you feeling alone and experiencing complex, unexpected feelings. The team of trained and experienced volunteers are here to offer you the help you may need at this time. Telephone: 0300 020 0694 Mon-Fri 11am - 3pm Website: <https://stbarnabashospice.co.uk>

Survivors of Bereavement by Suicide

Self-help organisation for adults (18+). It can be difficult to talk about suicide and many bereaved people feel alone and isolated at a time when they are hurting and vulnerable. This happens for many reasons – sometimes people avoid them or do not know what to say or they may struggle to share their own feelings, perhaps because they are fearful of what they are experiencing or because they do not want to upset people around them. Telephone: 0300 111 5065 (Monday & Tuesday 9am - 5pm) Email: email.support@uksobs.org Website: <https://uksobs.org>

Brain/head injury

Headway Lincolnshire is a local brain injury charity that provides services, support, information and understanding to brain injury survivors and those caring for them in Lincolnshire. Headway can provide fully funded counselling sessions for adult family members who have been affected by a loved one's brain injury. For further information please contact:

Email: info@headwaylincolnshire.org.uk

Telephone: 07546 592526

Website: headwaylincolnshire.org.uk [Headway Lincolnshire | Headway](#)

Headway Lincolnshire Through its network of more than 125 groups and branches across the UK, it provides support, services and information to brain injury survivors, their families and carers, as well as to professionals in the health and legal fields. Telephone: 0808 800 2244 / 07546 592 526 Email: helpline@headway.org.uk Website: www.headwaylincolnshire.org.uk

Counselling for Carers: Headway Lincolnshire is a local brain injury charity that provides services, support, information and understanding to Brain Injury Survivors and those caring for them in Lincolnshire. Headway can provide fully funded counselling sessions for adult family members who have been affected by a loved one's brain injury. For further information please contact:

Email: info@headwaylincolnshire.org.uk

Telephone: 07546 592526

Cancer Support

Macmillan Cancer Support is one of the largest British charities and provides specialist health care, information, and financial support to people affected by cancer. It also looks at the social, emotional, and

practical impact cancer can have and campaigns for better cancer care. Offering a variety of support groups and information. Telephone: 0808 808 0000 Email: macmillan.infosupport@ulh.nhs.uk Website: www.macmillan.org.uk Lincoln County Hospital 01522 573 799

If you have completed your cancer treatment in the past 12 months, the HOPE course could be the next step for you. You will be part of a small group of people who will meet once a week, for 6 weeks. Guided by Macmillan facilitators, you will explore ways to rediscover your strengths, enhance your life and look forward positively. The course is free to attend and is available to various times through the year and various locations around the county. To find out when there will be a course running near you, please call 01522 573799 or email macmillan.infosupport@ulh.nhs.uk.

Marie Curie Services help people living with any terminal illness, and their families, make the most of the time they have left. If you or someone you are close to has a terminal illness, Marie Curie is there to support you. There are a range of ways it can help, from clear, useful information about living with a terminal illness to expert nursing care in a person's home. Telephone: 0800 090 2309 Website: www.mariecurie.org.uk

Cancer Support, Lincolnshire

We want to make sure that people living with cancer in Lincolnshire are supported at the right time, in the right place, by the right people and in the right way for them. We know that we've got amazing services in place but that sometimes pathways aren't joined up, and people don't know what's out there. Our fantastic team is working with our partners right across the system, and people living with cancer to change this, and we're working towards making this a lasting change. The Cancer Support Lincolnshire website offers local Lincolnshire information to support health and wellbeing for you and those who care for you, together with information such as what to expect when attending appointments, transport options, information on local support teams, new developments within cancer and much more.

If you would like to get in contact with us, please contact:

HQ
Bridge House
Lions Way
Sleaford NG34 8GG

Tel: [01522 573939](tel:01522573939)

Website: www.cancersupportlincolnshire.nhs.uk

Gainsborough Cancer Support Group

Meet People, Like You!

If you're affected by cancer or supporting someone who is, the group welcome you to join them. The group offer the opportunity to meet new people and share difficulties and successes. In this safe and welcoming environment individuals can access signposting support to local and relevant services.

Participation Cost: Free

Meeting

Date: 3rd Thursday of each month

Time: 10am - 12noon

Contact: 07707707140

Venue

The Venue, Roses Sports Ground, North Warren Road, Gainsborough, DN21 2TU.

Fighting Fit

Supporting people living with or recovering from cancer in Lincolnshire. Fighting Fit is designed to help you to maintain or increase physical activity levels at a pace that suits you and support you in the fight against cancer and long-term health conditions.

We will help you build your strength, motivation and physical ambitions, and be here to put the kettle on and talk things through when you need it.

You can find more information about cancer services and support in Lincolnshire on the Connect to Support website [here](#).

Fighting Fit Gainsborough - West Lindsey Leisure Centre - Wednesday | 10:00 am - 11:30 am.

Fighting Fit Lincoln - Performing Arts Studio, Bishop Grosseteste University - Thursday | 6:30pm – 7:15pm

In these sessions we focus on low-impact fitness designed to help build back balance, posture, strength and flexibility.

Please visit our website for more information on how to complete a referral form [here](#).

Sessions are £3.75, with the first 10 sessions free.

Phone: [01522 563792](tel:01522563792)

Email: enquiries@lincolncityfoundation.co.uk

Website: [Fighting Fit | Lincoln City Foundation | England](#) www.lincolncityfoundation.com/fightingfit

Pancreatic Cancer UK

We're here for you. If you or someone you care about has pancreatic cancer, we are here to help. Find out how we can support you, get information about pancreatic cancer and connect with other people going through a similar thing. You don't need to face this alone. You can contact a specialist nurse via the support line which is open Monday, Tuesday, Thursday and Friday between 9am-4pm, and on Wednesday between 10am-4pm. You can also contact them via Whatsapp and email (via the website page)

Tel: 0808 8010707

Whatsapp: 07418 304789

Website: [Support for you - Pancreatic Cancer UK](#) www.pancreaticcancer.org.uk

Breast Cancer Now

Whatever breast cancer brings, we're here, whether you're worried about breast cancer, dealing with your diagnosis or trying to live your life with or beyond treatment, or if someone you love is. If you're affected by breast cancer, you can turn to us.

Our services are available in person, online, on the phone or in print, meaning you can get the support you need in the way you want.

If you have any concerns about breast cancer, or just want to talk, our specialist nurses are here for you. You can contact them via telephone, the online forum, or by sending us an email (links on the website).

The specialist nurses can be contacted on: 0808 800 6000.

Website: www.breastcancer.org

Care homes, Home care, Nursing homes

Looking for a care home, home care or nursing home

To find the right care option for your loved one in the Gainsborough area, (care home, home care, day care or nursing care), you will need to consider your needs and preferences and research options in the area. Your local authority or NHS can provide a care needs assessment.

AGE UK and Carehome.co.uk and homecare.co.uk are websites which can help you identify the available services suitable to your care needs.

CQC Care Quality Commission <https://www.cqc.org.uk/> monitor and regulate all care providers and publish all reports online which will help you understand the levels of care for each service.

Connect to Support: Lincolnshire wide Support Groups/Activities/Advice resource. It covers:

- Support groups in your area e.g., for mental health services
- Activity groups for those with dementia • Transport options in Lincolnshire • Carer's assessment
- Looking for a Care Home

• Looking for Home Care and much more? Telephone: 0300 303 8789 Email: ctsl@ageuklsl.org.uk
Website: <https://lincolnshire.connecttosupport.org/>

Private care Providers – *these are local businesses in the local area, but this is not an exhaustive list, and we recommend researching all providers and speaking with each independently regarding fees and services.*

Home Instead

Provision of expert home care across Retford, Gainsborough, Tickhill and Bawtry. Operating since 2015, Home Instead offer a wide range of one to one in home services specific to your needs. Address: Retford Enterprise Centre, Randall Way, Retford DN22 7GR Telephone 01777 712629 Website: www.homestead.co.uk

Visiting Angels

Provide care and support across Gainsborough and surrounding villages providing a wide range of bespoke care in the home. Call [01427 802 433](tel:01427802433) website, <https://www.visiting-angels.co.uk/doncasterbassetlaw/>

Helping Hands

Provide one to one care in the home to support your individual needs.
Call 0330 818 6105 <https://www.helpinghandshomecare.co.uk/home-care-services/>

Carers Support

Carers First Telephone: 01522 782 224 Carers First delivers the Lincolnshire Carers Service in partnership with Lincolnshire County Council's Customer Service Centre, supporting people who look after a relative or friend who due to ill health, physical or mental illness, disability, frailty, or addiction cannot manage without their support. Website <https://www.carersfirst.org.uk/lincolnshire/welcome/>

Lincolnshire Parent Carer Forum LPCF works alongside the local authority and health services to help ensure that the services they plan, commission, deliver and monitor meet the needs of children with disabilities and special educational needs. Good resources for parents who need support for their children with a disability and special educational needs in children. Telephone: 07925 232 466 Email: admin@lincspcf.org.uk Website: <https://www.lincspcf.org.uk>

Carers UK provide information and advice on caring, help carers connect with each other, campaign with carers for lasting change, and use innovation to improve services. The website has a wide range of information for carers including financial support, practical support, health and wellbeing, work and career, helpful guides, tools and resources, technology and equipment, helpline support and a directory detailing support where you live. Helpline: 0808 808 7777 Website: [Help and advice | Carers UK](#)

Connect to Support: Lincolnshire wide Support Groups/Activities/Advice resource. It covers:

- Support groups in your area e.g., for mental health services
- Activity groups for those with dementia • Transport options in Lincolnshire • Carer's assessment
- Looking for a Care Home
- Looking for Home Care and much more... Telephone: 0300 303 8789 Email: ctsl@ageuklsl.org.uk
Website: <https://lincolnshire.connecttosupport.org/>

Willingham and District Relief in Sickness Charity covers the areas of Willingham, Corringham, Heapham, Kexby, Springthorpe and Support, to relieve and provide appropriate services and support to those in need of benefit. The Charity has several wheelchairs, commodes, walking aides, toilet seats, bedrest supports and shower stools available for loan. If you would like support from this charity please contact Lisa Brooks-Sleigh (clerk) on 07946 854466 or email willingham.sickness.charity@mail.com

Counselling for Carers: Headway Lincolnshire is a local brain injury charity that provides services, support, information and understanding to Brain Injury Survivors and those caring for them in Lincolnshire. Headway can provide fully funded counselling sessions for adult family members who have been affected by a loved one's brain injury. For further information please contact:

Email: info@headwaylincolnshire.org.uk
Telephone: 07546 592526

Carents provides information, community and connections to those looking after an elderly parent or relative. The support is free and available 24/7. For more information visit the website at www.carents.co.uk [Help for Adults Caring for Elderly Parents | Carents](#)

Every-One is a Lincolnshire based charity that works inclusively with everyone, to ensure that every **one** individual, is at the centre of their own wellbeing. We do that by developing and delivering a range of person-centred services and projects that work towards '**making wellbeing personal**'.

At Every-One, we believe:

People should be at the centre of their own health and social care through having choice and control

Services should be built around the person and not the process

Many people need support to exercise their choice and control effectively

People are the experts in their own lives and sharing their lived-experiences can improve services and support.

