



Carers & Helpers Noticeboard

A central point of contact for support for unpaid carers 0300 303 9988
Phonelines are open Monday to Friday 8am-7pm Saturday 9am-12pm
E: provide.essexwellbeing@nhs.net or <https://essexwellbeing.co.uk/support/carers/>

South Essex
December 2025



According to the RNIB there are more than one million blind and partially sighted people living in the UK with a long-term, irreversible eye health condition. Age is a significant risk factor with almost 80% of people affected by sight loss due to conditions such as age-related macular degeneration, glaucoma, and diabetic eye disease being aged 65yrs and older.



are led by visually impaired volunteers. SLC work with health, social care and VCSE providers to help improve accessibility and find practical solutions to the challenges these service users often face. Council members can advise services on implementing the [Accessible](#)


[Information Standard](#) (AIS) to help ensure vital appointments and medical screenings/test results are not missed as well as supporting people with disabilities to maintain their independence and privacy. For more info and resources for providers, and to find out about volunteering for the Essex Sight Loss Council, go to <https://www.sightlosscouncils.org.uk/meet-the-councils/> Or email info@sightlosscouncils.org.uk or call **020 7031 6376**

Go to <https://www.mencap.org.uk/help-and-advice/health/accessible-information-standard> for information and resources regarding the [Accessible Information Standard](#) for people with a learning disability. Or call Mencap's national helpline on **0808 808 1111**

To meet the AIS primary care organisations are required to:

- Ask people if they have any information or communication needs and how those needs should be met
- Record/flag those needs and requirements on the person's care record
- With consent, share this information with other NHS services and ASC
- Ensure people receive information they can access and understand
- Ensure people receive communication support if they need it.

In support of these needs, [Language Empire](#) now provide MSE GP practices and pharmacists with face-to face, telephone, and video interpretation and translation services for non-spoken languages and for 450+ spoken languages. Healthcare professionals can find out more by clicking on the link above, or by calling 0330 2020 270 or email bookings@empire-groupuk.com

|  Interpreting | Spoken Languages | Non-Spoken Languages |
|---|--|--|
| | Multi-lingual Scheduled Telephone Scheduled Spoken Video On-demand telephone & video Spoken Face to Face (simultaneous, consecutive, and whispering) | British Sign Language (BSL) Irish Sign Language (ISL) Deafblind Interpreters Video Relay Interpreting Services Cued Speech/Makaton Deaf Relay Lip speakers |
| | Medical records/letters can be translated to and from English Easy Read Pictorial English Proofreading | Audio/Video recordings to written text BSL In-Vision Translations Braille Easy Read Pictorial English |
| Transcription | Audio/Video recordings to written text | Speech-to-text reporting (Palantypist) Electronic and manual note takers Subtitles BSL (Written Text into Video) |



are commissioned by Essex County Council to deliver person-centred support for people with sight loss, hearing loss or dual sensory impairment (deafblind). It offers support and advice with every aspect of daily life, including:

- advice and training on daily living skills and on the use of adaptive equipment to help maintain independence and safety in the home
- lighting and low vision assessments
- face-to-face home visits to assess and advise on possible adaptations and demonstration of specialist sensory equipment
- rehabilitation and mobility training for indoors and outdoors
- Communicator Guide and Sighted Guide service
- support with developing communication skills
- advice on the registration process and associated statutory benefits
- information and signposting to local social activities and voluntary groups

ECL also provide information for health and social care professionals and Sensory Awareness Training for organisations/ businesses to help meet the needs of people with sensory impairment. To find out more go to <https://www.ecl.org/sensory>

Or contact the Sensory Team via email sensoryservices@essexcares.org telephone **03330 133 262** or text **07921 397 547**

Professional and self-referrals can be made directly to the sensory service. Alternatively, patients can be referred via SystmOne to *Provide Essex Wellbeing Service* for our Care Navigators to triage the person to ECL, who are one of our **EWS Care Nav+** partners. ECL support services for people living with a learning disability or autism, and for older people will feature in January's Noticeboard.



offer a range of support for adults who are visually impaired. **Support 4 Employment** can assist with:

- **Job seeking** - job searches, writing CVs & cover letters, completing application forms, disclosing disability, interview skills, assist with IT. Plus advise on benefit entitlements and help clients find voluntary work first.
- **Job Retention** for people in employment who are experiencing difficulties due to sight loss – advise on

assistive technology, advocate for clients with their employer on Equality Act 2010 and Access to Work, ill-health retirement advice.

Self-employment – information on self-assessment, Unique Tax Reference (UTR) number, Access to Work and other enquiries.

To find out more go to <https://www.support4sight.org.uk/how-we-can-help-you/support-4-employment/> or call **01245 933 572**

Uttlesford Talking News is a service bringing local news in an audio format for residents with sight loss or a print impairment. This can cover a variety of conditions such as those who have suffered a stroke or may be dyslexic. The news is provided on USB sticks and the service offers free loan of an accessible USB player for the duration of the subscription. Once listened to, the USB stick is sent back without charge, and a new one is issued the following week.

