

# The Hillingdon handbook

12th edition

£4.99

A guide to  
information and  
services for older  
people in Hillingdon

Harefield

Northwood

Ruislip

Ickenham

Uxbridge

Cowley

Yiewsley

Hayes

West Drayton

Heathrow Airport



The aims of Age UK Hillingdon are to enable older people to:

- Retain the maximum possible choice over the direction of their lives.
- Maintain and improve health.
- Prevent social isolation.
- Live in physical environments suited to their changing needs.
- To have as many opportunities as possible for involvement in fulfilling community and leisure activities.

We provide our services free of charge to older Hillingdon residents but if you would like to contribute or make a donation to help continue our work, please send a cheque or postal order made payable to:

Age UK Hillingdon  
2 Chapel Court  
126 Church Road  
Hayes UB3 2LW

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# About Age UK

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Age UK Hillingdon is part of the Age Concern Federation. We are here to help the older people of Hillingdon by offering advice, information and practical help where possible.

2 Chapel Court  
126 Church Road  
Hayes UB3 2LW  
Tel: 020 8756 3040  
Fax: 020 8756 3050

E-mail: [enquiries@ageconcernhillington.org.uk](mailto:enquiries@ageconcernhillington.org.uk)  
Web-site: [www.ageconcernhillington.org.uk](http://www.ageconcernhillington.org.uk)

## Age UK

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This national organisation provides information through its network of local organisations, and campaigns on issues of concern to older people.

Astral House  
1268 London Road  
London SW16 4ER

Tel: 020 8765 7484  
Fax: 020 8765 7555  
Web-site: [www.ageconcern.org.uk](http://www.ageconcern.org.uk)  
E-mail: [acfed@ace.org.uk](mailto:acfed@ace.org.uk)

## Age Concern London

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1st Floor  
21 St Georges Road  
London SE1 6ES

Tel: 020 7820 6770  
Fax: 020 7820 1063  
E-mail: [general@aclondon.org.uk](mailto:general@aclondon.org.uk)  
Web-site: [www.aclondon.org.uk](http://www.aclondon.org.uk)

## Services offered

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We offer the following services, for more information contact Chapel Court, or the number listed with the service:

### A+E Support Service

Provides non-medical support for people aged 60+ in A+E Hillingdon Hospital. The service operates between 12.15pm and 10pm seven days a week.

### Active Ageing Groups

Provides a friendly, supportive environment for people over the age of 65 to encourage social contact promote well being and prevent loneliness and depression.

### Advocacy

Supports people in obtaining their rights or resolving their difficulties by assisting them to express their needs and preferences through the help of a trained advocate.

### Befriending Service

Service offers long term, regular support to isolated or lonely people.

### Charity Shops

Donations of bric-a-brac, saleable clothing, books etc. are always welcome.

### Age UK Charity Shop

266 Kingshill Avenue, Hayes UB4 8BD  
Tel: 020 8839 8516  
Monday, Tuesday, Thursday, Friday, Saturday  
9.00am – 4.30pm  
Wednesday 9.00am – 1.00pm

### Age UK Pound Shop

53 Violet Avenue, Hillingdon UB8 3PR  
Tel: 01895 420077

### First Stop Service

This service provides general information and advice and help with claiming welfare benefits. It is available from our Townfield Centre and at the following locations:

#### Age UK Information Shop

63a High Street, Uxbridge UB8 1JP

Tel: 01895 231 841

#### Outreach Desk at Hillingdon Hospital

(Care of the Elderly Day Hospital)

Open: Wednesday 10.00am - 1.00pm.

#### Outreach Desk at Mount Vernon Hospital

(Day Hospital for the Elderly).

Open: Tuesday 1.15pm - 4.30pm

This service is also present at our Ageing Well Drop-In Centres at the following venues:

Monday Ascott Court, Farmlands, Eastcote HA5 2LL  
2pm-3.30pm. Appointment only

Tuesday Wallis House, Cottage Close (off Sharps Lane), Ruislip HA4 7JA  
2pm-3.30pm. Drop-in or call for an appointment.

Wednesday Drayton Court, The Glebe, West Drayton UB7 9JE 2pm-3.30pm.  
Drop-in or call for an appointment.

Thursday Childs Court, Hemmen Lane, Hayes UB3 2JY 2pm-3.30pm  
Drop-in or call for an appointment.

Friday Barden Court, Hall Drive, Harefield UB9 6LP. 11am-12.30pm.  
Appointment only.  
The Buntings, Boniface Road, Ickenham UB10 8BY.  
2pm-3.30pm. Drop-in or call for an appointment.

### The Townfield Centre

The Townfield Centre is a state of the art, eco-friendly community facility with an Internet café, training rooms, and a well being suite. We offer a wide range of activities to cater for the local community. Townfield Community Centre is fully accessible.

Free internet access is available and you don't need to book, just drop in anytime between 9-5 Monday to Friday.

The Centre offers a First Stop service with advisers who can help you find out about your rights, health services, leisure activities, transport, council services, welfare benefits checks, local and voluntary serviced and much more. The service operates between 10am-1pm, Monday to Friday.

There is also a specialist information, advice and advocacy service for older people from black and minority ethnic communities, a nail cutting service, arts classes and yoga. Please ring the centre for more information.

