

# ESDA's guide to support services for disabled people in East Sussex

## Care and support – Adult Social Care

Contact Adult Social Care and Health to apply for an assessment of your care and support needs, to find out if you are eligible for support, if your care and support needs have changed, for help at home you can trust, equipment to help you at home, if you are an unpaid carer to get a carers assessment, information on respite care and more help on looking after someone. A new Occupational Therapy clinic in the Phoenix Centre, Lewes will assess support and equipment needs. Further clinics will open in Hastings and Eastbourne later in the year. For appointments, and other enquiries about social services, contact Health and Social Care Connect:

Phone: 0345 60 80 191

Email: [socialcaredirect@eastsussex.gov.uk](mailto:socialcaredirect@eastsussex.gov.uk)

Fax: 01323 466567

Minicom: 01323 466630

Minicom via Type Talk: 18001 0345 60 80 191

Mobile SMS text: 0779 7878 111

Website: <https://www.eastsussex.gov.uk/socialcare/> ■

## Advocacy

PohWER provide East Sussex Independent Advocacy Service for adults living in East Sussex who use or are seeking to access services provided by Adult Social Care. These advocacy services are for anyone aged 65 or over and for adults

under 65 with physical / sensory impairments, mental health problems and for carers of adults where the carer or person cared for is using or seeking to use ASC services.

Phone: 0300 456 2370 (local rate number)

Fax: 0300 456 2365

Email: [pohwer@pohwer.net](mailto:pohwer@pohwer.net)

Website: [www.pohwer.net](http://www.pohwer.net)

Health Complaints Advocacy Service is provided by SEAP Advocacy

Telephone: 0330 440 9000

Text: SEAP to 80800

Email: [info@seap.org.uk](mailto:info@seap.org.uk)

Website: [www.seap.org.uk](http://www.seap.org.uk)

## Healthwatch

The team at Healthwatch East Sussex would like to hear your views on the health and social care services in the area. We are here to represent your opinions at a local and national level and by working together we can make a real difference to the quality of service provision.

Telephone: 0333 101 4007

Text: 07826 021 114

Email: [info@healthwatcheastsex.co.uk](mailto:info@healthwatcheastsex.co.uk)

Website: [www.healthwatcheastsex.co.uk](http://www.healthwatcheastsex.co.uk) ■

## Finance, money, benefits and grants

### Turn 2 Us

Turn2us helps people in financial need gain access to welfare benefits, charitable grants and other financial help – online, by phone and face to face through our partner organisations.

Phone: 0808 802 2000

Email: [info@turn2us.org.uk](mailto:info@turn2us.org.uk)

Website: <https://www.turn2us.org.uk/>

### Benefits Advice East Sussex

If you live in Eastbourne, Hailsham, Seaford, Hastings and Rother you can get advice and help from the Welfare Benefits Project on 0333 344 0681

If you live in the Havens, High Weald and Lewes please contact the Lewes District Information Hub on 01273 517375

Across all areas you can contact the Citizens Advice Bureau (CAB) Advice Line on 03444 111 444

Disability Rights UK have comprehensive welfare benefit factsheets

<http://www.disabilityrightsuk.org/how-we-can-help/benefits-information-disabled-people-and-advice-workers>

### Disability Grants

A website to help you find disability grants for children, adults, families, holidays, equipment, housing, education, employment, by condition.

<http://www.disability-grants.org/grants-uk.html> ■

## Equality & Discrimination

Equality Advisory & Support Service (EASS)

The Helpline advises and assists individuals on issues relating to equality and human rights, across England, Scotland and Wales.

EASS understand that the act can be difficult to understand, so if you are unsure or need further advice then please contact their Advice Line:

Telephone: 0808 800 0082 TEXTPHONE: 0808 800 0084

OPENING HOURS: Monday - Friday: 9am - 8pm and  
on Saturday: 10am - 2pm

Website: <https://www.equalityadvisoryservice.com/> ■

## Carers

For information, advice and support you can contact the following:

Care for the Carers

Phone: 01323 738390

Email: [info@cftc.org.uk](mailto:info@cftc.org.uk)

Website: [www.cftc.org.uk](http://www.cftc.org.uk)

The Association of Carers

Phone: 0300 330 9498

Email: [info@associationofcarers.org.uk](mailto:info@associationofcarers.org.uk)

Website: [www.associationofcarers.org.uk](http://www.associationofcarers.org.uk)

Carers UK

Helpline: 0808 808 7777

Email: [advice@carersuk.org](mailto:advice@carersuk.org)

Website: <http://www.carersuk.org/> ■

## Other information, advice and support services

Disability Rights UK

Website: <http://www.disabilityrightsuk.org/>

Disability Rights UK also host:

The Disabled Students Helpline

Telephone: 0800 328 5050

Opening hours: 11am-1pm on Tuesdays and Thursdays

Email: [students@disabilityrightsuk.org](mailto:students@disabilityrightsuk.org)

Personal budgets helpline and email service

Telephone: 0300 555 1525.