For more info call **01799 588897** or E: info@support4sight.org.uk.




NHSE are inviting young carers (aged up to 25yrs) to workshops to share their experiences and views with the aim of understanding how school, colleges and health services can better work together to support children and young people with caring responsibilities. Email England.nhsthinkcarer@nhs.net to book a space on any of

of the following sessions: • **16th December 4pm-5pm & 6pm-7pm** • **17th December 6pm-7pm** • **6th January 4pm-5pm & 6pm-7pm**

An e-copy of a flyer to help promote these workshops has been attached to the email sent with this Noticeboard.



are offering 2 free online courses for unpaid carers (aged 65+yrs) who would benefit from some protected time to focus on their own needs. Mindful Life courses use relaxation techniques Cognitive Behavioural Therapy that can help to reduce stress and isolation, improve sleep and support low mood and anxiety. Both courses will be held in a closed group and consist of 1hr sessions on Zoom for six consecutive weeks. Participants will also have access to additional resources to help them to continue to practice these techniques. For more info and to register for a place go to <https://the-mindful-life.com/> or contact The Mindful Life Group CIC on 

Better Sleep Program for Carers – starts Tues 27th January, 2pm-3pm

Mindfulness for Older Adults who Care - Thu 29th January, 10am-11am



is an online support package for caregivers designed to develop the knowledge, skills and confidence to manage and support caring for a family member or friend living with dementia. The University of East Anglia is conducting a research study to test whether using *CareCoach* for 8 weeks has any effect on the Carer's sense of being able to care well, or on their mood and quality of life. The

University is looking for family or friend carers of people who have been diagnosed with dementia in the last 5 years and who are not living in a care home. Participants will need a laptop, tablet, or smartphone to access the online modules as well as to receive additional support and guidance from a personal coach working in either health or social care, or for a local dementia charity.

For more info go to <https://carecoachtimes.org/carecoach/> or call the research team on 07599 926 354 or E: carecoach@uea.ac.uk



The Essex Family Forum works with local authorities, health bodies and social care to influence and inform the provision of services used by children and young people with special educational needs and disabilities (SEND), and their families. To be fully representative, EFF are inviting parent carers to share their views and experiences of using/accessing SEND services by taking part in their annual survey. This should take 10 minutes to complete online and can be accessed by scanning the QR code or at <https://essexfamilyforum.org/have-your-say/family-impact-survey>



Go to <https://essexfamilyforum.org/> to find out more about EFF and to access their *Supporting your Neurodivergent Child* resource pack. Or email hello@essexfamilyforum.org



provide volunteer car drivers and, wheelchair accessible, minibus transport for residents of Basildon, Billericay and Wickford areas who are unable to use public transport due to illness, disability, age or rural isolation.

The service can be used to get to health and

hospital appointments, day centres, or for shopping trips and social events. The charity also runs a regular [bus service \(SB81\)](#) from Afflets Court to Basildon town centre. Plus, a home nail cutting service and wheelchair loan service for people with a temporary mobility issue, such as a broken leg. For more info and to become a member email communitytransport@bcts.org.uk or go to <https://www.basildoncts.co.uk/transport/>

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| Basildon Community Transport Services available Mon-Fri 9am-4:30pm To pre-book transport call 01268 465 858 |
| Individual membership is £12 per year, group membership £20 per year |
| Each journey costs £3.50 for any distance up to 3 miles + 50p per mile for longer journeys |
| Older persons & disabled persons bus passes accepted on SB81 along with annual membership |
| If person requires an escort to help them travel, the escort travels free but will need to have an annual membership |
| Home finger and/or toe nail cutting service available Mon-Fri 10am-2pm Costs £12.50 per visit for people with an annual membership To book home appointment call 01268 294 334 |
| 6 to 12 week Wheelchair Hire (by appointment for Basildon residents only) Costs annual membership fee + returnable deposit of £30-£50 £10 fee for chair to be delivered to home address, or free collection can be arranged from George Hurd Centre SS14 2FL. To arrange hire call 01268 294 235 |



Click on logos for info on community transport for people living in Brentwood, Castle Point and Rochford areas.



For information on local NHS wheelchair services for people with long-term mobility issues see

<https://www.midandsouthessex.ics.nhs.uk/health/support/wheelchair-services/>



Healthcare services interested in receiving free printed copies of this guide should email Natali.Huxster@essex.gov.uk

Supporting someone leaving hospital?

Get free practical advice and information for carers in our new guide



<https://www.essex.gov.uk/adult-social-care-and-health/going-and-leaving-hospital/leaving-hospital>

All Essex libraries are open to residents to drop in to keep warm and enjoy a free cuppa while also offering opportunity to stay connected with others this Winter. For more information and to find out about services and events being held at local libraries go to <https://libraries.essex.gov.uk/news/warm-welcomes>



For a list of where to find more Warm Spaces go to <https://essexwellbeingsservice.co.uk/news/warm-spaces/>