#### Townfield Community Centre

Townfield Road, Hayes UB3 2EL

Tel: 020 8756 4390

Email: jclifford@ageuk.org.uk

### Ethnic Minority Access Project

Service aims to help Black and minority ethnic elders access services from health and social services.

### Friendly Friday groups

Now based temporarily at the Stanley Day Centre in the Woodland Centre in the grounds of Hillingdon Hospital. Provides a friendly supportive environment to people over 65 years of age with past or present mental health concerns.

### **Handyperson Service**

Will carry out practical tasks in and around the home of older people. Labour is free but materials must be paid for.

### **Helping Hand Service**

This service offers shopping and some light cleaning to older people who are assessed as having moderate care needs. This service is free: you only pay for the cost of any items of shopping bought on your behalf.

### **Home Delivery Shopping Service**

Staff will order shopping on their office computer to be delivered to the client's home at a time of their choosing by their supermarket of choice. There is a £10 registration fee followed by an annual fee of £10.

### **Home From Hospital**

Currently based at Mount Vernon Hospital, assist older people in the borough with practical and emotional support on returning home for up to 6 weeks after discharge from hospital.

### **Irish Club Failte**

Older people from Irish community social and cultural group.

### **Insurance Services**

Age UK Insurance Services offer a range of products:

- Careline Alarms
- Charity Flowers
- Funeral Plans
- Gas and Electricity
- Home Insurance
- Independent Financial Advice
- Motor Insurance and Motor Breakdown Services
- Travel Insurance
- Weekly Lottery

### **Interactive Older People's Club**

Older people from different ethnic communities meet together and socialise, keep fit and lunch.

### **Nail Cutting Service**

This service is offered to Hillingdon residents over the age of 65 who are not in receipt of the NHS Podiatry Service. It is a simple nail cutting service and is not available to people suffering from certain medical conditions or those taking medications such as Warfarin.

Clinics are held at Fassnidge Memorial Hall, High Street, Uxbridge (Fridays 10am to 2pm), Mount Vernon's Elderly Day Hospital (Thursdays 10am to 2pm) and Townfield Centre, Townfield Road, Hayes (Tuesdays 9.30am to 12.30am).

The first toe nail cutting appointment is charged at £12\* to include the issue of a client's own set of equipment. Each further treatment in clinic is charged at £10\*. Lesser charges apply to finger nail cutting.

For more details, contact 020 8756 3040 (Head Office).

### **Suitable Care for Self Funders**

A service that helps older people to shop around and arrange a good value package of support services (such as cleaners, gardeners and shoppers) that will help them to continue to live as independently as possible and meet their individual needs. The service is provided in English, Somali, Arabic, Urdu, Panjabi and Hindi.

\*Prices correct at April 2010

### **Time Travellers**

Help local school children with their reading, numeracy, gardening and craft skills thereby fostering relations between different generations.

### **Website**

Our website is updated more regularly than this handbook can be printed. It can also link you to a wealth of information, fact sheets and advice on other national and local websites. Web-site: [www.ageuk.org.uk](http://www.ageuk.org.uk)

### **Voluntary Car Service**

Service offers a car transport service for older people who are unable to use public transport. Typical journeys are to clubs, shopping trips, dental (but not hospital) appointments, daytime and possibly evenings, on a one-off or regular basis. This is a volunteer service and is restricted by the availability of volunteer drivers. It is recommended that customers give at least one week's or more notice of a trip. Please note: the vehicles belong to the volunteer drivers and are not specially adapted for disabled passengers.

### **Will writing service**

There are two types of will writing service available offering simple wills for the over 60s at our office in Uxbridge, or a home/hospital visit for those who are housebound or sick.

## **Age Concern (Age UK) Factsheet List**

Age Concern (Age UK) Factsheets are the most comprehensive guide to the issues that affect older people in the UK. The Factsheets are designed to provide: practical information for those who wish to help themselves, a definite guide to those whose work helps older people.

To request individual printed factsheets' please call the Information Line on 0800 00 99 66 (free) 8.00am – 7.00pm daily. Age UK provides individual requests for up to 5 factsheets without charge. These factsheets are available to download from the Age Concern website: [www.ageconcern.org.uk](http://www.ageconcern.org.uk)