Where possible, people are best supported within the community they live in and in a way that recognises the whole person. Our ambition is to become the Lincolnshire flag-bearer for person-centred approaches, keeping people at the centre of their health and wellbeing, through enabling choice and control. Telephone: 01522 811582 Website: [Every One Lincolnshire Carers support network Co-production](#)

Children's Centres

Children's Centre, Sturton by Stow

We offer a range of free services from pregnancy to five years including a variety of early year's sessions, antenatal education, and baby massage. During the school holidays, older siblings up to eight years old are welcome at our holiday fun sessions only.

Families are welcome to attend sessions at any children's centre across Lincolnshire. You may also be invited to attend antenatal or health visitor appointments within a children's centre. To book an appointment to see your health visitor please contact call 01522 843000. Don't forget to drop in to access the range of borrow bags on offer which include sensory bags, stories bags, treasure baskets and much more.

Address School Lane Sturton by Stow Lincoln LN1 2BY Telephone 01522 550664

Email SturtonbyStowCC@lincolnshire.gov.uk Opening hours Monday to Thursday 8.30am to 4.30pm

Friday 8.30am to 4pm. Closed on Saturday and Sunday

Start for Life

We run 48 children's centres in Lincolnshire, which offer activities, free drop-in sessions and helpful services. These are free to join for families with children from birth to age five. Any adult who is caring for a child can access services at the centre. Use our directory to find your nearest childrens centre. A parent or carer who has parental responsibility for the child must complete the form to join.

Some centres provide services in one location. Others offer services in community halls, libraries and other places that are easy to access.

All centres offer:

- child and family health services, • advice and information for families
- childcare and early education, • support for parents on a range of issues
- training and employment advice, • outreach services to children and families not attending the centre.

Each centre offers additional services and activities according to the needs of the community.

These can include:

- parent and toddler groups, • baby massage sessions, • messy play sessions
- toy libraries and sensory rooms, all centres involve parents in planning their activities. You can make new friends and share experiences.

Complaints

How do people make a complaint?

Most patients and their relatives are happy with the care they receive from their local health and care services, but sometimes things go wrong, and they can have a poor experience of care. When this

happens, they need to know how to complain and who to. There is a range of information available within the Surgery, or ask the Reception team if you can't find what you need.

When making a complaint, people can choose to complain to either:

- The Healthcare Provider: This is the organisation where you received the NHS service, for example, your hospital, GP surgery or dental surgery. Healthwatch Lincolnshire recommends this as the first place to discuss the complaint.
 - The Commissioner: This is the organisation that paid for the service or care you received and will vary depending on the NHS service you are complaining about. If a complaint is about:
 - Primary care services such as GPs, dentists, opticians, or pharmacy services contact: Integrated Care Board: By post: NHS Lincolnshire ICB, Bridge House, The Point, Lions Way, Sleaford, NG34 9GG By Email: licb.feedbacklincolnshireicb@nhs.net By Telephone: 01522 309 299
 - Secondary Services such as hospital care, mental health services, out of hours services and community services such as district nursing contact: Lincolnshire Integrated Care Board Complaints & Customer Care Team HQ, Bridge House, The Point, Lions Way, Sleaford NG34 8GG Telephone: 01522 573 939 Their Patient Advice and Liaison Service (PALS) can be contacted on: Telephone: 0300 123 9553 Email: lhnt.lincspals@nhs.net Alternatively, any complaints, concerns or compliments please contact: Telephone: 01522 309 299 Email: licb.feedbacklincolnshireicb@nhs.net
- Complaining to the local commissioner (who pays for the services) may be the right option if you are not comfortable complaining directly to your healthcare provider or if you feel this is not appropriate.

Care Quality Commission (CQC) Care Quality Commission (CQC) regulates services and is always happy for you to log your concerns with them, they will not respond to your concerns but will take on board all comments for when they do an inspection of Health & Care providers in Lincolnshire. Telephone: 03000 61 61 61 Email: enquiries@cqc.org.uk Webform: <https://www.cqc.org.uk>

Making a complaint about your GP Surgery (practice or medical centre)

Where do I go if I have a concern about a GP surgery? Should a patient want to raise a complaint about parts of their care at their GP surgery, the first place to do this would be with the practice manager at the surgery. If they prefer not to go down this route the next place is straight to the Integrated Care Board who commission (pay for) the services. NHS Lincolnshire Integrated Care Board Complaints and Customer Care Team, Bridge House, The Point, Lions Way, Sleaford NG34 8GG Telephone: 01522 309 299 Email: licb.feedbacklincolnshireicb@nhs.net

Consumer Complaints

Citizens Advice provides information on issues such as consumer complaints, debt management, welfare benefits, housing, immigration and asylum, employment, and landlord tenant disputes. National Citizens Advice Number: 0800 144 8848 Email: outreach@citizensadvicemidlincs.org.uk Website: [Citizens Advice](#)

Crohn's and Colitis

Crohn's and Colitis UK

We're here for everyone affected by Crohn's and Colitis. Right now, an estimated 500,000 people in the UK are living with a lifelong disease that many people have never heard of. And the real number could be almost double that. Because of the stigma and misunderstanding surrounding these diseases, thousands of people are suffering in silence.

But they are not alone.

Our 47 Local Networks operate across the UK bringing local people affected by Crohn's and Colitis together and raising awareness of the conditions with members of the public. From educational talks to social events, we help give people the comfort and confidence to live freer and fuller lives. And together, we can make our voice heard.

Information or support

Our helpline can give you the right information and support at the right time for you. We provide up-to-date, evidenced-based information and can support you to live well with Crohn's or Colitis. [Read more about the helpline.](#)

Monday-Friday: 9am-5pm (except English bank holidays)

Call [0300 222 5700](tel:03002225700)

Email helpline@crohnsandcolitis.org.uk

[LiveChat](#)

Website: [Crohn's & Colitis UK's Lincolnshire Central Local Network](#)

Colostomy and Stoma

Lincolnshire IA (Ileostomy and Internal Pouch Association) provides support to people who have, or are about to have, ileostomies and internal pouches in the Lincolnshire area. We also give advice and support to partners, relatives, family friends and work colleagues. We have a qualified IA One2One Support Volunteer on the committee who is willing to do home visits or at a suitable venue to both parties in the Lincolnshire area.

We hold two main member meetings during the year, the Spring Meeting in May and the Annual General Meeting in November; both are held at Canwick Village Hall, Montagu Road, Canwick, LN4 2RW. Both have stoma pouch manufacturers, suppliers and accessory company reps present. There will be a free buffet with tea and coffee available throughout the event. There will also be a just for fun quiz and a guest speaker.

We hold four committee or trustee meetings during the year which are open to the committee/trustees members only and are held at Canwick Village Hall, Montagu Road, Canwick LN4 2RW.

We hold three social meals at the Nosey Parker, 1 Crusader Road, Lincoln LN6 7AS. They are in April, September and December. The Easter Meal in April, Late Summer Meal in September and the Christmas Meal in December is £15.00 per person for a 2-course Lunch with tea or coffee or £20.00 for a 3-course lunch. The meals which are subsidised are for Lincolnshire IA members and one guest only. All have a free raffle.

We hold Coffee and Chats at The Ritz Wetherspoons, High Street, Lincoln; The Moon under Water Wetherspoons, High Street, Boston and also at The Red Lion Wetherspoons, Roman Bank, Skegness. They all start at 12 noon for a couple of hours. Everyone is welcome; the more the merrier! We will also buy you and your guests a tea or coffee. Please see the events section for dates.

Further details of all the meetings and various events can be found on the dedicated events page. Please note that all dates, times and venues are subject to change. Please check our website for updates. Lincolnshire IA members receive four IA Journals, three Midlands News Bulletins and approximately four local newsletters per year.

Lincolnshire IA membership is £15.00 for under 60s and £10.00 for 60s and over. Membership is renewable every 1st January.

Contact: via the online contact form, or by telephone: 08000184724

Website: <https://lincs.iasupport.org>

Ileostomy & Stoma Support Group UK

This is a support group on Facebook run by a Lincolnshire based person with experience of living with an ileostomy.

Colostomy UK

Our purpose – why we are here

We exist to make a positive difference for anyone impacted by any kind of stoma or stoma surgery.

What we do

Founded in 1967, we became a registered charity in 2006, and we maintain our original mission to this day: to support people with stomas and those who care about them.

There are now over 200,000 people living with a stoma at any one time in the UK who benefit from the work that we do as we:

- Provide practical and emotional support and advice whenever it's needed.
- Run projects that empower and build the confidence to take on fresh challenges.
- Are a voice on the issues that matter, campaigning and advocating for ostomates' rights.

Two things matter more than anything else to us: supporting people with or about to have a stoma and empowering them to get the most out of life. For us, supporting and empowering people is also about finding new ways to do this, so we aren't complacent. Being innovative, creative, courageous, and tenacious is in our DNA.

Knowledge

We are stoma experts. This is no empty claim, but backed by the collective knowledge we have accumulated since we were founded in 1967. And, because we prize learning, we add to this knowledge every day. We know all about the many ways in which having a stoma can impact on life. We know the challenges, we know the fears, we know the concerns and the worries. We know the ups and the downs. We also have the know-how to help, reassure, and support.

Compassion

We are compassionate and caring. We know what it's like to go through stoma surgery and what a struggle it can often be to get life back on track afterwards. We understand how even the small things can have a big effect on someone's wellbeing. We don't judge, instead we are patient, respectful and understanding listeners.

Inclusivity

The diseases, illnesses and injuries that make stoma surgery necessary don't discriminate and nor do we. People from all walks of life, all cultural and religious backgrounds, and all ages, even babies, have stomas and we are here for every single one of them. For us, inclusivity is also about understanding things from different points of view. Doing this helps us to shape the support we offer, making sure that we can respond in positive, meaningful, and impactful ways to the many and varied needs of people with stomas.

Togetherness

Our strength comes from engaging with others. We've been doing this throughout our history. It's by working collaboratively with healthcare professionals, people with stomas, local government, businesses, and other organisations, that we fulfil our purpose. We believe that the way to achieve our vision is by sharing problems and solving them together.

Read more about how we support people living with a stoma and our history in our [This is Colostomy UK](#) booklet available via this link or on the website.

Telephone: 0118 939 1537

Opening hours: 10am – 6pm, Monday to Friday

24 hour free Stoma helpline: 0800 328 4257

Website: www.colostomyuk.org

Deafness/Hearing impairment

Signhealth

Signhealth is a national charity that works to improve the health and wellbeing of deaf people.

Every hour of the day, someone from SignHealth is working to improve the health and wellbeing of deaf people. Our work is varied and aims to promote easier access to healthcare and information. We partner with the NHS and other services and take on projects, carry out research, and raise awareness.

We also deliver our own services to reach deaf people in our shared language in their moment of need, through domestic abuse support, therapy, advocacy and residential services.

If you need support or more information about SignHealth and our services, please contact us today. We know BSL and you are welcome to contact us via text, email or video.

Text only: 078900 33214

Email: info@signhealth.org.uk

Website: www.signhealth.org.uk

Action Deafness provides registered British Sign Language (BSL) interpreters and specialist communication professionals to facilitate communication wherever it is needed. Language professionals can be provided for:

Access to Work (ATW)

Medical appointments (GP, hospitals, dentists and opticians)

Social Care

Education (school, college and university)

Website: [Action Deafness | Deaf-led UK Charity](#)

Lincolnshire Sensory Services offer free drop-ins for people who are visually impaired, d/Deaf or hard of hearing at a number of locations across Lincolnshire, including Gainsborough (at the Methodist Church, North Street, DN21 2HP on Tuesdays, once per month from 1pm to 3pm) and Lincoln (at Boundary Street Hub, and also at Lincoln Age UK, 36 Park Street, Lincoln LN1 1UQ), Tuesdays once per month from 1pm to 3pm).

