

Let's make isolation and loneliness history in Taunton Deane

List of Services Available for People in Taunton Deane

Organisation	Information	Contact Details
Age UK Somerset	Working across Somerset & North Somerset there are a range of information, advice and support services for older people, their relatives and carers.	Ash House, Cook Way, Bindon Rd, Taunton, TA12 6BJ T: 01823 345613 E: ianda@ageuksomerset.org.uk W: www.ageuk.org.uk/somerset
Albemarle Centre	We help vulnerable adults develop life skills, have fun and meet new people. This happens at home, in the community, on a one-to-one basis or in small groups. Our clients tell us they feel more self-confident about achieving their goals.	T: 01823 252 945 E: W: http://albemarle-centre.co.uk/
Bristol and Avon Chinese Women's Group	We support the health and social care needs of Chinese women and their families in Bristol and the surrounding area. Our free helpline and Casework services provides information and signposting to members of the Chinese community on a wide range of issues such as benefits, housing, debt, employment, social welfare, family, discrimination as well as immigration. Our Care Support Service is made up of a team of Care Support Workers who offers one to one tailored practical, social and leisure support, such as help with domestic chores, general shopping, escorting to appointments, etc, to the Chinese community especially elders, carers and/or families, who are ill, frail, disabled or mentally ill or old.	C: Ms Rosa Hui T: 0117 935 1462 E: rosa.bacwg@btconnect.com W: www.bacwg.org.uk
Carers Support Service – emotional support for un-paid carers	Offering free information, advice and guidance as well as emotional support, signposting, training, and a telephone support service for un-paid carers in Somerset.	C: Moira Brunt T: 01823 255911 E: info@compasscarers.org.uk W: www.compasscarers.org.uk
Carers' Voice Somerset	Carers' Voice Somerset is formed of Carers, and some professionals, whose purpose is to influence decision makers to provide the best Carer Services possible. Carers' Voice Somerset is leading in the development, monitoring and review of "Somerset's Commitment to Carers" which will replace the Carers' Strategy for Somerset. This Commitment outlines key themes and priority outcomes which have been identified by Carers in Somerset.	C: Debbie Penny T: 07818 523487 E: dpenny@somerset.gov.uk , carersvoicesomerset@outlook.com W: www.carersvoicesomerset.co.uk
Chaplaincy Team at Musgrove Park Hospital	Service: Emotional, psychological and spiritual support for patients, relatives and staff whilst in hospital. Through the paid and voluntary chaplaincy team members each ward in the hospital is visited at least once a week. Support is offered to all and can be requested at other times on request. Making ongoing arrangements for support on request by putting individuals in touch with local organisations, activities or faith groups that can help.	C: Viv Henderson, Lead Chaplain T: 01823 342515 E: chaplains@tst.nhs.uk
Citizens Advice Taunton	The Citizens Advice service provides free, independent, confidential and impartial advice to everyone on their rights and responsibilities.	C: Liz Fothergill T: 01823 448958 E: liz.fothergill@tauntoncab.org.uk W: www.tauntoncab.org.uk
Community Clinics	At various locations around Taunton Deane during both the day and evenings including our Wellness On Wheels	C: Smokefreelife Somerset