Help with heating – FS1

Buying retirement housing – FS2

Television licence concessions – FS3

Your rights at work – FS4

Dental care - FS5

Finding help at home – FS6

Making your will – FS7

Looking for rented housing – FS8

Noise and neighbour nuisance: What you can do – FS9

Local authority charging procedures for care homes – FS10

Help with looking for work or starting your own business – FS11

Raising income or capital from your home - FS12

Older home owners: financial help with repairs and adaptations - FS13

Dealing with someone's estate - FS14

Income Tax - FS15

Housing Benefit and Council Tax Benefit - FS17

A brief guide to money benefits - FS18

The State Pension - FS19

NHS continuing health care, NHS-funded nursing care and intermediate care - FS20

The Council Tax - FS21

Arranging for others to make decisions about your finances or welfare - FS22

Help with continence - FS23

Direct payments from social services - FS24

Travel and transport - FS26

Planning for a funeral - FS27

Finding care home accommodation - FS29

Leisure and learning - FS30

Disability and ageing: your rights to social services - FS32

Crime prevention for older people - FS33

Attendance Allowance and Disability Living Allowance - FS34

Tenants' rights - FS35

Hospital discharge arrangements - FS37

Treatment of the former home as capital for people in care homes - FS38

Paying for care in a care home if you have a partner - FS39

Transfer of assets and paying for care in a care home - FS40

Local authority assessment for community care services - FS41

Disability equipment and how to get it - FS42

Getting legal advice - FS43

NHS services - FS44

Staying healthy in later life - FS45

Paying for care and support at home - FS46

Pension Credit - FS48

Social Fund and other sources of financial help - FS49

Housing options - FS50



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# Advice and information

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## Advocacy

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### Age UK Advocacy Service

Please see page 2 for further details.

### Hillingdon People First

Hillingdon People First is a self-advocacy organisation for people with a learning disability.

**Hillingdon People First**, Woodend Centre,  
Judge Heath Lane, Hayes UB3 2PB

Tel: 020 8848 8319

Fax: 020 8848 8324

E-mail: [info@dash.org.uk](mailto:info@dash.org.uk)

Web-site: [www.dash.org.uk](http://www.dash.org.uk)

Open: 9.00am – 4.30pm

Answerphone out of hours.

### Office of the Public Guardian

The Office of the Public Guardian supports and promotes decision making for those who lack capacity or would like to plan for their future. The role of the Public Guardian is to protect people who lack capacity from abuse.

### Office of the Public Guardian

Archway Tower, 2 Junction Road  
London N19 5SZ

Tel: 0845 330 2900

Fax: 020 7664 7551

E-mail: [customerservices@publicguardian.gsi.gov.uk](mailto:customerservices@publicguardian.gsi.gov.uk)

Web-site: [www.publicguardian.gov.uk](http://www.publicguardian.gov.uk)

Open: Monday – Friday 9.00am – 5.00pm

Wednesday 10.00am–5.00pm

### Independent Complaints Advocacy Service

Pohwer Icas provides advocacy support to

people wanting to make complaints about NHS funded treatment or services.

Pohwer/Can Mezzanine

32-36 Loman Street, Southwark  
London SE1 0EH

Tel: 0845 337 3065

(Monday – Friday 9.00am – 5.00pm)

E-mail: [pohwericas@pohwericas.net](mailto:pohwericas@pohwericas.net)

## Carers

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### Crossroads Caring for Carers

Care, help and support for people living on their own or with a carer. If you, or someone you know could benefit from help at home contact the dedicated care team.

### Hillingdon Crossroads

21 Windsor Street, Uxbridge  
Middlesex UB8 1AB

Tel: 01895 258888

## Consumer Support

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### Consumer Direct

Consumer Direct is the government-funded telephone and online service offering information and advice on consumer issues. Consumer Direct is funded by the Office of Fair Trading and delivered in partnership with Local Authority Trading Standards Services.

Tel: 08454 040506

Web-site: [www.consumerdirect.gov.uk](http://www.consumerdirect.gov.uk)

### Ricability

Ricability is a national research charity devoted to consumer testing products for older people and those with disabilities. Iit researches and publishes unbiased consumer guides based on products and

advice on getting around (driving and mobility products), at home (including digital TV products), personal care, consumer rights and more. Some guides are available on tape, in Braille and large print and in full on the Ricability website. The guides are free but postage is payable – please ring Ricability for postage costs. The guides are available locally from:

### **The Hillingdon Centre for Independent Living**

Wood End Centre,  
103 Judge Heath Lane, Hayes UB3 2PB  
Tel: 020 8848 8260.

### **Ricability**

30 Angel Gate, City Road, London EC1V 2PT  
(Disabled Access)

Tel: 020 7427 2460  
(Monday - Friday 9.30am - 5.30pm)  
Fax: 020 7427 2468  
Text phone: 020 7427 2469

E-mail: [mail@ricability.org.uk](mailto:mail@ricability.org.uk)  
Web-site: [www.ricability.org.uk](http://www.ricability.org.uk) and  
[www.ricability-digitaltv.org.uk](http://www.ricability-digitaltv.org.uk)

Open: Monday – Friday 9.30am – 5.30pm

### **Which?**

Which? concentrates on consumer issues and they ensure that as a consumer you have the information to make the right choices. They provide reviews of products and independent advice.

### **Which?**

Castlemead, Gascoyne Way,  
Hertford SG14 1LH

Tel: 0199 282 2800  
Fax: 020 7770 7485

Web-site: [www.which.co.uk](http://www.which.co.uk)  
E-mail: [which@which.co.uk](mailto:which@which.co.uk)

Open: Monday – Friday 8.30am – 6.00pm,  
Saturday 9.00am – 1.00pm.

## **Counselling**

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### **Communicare Counselling Service**

Communicare offers counselling and psychotherapy for adults over 18. This service is not free, and people are expected to contribute as their means allow. Telephone and leave a message on the answerphone. Your call will normally be answered within 24 hours. Counselling by appointment only. Any contact will be treated confidentially. There is an assessment to establish whether counselling may be of benefit.