These drop-ins are run by volunteers and operate on a "first come, first served" basis and they can provide information on living with visual impairment, hearing loss or dual sensory loss, specialist equipment to support and maintain independence, communication and safety, and mobility training including an skills and routes for independent and safe travel. LSS also support with NHS hearing aid re-tubing, cleaning and replacement batteries. Please take your NHS number to receive equipment support. They can also provide information advice and BSL translation support. Support is available to children, young people and adults and their families and carers.

Please contact Lincolnshire Sensory Services prior to attending any drop in as there may be occasions when they are unable to open. Support can also be offered either face to face or remotely, depending on individual need or preference. Contact details are:

Telephone: 03333 202667

Text: 07710 155104

Email: contact@lincolnshiresensoryservices.org.uk

InterpretersLive! provided by Sign Solutions, enables Deaf people to access on demand and pre-booked, qualified NRCPSD British Sign Language interpreters, and other communication professionals, 365 a year.

[British Sign Language Interpreter, BSL Translation Online | InterpretersLive](#)

British Sign Language (BSL): This will be the first method of choice for maximising effective communication for patients who are deaf, deafened or hard of hearing. However other options such as live transcribing, can be possible if the patient has another preference through the PALS team.

To access these services, you will need to let the trust know before your appointment by contacting **Patient Advice and Liaison Team on 03033 306518** or via email; nlg-tr.pals@nhs.net or you can write to them at:

PALS
Scunthorpe General Hospital
Cliff Gardens
Scunthorpe
North Lincolnshire
DN15 7BH

Community Pharmacy Lincolnshire

Access to translation services across all areas of primary care. You can contact them via email at england.eastmidpharmacy@nhs.net
Or online at <https://pharmacylincolnshire.org/resources-a-z/interpretation-and-translation-services/>

Dentist

How to register with a dentist

Looking for an NHS dentist in my area, where can I find the information? <https://www.nhs.uk/service-search/find-a-dentist>. Is this practice accepting new NHS patients? Write your postcode in the search bar to see all the dentists closest to you. Under each practice it will state if they are taking on new patients, by showing information relating to: Children (up to the age of 18), Adults (18 and over), Adults entitled to free dental care .

Diabetes

Diabetes UK has active support groups working locally all over the UK. Groups typically meet once a month, but they often also take part in many other activities such as fundraising, campaigning and raising awareness. At the Diabetes UK website you will find information on support available, community support and forums, and a helpline where you can get specialist information and advice on all aspects of living with diabetes.

Helpline: 0345 123 2399

Website: www.dabetes.org.uk

Email: helpline@diabetes.org.uk

Diabetes Research & Wellness Foundation was set up in 1998 to raise awareness of all types of diabetes and association complications; promote information and support to promote good self-management and to enhance quality of life. The website has details of events for people living with diabetes, together with information on how to live with diabetes.

Website: www.drwf.org.uk

You will also find information and guides about Type 1 diabetes at **Breakthrough T1D**, www.breakthrough1d.org.uk.

Diet and Lifestyle

One You

Lincolnshire free health and wellbeing programmes

Get back to a healthier you with our free weight loss, exercise, stop smoking and drink less programmes. We support you to make small, sustainable changes to improve your health and wellbeing and live a longer, happier life. Start improving your health today with our tools, motivational support and encouragement to guide you every step of the way. Telephone: 01522 705 162 Email:

hello@oneyoulincolnshire.org.uk

Address: One You Lincolnshire, Suites 5 & 6, Wyvern House, Kesteven Street, Lincoln, LN5 7LH

Website: <https://www.oneyoulincolnshire.org.uk/>

Nourish (private)

Dietary and lifestyle choices along with emotions and life stresses can all influence our health. Often, we can feel out of balance, and we just don't know why. Other times we may be experiencing progressively worsening symptoms that we don't know how to get on top of.

Nutritional Therapy can relieve many common health concerns such as:

- ♣ digestive issues/IBS/Crohn's Disease/constipation
- ♣ fatigue/lack of energy
- ♣ lack of concentration, ♣ acne/psoriasis/eczema/other skin complaints
- ♣ raised blood pressure/low blood pressure, ♣ low mood/depression/hyperactivity
- ♣ inflammation/histamine overload
- ♣ hormonal imbalances, ♣ PCOS
- ♣ anxiety/anger/irritability, ♣ perimenopause and menopausal symptoms
- ♣ sleep problems
- ♣ migraines
- ♣ fibromyalgia
- ♣ hypothyroidism
- ♣ Prediabetes/blood sugar management

Address: Unit 3 The Healing Collective, 20 Caskgate Street, Gainsborough, Lincolnshire
DN21 2DL Website: <https://www.nourishnt.co.uk/home>

Disability Support

Disability Social Network Monday Art Haven. Mondays 10.30am – 12.30pm St Georges Church Hall, Heapham road, Gainsborough. Call for more details on 07369275323.

Fridays 10.30am-1.30pm, contact Daz Leighton on 07369275323 or Carolyn on 07300 869408. Daz also runs the Monday group, which is smaller than the Friday group, it is very relaxed and more suited as an introduction. Once a month they are going to be including a fibromyalgia group, speak with Daz to confirm more details.

Domestic Abuse

Domestic abuse is a pattern on behaviour on the part of the abuser designed to control his/her/their partner. It can happen at any point in a relationship, including after you have split up.

If you or someone you know is in immediate danger, call the police on **999**.

If you're in an emergency situation and need police help but you can't speak, try to make yourself heard by tapping the handset or coughing if you can. Once prompted by the automated system, press **55**. This lets the operator know it's a genuine emergency and you would be put through to a police call handler trained to deal with "silent calls".

If you don't press 55, the call will be terminated. Pressing 55 does not allow police to track your location.

West Lincolnshire Domestic Abuse Service (formerly West Lindsey Domestic Abuse Service) is a registered charity; we provide support and assistance to women, men and children suffering, or fleeing from domestic abuse.

We support any women, men or children who are, or have experienced Domestic Abuse, whether physical, sexual, emotional or financial, who are living either permanently or temporarily in the West Lindsey area.. Our centre is active as a drop-in for women & men to call in and gain support. If you live in either West Lindsey, Lincoln, North Kesteven or South Kesteven please call us. Our Centre is located at Unit 2, 9 Lord Street, Gainsborough, Lincolnshire DN212DD

Telephone: 01522 510041

Website: <http://www.wldas.org.uk/>

Email: info@wldas.org.uk

Lincolnshire Domestic Abuse Specialist Service (LDASS)

We offer specialist support and assistance to individuals and families in Lincolnshire who are experiencing domestic abuse. If you or someone you know is going through domestic abuse, we're here to help! LDASS provides specialist support and assistance to families and individuals in Lincolnshire experiencing domestic abuse.

Contact us to discuss your situation and find out how we can help. We are here to listen and we won't judge or tell you what to do. We provide a confidential service and can offer you advice and guidance on a range of situations and signpost you to relevant services in the local area.

To **speak** to one of our specialist domestic abuse workers call our helpline number **01522 510041** (choose option 2) or email: info@ldass.org.uk.

Alternatively, if you would like to start a live chat with one of our specialist domestic abuse workers select the '**Chat now**' button on the website: [Lincolnshire Domestic Abuse Specialist Service](#)

We are open Monday - Friday 9am - 5pm

Outside of office hours please contact the **24-hour** National Domestic Abuse Helpline on **0808 2000 247**.

Website: <https://ldass.org.uk>

EDAN Lincs (Ending Domestic Abuse Now in Lincolnshire). If you have a concern about domestic abuse, call:

Telephone: 01522 510 041;

address: EDAN Lincs Domestic Abuse Service PO Box 125, Lincoln, LN1 1HA

Email general enquiry: info@edanlincs.org.uk

National Domestic Abuse helpline

As a woman fleeing domestic abuse, you may want to access specialist refuge accommodation. The Helpline can help you find a refuge vacancy for you and your children; call us for more information. We can also support you to find other specialist services in your community, which can provide support whether or not you have left your partner.

Confidential, 24/7 phone number: 0808 2000 247

Website: www.nationalahelpline.org.uk

ManKind Initiative

Our confidential helpline is available for male victims of domestic abuse and domestic violence across the UK as well as their friends, family, neighbours, work colleagues and employers.

We provide an information and signposting service to men suffering from domestic abuse from their current or former wife, partner (including same-sex partner) or husband. This can range from physical violence or object throwing to abuse such as constant bullying or insults.

We have also produced a directory of local services (called the Oak Book) which support male victims, so please visit this section to find the service in your community.

The confidential helpline open Monday – Friday 10am to 4pm (excluding bank holidays)

FREEPHONE 0808 800 1170(will not show on your bills).

Website: [ManKind Initiative - Supporting Male Victims of Domestic Abuse](#)

Respect, men's advice line providing help and support for male victims of domestic abuse. If you want to talk to someone you can speak to their friendly and professional advisors on the phone or on website – no pressure, no judgement, just help.

Telephone support: 0808 801327 Monday –Friday, 10am – 5pm. Calls are free from landlines and mobile phones within the UK. Your call will not appear on itemised bills. You can also call free from BT pay phones.

Webchat support is available Monday – Friday, 9am – 10am.

Website: <https://mensadviceline.org.uk/>

Additional useful numbers:

- Galop – specialist support for LGBT+ survivors: 0800 999 5428 | galop.org.uk
- Karma Nirvana – support for honour based abuse: 0800 5999 247 | karmanirvana.org.uk
- National Stalking Helpline: 0808 802 0300 | suzylamplugh.org
- Revenge Porn Helpline: 0345 6000 459 | revengepornhelpline.org.uk
- The Crime Survey for England and Wales ending March 2022 noted that 4% of adults without a disability experienced domestic abuse, and this more than doubled for those who have a disability. Visit the Signhealth website for more information.

Ear syringing

This is no longer considered to be the first line treatment for the clearing of ear wax and is not a funded service within the NHS for General Practice. Check with your surgery. You can go to local providers in your area; however, this will be at a cost. See your local Specsavers for information, or speak to your pharmacist or search online for “ear wax removal”.

Employment

Citizens Advice provides information on issues such as employment, debt management, welfare benefits, housing, immigration and asylum, consumer complaints and landlord tenant disputes. National Citizens Advice Number: 0800 144 8848 Money Helper line: 0800 138 7777 Email: outreach@citizensadvicemidlincs.org.uk Website: Citizens Advice Benefits queries: Contact your local Citizens Advice 0344 411 14 44 / 0808 278 7942

End of Life and Palliative Care

End-of-life Care Lincolnshire is an information resource for both health and social care professionals and the public supporting people towards the end of life. The website includes a directory of all the different support available to those receiving end-of-life care, their carers and professionals delivering this care.

Website: Public :: Lincolnshire Palliative and End of Life

Exercise

Everyone Active (WLDC)

Here at West Lindsey Leisure Centre, you'll find all the facilities you'll need to stay active and have fun at the same time. The 100-station gym features state-of-the-art equipment, and a running track designed to suit all fitness needs, while the two pools play host to our award-winning swimming lessons, alongside many other activities to suit swimmers of all ages and abilities. You'll also be able to enjoy a plethora of group fitness classes, designed to suit everyone, while the sports hall hosts table tennis, badminton and five-a-side football. We also boast a squash court, a café and have superb spa facilities too.