	<p>mobile clinic. Offering FREE stop smoking support to local residents. Our friendly, professionally qualified staff will help you start on your Quit attempt with free NRT (Nicotine Replacement Therapy) and help you become a non-smoker.</p> <p>You can find details of a clinic suitable for you by either contacting us on 01823 765006 / 0800 2461063 or by visiting our website on smokefreelifesomerset.co.uk</p> <p>We can also be found on Facebook and Twitter.</p>	<p>E: smokefreelifesomerset@solutions4health.co.uk</p> <p>T: 01823 765006 / 0800 246 1063</p> <p>W: www.smokefreelifesomerset.co.uk</p>
Community Council for Somerset	<p>The Somerset Village Agents are part time, highly trained individuals living in the parish 'clusters' they support. They help to bridge the gap between isolated, excluded, vulnerable and lonely individuals and statutory and/or voluntary organisations which offer specific solutions to identified needs.</p>	<p>A: Victoria House, Victoria St, Taunton, Somerset TA1 3JZ</p> <p>T: 01823 331222</p> <p>E: raj@somersettrcc.org.uk</p> <p>W: http://somersettrcc.org.uk/somerset-village-agents-project/</p>
Compass Carers	<p>Compass Carers is the first dedicated carers support service for un-paid carers across Somerset, offering information, advice and guidance as well as emotional support, signposting, training, and a telephone support service. If you're an un-paid carer and would like to receive our support (free of charge), please either contact us via the e-mail address, or the telephone number mentioned, we'd really like to hear from you.</p> <p>If you need to speak to someone outside the hours of our telephone service, then on a Saturday you can call Somerset Direct (9am- 4pm) on 0300 123 2224 , or during evenings and on Sunday you can call the Somerset Direct Emergency Duty Team on 0300 123 2327.</p>	<p>T: 01823 255 911</p> <p>E: info@compasscarers.org.uk</p> <p>W: https://compasscarers.org.uk/</p>
Compass Disability Services	<p>Compass Disability Services is user-led organisation working across Somerset, our mission is: "to enable and empower disabled people and carers to have independence, choice and control in their lives". We work towards this aim in this in various ways, including:</p> <p>Compass Carers - Somerset's dedicated support service for unpaid carers across the county, offering information, advice and guidance as well as emotional support, signposting, training, and a telephone support service.</p> <p>Compass Disability Network – is a network of disabled people, their carers and organisations that represent disabled people, which works to improve access and inclusion to services and facilities.</p> <p>Compass Independent Living - provides services that support people in receipt of health and/or social care packages (i.e. Direct Payments or NHS Personal Health Budgets) or self-funders to manage their care in a way that gives them choice and control over their lives.</p>	<p>A: 11-12 Belvedere Trading Estate, Taunton, T: 0844 984 28 28</p> <p>E: info@compassdisability.org.uk</p> <p>W: www.compassdisability.org.uk/index.php?page=for-commisioners</p>
Conquest Centre	<p>Conquest Centre, based at Norton Fitzwarren, is a registered charity which provides horse-based activities for people with physical and learning disabilities, emotional issues, and behavioural challenges. We deliver these activities in an inclusive equine environment which welcomes our whole community. A key part of our work is offering opportunities for volunteering, many of our volunteers come from isolated and disadvantaged</p>	<p>C: Jessica Dixon</p> <p>Tel: 01823 433614</p> <p>E: jess@conquestcentre.org.uk</p> <p>W: www.conquestcentre.org.uk/</p>

	backgrounds and they tell us how important the sense of belonging they gain at Conquest Centre is to them.	
Deane Helpline	Deane Helpline provides Community Alarms to anyone in the Taunton Deane and West Somerset areas for a small weekly fee. These enable people to live independent lives in their own homes and our Operators are on duty 24hrs a day ready to answer your call for assistance. In addition our Emergency Response Team can be at your home in minutes to help should you have a fall.	T: 01823 321239 E: lifelinemessages@tauntondeane.gov.uk W: http://www.tauntondeane.gov.uk/deanehelpline
Domestic Abuse Freefone support line	For confidential advice, information and support.	T: 0800 6949 999 - Freefone Support line <i>This number will not appear on BT landline phone bills. Other networks and mobiles cannot be guaranteed.</i>
Engage	Offering support and advice to community groups in Taunton Deane and West Somerset. Provide a Volunteer Centre Service at Taunton Library and Wellington Library, which offers information on volunteering for the general public. Taunton Volunteer Centre: Tuesdays and Thursdays from 9.30am to 12.30pm at Taunton Library	C: Sandra Marsden E: sandra@engagews.org.uk T: 07958132882 W: www.engagews.org.uk
Girl Friday Somerset Ltd	We match people looking for work with people who need help. We operate in South West Somerset from Porlock to Bridgwater and across to Bishops Lydeard. We are locally rooted operating for the benefit of the community.	E: girlfridayltd@outlook.com pearlleyshon898@btinternet.com W: www.girlfridaysomerset.co.uk T: 01278 741555
Mind in Taunton	About Bridging the Gap We are a support and advocacy project for residents of Taunton Deane housing who have mental wellbeing issues. We offer a wide range of support varying from listening skills to more practical support. See our website for more information.	T: 01823 334906 E: advocacy@mindtws.org.uk W: www.mindtws.org.uk
MindEd Curriculum E-learning	Is directly aimed at all adults (professionals/volunteers) working with children/young people who are living with mental health issues. It provides information on child development, problems and what to do.	Please visit: https://www.minded.org.uk/totara/program/index.php?categoryid=13
Mindline	Mindline Somerset is an out of hours helpline in Somerset that is a confidential listening service providing a safe place to talk if you, or someone you know, is in distress. We can also give basic information about mental health and local services. We are open Tuesday, Wednesday, Friday, Saturday and Sunday from 8pm till 11pm. When our lines are busy, or closed, our switchboard can connect you to our sister service, the Samaritans.	C: Mindline Somerset Tel: 01823 276892 W: www.mindline.org E: mindline@mindtws.org.uk – This is for professionals rather than service users.
Talking Therapies	We have psychological interventions that are designed to help with: Anxiety or worry about health such as; Depression and low self-esteem, Excessive worrying, Extreme shyness and social phobia, Obsessive Compulsive Disorder (OCD), Panic and agoraphobia, problems after a traumatic event and other specific phobias, body image and eating difficulties, stress and work related problems	Anyone can be referred to this service by visiting a doctor or use of a self-referral form, go to visit: https://www.somersetalkingtherapies.nhs.uk/
Taunton Deane & West Somerset Credit	MOORVALE is a savings and loans co-operative formed, owned and run by its members. Part of any profits are returned to members as a dividend on their savings.	Open weekdays in the morning between 9.30 am and 12 noon.