### **Communicare**

Redford Way, Uxbridge UB8 1SZ  
Tel: 01895 256 056

## **Crime, Violence, Abuse**

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### **Action on Elder Abuse**

Confidential helpline, local information and support for anyone concerned about abuse.

### **Action on Elder Abuse**

PO Box 6001  
London SW16 9BY

Tel: 020 8835 9280  
Fax: 020 8696 9328  
Free phone: 0808 808 8141  
E-mail: [enquiries@elderabuse.org.uk](mailto:enquiries@elderabuse.org.uk)  
Web-site: [www.elderabuse.org.uk](http://www.elderabuse.org.uk)  
Open: Monday - Friday  
9.00am – 5.00pm  
Answerphone out of hours, 020 8835 9280

### **CrimeStoppers**

Crime Stoppers is a crime-solving organisation. Call anonymously with information about crime.

### **Crimestoppers Trust**

Apollo House, 66a London Road  
Morden, Surrey SM4 5BE  
Tel: 0800 555 1111  
Web-site: [www.crimestoppers-uk.org](http://www.crimestoppers-uk.org)

### **Monitoring Group**

The Monitoring Group Ltd. is a charitable organisation providing assistance and support to victims of racial harassment, and domestic violence. During office hours, they provide advice and casework support to victims. They also run free legal advice surgeries for people requiring specialist legal advice from lawyers. 24 hour Emergency Helpline Service provides immediate help and support to victims of racial violence, police misconduct, and domestic violence. They also provide training to a range of organisations on how to deal with racial violence and other related issues.

### **The Monitoring Group**

28a Museum Street, London WC1A 1LH  
Tel: 020 7636 6000  
Fax: 020 7631 1193  
E-mail: [admin@monitoring-group.co.uk](mailto:admin@monitoring-group.co.uk)  
Website: [www.monitoring-group.co.uk](http://www.monitoring-group.co.uk)  
Emergency Line: 0800 374618

### **Police Office Northwood**

2 Murray Road, Northwood HA6 2YN  
Tel: 0300 123 1212  
E-mail: [hillington.enquiries@met.police.uk](mailto:hillington.enquiries@met.police.uk)  
Web-site: [www.cms.met.police.uk](http://www.cms.met.police.uk)  
Open: Monday – Friday  
11.00am – 13.00pm

### **Police Safer Neighbourhoods Team**

Dedicated Safer Neighbourhood Teams are there to make a difference in your community. If you have any concerns about day-to-day crime and disorder issues, please contact your local team below:

**Barnhill SN Team** Tel: 020 8721 2554  
Email: [hillingtonbarnhill.snt@met.police](mailto:hillingtonbarnhill.snt@met.police)

**Botwell SN Team** Tel: 020 8721 2757  
Email: [botwell.snt@metpolice.uk](mailto:botwell.snt@metpolice.uk)

**Brunel SN Team** Tel: 020 8721 2713  
Email: [brunel.snt@met.police.uk](mailto:brunel.snt@met.police.uk)

**Cavendish SN Team** Tel: 020 8721 2550  
Email: [cavendish.snt@metpolice.uk](mailto:cavendish.snt@metpolice.uk)

**Charville SN Team** Tel: 020 8721 2552  
Email: [charville.snt@metpolice.uk](mailto:charville.snt@metpolice.uk)

**Eastcote & E Ruislip SN Team**  
Tel: 020 8721 2548  
Email: [eastcote.ruislip.snt@metpolice.uk](mailto:eastcote.ruislip.snt@metpolice.uk)

**Harefield SN Team** Tel: 020 8721 2544  
Email: [harefield.snt@metpolice.uk](mailto:harefield.snt@metpolice.uk)

**Heathrow Villages SN Team**  
Tel: 020 8721 2557  
Email: [heathrowvillages.snt@metpolice.uk](mailto:heathrowvillages.snt@metpolice.uk)

**Hillingdon East SN Team**  
Tel: 020 8721 2553  
Email: [hillingtondoneast.snt@metpolice.uk](mailto:hillingtondoneast.snt@metpolice.uk)

**Ickenham SN Team** Tel: 020 8721 2543  
Email: [ickenham.snt@metpolice.uk](mailto:ickenham.snt@metpolice.uk)

**Northwood SN Team** Tel: 020 8721 2545  
Email: [northwood.snt@metpolice.uk](mailto:northwood.snt@metpolice.uk)

**Northwood Hills SN Team**  
Tel: 020 8721 2546  
Email: [northwoodhills.snt@metpolice.uk](mailto:northwoodhills.snt@metpolice.uk)