Address: The Avenue, Gainsborough DN21 1EP Telephone: 01427 615169

Website: www.everyoneactive.com/centre/west-lindsey-leisure-centre

One You

Lincolnshire free health and wellbeing programmes

Get back to a healthier you with our free weight loss, exercise, stop smoking and drink less programmes. We support you to make small, sustainable changes to improve your health and wellbeing and live a longer, happier life. Start improving your health today with our tools, motivational support and encouragement to guide you every step of the way. Telephone: 01522 705 162 Email:

hello@oneyoulincolnshire.org.uk

Address: One You Lincolnshire, Suites 5 & 6, Wyvern House, Kesteven Street, Lincoln, LN5 7LH

Website: <https://www.oneyoulincolnshire.org.uk/>

Hospice

Hospice UK The aim of hospice care is to improve the lives of people who have an incurable illness. Hospices provide care for people from the point at which their illness is diagnosed as terminal to the end of their life, however long that may be. That does not mean hospice care needs to be continuous. People sometimes like to take a break from hospice care if their condition has become stable and they are feeling well. Hospice care places a high value on dignity, respect and the wishes of the person who is ill. It aims to look after all their medical, emotional, social, practical, psychological and spiritual needs plus the needs of the person's family and carers. Looking after all these aspects is often referred to as "holistic care". Care also extends to those who are close to the patient, as well as into the bereavement period after the patient has died. Hospice care can offer respite care to give family members some relief from the day-to-day care responsibilities. Website: <https://www.hospiceuk.org>

Butterfly Hospice, Boston Email: The care teams include doctors, nurses, therapists, and spiritual support. It is the aim to provide the best possible personalised care 24 hours a day for the duration of someone's stay. Telephone: 01205 311 222 enquiries@butterflyhospice.org.uk Website: www.butterflyhospice.org.uk

St Barnabas Hospice St Barnabas Hospice is a charity in Lincolnshire providing palliative and end-of-life care to adults living with a life-limiting or terminal illness. Its vision is a world where dying with dignity, compassion and having choices is a fundamental part of life. Its mission is to ensure that all individuals facing the end of their life in Lincolnshire receive dignified, compassionate care when they require it and where they ask for it. National Telephone: 0300 020 0694 Email: enquiries@stbarnabashospice.co.uk

Housing

Citizens Advice provides information on issues such as housing, debt management, welfare benefits, immigration and asylum, employment, consumer complaints and landlord tenant disputes. National Citizens Advice Number: 0800 144 8848 Money Helper line: 0800 138 7777 Email: outreach@citizensadvicemidlincs.org.uk Website: [Citizens Advice](https://www.citizensadvice.org.uk) Benefits queries: Contact your local Citizens Advice 0344 411 14 44 / 0808 278 7942

Extra Care Housing Schemes: Extra Care Housing is housing designed with the needs of frailer older people in mind and with varying levels of care and support available on site. Extra Care Housing is also known as sheltered housing, assisted living, or simply as 'housing with care'.

Lincolnshire Housing Partnership Lincolnshire Housing Partnership (LHP) manages nearly 12,500 affordable rental and shared ownership homes and offers a range of services to support people and communities across the east coast of Lincolnshire. LHP is a charitable community-based organisation that channels profit back into services and projects that benefit customers and local neighbourhoods. Phone: 0345 604 1472. Available Monday to Friday from 8:30am – 5:30pm Telephone (out of hours and emergencies): 0345 604 1472 Email: info@lincolnshirehp.com Contact form via website: <https://www.lincolnshirehp.com/contact-us>

LACE Housing Lace specialises in the provision of rented and leasehold housing for vulnerable people over the age of 55. Telephone: 01522 514 444 (9am - 1pm) Email: enquiries@lacehousing.org Website: <https://lacehousing.org>

Platform Housing Vision - Make a difference by enabling better lives through building better homes. Mission - Build a better future by investing in affordable homes, services and communities. Telephone: 0333 200 7304 Website: <https://www.platformhg.com>

Housing 21 Housing 21 is a leading not-for-profit provider of retirement living and extra care properties for older people of modest means. Telephone: 0370 192 4000 - Open Mon-Fri 9am-5pm (excluding Bank Holidays) Email: enquiries@housing21.org.uk Website: <https://www.housing21.org.uk>

Independent living

Acis HomePlus Acis supports people to remain independent in their home for as long as possible. Acis can help prevent slips, trips and falls in the home by installing new home adaptations such as wet rooms, accessible kitchens, ramps, stair lifts and rails. The handyman service is there to help do the jobs ranging from changing a lightbulb to fitting a new bathroom. Maintaining people's independence and enhancing safety in the home is key, meaning less reliance on the health and social care sectors. Acis work with like-minded organisations to support customers and reduce the stresses placed on public sector bodies. Telephone: 0800 027 2057 Email: info@acisgroup.co.uk Website: www.acisgroup.co.uk

NRS Healthcare

The provision of a range of major equipment and simple living aids to enable people to live independently in the community. For those wishing to purchase equipment for themselves or after an assessment from Lincolnshire County Council (LCC). Website: NRSHealthcare.com | [ICES - NRS Healthcare ICES | Equipment](#)

NRS is responsible for delivering, collecting, maintaining and repairing this equipment to support people to live full, active and independent lives. All the equipment NRS loans can be cleaned, recycled and reused by others. If you have equipment, but no longer need it, please contact us on 0345 121 2013 to arrange a free collection.

NRS also has a Safe+Well website, which can help you find out if there is other equipment you could buy yourself, which may help you. Visit <https://www.safeandwell.co.uk/lincolnshire> for more information. Telephone: 01522 782 155 Email: ices.llc@lincolnshire.gov.uk

NRS Healthcare: 0345 121 2031 NRS Email: reception@nrs-uk.co.uk

If you are a new wheelchair service user, and this is your first referral, you must be referred by a qualified healthcare professional. Telephone: 0808 169 9677 Email: nrs.lincolnshirewheelchairs@nhs.net. Website: [NRSHealthcare.com | Wheelchair - Lincolnshire Wheelchair Service](#)

Wellbeing Service Wellbeing Lincs

Wellbeing Lincs is a countywide service that promotes the confidence to live independently through life's changes. If you or someone you know is aged 18+ and needs support, get in touch to see how Wellbeing Lincs can help.

The service is funded by Lincolnshire County Council and delivered by all of Lincolnshire's district councils working in partnership.

Wellbeing Lincs will:

- Assess people's support needs in order to help them live confident and independent lives
- Provide short-term support (for up to 12 weeks) to ensure they feel safe in their own home, engage them in community services and reduce or prevent the escalation of an individual's needs
- Signposting to other services, such as money advice, local groups, clubs and charities
- Supply small aids, equipment and home adaptations (charges may apply)
- Receive and respond to calls from telecare customers (charges may apply)

Wellbeing Lincs can support adults:

- Aged 18 or over
- May be at risk of becoming unable to live independently at home
- Have barriers to accessing or following written information and advice themselves
- Need additional support with one or more of the above offers
- Who meet the eligibility criteria for the service
- Referrals are made through Lincolnshire County Council's Customer Service Centre on 01522 782140.

Website: <https://www.wellbeinglincs.org>

Link to Wellbeing Lincs leaflet: [Online Flipbook](#)

Springline Good Neighbours Scheme

Here are just a few examples of how SGNS can help:

Giving lifts to the doctor, hospital or dentist, Fetching prescriptions and library books; shopping and running errands, providing company for those living alone;

Assisting with social outings for the housebound, sitting with someone who is ill to provide a break for a full-time carer; walking the dog for someone who is ill; Helping with small things around the house (watering plants, etc.). We also provide extra hands at community events and give support to community groups.

SGNS provides support for adults living in Fillingham, Ingham. Cammeringham, Brattleby, Aisthorpe, Scampton, North Carlton, South Carlton, Burton and Burton Waters who, because of age, isolation, ill health, disability or whatever other reason need regular or occasional help. Telephone:01522 412199

Email: help@springlinegns.org.uk Website: www.springline.org.uk

Landlord/tenant disputes

Citizens Advice provides information on issues such as landlord tenant disputes, debt management, welfare benefits, housing, immigration and asylum, employment and consumer complaints. National Citizens Advice Number: 0800 144 8848 Email: outreach@citizensadvicemidlincs.org.uk Website: [Citizens Advice](#)

Memory Assessment Services

A Memory Assessment Service (MAS), also known as a memory clinic, is a healthcare service with the aim of detecting cognitive decline and dementia or ruling out dementia as a diagnosis. They are typically made up of doctors, nurses, psychologists, occupational therapists, and dementia support workers. The service accepts referrals from the public and professionals in health and social care (e.g. GPs / nurses / other care professionals). To make a referral: Telephone: 0303 123 4000 Email: lpft.memorysupportservice@nhs.net

Menopause

The sites included under this heading offer a wealth of free advice and information. Some offer more specific information or consultations for a fee.

NHS Support and information: A GP, nurse or pharmacist can give you advice and help with your menopause or perimenopause symptoms.

There are also menopause specialists who have experience in supporting anyone going through perimenopause and menopause.

British Menopause Society is the specialist authority for menopause and post reproductive health in the UK. Established in 1989, the BMS educates, informs and guides healthcare professionals, working in both

primary and secondary care, on menopause and all aspects of post reproductive health. Information about the nearest NHS or private menopause specialists can be found on their website (NHS and private specialists). Website: www.thebms.org.uk [Find a BMS-recognised Menopause Specialist - British Menopause Society](#)

Talking therapies like counselling or CBT (cognitive behavioural therapy) can help with symptoms of menopause and perimenopause. You can get NHS talking therapies without seeing a GP first. Contact Lincolnshire NHS Talking Therapies via their website.

Website: www.lincolnshiretalkingtherapies.nhs.uk [Let's talk. How to access digital therapy with steps2change :: steps2change Lincolnshire](#)

Charities offering information and support include:

Women's Health Concern (WHC), established in 1972 and the patient arm of the BMS since 2012. WHC provides independent advice to inform and reassure women about their gynaecological, sexual and post reproductive health.

Website: www.womens-health-concern.org [Our work - Women's Health Concern](#)

Daisy Network was created to provide support to women, along with their families and partners, who have been diagnosed with Premature Ovarian Insufficiency (POI). We understand that this diagnosis can feel incredibly isolating and often women are left confused and unsure where to go next.

Daisy Network provides their members with information and the latest research findings on various aspects of POI including:

- Hormone Replacement Therapy (HRT) and other treatment options
- Managing the longer term health implications such as bone and cardiovascular health, nutrition, and the psychological impact
- Egg donation, adoption or leading a positively childless life

Website: www.daisynetwork.org [Charity for Women with POI | The Daisy Network](#)

Queer menopause/LBGTQIA+ Menopause is a resources sources for people who identify as LBGTQIA+. For more information, visit the website at: www.queermenopause.com [Queermenopause](#)

The Menopause Charity

We want everyone who experiences menopause, no matter who they are or where they live, to get the treatment and support they choose. There's no 'one-size-fits-all' when it comes to menopause. So that won't work when it comes to information and support either. We talk to people from different communities about their experiences and work with them to create tailored resources.

Website: www.themenopausecharity.org [About - The Menopause Charity](#)

Menopause Support (services will incur a cost)

Menopause Support is a not for profit community interest company and the home of the national #MakeMenopauseMatter campaign, both founded by Diane Danzebrink.