Union Ltd trading as Moorvale	<p>SAVINGS are covered by the FINANCIAL SERVICES COMPENSATION SCHEME. There is a joining and annual fee of £1.</p> <p>LOANS are normally based on the amount of savings which a member has. MOORVALE has collection/information points at various venues all over Taunton Deane.</p> <p>Moorvale offer affordable loans (1.5% pm APR 19.5% on the reducing balance) at a fraction of the cost of other types such as PayDay or Doorstep, etc.</p>	<p>A: Moorvale, c/o Taunton YMCA Lisieux Way, Taunton, TA1 2LB</p> <p>T: 01823 336 425</p> <p>E: moorvale@fsmail.net</p> <p>W: www.moorvale.co.uk</p>
PALS - Somerset Partnership NHS Foundation Trust	<p>Health services for housebound patients. The Somerset Partnership NHS Foundation Trust provides several health services to patients who are housebound (e.g. who would need an ambulance to take them to appointments), including District Nursing, wound management, dental care and blood tests.</p>	<p>C: Patient Advice and Liaison Service (PALS)</p> <p>Tel: 01278 432022</p> <p>E: pals@sompar.nhs.uk</p> <p>W: www.sompar.nhs.uk</p>
Read Easy UK: Taunton North Group	<p>Read Easy works through community-based groups to train and support volunteers to give one-to-one tuition to adults who struggle with reading. Many people with reading difficulties are too embarrassed to seek help if it means joining a class and Read Easy offers a more attractive alternative by providing free, friendly, flexible coaching, just half an hour at a time, twice a week.</p>	<p>C: Catherine Berry</p> <p>T: 07792 570303</p> <p>E: northtaunton@readeasy.org.uk</p>
Reconnect	<p>A free service for people experiencing memory loss and dementia, support provided through home visit enabling people to remain independent.</p>	<p>T: 01823 365 307</p> <p>E: reconnect@rethink.org</p> <p>W: www.rethink.org</p>
Reminiscence Learning	<p>Provide specialist training in three areas: (1) dementia care, planning activities and reminiscence therapy. The training is available to private individuals, carers and volunteers as well as professionals. There is a charge for this training. (2) the Archie Project - an intergenerational dementia awareness project linking schools, care homes, businesses, services and the community, delivered in Taunton Deane and beyond. (3) Wednesday sessions at the Counting House for the older person, those with memory problems or a dementia and their carers. Sessions include: Remembering Yesterday Caring Today (group reminiscence and carers support), Music and Memories, Tea Dances, Armchair Travel, Seasonal Activities, Singing and Drumming for Fun and West End comes to Wellington</p>	<p>A: The Counting House, Mill, Tonedale, Wellington TA21 0AW</p> <p>E: office@reminiscencelearning.co.uk</p> <p>T: 01823 668 676 / 01823 323752</p> <p>W: www.reminiscencelearning.co.uk</p>
Rethink Mental Illness	<p>Free service offering support for up to 2 years to promote independence at home. Housing related support to people in the community who are over 65 years and experiencing memory problems or under 65 with a diagnosis of dementia. Such support may include; resolve/prevent debts and claim state benefits, advice on property maintenance and safety in the home, accessing health professionals to maintain physical and mental health, access assistive technology/ aids and adaptations, investigate leisure facilities to reduce social isolation.</p>	<p>C: Peterson Irungu (Service Manager)</p> <p>T: 01823 365307</p> <p>E: Peterson.irungu@rethink.org</p>
Royal Voluntary Service	<p>They manage and run the Home library Service in Somerset. The Home Library Service is available to anyone who cannot easily visit the library. Our volunteers choose, deliver and befriend individual clients.</p>	<p>C: Kirsty Jenssen</p> <p>T: 07919 540487</p> <p>E: kirsty.Jenssen@royalvoluntaryservice.org.uk</p>