**Pinkwell SN Team** Tel: 020 8721 2556  
E: [pinkwell.snt@metpolice.uk](mailto:pinkwell.snt@metpolice.uk)

**Ruislip Manor SN Team** Tel: 020 8721 2549  
E: manorward.snt@metpolice.uk

**South Ruislip SN Team** Tel: 020 8721 2011  
E: southruislip.snt@metpolice.uk

**Townfield SN Team** Tel: 020 8721 2009  
Email: townfield.snt@metpolice.uk

**West Drayton SN Team** Tel: 020 8721 2018  
E: westdrayton.snt@metpolice.uk

**West Ruislip SN Team** Tel: 020 8721 2547  
Email: westruislip.snt@metpolice.uk

**Uxbridge North SN Team**  
Tel: 020 8721 2782  
Email: uxbridgenorth.south.snt@metpolice.uk

**Uxbridge South SN Team**  
T: 020 8721 2758  
Email: uxbridgenorth.south.snt@metpolice.uk

**Yeading SN Team** Tel: 020 8721 2733  
E: yeading.snt@metpolice.uk

**Yiewsley SN Team** Tel: 020 8721 2713  
E: yiewsley.snt@metpolice.uk

**Safer Transport Teams**  
Tel: 020 8721 2256  
Email: STT.hillingdon@metpolice.uk  
Web-site: www.met.police.uk

**Police Station Hayes**  
Police Station Hayes  
755 Uxbridge Road, Hayes End  
Hayes UB4 8HU  
Tel: 0300 123 1212  
E-mail: hillington.enquiries@met.police.uk  
Web-site: www.met.police.uk  
Open: Monday – Friday 9.30am – 19.30pm

**Police Station Hillingdon**  
Police Station Hillingdon  
1 Warwick Place, Uxbridge UB8 1PG  
Tel: 0300 123 1212

E-mail: hillington.enquiries@met.police.uk  
Web-site: www.cms.met.police.uk  
Open: 24 hours a day

### **Police Station Ruislip**

Police Station Ruislip  
The Oaks, Ruislip HA4 7LE  
Tel: 0300 123 1212

E-mail: hillington.enquiries@met.police.uk  
Web-site: www.cms.met.police.uk

Open: Monday – Saturday  
10.00am – 17.00pm

### **Victim Support Scheme - Harrow**

If you have been victim of a crime, a trained volunteer can offer information, advice or support. There is a 24 hour answerphone service which operates outside of office hours.

### **Victim Support Scheme - Harrow**

Rear of Court House, 2 Rosslyn Crescent,  
Harrow HA1 2ST

Tel: 020 8863 9583  
Open: Monday - Friday 9.00am - 3.00pm  
E-mail: vs.harrow@vslondon.org

## **Disability**

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### **British Red Cross**

Operate a Medical Loan Service for aids to daily living, such as commodes and wheelchairs. There may be a modest weekly hire charge and/or a small deposit may be required. Bed pans and bed bottles may be purchased if these are required. Local British Red Cross centres run an escort service to get older people and people with disability to such places as holiday destinations, to airports and stations, and to convalescent homes.

### **British Red Cross**

Uxbridge Centre  
68 The Greenway, Uxbridge UB8 2PL  
Tel: 01895 233 199  
Patient Transport Service: 0208 518 9223;  
E-mail: [admin@uxbridge.fsnet.co.uk](mailto:admin@uxbridge.fsnet.co.uk)  
Open: Monday and Friday  
10.30am - 3.00pm  
Answerphone out of hours.

### **British Telecom - Directory Enquiries**

British Telecom operates a free enquiry line which is open to any customer who cannot use a telephone directory.

#### **British Telecom Directory Enquiries**

Tel: 0800 833 400  
Open: Monday – Friday 8.30am – 5.00pm  
Tel: 118 500  
Open: 24 hours, 365 days a year

### **British Telecom - Inclusive Communications**

Specialist advice on telephone and communication aids for disabled people, including practical solutions for those who are visually and/or hearing impaired.

#### **British Telecom Inclusive Communications**

Tel: 0800 800 150  
Textphone users only: 18001 0800 800 150  
Web-site: [www.btplc.com/inclusion](http://www.btplc.com/inclusion)  
Open: Monday – Saturday 7.30am – 10.00pm, Sunday 9.00am – 6.00pm

### **Direct Payments**

When someone is assessed by social services to receive Direct Payments (DP) to meet their assessed care needs, they are referred to the Disablement Association Hillingdon (DASH) which is the Support Service for those getting Direct Payments. (See page 12 for DASH contact details).

DASH will help you to keep up to date with your paperwork (required by the Council for monitoring purposes); give information on tax and National Insurance; can set up payroll for any carer who is employed by you; give information on the responsibilities of being an employer; help to open a bank account for the DP; help with recruiting a carer and arrange a Criminal Records Check (CRB). DASH also runs a Forum for DP users to attend and receive and share information.

Contact: Michael Kelly  
Direct Payments Co-ordinator, DASH

Tel: 020 8848 8319  
E mail: [michael@dash.org.uk](mailto:michael@dash.org.uk)

### **Disabled Go**

[www.disabledgo.com](http://www.disabledgo.com) is a free website where you can find detailed information about access relating to all kinds of disabilities.

Web: [www.disabledgo.com](http://www.disabledgo.com)

### **Disabled Living Foundation**

The Disabled Living Foundation provides practical information and advice on equipment to assist with independent living. The Disabled Living Foundation provides displays and demonstrates equipment, runs training courses and organises study days. Visitors need to make an appointment.