Diane became acutely aware of the woeful lack of education and information about menopause for both the public and health care practitioners as a result of her own dreadful experience following surgery which put her into surgical menopause. Determined to use her experience to lead the call for change to ensure that women of the future would not suffer in the way that she did Diane created the national **#MakeMenopauseMatter** campaign which calls for mandatory menopause education for doctors, greater menopause awareness and support in the workplace and for menopause to be added to the RSE curriculum in secondary school education.

Diane believes that every woman should have access to factual, evidence based, non-biased information, education, advice and emotional support to empower them to take control of their health and well-being during menopause and beyond. Her own experience made her acutely aware of the need for a patient led organisation providing education, information, advice and support and it was this that prompted her to create Menopause Support.

Menopause Support provides private support via telephone and video consultations and bespoke menopause training and support solutions for businesses and organisations and menopause training days for therapists and well-being professionals.

There are lots of free resources available on the website, plus details of our closed Facebook group, The Menopause Support Network led by Diane and supported by six wonderful volunteer moderators, and we have exciting plans for the future.

Diane is a member of the British Menopause Society and the Royal College of Obstetricians and Gynaecologists Women's Voices Involvement Panel. She is regularly invited to speak to the media and has appeared on This Morning, Good Morning Britain, Lorraine, BBC Breakfast, ITV, Channel 4 and Sky News. She can regularly be heard discussing menopause and mental health on the radio and has been invited to write for both the Telegraph and the Guardian and to contribute to articles and books on the subject of menopause and mental health. Website: www.menpausesupport.co.uk menpausesupport.co.uk – Supporting You Through Change

Mental health and Wellbeing

Emergency mental health support

24 hours a day, 7 days a week

If your mental or emotional state quickly gets worse or deteriorates, this can be called a 'mental health crisis'. In this situation, it is important to get help quickly.

If you are experiencing something that makes you feel unsafe, distressed, or worried about your mental health, you can access local urgent mental health support by **calling NHS 111 and selecting the mental health option.**

If you or someone you know requires immediate assistance for serious or life-threatening emergency mental or physical health, please call 999 or go to the emergency department.

Mental Health and Wellbeing - Adults

Talking therapies and support with depression, anxiety or stress. Based in Boston, Gainsborough, Grantham, Lincoln, Louth, Skegness, Sleaford, Spalding and Stamford. One in four of us will experience a common mental health problem such as anxiety, stress, or depression at some point in our lives.

Lincolnshire Talking Therapies (previously known as Steps2change) is a free NHS service that provides a range of evidence based talking therapies for problems such as depression, anxiety, post-trauma reaction, panic, phobia, and obsessive-compulsive disorder (OCD).

You can self-refer to this service via the website www.lincolnshiretalkingtherapies.nhs.uk

Telephone: 0303 123 4000 Email: lincs.spa@nhs.net

Community Support

Community Mental Health Teams Provide recovery-based interventions and support people to live with a mental health condition. You may be referred to this service if you have, or may have, a severe or long-term mental illness. The service can offer support in your own home and in the community.

You need to see your GP to access this service.

The Night Light Café Connections Gainsborough – A safe space to come if you have non-clinical mental health needs, run by trained volunteers who are here to listen mostly in the evenings. We also run a café Monday and Thursdays 6-9pm. Monday night at 100 Church Street (opposite Parish Church) and Thursday night – Riverside Training Market Street.

People can self-refer by calling 0300 011 1200 or via Instagram DM or Facebook Messenger @NightLightCafeLincoln.

Agencies and GP's can refer individuals with their consent by completing the appropriate online referral form at; <https://forms.gle/Ab92khijeR4mUEp57>

Bearded Fishermen

Mental Health Support & Suicide Prevention. We help people, families, and communities break the cycle of mental health and suicidal thoughts by being there and supporting people of all ages to achieve the best outcome for them. Working with different agencies and groups to help support people during the current mental health crisis. 24 Hour support 0300 365 0019 Address: 20 Market Place, Gainsborough, DN21 2BY, United Kingdom Website: <https://www.beardedfishermen.org.uk/what-we-do>

Andy's Man Club are a men's suicide prevention peer-led charity, offering free to attend peer-to-peer support groups across the UK and online. We want to end the stigma surrounding men's mental health and help men through the power of conversation. #ITSOKTOTALK
The groups are free of charges and bookings, completely confidential and a safe place free of judgement. You can simply turn up and talk as much or as little as you desire with no pressure. We meet every Monday 7pm except Bank holidays.

The nearest groups to Gainsborough are.

Brigg – Angel Suite, Market Place, Brigg DN208LD UK. [what3Words accented.friend.cave](https://www.what3words.com/what3words/accented.friend.cave)

Scunthorpe – Unit 2, Davidson House E Commerce Lane, Scunthorpe DN16 1DD UK

What3Words; [haven.friend.cave](https://www.what3words.com/what3words/haven.friend.cave)

Caistor -Brigg Road, Caistor, Market Rasen, LN7 6QG UK [What3Words; planting.customers.outdoors](https://www.what3words.com/what3words/planting.customers.outdoors)

Lincoln – LNER Stadium, Community Hub, Sincil Bank, Lincoln, LN5 7XL UK

What3Words – [happy.custom.oiled](https://www.what3words.com/what3words/happy.custom.oiled).

Counselling for Carers: Headway Lincolnshire is a local brain injury charity that provides services, support, information and understanding to Brain Injury Survivors and those caring for them in Lincolnshire. Headway can provide fully funded counselling sessions for adult family members who have been affected by a loved one's brain injury. For further information please contact:

Email: info@headwaylincolnshire.org.uk

Telephone: 07546 592526

Lincolnshire Wellbeing & Recovery College provides free educational courses focused on mental health and wellbeing. Anyone living in Lincolnshire and aged 16 or over can sign up. The College provides a safe space for those wanting to learn about improving wellbeing and living well with mental health.

All courses focus on empowerment, self-management and fostering a sense of hope, control and opportunity. They are created by people with their own lived experience of mental health challenges alongside healthcare professionals. Students gain an understanding of mental health, support recovery, gain skills and strategies to live well, and make connections with others. Courses are available both in person across Lincolnshire and online.

You may want help to improve and manage your own mental health or you may be a family member, friend, member of the public, carer, or healthcare professional wanting to increase your understanding to support someone else. Everyone is welcome to come along and learn together. You can bring someone along with you, we just ask that they book a place too so that we know how many people to expect.

How to book

To book a course, fill in the short online registration form online and we will confirm all the details with you. Alternatively, you can telephone us on 01522 309333 or email us on lpft.recovery.college@nhs.net and we can arrange a suitable time to complete the form with you.

You can attend as many or as few courses as you would like but booking is essential. Take a look at what is on offer and select the ones that you would like to join by viewing the timetable page.

We understand that plans can change and our mental health fluctuates so if you need to cancel then just let us know by email or telephone. You can rebook another time if you would like to.

Tel: 01522 309333

Email us on lpft.recovery.college@nhs.net

Website: www.lpft.nhs.uk/recovery-college [Recovery College](https://www.recoverycollege.co.uk/)

Lincolnshire Mental Health Adviser Helpline is an advice line for those supporting people with their mental health.

We're here to support, enable and empower people to deal with mental health queries. We can give information, advice or recommend services.

The advice line is staffed by LPFT registered mental health practitioners. It is open 24/7. Call 0303 123 4000.

Mental Health Helpline

If you are feeling low, anxious, or stressed and you think that talking to another person may help you cope, you can call the mental health helpline in Lincolnshire which is open 24/7. The helpline often experiences a high number of calls. If you do not get through first time, please keep trying. Telephone: 0800 001 4331 (open 24/7)

Shout is a 24/7 text messaging service, supporting children, young adults and adults who are experiencing difficulties such as suicidal thoughts, abuse or assault, self-harm, bullying, and relationship challenges.

<https://giveusashout.org/>

Text 85258 to access Shout's team of volunteers

Samaritans

Open 24/7 all year round for anyone who is struggling to cope and needs someone to listen without judgement or pressure. Calls to Samaritans are free and can be made at any time, from any phone. When you call, you will be put through to a trained volunteer. The number you called will not come up on your phone bill.

Telephone: 116 123 (free service) Email: jo@samaritans.org (response time 24 hours) Website:

<https://www.samaritans.org>

Or write a letter to us at FREEPOST SAMARITANS LETTERS

Bereavement

CRUSE Bereavement Care Boston and District (Boston and Spalding) Boston Baptist Church, 98 High Street, Boston, PE21 8TA Free helpline: 01205 357 396 Hours: Mon and Fri Tues/Wed/Thurs Email: boston@cruse.org.uk 9:30am - 5pm 9:30am - 8pm Website: <https://www.cruse.org.uk/postcode-lookup>

St Barnabas St Barnabas understands that after the death of a loved one, your thoughts and feelings can be overwhelming and difficult to understand or to put into words. When someone close dies, it can leave you feeling alone and experiencing complex, unexpected feelings. The team of trained and experienced volunteers are here to offer you the help you may need at this time. Telephone: 0300 020 0694 Mon-Fri 11am - 3pm Website: <https://stbarnabashospice.co.uk>

Survivors of Bereavement by Suicide

Self-help organisation for adults (18+). It can be difficult to talk about suicide and many bereaved people feel alone and isolated at a time when they are hurting and vulnerable. This happens for many reasons – sometimes people avoid them or do not know what to say or they may struggle to share their own feelings, perhaps because they are fearful of what they are experiencing or because they do not want to upset people around them. Telephone: 0300 111 5065 (Monday & Tuesday 9am - 5pm) Email: email.support@uksobs.org Website: <https://uksobs.org>

SCOPE The disability equality charity in England and Wales, that provides practical information and emotional support when it is most needed. The website has links to advice and support for a wide range of areas and also provide a Helpline, email support and supporter care.

Website: www.scope.org.uk

Helpline: 0808 800 3333

Email: helpline@scope.org.uk

Supporter care: 0300 222 5744

Stepping Stone

Stepping Stone Theatre was founded by Kate and Bill Rodgers as a platform to give people living with mental health challenges, a voice to share with others and tell others what it is like living with a mental illness. This is all done in a safe, non-judgmental, non-stigmatising way. Stepping Stone Theatre gives a voice to people who very often find it difficult to speak for themselves. Whether you are interested in joining a writing group, a walking group, a singing group, a pod cast, an on line live support group or if you just want to have a chat and find out more of what we do; please do not hesitate to get in touch. We will do what we can to help. Remember, we are not professional mental health care workers, we are service users ourselves with many years of theatrical and mental health lived experience.

Email: justask@steppingstonetheatre.co.uk Tel: 01427 628888

Website: www.steppingstonetheatre.co.uk [Home](#)

Children and Young People's Services

Children and Adolescent Mental Health Service (CAMHS) CRISIS and Home Treatment Team/Eating Disorder Team/ Learning Disability Service Telephone: 0303 123 4000

Lincolnshire Here4You telephone line: 0800 234 6342 (Open 24/7)

If you are unsure if CAMHS could help a young person you are supporting and would like to speak to a mental health practitioner, contact: Lincolnshire Here4You is available between 9.30am - 4.30pm Monday to Friday. Call 0800 234 6342.

Childline 24 hours (up to 19 years old)

Childline is here to help anyone under 19 in the UK with any issue they're going through.

You can talk about anything. Whether it's something big or small, our trained counsellors are here to support you.

Childline is free, confidential and available any time, day or night. You can talk to us:

by calling 0800 1111, by email or through 1-2-1 counsellor chat

Whatever feels best for you.