Opening hours: 9.30am -1.30pm on Tuesdays and Thursdays

Email: [personalbudgets@disabilityrightsuk.org](mailto:personalbudgets@disabilityrightsuk.org)

Citizens Advice Bureau aim to provide the advice people need for the problems they face and improve the policies and practices that affect people's lives.

They provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. Topics include benefits, work, debt and money, consumer, relationships, housing, law and rights, discrimination, tax, healthcare and education.

Phone: 03444 111 444

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

STEPS can support people aged 65 or over and:

Living in a property that is not suitable; or

Are at risk of losing your home; or

Have rent or mortgage arrears or other debt; or

Are homeless or in temporary accommodation

STEPS can also support people aged 18 or over and:

Have a long term physical health condition and

Need advice and guidance to help them live life to the full

To find out more and if you live in Eastbourne, Lewes or Wealden please contact:

Phone: 01323 436414

Text: 07970 668 106

Email: [referrals@stepswest.co.uk](mailto:referrals@stepswest.co.uk)

If you live in Hastings or Rother please contact:

Phone: 0300 123 2422 (local rate)

Text: 07944 140 016

Email: [referrals@stepseast.co.uk](mailto:referrals@stepseast.co.uk)

Contact a Family is a national charity for families with disabled children.

They provide information, advice and support. We bring families together so they can support each other. We campaign to improve their circumstances, and for their right to be included and equal in society.

Helpline: 0808 808 3555

Email: [info@cafamily.org.uk](mailto:info@cafamily.org.uk)

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

Blue Badge Enquiries

To find out if you are eligible for a blue badge, to apply or renew call the Blue Badge helpline on 01323 464244

1 Space is a Directory which has been designed to bring together groups and organisations offering services for people of all ages and a diversity of needs, into one place online.

<https://www.eastsussex1space.co.uk/> ■

## Buying / Hiring / Disposing of Daily Living Products

### Buying Equipment

Living Made Easy is an impartial advice and information website about daily living equipment and other aspects of independent living.

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

AskSara offers guided advice about daily living for older and disabled people.

<http://asksara.dlf.org.uk>

Fact Sheets the Daily Living Foundation have a range of factsheets that can be viewed online or printed. They provide general advice on a range of daily living equipment such as features to look for when choosing equipment and where to get further information. <http://dlf.org.uk/content/full-list-factsheets>

Loan Library the Daily Living Foundation have a library of simple electronic aids that can be borrowed for up to two weeks to see if it works for you. Temporary deposit and return postage must be paid but otherwise the service is free to use. [www.dlf.org.uk/library](http://www.dlf.org.uk/library)

For a list of local retailers visit East Sussex 1 Space

<https://www.eastsussex1space.co.uk/>

and search for Living Aids

<https://www.eastsussex1space.co.uk/Search?keywords=living+aids&distance=&lat=&lon=&location=&serviceName=&organisationName=&serviceType=0&AI=0-0&AI=0-0&AI=0-0&AI=0-0>

Rica Consumer research for older and disabled people produce a range of reports under the headings of 'Mobility' and 'Home & Technology'.

[www.rica.org.uk/](http://www.rica.org.uk/) ■

## Hire of Equipment

### Wheelchairs

British Red Cross Brighton: 01273 227800 Mon-Fri 11am-3pm

Medical Loans Bexhill: 0800 0280 0831 Tue & Weds 10.30am-12pm

Hailsham: 0800 280 0831 By appointment only

Eastbourne: 0800 0280 0831 Mon, Thurs, Fri 10am-1pm

Heathfield: 0800 0280 0831 Wed & Fri 10am-12pm

Tunbridge Wells: 01892 524020 Mon pm, Weds am, Fri pm

M&B Mobility Services and Hire

01323 638046 <http://www.wealdmobility.co.uk/hire.html>

Ghyllside Healthcare

01424 714646 <http://www.ghyllsidegroup.co.uk/>

Southern Mobility

01323 645067 <http://www.southernmobility.com/>

Bexhill Caring Community (Bexhill residents or holidaying in Bexhill)

01424 215116

Kent Mobility

01732 770251 <http://kentmobility.co.uk/product-category/hire/>

Nursing Hygiene

01403 825825 <http://nh-group.co.uk/>

Wealden Rehab

0845 658 8411 <http://www.wealdenrehab.com/>

Wheelfreedom

0800 025 8005 <https://www.wheelfreedom.com/>



## Scooters

Eastbourne Shopmobility

01323 439585 <http://eastbourneshopmobility.org.uk/>

M&B Mobility Services and Hire (Contact details above)

Ghyllside Healthcare (Contact details above)

MyHealth (AJ Mobility)

01323 444861 <https://myhealthmobility.co.uk/>

Used Mobility Scooter Shop

0845 459 1971 [www.usedmobilityscootershop.co.uk](http://www.usedmobilityscootershop.co.uk)

Wheelfreedom (Contact details above)

## Walking aids, crutches

British Red Cross Medical Loans (Contact details above)