### **Disabled Living Foundation**

380-384 Harrow Road, London W9 2HU  
(Disabled Access)

Tel: 020 7289 6111

Text-phone: 020 7432 8009

Helpline: 0845 1309 177

E-mail (general enquires): [info@dlf.org.uk](mailto:info@dlf.org.uk)

E-mail (advice service): [advice@dlf.org.uk](mailto:advice@dlf.org.uk)

Web-site: [www.dlf.org.uk](http://www.dlf.org.uk)

Open: Monday - Friday 9.00am - 5.00pm

Helpline: Monday - Friday 10.00am - 1.00pm

### **Disablement Association Hillingdon (DASH)**

A free, impartial and confidential service of information, training, independent living, welfare benefit advice, advocacy, counselling, and in some cases practical help, for people with disabilities, provided by people with direct personal experience of disability.

#### **DASH**

Wood End Centre, Judge Heath Lane  
Hayes UB3 2PB

Tel: 020 8848 8319

Fax: 020 8848 8324

E-mail: [info@dash.org.uk](mailto:info@dash.org.uk)

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

Open: Monday - Friday 9.00am - 4.30pm.

Answerphone out of hours.

### **Healing Gardens**

Teams of volunteers help people with disabilities/long term illnesses to modify or restore their gardens to make them more manageable. They also have monthly outings to places of interest for elderly and disabled gardeners. The service is run by

Groundwork Thames Valley, an independent charity that works to create social, economic and environmental improvements.

### **Healing Gardens**

Groundwork Thames Valley  
Colne Valley Park Centre,  
Denham Court Drive, Denham  
Uxbridge UB9 5PG

Tel: 01895 832 662

Fax: 01895 833 552

E-mail: [tv@groundword.org.uk](mailto:tv@groundword.org.uk)

Web-site: [www.groundwork-tv.org.uk](http://www.groundwork-tv.org.uk)

### **Hillingdon Centre for Independent Living**

A permanent display of equipment for daily living and information and advice service for people with disabilities and their carers to help them choose the right equipment whether provided by Social Services or purchased by the user. Please ring before visiting to ensure staff are available to help.

### **Hillingdon Centre for Independent Living**

Wood End Centre, Judge Heath Lane  
Hayes UB3 2PB  
(Disabled access)

Tel: 020 8848 8260

Fax: 020 8848 8262

Email: [hil-pct.hcil@nhs.net](mailto:hil-pct.hcil@nhs.net)

Open: Tuesday, Wednesday, Friday

10am – 2.30pm; Thursday 2pm – 7pm

(by appointment only). Closed on Mondays.

### **Hillingdon Independent Wheelchair User Group**

HIWUG aim to keep the more than 3,200 registered NHS wheelchair users in the Borough and their carers informed on decisions regarding the upkeep and maintenance of their chair. They lobby organisations dealing with wheelchair users,

provide information (including specialist advice the Disability Discrimination Act) and look at access problems within the Borough and are qualified to do access audits. They meet on the third Tuesday of each month in conjunction with the Disabled Tenants and Residents Association and the Civic Centre, Uxbridge.

Hillingdon Independent Wheelchair User Group  
64 Buckingham Grove, Hillingdon  
Uxbridge UB10 0QZ

Tel: 01895 859 820

Fax: 01895 461 806

E-mail: [hiwug@blueyonder.co.uk](mailto:hiwug@blueyonder.co.uk)

### **Hillingdon Wheelchair Service**

For people registered with a Hillingdon GP that require permanent, regular or long-term (over 1 year) use, wheelchairs are provided at no cost to the user.

Wood End Park Clinic, Judge Heath Lane  
Hayes UB3 2PB

Tel: 020 8848 8259

Short-term loan wheelchairs are available from Medequip Assistive Technology (Tel: 020 8581 5502).

### **Hearing and Mobility**

Hearing and Mobility keeps and sells equipment for disabled and elderly people.

It has large showrooms with an extensive range of products to demonstrate, and to try. It is a commercial enterprise, but offers professional advice. Home assessments on larger products available at no cost, e.g. riser-recliners, scooters, power chairs and wheelchairs. A new feature to the Staines Keep Able store is the wheelchair and hoisting specialist clinic. Many items

available from incontinence products, commodes, bathing solutions through to cutlery and slippers. Aids for daily living.

### **Radar (Royal Association for Disability and Rehabilitation)**

Radar is a disability network. They don't provide any services, and they don't have an information advice line. They are a campaigning organisation, and they produce publications for disabled people with information on travel, holidays, buying a car or mobility scooter, and a book called 'If Only I'd Known that a Year Ago' with information for newly disabled people.

#### **Radar**

12 City Forum

250 City Road

London EC1V 8AF

(Disabled Access)

Tel: 020 7250 3222

(Monday - Friday 9.30am - 5.00pm)

Fax: 020 7250 0212

Minicom: 020 7250 4119

E-mail: [radar@radar.org.uk](mailto:radar@radar.org.uk)

Web-site: [www.radar.org.uk](http://www.radar.org.uk)

## General

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### Age UK

Age UK is an international charity fighting to free disadvantaged older people from poverty, isolation and neglect. They provide a range of services for disadvantaged older people around the UK, where the aim is to enable people to live independently in their own homes for as long as they wish.