Website: <https://www.childline.org.uk/get-support/contacting-childline/>

Healthy Minds

Healthy Minds Lincolnshire provide emotional wellbeing support for children and young people up to 19 years old. If you have a special educational need or disability or are a care leaver we can see you up to the age of 25.

Everyone at some point might find it hard to cope with how they are feeling or what is happening in their life. Healthy Minds Lincolnshire provides early support when you start to feel that life is getting out of control and you need some help to cope.

Our teams are made up of a variety of professionals. All staff are referred to as HML Practitioners and have a nursing, social work, counsellor, teaching, or mental health background.

The first step is usually to speak to your teacher, doctor or any other professional in your life.

They'll ask you to tell them a bit about the kind of problems you're experiencing so they can think about what sort of help you might need. If they think you need support from HML, they will make a referral on your behalf.

If you are above the age of 13 years old you can also phone the Lincolnshire Here4You Line. Your parents can also do this on your behalf.

Lincolnshire Here4You Telephone 0800 234 6342 (available 24 hours a day)

Website: <https://www.lpft.nhs.uk/young-people>

[Healthy Minds Lincolnshire :: Lincolnshire Young Minds](#)

Mental Health Support Teams

The Mental Health Support Teams (MHST) are a service designed to help meet the mental health and emotional wellbeing needs of children and young people (age 5 to 18) in selected education settings across Lincolnshire or who are not on roll with an education setting.

Teams are made up of professionals called:

Clinical Lead Practitioners

Education Mental Health Practitioners (EMHPs).

These are workers who have had specialised training to support young people presenting with a wide range of mental health issues.

We work closely with education staff to understand and respond to the mental health needs of the young people in their setting. This can be in the form of workshops, groups and individual work.

How to find out more

These teams are really new and are not yet set up in every region or school and college. With that in mind, please speak to your child or young person's school or college to find out whether they have access to a Mental Health Support Team.

If you have a young person who is struggling with their mental health and want to talk to a mental health professional to find out what supports are available in your area, please call the **Here4You Line:**

Telephone 0800 234 6342 or [find out more about self referral on our webpage.](#)

[Mental Health Support Teams \(MHST\) :: Lincolnshire Young Minds](#)

The **Complex Needs Service** is a team of experienced clinicians who provide advice, support and training to other services who are working with children and young people with, what we call, "complex needs."

The needs of some children and young people can be described as "complex" and they are particularly vulnerable. Their mental health needs can be hard to meet through the usual services, because of their unique and often difficult social circumstances. A child with complex needs may, for example:

Have experienced abuse, neglect or other trauma

Be involved with the criminal justice system

Be vulnerable to criminal exploitation

Be in care, or be a young adult who has left care

Not be receiving any education or training, and not have a job.

May need help from more than one service

Find it difficult to keep appointments, or tell people they want help

How we work

We work with the professionals involved, so that everyone can share information and consider together how to best help. For some children, we hold meetings to try to build up a picture of what the child has experienced in their life. We think with other professionals about how traumatic experiences can affect a child's development. We explore how the child's experiences could explain the difficulties they are having now. From there, we can make plans about what the child needs, and who from.

We do not see or talk to most of the children and young people who are referred to us. Children and young people are made aware if there is going to be some liaison with us. It depends very much on the situation, but if we do see a child, we might provide:

Psychological assessment, for example to identify needs related to learning, development, or mental health

- Assess their language and communication needs
- Engage the young person to help them develop trust in services and professionals
- Help the young person to manage and understand emotions and behaviour
- Helping the young person to engage with a service they need; so we may liaise with the service or accompany them to an appointment

The staff in the team, and how referrals are made

We have a range of staff in the team, who work with specific services, or groups. What we all have in common is the way we work. We accept referrals and requests from professionals working in the following services:

Lincolnshire County Council's Future4Me service

Lincolnshire County Council's children's homes

Barnardo's Leaving Care service

NACRO NEST

Any health or social care professional with a concern about a child's harmful behaviour

For further information, please contact CYPNS@lincolnshire.gov.uk
Or visit [Children and Young People's Mental Health Liaison Service :: Lincolnshire Young Minds](http://www.lpft.nhs.uk/young-people/lincolnshire)
www.lpft.nhs.uk/young-people/lincolnshire

The **Mental Health Liaison Service** (MHLS) assesses and supports young people, up to the age of 18, who present in a hospital-based setting such as A&E or on physical health wards.

What we offer

The team provides specialist mental health assessments and provides continuing care to young people with mental health needs. The service strives to maximise the mental wellbeing of young people and families, and signposts to other mental health services and support networks. They provide direct links to all other LPFT services and play a key role in discharge planning for young people, supporting a smooth transition to community services.

The MHLS focuses on a more positive experience for young people and families attending A&E, offering more face-to-face support and collaborative working.

How we work

The team offers specialist support for young people at their time of greatest need and vulnerability. Young people in A&E can access a dedicated mental health professional within an hour, either in person or via telephone (response times are 4 – 24 hours elsewhere away from A&E, depending on the level of emergency).

Referrals

Young people can access the service via a referral from staff teams within A&E or on physical health wards.

[Children and Young People's Mental Health Liaison Service :: Lincolnshire Young Minds](http://www.lpft.nhs.uk/young-people/lincolnshire)
www.lpft.nhs.uk/young-people/lincolnshire

A **CYP Keyworker** can help children and young people, and their families, navigate through the complex processes and systems to get the support that they need.

How can we help you?

- Keyworkers will help you feel safe and happy
- You will help the Keyworker plan your care
- Keyworkers will help you to feel more confident
- Keyworkers will help you have a happy life
- We're here for you

A Keyworker will be assigned when:

- There is a potential risk of inpatient admission to a mental health unit or hospital
- A child or young person has a diagnosis of a Learning Disability, Autism, or both
- For children and young people aged 0 – 25 years

A Keyworker will visit you and your family to get to know what you are great at and to understand what you and your family would like support with.

A Keyworker will work with your child or young person to identify their future goals. A Keyworker will make sure your child or young person and your family are listened to and involved in decisions about care and treatment.

A Keyworker will not replace anyone who currently supports your child or young person.

If you have decided you would like to have a Keyworker to help support your child or young person, a professional that already supports you will discuss this with you and complete a referral.

The Keyworker Team will then contact you and let you know who that Keyworker will be and arrange a time to come and meet you.

Your Keyworker will work with you and your young person to develop a Keyworker Plan which can include support with meetings, finding the right services for you to access and support the health and wellbeing of your young person.

<https://www.lpft.nhs.uk/young-people/lincolnshire/parents-and-carers/support-services/cyp-keyworker-service>

Shout is a 24/7 text messaging service, supporting children, young adults and adults who are experiencing difficulties such as suicidal thoughts, abuse or assault, self-harm, bullying, and relationship challenges.

<https://giveusashout.org/>

Text 85258 to access Shout's team of volunteers

Support for Older Adults

Age UK is the country's largest charity dedicated to helping everyone make the most of later life, providing companionship, advice and support for older people who need it most. For adults and older people 24 hours a day, every day.

Lincoln and South Lincolnshire 03455 564 144 Lindsey info@ageuklsl.org.uk

www.ageuk.org.uk/lincolnsouthlincolnshire 01507 524 242 info@ageuklindsey.co.uk

www.ageuk.org.uk/lindsey

The Silver Line

The Silver Line is the only free confidential helpline providing information, friendship and support to older people. Open 24 hours a day, every day of the year. Telephone: 0800 470 80 90 (24/7 365 days a year)

Website: <https://editorial.thesilverline.org.uk>

Veterans

Togetherall (formerly Big White Wall) An online service providing access to millions with anxiety, depression, and other common mental health issues. All service personnel, veterans and their family members can access Togetherall for free. Website: www.togetherall.com

Combat Stress, the UK's charity for veterans' mental health. For over a century, who have helped former servicemen and women with mental health problems such as post-traumatic stress disorder (PTSD), anxiety and depression. Today they can provide specialist treatment and support for veterans from every service and conflict, focusing on those with complex mental health issues. Text: 07537 173 683 24-hour enquiry line: 0800 138 1619 Email: helpline@combatstress.org.uk Website: www.combatstress.org.uk

Op COURAGE: The veterans' mental health and wellbeing service provides specialist care and support for:

- People due to leave the Armed Forces
- Reservists
- People who've already left

It is developed by veterans, for veterans. Op COURAGE is available across England and since 2017, has helped nearly 30,000 people. Veterans, their families or other health professionals can refer, or self-refer to services
Phone: 0300 323 0137 Email: mevs.mhm@nhs.net Website: <https://www.opcouragemidlands.nhs.uk>

Money Helpline

Citizens Advice provides information on issues such as debt management, welfare benefits, housing, immigration and asylum, employment, consumer complaints and landlord tenant disputes. National Citizens Advice Number: 0800 144 8848 Money Helper line: 0800 138 7777 Email:

outreach@citizensadvicemidlincs.org.uk Website: www.moneyhelper.org.uk Benefits queries: Contact your local Citizens Advice 0344 411 14 44 / 0808 278 7942 Website Citizens Advice

Pain Management

The Lincolnshire Community Pain Management Service provides specialist pain management services in Lincolnshire - Connect Health/Cora Health. The service is available to patients aged 16 years and over with persistent pain which is causing distress and/or impacting on function. Persistent pain is where there is no obvious cause for the pain after appropriate investigations and/or a cause for pain has been identified, but the pain persists despite appropriate treatment. Address: Gainsborough Health Clinic, Address: 42 Hickman St, Gainsborough DN21 2DZ. Telephone: 01522 581777 Website: Lincolnshire - Cora Health

Parkinson's

Parkinson's UK is a Parkinson's research and support charity in the United Kingdom. It aims to improve the quality of life for people affected by Parkinson's and find a cure for the condition. Details of groups and activities within the area are available on the website. Telephone: 0808 800 0303 Email: hello@parkinsons.org.uk Website: www.parkinsons.org.uk

Parkinson's UK also have a local support group, Parkies at the Otter. The group offers information, friendship and support to people affected by Parkinson's who are still working or not yet retired. Family and carers are welcome. You can go along and have an informal chat, meetings are held the first Monday of the month, from 7pm to 9pm at The Lincolnshire Otter, Gainsborough, DN21 1QT
Contact: Mike at otter.parkies@gmail.com

bialive.co.uk provides a source of information on Parkinson's associations. Whether you are or a loved one is living with Parkinson's disease, having access to the right support and resources is crucial. One of the key aspects of helping to manage Parkinson's disease is having a robust support system and there are support groups across the UK that offer valuable assistance and understanding to individuals and their families. You will find information on these groups, together with well-being resources, patient resources and general information about Parkinson's.
Contact is via the website, www.bialive.co.uk

Vital Stepping Stones Fitness classes, Yoga and Pilates, Parkinsons exercise and support group, Ageing activity class various days. Call Liz 0775196 4832 <http://www.vitalsteppingstones.co.uk>

Pregnancy, Maternity, New Parents

Lincolnshire NHS Maternity and Neonatal Programme Team now have a dedicated Military Care Navigator (MCN) available to serving military personnel, partners, ex-forces and reservists who may be thinking of having a baby, expecting a baby or just had a baby. The MCN will ensure that you receive appropriate maternity care and support before, during and after your pregnancy. For further information contact Dave James, Military Care Navigator by email at david.james28@nhs.net.

Lincolnshire Wellbeing and Recovery College Family Hub offers free courses for parents and expectant parents to support mental health and wellbeing.