Bexhill Caring Community (Contact details above)

MyHealth (AJ Mobility) (Contact details above)

Better Mobility

01442 768797 <http://www.bettermobility.co.uk/hire.php>

## Commodes, toilet seats and frames

British Red Cross Medical Loans Contact details above)

Bexhill Caring Community (Bexhill residents on holidaying in Bexhill) Contact details above)

## High seat chairs

Clearwell Mobility (shops in East & West Sussex and Kent)

01444 253300 <http://www.clearwellmobility.co.uk/>

Ghyllside Healthcare (Contact details above)

Better Mobility (Contact details above)

## Rise and recline chairs

Nursing Hygiene (Contact details above)

Better Mobility (Contact details above)

Care chairs (tilt-in-space and pressure relieving)

Clearwell Mobility (shops in East & West Sussex and Kent)

(Contact details above)

Kirton Healthcare

0800 212709 <http://www.kirton-healthcare.co.uk/>

(Rentals not listed on website. Telephone for information only)

Wealden Rehab Contact details above)

Bathlifts

Bexhill Caring Community (Bexhill residents on holidaying in Bexhill) Contact details above)

Wheelfreedom (Contact details above)

Better Mobility (Contact details above)

Profiling beds (hospital type electric beds)

These are sometimes provided as part of the discharge package upon discharge from hospital.

Clearwell Mobility (shops in East & West Sussex and Kent)

(Contact details above)

Nursing Hygiene (Contact details above)

Centrobed Adult and paediatric

01233 635353 <https://www.centrobed.com/Hire/>

Bakare

0800 160 1970 <http://www.bakare.co.uk/>

Wealden Rehab (Contact details above)

Theraposture

0800 834654 <http://www.theraposture.co.uk/rentals>

Lisclare (paediatric cot bed)

0151 495 5750 [www.lisclare.com](http://www.lisclare.com)

Kinderkey (paediatric cot bed)

01978 820714 <http://www.kinderkey.co.uk/>

Wheelchair/scooter ramps

Wheelfreedom (Contact details above)

Roll a Ramp

020 3811 5795 <http://www.rollaramp.co.uk/roll-a-ramp/?business=hire>

Stairlifts

Ascendit Lift Ltd

0800 542 0466 [www.ascenditlifts.co.uk](http://www.ascenditlifts.co.uk)

Clearwell Mobility (shops in East & West Sussex and Kent)

(Contact details above)

MyHealth (AJ Mobility) (Contact details above)

Dolphin Stairlifts

01276 856060 [www.dolphinlifts.co.uk](http://www.dolphinlifts.co.uk)

Only Lift Services

0800 542 944 [www.onlylifts.co.uk](http://www.onlylifts.co.uk)

Stannah Stairlifts

0808 252 7149 [www.stannahlifts.co.uk](http://www.stannahlifts.co.uk)

It is emphasised that the choice of supplier is entirely a matter for you and need not be from this list. This list is not a recommendation nor a reference list. ESDA cannot be held liable for any claims that may arise as a result of goods hired by you. ■

## Disposal of equipment

Unwanted equipment loaned by East Sussex County Council Adult Social Care Services must be returned to their Community Equipment Services agent, Millbrook Healthcare. Telephone 03332 400599

Used Mobility Scooter Shop (Contact details above). May buy nearly new / in good condition mobility scooters

Stairlifts can be donated to A1 Stairlift Services who may remove them free of charge unless the stairlift is more than 7-years old where they charge £95 for removal. Donated stairlifts are reconditioned for resale and a set fee will be donated to a panel of eight charities.

Older stairlifts are recycled in an environmentally friendly way.  
01535 612167 [www.stairliftrecycling.co.uk](http://www.stairliftrecycling.co.uk)

Equipment can be advertised for sale on the following websites:-

The Disability Equipment Service  
07845 041678 <http://disabilityequipmentservice.co.uk>

The Mobility Market  
0161 788 8676 [www.themobilitymarket.co.uk](http://www.themobilitymarket.co.uk)

Disabled Gear [www.disabledgear.com](http://www.disabledgear.com) ■

## Giving away/donating unwanted disability equipment

Freegle Sussex Disability Aids <https://direct.ilovefreegle.org/main.php?action=look&groupid=141>

Furniture Now! Will collect/deliver  
Eastbourne: 01323 638000  
Lewes: 01273 487377 ■

## Other useful services

Continence Service: The Community Bladder & Bowel Advisory Service can be accessed by anyone over 16.

Website: <http://www.esht.nhs.uk/continence-advisory-service/>

If you live in Eastbourne, Lewes and Wealden telephone:

01323 446990

If you live in Hastings and Rother telephone: 01424 735688

Thrive use gardening to bring about positive changes in the lives of disabled people <http://www.thrive.org.uk/>

Remap custom-makes equipment to help disabled people live more independent lives <http://www.remap.org.uk/>

Registered Charity No. 1042071 Company Limited by Guarantee No. 2979027

Registered in England & Wales ESDA is a member of Disability Rights UK and SENDPO