### Age UK

207 - 221 Pentonville Road  
London N1 9UZ

Tel: 020 7278 1114

Fax: 020 7278 1116

Web-site: [www.helptheaged.org.uk](http://www.helptheaged.org.uk)

E-mail: [info@helptheaged.org.uk](mailto:info@helptheaged.org.uk)

### Age UK – Senior Line

Need help claiming benefits or entitlements? Call Senior Line for free advice on a range of welfare rights issues. Trained advice workers can help with issues such as: claiming benefits, housing options, getting help at home, entitlement to a bus pass. Senior Line is free, impartial and confidential and aims to enable as many callers as possible to take action themselves. Senior Line cannot take individual cases or offer advice work. The advice workers are not trained in counselling or legal matters, neither can they offer medical advice. Senior Line does not recommend trades people.

Tel: 0808 800 6565

E-mail: [seniorline@helptheaged.org.uk](mailto:seniorline@helptheaged.org.uk)

Open: Monday – Friday 9.00am – 4.00pm

### The Townfield Centre

The Townfield Centre is a state of the art, eco-friendly community facility with an Internet café, training rooms, and a well being suite we offer a wide range of activities to cater for the local community. Townfield Community Centre is fully accessible.

Free internet access is available everyday and you don't need to book, just drop in anytime between 9-5 Monday to Friday.

The Centre offers a First Stop service with advisers who can help you find out about your rights, health services, leisure activities, transport, council services, welfare benefits checks, local voluntary services and much more. The service operates between 10am-1pm, Monday to Friday.

There is also a specialist Information, Advice and Advocacy service for older people from Black and minority ethnic communities, a nail cutting service, arts classes and yoga. Please ring the centre for more information.

### Townfield Community Centre

Townfield Road, Hayes UB3 2EL

Tel: 020 8756 4390

Email: [jclifford@ageconcernhillingdon.org.uk](mailto:jclifford@ageconcernhillingdon.org.uk)



## **Legal Advice**

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### **Citizens Advice**

Your local CAB offers advice on a wide range of issues including welfare rights, landlord and tenant problems, housing, immigration and nationality, divorce and family, also legal and financial matters. Pre-booked appointments take place throughout the week.

### **Citizens Advice Hayes**

Citizens Advice Hayes  
Hayes One Stop, 49 - 51 Station Road,  
Hayes UB3 4BE  
Tel: 0844 848 7903

Web-site: [www.hillingdoncab.org.uk](http://www.hillingdoncab.org.uk)

Open: Tuesdays, Thursdays  
9.30am – 11.30am.

### **Citizens Advice Ruislip**

Citizens Advice Ruislip  
9 Eastcote Road, Ruislip  
Middlesex HA4 8BD

Tel: 0844 848 7903  
Fax: 01895 622 818

Web-site: [www.hillingdoncab.org.uk](http://www.hillingdoncab.org.uk)

Open: Monday, Tuesday and Thursday  
9.30am - 11.30am

### **Citizens Advice Uxbridge**

Citizens Advice Uxbridge  
The Colonnade  
Civic Centre, High Street,  
Uxbridge UB8 1UW  
Tel: 0844 848 7903  
Fax: 01895 277 306

Web-site: [www.hillingdoncab.org.uk](http://www.hillingdoncab.org.uk)

Web-site: [www.adviceguide.org.uk](http://www.adviceguide.org.uk)

Open: Monday-Thursday  
9.30am – 4.00pm

### **Hillingdon Law Centre**

The Centre has expert advisers who deal with problems on welfare rights, housing, employment, asylum and immigration. Initial advice can be offered on many legal questions and home visits can be arranged in some circumstances. Please ring for an appointment.

### **Hillingdon Law Centre**

12 Harold Avenue, Hayes UB3 4QW  
Tel: 020 8561 9400

Fax: 020 8756 0837

E-mail: [info@hillingdonlawcentre.co.uk](mailto:info@hillingdonlawcentre.co.uk)

Open: Monday, Tuesday, Thursday and Friday, 10.00am - 5.00pm.

Answerphone out of hours.

### **Hillingdon Women's Centre**

A drop-in centre for women, which is run by women, offering advice on legal matters and counselling. Centre runs:

Coffee morning on Wednesday,  
11.00am - 1.00pm.

Small library of self help books and Young mums group in Hayes: 14 - 25 years old.

Training for people living in the South of the Borough. Workshops in poetry, assertiveness, confidence building, pre-entry English and risk assessment for domestic violence.

Hillingdon Women's Centre welcomes all women of the community regardless of age, disability, sexuality and ethnicity.

### **Hillingdon Women's Centre**

333 Long Lane, Hillingdon UB10 9JU

Tel: 01895 259 578

E-mail: [hillingtonwomen@aol.com](mailto:hillingtonwomen@aol.com)

Web: [www.hillingdonwomenscentre.org.uk](http://www.hillingdonwomenscentre.org.uk)

Open: Monday to Thursday 9.00am-4.30pm.

### **Libraries In Hillingdon**

There are 17 libraries in the London Borough of Hillingdon plus the Mobile Library and Home Library Service. Membership is free. In addition to ordinary print books, large print books, CDs, DVDs, videos and talking books are available. All libraries offer free use of computer facilities. Each library has folders of community information such as lists of doctors, places of worship, social clubs for older people and information about the Council.