The Family Hub Programme provides short courses for individuals who are within the perinatal period (pre-natal or postpartum) with a child who is up to 2 years old.

The courses, aimed to help support you with your wellbeing and mental health, will be delivered in bite sized sections lasting one hour and are run by people who have real life experience of mental health and wellbeing challenges related to the perinatal period alongside healthcare professionals and educators.

The courses include signposting and support, are relaxed and informal and children are welcome.

These courses are free to attend and will be held in the Children's centres across Lincolnshire that have been designated as Family hubs. We will also offer the sessions online via MS Teams.

Family Hub peer support groups

What is a peer support group?

Peer support groups are run by peer support workers, who have their own lived experiences of mental health, which offers a form of non-clinical self-management of mental health and well-being. These peer support groups will last for 6 consecutive weeks. Our peer support groups offer an opportunity for individuals to gather in a safe and confidential environment. Enabling one another to share their challenges and be valued by the support of the group.

Who can access a peer support group?

Our peer support groups are available from the start of pregnancy, parents (with a child up until the age of 2 years) and expectant parents. The peer support group can offer empowering support to those who do not

meet the criteria for other services. Our clinician will make assessments for those who experience mild-moderate mental health challenges. Access can be made via self-referral or through a referral by either an Early Years Practitioner, Health Visitor, Midwife, Early Help Team, or the Perinatal Mental Health Team.

What is the purpose of a peer support group?

Our peer support groups will encourage open discussion, variation of themed weeks and activities. Through being run by peer support workers this enables the individuals to receive relatable support and understanding. There will be no clinical interventions, but a strong focus on the individual's well-being and self-management.

Family Hub courses include:

Overcoming Stress

Parenting is one of life's most rewarding roles, but we know this can also be stressful. This session offers a safe space to breathe and explore how to manage stress.

Building Healthy Routine

Having a healthy routine can help support our wellbeing and is beneficial for both parent and baby. Come along to this session and learn about how building a happy and healthy routine can help support you.

Imperfectly Perfect

Caught in the pressure to be the perfect parent? This one-hour session offers a practical, judgement-free space to explore how perfectionism shows up in parenting- and how to let go of it.

Overcoming low mood

As a parent we may experience times when our mood dips and we lose our sparkle. This session will explore ways of managing and supporting low mood, and the importance of being kind to ourselves, especially during parenthood.

Overcoming anxiety

We are all familiar with the feeling's anxiety can bring especially during pregnancy and when becoming a parent. This session provides the opportunity to discover ways to manage feelings of anxiety and explore practical ways to cope.

Growing your resilience

When life gives you lemons ... becoming a parent means you may need to make changes to your way of life. This session explores ways of growing your inner-strength and learning how to be open to the new challenges parenting can bring.

5 ways to wellbeing

Did you know that making Five Ways part of your daily routine, will help your wellbeing as a parent and enhance your life? In this session we'll explore the importance of making connections, being active, keep learning, giving and taking notice of the little things in life.

Being Dad

Being a dad isn't always easy, but you've got this! In this session we will explore the role of dad / partner, look at ways to be involved, bond with baby and support you and your partner's wellbeing.

Prostate Cancer

Lincolnshire Prostate Cancer Support Group

This support group welcomes anyone living with or beyond Prostate Cancer.

The free Lincolnshire Prostate Cancer Support Group welcomes patients at all stages of their journey and offers an informal safe space to meet new people, share experiences, ask questions, or simply listen to others and enjoy the social element.

The group is facilitated by Urology Cancer Care Co-Ordinators, ensuring a warm welcome, a familiar face and the ability to ask questions.

Lincoln Sessions

Venue: St Barnabas Wellbeing Centre, Hawthorn Road, Lincoln, LN2 4QX

- Thursday 21st August 2025, between 10:00am-11:30am

Venue: International Bomber Command Centre, Lincoln

- Tuesday 16th December 2025, between 11.30am-2.00pm

Participation fee: Free

Website: [Lincolnshire Prostate Cancer Support Group :: Cancer Support Lincolnshire](#)

Enquiries: 01205 333636

Lincolnshire Prostate Cancer Support Group

The Lincolnshire prostate cancer support group provides information and support to patients and their loved ones in Scunthorpe, Grimsby, Lincoln and Humberside. We are based at the Old Brumby United Church in Scunthorpe. The group meets up on the second Tuesday of every month except in December. The group is open to all those affected by prostate cancer and provide educational material, talks, peer to peer conversation and social events in an informal environment.

Get in touch for more details or just turn up, you'll be made most welcome.

- Group therapy and peer support
- Financial advice and signposting
- Professional help and counselling
- Support from specialist urology nurses and clinicians
- Cancer education pamphlets
- Dietary advice
- Disabled friendly

Contact: Wilf Baker

Telephone: 07922 487824

Email: contact@prostatecancerlincsandhumber.co.uk

Website: www.prostateprognosis.org/places/lincolnshire-prostate-cancer-support-group/

Prostate Cancer UK

Prostate cancer is the most common cancer in men. 1 in 8 men will get it, and if you are black, your risk is double. Prostate Cancer UK are standing together to support our dads, brothers, partners and friends – by raising awareness, funding lifesaving research, campaigning for change and providing helpful support and information.

If you or your **loved one** are concerned about prostate cancer or a prostate problem, we're here for you. Talk through any questions or concerns with our **Specialist Nurses** over the phone on 0800 074 8383, **email** or our **online chat**. You can also **speak to a volunteer** or others going through similar experiences on our **online community**.

The website has information to support you, and you can find information about your risk, learn about possible signs and symptoms, and get all the information you need on treatment and support if you are newly diagnosed or living with prostate cancer. There is access to publications that can be downloaded or ordered online.

Website: www.prostatecanceruk.org

Tel: 0800 074 8383

Email: <http://www.prostatecanceruk.org/emailnurses>

Reflexology

Clare Ella

Reflexology, Reflexology Lymph Drainage, HEARTS Process and Massage for cancer care, aromatherapy, reiki. Telephone 07805 057583

Email aromatherapy123@outlook.com <https://www.facebook.com/clarellaromatherapy>

Safeguarding

If you believe that a child or adult may be a victim of neglect, abuse, or cruelty call:

Children's Safeguarding: 01522 782 111 (Monday to Friday, 8am - 6pm)

Adults Safeguarding: 01522 782 155 (Monday to Friday, 8am - 6pm) or 01522 782 333 (outside office hours)

You do not need to know everything about the situation. You may just be worried or feel that something is not right. If you believe that a crime has been committed and there is an immediate risk of danger, call the police on 999 or 112. If there is no immediate danger call the police on 101. People who are deaf, hard of hearing or speech impaired can use the police type talk service on: Telephone: 01522 558 263 or 01522 558 140 Mobile: 07761 911 287

Sensory Loss

Sensory impairment is when one of your senses; sight, hearing, smell, touch, taste, and spatial awareness, is challenged. E.g.: deterioration of sight caused by a physical disability or medical condition through to no sight (blindness) or if you find it hard to hear or have a hearing aid/hearing loss through birth or medical condition then you have a hearing impairment.

Lincolnshire Sensory Service

Lincolnshire Sensory Services provides specialist information, guidance and support for anyone in Lincolnshire living with sight and/or hearing loss. The service is delivered on behalf of Lincolnshire County Council by BID Services, a specialist charity supporting children, young people and adults along with their families and carers, who are deaf, hard of hearing, visually impaired or have a dual sensory loss. We at BID Services, are here to make a positive difference to the people we support by providing innovative services that empower people to control their own lives. Telephone: 03333 202 667 or Text service: 07710 155 104 Email: contact@lincolnshiresensoryservices.org.uk Website: www.lincolnshiresensoryservices.org.uk

Sexual abuse

Lincolnshire's Sexual Assault Referral Centre, also known as Spring Lodge, are there to help any adult who has been raped, sexually assaulted or sexually abused at any point in their lives.

They provide a non-judgemental service and have helped many people in many different ways. Their aim is provide a service which is appropriate to each person's needs and can assure you that their workers will treat every call with sensitivity and try to understand what help is needed. This support will vary depending on when the incident has happened, the person's age and their circumstances.

The team's supportive workers will listen and ask questions considerately so they can go through all the options and give the person time and space to make an informed decision about their next steps.

The team of [Crisis Workers, ISVAs and Support Workers](#) have been specially trained and they have someone available 24 hours a day, 365 days a year, to give the required support and advice.

Based in uphill Lincoln, not far from the Lincoln County Hospital, they offer a safe, welcoming and comfortable environment, which focuses on the needs of the individual.

[For children and adolescents under 18](#)

The Child ISVA (Independent Sexual Violence Adviser) service is now provided by the Castle Project at Victim Support in Lincoln. Some further information on this service can be found on the [Victim Support website](#). Please note the content on this website is not managed by LPFT or Spring Lodge.

Social Care – Adults, Children and Older Adults

Adult and Children's Social Care

Lincolnshire County Council has overall responsibility for managing people's statutory home and care or residential care needs. A directory of care homes is available on Lincolnshire Care Associations website <https://www.linca.org.uk/LookingForCare.asp>

Support is also provided to health and care services from some 'third party' organisations e.g., St Barnabas, Red Cross and Carers First. More information can be found at the Lincolnshire Connect to Support website <https://lincolnshire.connecttosupport.org>

Adult Social Care Services

Adult Social Care is responsible for ensuring the most vulnerable adults in the community and their unpaid family carers are safeguarded and provided with support to meet their needs. Contact: Lincolnshire County Council Adult Care, County Offices, Newland, Lincoln, LN1 1YL Telephone: 01522 782 155 (8am – 6pm Monday to Friday) For out-of-hours emergencies telephone: 01522 782 333 Email: socialcare@lincolnshire.gov.uk Website: <https://www.lincolnshire.gov.uk/adult-social-care>

Adult Social Care Services, in more detail Adult Care - if someone is struggling at home, they may need an assessment for care provision at home or:

Have had an assessment and heard nothing, what can they do?
Have some concerns around the care they or a relative are receiving, at home or in a care home
Experiencing difficulties or need to know more about a personal budget or direct payment
Need to contact their social worker, have a question regarding the wellbeing of someone with learning disabilities and complex needs?

Contact the Lincolnshire County Council Customer Services Centre (CSC), to speak to the Social Care for Adults. Telephone: 01522 782 155 (8am–6pm weekdays) Out of Hours/Emergencies: 01522 782 333

Children's Services Children's services relate to children up to the age of 18 years old. They deliver a vast range of services to children, young people and families in Lincolnshire to ensure that they are safe, well and supported. This support ranges from universal services through to child protection and beyond. Contact the Lincolnshire County Council Customer Services Centre (CSC) to speak to the Social Care for Children Team Telephone: 01522 782 111 (8am – 6pm weekdays) Out of hours / Emergencies: 01522 782 333 Website: <https://www.lincolnshire.gov.uk/childrens-social-care>

Wellbeing Lincs is a countywide service, funded by Lincolnshire County Council to support adults across Lincolnshire to achieve confident, fulfilled, and independent living. It offers a helping hand through life's changes, which might include ill health or disability. For people aged 65+ and meeting three other criteria. Help available includes; trusted assessor/generic support/small aids/minor adaptations. Referrals via: - LCC Customer Service Centre. Telephone: 01522 782 140. Website: <https://www.wellbeinglincs.org>

Stroke

The Stroke Association is a charity that works to prevent stroke, and to support everyone touched by stroke, fund research and campaign for the rights of stroke survivors of all ages. Telephone: 0303 303 3100 Email: helpline@stroke.org.uk Website: www.stroke.org.uk

Gainsborough Stroke Support Group are a friendly group offering support to stroke survivors, their families and caregivers. They hold meetings every second Monday of the month at Gainsborough Leisure

Centre from 2pm – 4pm. For further information, contact 0794 0500540 or 07515596905 or alternatively go along to one of the meetings.