		W: www.somerset.gov.uk/libraries
Samaritans of Taunton & Somerset	24 hour, confidential support for those in distress or crisis	T: 116-123 E: jo@samaritans.org W: www.samaritans.org
Silver Line	Free, national and confidential helpline for older people providing information, friendship and advice, 24 hours a day	T: 0800 470 80 90 E: info@thesilverline.org.uk W: http://www.thesilverline.org.uk/
Somerset Care & Repair	Support to help people live safely, securely and independently at home. Providing advice on home adaptations and maintenance. Advice is free and many include home visits. Our practical services include a handyman service and a contractor recommendation scheme for larger work as well as project management. Available to vulnerable members of the community. Empty Homes – bringing empty property back into use for those in greatest housing need. Provide a full renovation service and a full property management service on completion.	E: office@somersetcareandrepair.co.uk T: 01749 345379 W: www.somersetcareandrepair.org.uk
Somerset Choices	Somerset Choices is a new website that aims to help people help themselves stay independent, healthy and well. It puts people in control of their care and wellbeing and gives more choice over who provides their care and support. The website guides people through self-help forms, provides easy access to information and a directory of local services, products, groups and local events.	W: www.somersetchoices.org.uk
Somerset Community Care Matters	This is a charitable legal service. It matters to us that any disabled person or their carer is helped to get the funding or community care services they need	C: Alison Clark E: alison@sccm.org.uk or E: sccmenquiries@mindtws.org.uk A: SCCM. Northfield house, 51 Staplegrove Road Taunton , TA1 1DG T: 01823 334906
Somerset Drug & Alcohol Service	Somerset Drug and Alcohol Service (SDAS) offers advice, support and treatment to individuals who experience issues with substances. There is also support available to individuals who are affected by a friend or family member's drug or alcohol use. SDAS works with adults and young people under the age of 18, who are offered specific interventions by the SDAS young people's team.	T: 0300 303 87 88 W: www.somersetdap.org.uk/
Somerset Micro-Enterprise Project / Community Catalyst CIC	Supporting Local People to Provide Local Support. This project aims to help local people set-up very small care (micro) or support services in their community. The project will last until at least October 2016 and aims to support providers so they thrive, deliver great services and increase the choice available for older people who require care or support; whether they pay for that themselves or via council funding. If you want to make a difference, are interested in setting up, or are already running a small, independent support service please get in touch.	C: Rhys Davies T: 07595 411 945 E: rhys.davies@communitycatalysts.co.uk W: www.communitycatalysts.co.uk
Somerset Rural Youth Project	SRYP projects are all about empowering young people and supporting their development. The young people they work with learn new skills, gain confidence and launch	T: 01278 722100 W: www.sryp.org.uk/