Translation and Interpretation Services

Willingham surgery has the technology to translate English with other languages, just ask at reception.

You can also use 'Google translate' on your phone via the speakerphone icon, for a free basic translation service, along with other phone apps.

In Lincolnshire, free translation and interpretation services are available through ULT Hospitals. They are committed to providing equal access to our services for all our patients/visitors. They place a high value on the respect and dignity of individuals and recognise the social and cultural diversity of the communities we serve.

If you or your relative has communication needs, please contact the ULT Hospital as soon as possible on the telephone or fax number on your appointment letter or card received and ask them to arrange an appropriate interpreter.

The interpreting service includes:

- 24 hour access to over 200 community languages via the telephone.
- Patient choice e.g. gender of interpreter, wider range of languages.
- Local communities providing some services e.g working with local deaf community to provide a service for British Sign Language.
- Community language interpreters who have achieved a nationally accredited qualification.

They do not use family members, friends or staff members for interpreting. Face-to-face interpreting is not always offered as telephone interpreting often offers more choice. Rest assured that if information is of a particularly sensitive nature, involves children, a lengthy consultation is needed or there is another reason why telephone interpreting cannot be used then face-to-face will be provided. If you are a ULHT patient and you need an interpreter, please ask your healthcare professional to organise one for you. For telephone and address details, please see ULT Hospitals information on page X Website: [Interpretation and translation - United Lincolnshire Hospitals](#)

Transport for patients

Gainsborough Royal Voluntary Service Transport Scheme.

The community transport scheme is primarily for people who cannot or do not have access to public transport. Reasons for eligibility may include geographical remoteness, a lack of public transport, disability, ill health or for anyone who needs supported travel.

To book a trip, contact the office with details of where or when you need to travel, giving 3 – 4 days' notice. The co-ordinator will arrange a suitable driver and call you back with an estimated cost for the trip. You then have the option to accept or decline the booking. Once the booking is agreed the co-ordinator will confirm details of your driver, pick up times, etc. Your driver will then pick you up at the agreed time, take you to your destination, wait if required or pick you up at later. On return to your home, payment is made to your driver who will issue you with a receipt.

A yearly membership is required which costs £10.00 and you can use the scheme as many times as you need. Each journey has a minimum charge of £4.00 for the first 3 miles, then 50p per mile after that. Any car parking charges are paid by the service user.

For more information, contact Gainsborough RVS Transport Scheme on 01427 617269.

Connect to Support: Lincolnshire wide Support Groups/Activities/Advice resource. It covers:

- Support groups in your area e.g., for mental health services
- Activity groups for those with dementia
- Transport options in Lincolnshire
- Carer's assessment

- Looking for a Care Home
- Looking for Home Care and much more... Telephone: 0300 303 8789 Email: ctsl@ageuklsl.org.uk
Website: <https://lincolnshire.connecttosupport.org/>

Lincolnshire County Council Telephone: 0345 456 4474 **Website:** www.lincsbus.info **Email:** disabledcarparking@lincolnshire.gov.uk

Public Transport :	0871 200 2233
Lincs Helpline:	0345 456 4474
Call Connect:	0345 234 3344
Concessionary Bus Pass helpline:	0345 456 4474
Blue Badge:	01522 782 232

Non-Emergency Patient Transport

East Midlands Ambulance Service NHS Trust (EMAS) is proud to provide non-emergency patient transport services (NEPTS) in Lincolnshire, for patients who need medical or clinical support to get to and from their healthcare appointments. Our aim is to provide a safe and reliable service to eligible patients. This gives them, and their families, the reassurance that they will get to their scheduled appointments on time. Most people should travel to and from hospital independently by private or public transport, with the help of relatives or friends if necessary. NHS-funded patient transportation is provided when it is considered essential to ensuring an individual's safety, safe mobilisation, condition management or recovery. Patient transport service is not funded for patients travelling to their GP surgery for routine or urgent GP appointments, to their dentist or optometrist or for any other primary care service. National guidance states that only patients who meet one or more of the following criteria will be considered appropriate for NHS funded transport:

1. A medical need for transport, typically because they may require oxygen and are unable to self-administer this during transit, need specialised equipment during the journey, need to be closely monitored during the journey, or need to be transferred to another hospital.
2. A cognitive or sensory impairment requiring the oversight of specialist or non-specialist patient transport staff or a suitably trained driver.
3. A significant mobility need that means they are unable to make their own way with relatives/friends and/or escorts/carers whether by private transport including a specially adapted vehicle if appropriate for the journey, public transport or taxi.
4. Travelling to or returning from in-centre haemodialysis, in which case specialist transport, non-specialist transport or upfront /reimbursement costs for private travel will be available.
5. A safeguarding concern has been raised by any relevant professional involved in a patient's life, in relation to the patient travelling independently.
6. Wider mobility or medical needs that have resulted in treatment or discharge being missed or severely delayed.

Please call the booking line: 0300 300 3434 if you need to make a booking. Your relative or carer may also book this for you if needed. The call handler will assess whether you are eligible to use patient transport by asking you a few simple questions about your medical condition and mobility needs.

Link to information leaflet: [EMAS NEPTS leaflet Aug 2023 version.pdf](#)

What do I do if I am not eligible for non- emergency transport?

Should a person not be eligible, there are community car schemes local to them. This is not a free service. Community and volunteer transport schemes are available throughout Lincolnshire offering extra assistance to passengers who require more support when travelling.

Lincolnshire County Council have a transport helpline that patients can call on 01522 550129. More information can be found on [Lincolnshire County Council website](#)

Patients on certain benefits can claim reimbursement of travel costs. Information can be found here [Healthcare Travel Costs Scheme \(HTCS\)](#)

Depending on your situation, and where you live, you can also find voluntary organisations that can help you get to hospital.

Download our handy Voluntary Car scheme Information sheet which details all of the available providers in Lincolnshire.

Please be aware this is not a free service, contact the individual providers for more information on costs.

Gainsborough Community Wheels 01427 611441 Mon; Wed, Fri 10 – 3

Lincoln Area Dial a Ride 01522 544983 contact@lincolnshiredialaride.co.uk

Saxilby with Ingleby Car Scheme 07530 327664 only patients within the parish.

Springline Good Neighbour Scheme (SGNS) provides support for adults living in Fillingham, Ingham, Cammeringham, Brattleby, Aisthorpe, Scampton, North and South Carlton, Burton and Burton Waters who, because of age, isolation, ill health, disability or whatever other reason need regular or occasional help.

Telephone number: 01522 412199

Email: help@springlinegns.org.uk

Website: [Welcome To The Home Of Springline Good Neighbour Scheme](#)

Veterans Support

A military veteran is a person who has served and is no longer serving in the armed forces. Military veterans that have served directly in combat in a war, are further defined, as war veterans.

Armed Forces Covenant It is a pledge that together we acknowledge and understand that those who serve or who have served in the armed forces, and their families, should be treated with fairness and respect in the communities, economy and society they serve with their lives. Website:

www.armedforcescovenant.gov.uk

The Royal British Legion is here to help members of the Royal Navy, British Army, Royal Air Force, veterans and their families. They can support serving and ex-serving personnel all year round, every day of the week. Support starts after one day of service and continues through life, long after service is over.

Telephone: 0808 802 8080 (8am-8pm 7 days a week) Online Chat: 8am - 8pm, 7 days a week

Website: www.royalbritishlegion.org.uk

Veterans' Gateway Here for you 24/7, they are the first point of contact for veterans and their loved ones. Who can directly refer you to a verified expert partners including Combat Stress, SSAFA, Poppy Scotland and more. Head over to the self-help section to find out more about the welfare categories they cover mental wellbeing, employment, housing, and more. Telephone: 0808 802 1212 Text: 81212 Website:

<https://www.veteransgateway.org.uk>

Togetherall (formerly Big White Wall) is an online service providing access to millions with anxiety, depression, and other common mental health issues. All service personnel, veterans and their family members can access Togetherall for free. Website: www.togetherall.com

Combat Stress is the UK's charity for veterans' mental health. For over a century, who have helped former servicemen and women with mental health problems such as post-traumatic stress disorder (PTSD), anxiety and depression. Today they can provide specialist treatment and support for veterans from every service and conflict, focusing on those with complex mental health issues. Text: 07537 173 683 24-hour enquiry line: 0800 138 1619 Email: helpline@combatstress.org.uk Website: www.combatstress.org.uk

Op COURAGE: The veterans' mental health and wellbeing service provides specialist care and support for:

- People due to leave the Armed Forces
- Reservists
- People who've already left

It is developed by veterans, for veterans. Op COURAGE is available across England and since 2017, has helped nearly 30,000 people. Veterans, their families or other health professionals can refer, or self-refer to services Phone: 0300 323 0137 Email: mevs.mhm@nhs.net Website:

<https://www.opcouragemidlands.nhs.uk>

The Armed Forces and Veteran Breakfast Club meet every second Sunday from 9.30-11.30am at Sweyn Forkbeard (Weatherspoon's) in Silver Street. Contact Richard Lindsay 07791 078287

Visual Impairment

Lincoln and Lindsey Blind Society (LLBS)

The sight impairment officers and 160 expert volunteers provide extensive services to enable and support any person who is blind or sight impaired to be as independent as possible and live the life they choose. LLBS supports over 1500 people of all ages, life stages and circumstances. LLBS works with other organisations to ensure they have a clear understanding of the needs of the blind and sight impaired community. Telephone: 01507 605 604 Website: www.llbs.co.uk

Lincolnshire Sensory Services offer free drop-ins for people who are visually impaired, d/Deaf or hard of hearing at a number of locations across Lincolnshire, including Gainsborough (at the Methodist Church, North Street, DN21 2HP on Tuesdays, once per month from 1pm to 3pm) and Lincoln (at Boundary Street Hub, and also at Lincoln Age UK, 36 Park Street, Lincoln LN1 1UQ), Tuesdays once per month from 1pm to 3pm).

These drop-ins are run by volunteers and operate on a “first come, first served” basis and they can provide information on living with visual impairment, hearing loss or dual sensory loss, specialist equipment to support and maintain independence, communication and safety, and mobility training including an skills and routes for independent and safe travel. LSS also support with NHS hearing aid re-tubing, cleaning and replacement batteries. Please take your NHS number to receive equipment support. They can also provide information advice and BSL translation support. Support is available to children, young people and adults and their families and carers.

Please contact Lincolnshire Sensory Services prior to attending any drop in as there may be occasions when they are unable to open. Support can also be offered either face to face or remotely, depending on individual need or preference. Contact details are:

Telephone: 03333 202667

Text: 07710 155104

Email: contact@lincolnshiresensoryservices.org.uk

Welfare Benefits

Citizens Advice provides information on issues such as welfare benefits and debt management. National Citizens Advice Number: 0800 144 8848 Money Helper line: 0800 138 7777 Email: outreach@citizensadvicemidlincs.org.uk Website: [Citizens Advice](https://www.citizensadvice.org.uk) Benefits queries: Contact your local Citizens Advice 0344 411 14 44 / 0808 278 7942

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