	their careers. Projects include National Citizen Service and the Green Activities Programme	
Somerset Sight	Somerset Sight is the local Charity helping blind and visually impaired people, providing services and assistance and activities, and a resource center where items to assist visually impaired people can be bought and advice given on such aides. It has a mobile resource unit which travels around the county, taking out these items and services. They also offer a Volunteer Visiting Service, emotional support and socials in some towns. Somerset Sight aim to support the independence and wellbeing of visually impaired people.	Northfield House, 51 Staplegrove Road, Taunton, TA1 1DG T: 01823 366147 E: administration@somersetsight.org.uk W: www.somersetsight.org.uk
Somerset Suicide Bereavement Support Service	Available to anyone in Somerset who has recently been bereaved by suicide.	T: 0300 330 5463 E: bereaved@mindtws.org.uk W: http://mindtws.org.uk/somerset-suicide-bereavement-support/
A4e/Total Advocacy	An independent advocacy service supporting vulnerable people across Somerset	C: Louise Richardson T: 0330 1232803 E: ilssouthwest@peopleplus.co.uk
Taunton & District Mencap Society	Taunton Mencap provides learning disabled adults in Taunton Deane with a varied programme of activities and social opportunities, from parties and day trips to art/music sessions and theatre trips. The members join a group and friendships are quickly formed between members and carers, promoting social inclusion, particularly for those living independently within the community who might otherwise become isolated. The main aim of the charity is to help members make the most of their lives.	C: Judith Bryant or Lynda Dunn T: 01984 656591/07876530300 or 01823 288966 E: judith.bryant75@gmail.com or dunn12002@yahoo.co.uk W: www.tauntonmencap.co.uk
Taunton Deane Audio News	Talking Newspaper for the Blind and Partially Sighted. One hour of local news read from Somerset County Gazette and Wellington Weekly News. Supplied on USB memory stick, a player can be provided.	C: Andrew Janes Tel: 01823 283956 E: tauntondeaneaudionews@gmail.com
Taunton and Wellington Food Bank	The Food bank comes under the Trussell Trust and aims to help people who are in short term crisis. We work with other agencies who refer people to us and only provide food for them.	C: Sue Weightman W: http://taunton.foodbank.org.uk
Taunton Street Pastors	Street Pastors work in Taunton Town Centre, on patrol every Saturday night, from 10pm to 4am – caring, helping and listening to people who are out on the streets. We work with anyone and everyone we meet including the homeless, clubbers, those intoxicated or impacted by drugs, anyone who is vulnerable, and those simply enjoying themselves – helping to keep everyone safe. We provide practical support including water, flip-flops, hot drinks, heat blankets etc. Equally important, we are available to listen and get alongside people, and many people want to talk. We also work during the afternoon/evenings in the Halcon and Priorswood area. All Street Pastors are Christians and come from churches in the Taunton area.	C: Adrian Prior-Sankey T: 07973 252346 E: adrianjps@aol.com W: www.streetpastors.org/locations/taunton/
Tone Leisure	Walk Well with Tone offer a variety of health walks in Wellington and Taunton Deane. The walks are of different	C: Ali Cottey T: 01823 273085

	lengths and graded accordingly to ability. Health walks are free and there is no need to book. Health walks are very social events, with a stop for coffee at the end of the walk.	E: a.cotter@toneleisure.com W: www.walkwellwithtone.btck.co.uk/
Taunton Team Chaplaincy	We provide volunteer chaplains from the churches in Taunton who visit a wide variety of shops and businesses to provide support to the staff and customers. Chaplains are based at the Market House and often patrol the streets of central Taunton. We also provide chaplains to three local Care Homes, and are planning to further develop this service.	C: Bob Hart T: 01823 351071 E: bobmary1967@btinternet.com W: www.tauntonteamchaplancy.org
Wiveliscombe Area Partnership (WAP)	Wivey Link, operated by WAP, is a wheelchair accessible community transport service for residents in Wiveliscombe, the 10 parishes and surrounding areas. Wivey Link was originally set up to help combat rural isolation and whilst this is still its prime focus the service is open to anyone of any age who, for whatever reason, who has no access to transport be it public or private and to those residents who are chronically sick or disabled.	Contact: T: 01984 624666 E: communityoffice@wiveliscombe.com E: wiveylink@wiveliscombe.com W: www.wiveylink.co.uk

For more on the services provided by Taunton Deane Borough Council please see our website:

W: www.tauntondeane.gov.uk

or contact Customer Services:

T: 01823 356356

E: customerservices@tauntondeane.gov.uk

Other potentially useful resources, such as Newsletters and events information

Organisation/ resource	Web link
TDBC Weekly Bulletin	http://www.tauntondeane.gov.uk/irj/public/council/initiatives/initiative?rid=/wpccontent/Sites/TDBC/Web%20Pages/Council/Initiatives/Weekly%20Bulletin
Community Council news	http://somerstrcc.org.uk/
CCS Notice board/ events	http://somerstrcc.org.uk/community-notice-board
Engage	http://www.engagews.org.uk/index.php?page=ENGAGE-TAUNTON-DEANE
Martock - Our place project	http://www.martockonline.co.uk/Interest/22/Our-Place-Martock-website.html

If you know of any other services or opportunities in Taunton Deane Borough Council available to residents which may help them with loneliness, isolation or overcome other health issues, please email them to community@tauntondeane.gov.uk

Thank you.