#### **Eastcote Library**

88 Field End Road, Eastcote HA5 1RL

Tel: 020 8866 3668

E-mail: [Eastcote-library@hillington.gov.uk](mailto:Eastcote-library@hillington.gov.uk)

Open: Tuesday and Thursday

10am – 7 pm;

Monday and Friday 10am - 5.30pm;

Saturday 9.30am – 4 pm

#### **Harefield Library**

Park Lane, Harefield UB9 6BJ

Tel: 01895 558 184

Open: Monday, Tuesday, Wednesday, Friday  
9.00am - 6.00pm;

Thursday 9.00am – 7.00pm,

Saturday 9.00am – 5.00pm

#### **Harlington Library**

Pinkwell Lane, Harlington UB3 1PB

(Disabled access)

Tel: 020 8569 1612

Fax: 020 8569 1625

Open: Monday and Friday

9.00am – 5.00pm;

Tuesday and Thursday 9.00am – 7.00pm,

Wednesday 9.00am - 1.30pm;

Saturday 9.30am – 4.00pm

#### **Hayes Library**

Golden Crescent, Hayes UB3 1AQ

Tel: 020 8573 2855

Fax: 020 8848 0269

Open: Monday, Tuesday and Thursday

10.00am – 8.00pm; Wednesday and Friday

10.00am - 5.30pm;

Saturday 9.30am – 4.00pm

#### **Kingshill Library**

Bury Avenue, Hayes UB4 8LF

Tel: 020 8845 3773

E-mail: [Kingshill-library@hillington.gov.uk](mailto:Kingshill-library@hillington.gov.uk)

Open: Monday 10.00am -1.00pm and

2.00pm – 7.00pm;

Thursday 10.00am – 1.00pm and 2.00pm

- 5.30pm; Friday 2.00pm - 5.30pm;

Saturday 9.30am – 4.00pm

#### **Hayes End Library**

1346 Uxbridge Road, Hayes UB4 8JQ

Tel: 020 8573 4209

Open: Tuesday 10.00am – 1.00pm and

2.00pm - 7.00pm; Thursday 10.00am -

1.00pm and 2.00pm - 5.30pm; Saturday

9.30am – 4.00pm

#### **Oak Farm Library**

Sutton Court Road, Hillingdon UB10 9PB

(Disabled Access)

Tel: 01895 234 690

E-mail: [oakfarm-library@hillington.gov.uk](mailto:oakfarm-library@hillington.gov.uk)

Open: Monday and Thursday 10.00am – 7.00pm; Tuesday, Wednesday and Friday 10.00am – 5.30pm; Saturday 9.30am – 4.00pm

### **Ickenham Library**

Long Lane, Ickenham UB10 8RE  
(Disabled Access)

Tel: 01895 635 945

E-mail: [Ickenham-library@hillingdon.gov.uk](mailto:Ickenham-library@hillingdon.gov.uk)

Open: Monday, Tuesday and Friday 10.00am – 5.30pm,  
Thursday 10.00am – 7.00pm,  
Saturday 9.30am – 4.00pm

### **Oaklands Gate Library**

Green Lane, Northwood HA6 3AB

Tel: 01923 826 690

E-mail:

[oaklandsgate-library@hillingdon.gov.uk](mailto:oaklandsgate-library@hillingdon.gov.uk)

Open: Monday, Thursday and Friday 10.00am – 5.30pm, Tuesday 10.00am – 7.00pm, Saturday 9.30am – 4.00pm

### **Northwood Hills Library**

Potter Street, Northwood Hills HA6 1QQ  
(Disabled Access)

Tel: 01923 824 595

E-mail:

[northwoodhills-library@hillingdon.gov.uk](mailto:northwoodhills-library@hillingdon.gov.uk)

Open: Monday and Thursday 10.00am – 7.00pm; Tuesday and Friday 10.00am – 5.30pm; Saturday 9.30am – 4.00pm

### **Manor Farm Library**

Bury Street, Ruislip HA4 7FU

Tel: 01895 558 234

Fax: 01895 677 555

Open: Monday – Thursday 9.00am – 8.00pm,  
Friday 9.00am – 5.30pm,  
Saturday 9.00am – 5.00pm

### **Ruislip Manor Library**

Linden Avenue, Ruislip Manor HA4 9TW

Tel: 01895 556 262

Fax: 01895 674 183

E-mail:

[ruislipmanor-library@hillingdon.gov.uk](mailto:ruislipmanor-library@hillingdon.gov.uk)

Open: Monday – Thursday 8.30am – 10.00pm, Friday 8.30am – 5.30pm, Saturday 9.00am – 5.00pm

### **South Ruislip Library**

Victoria Road, South Ruislip HA4 0J6

Tel: 020 8845 0188

E-mail: [southruislip-library@hillingdon.gov.uk](mailto:southruislip-library@hillingdon.gov.uk)

Open: Tuesday 10.00am – 1.00pm and 2.00pm – 7.00pm, Thursday and Friday 10.00am – 1.00pm and 2.00pm – 5.30pm, Saturday 9.30am – 4.00pm

### **Uxbridge Library**

Uxbridge Central Library is the main library for the London Borough of Hillingdon, offering a wide variety of services. There is a comprehensive range of material for borrowing, a large reference collection, and a local studies collection. It is also the information point for enquires for council, local community and tourist information. It offers free use of computer facilities for Internet, e-mail, MS Office, including fully accessible PC's. It also has a learning centre with Adult Education workshop, and on-line learning-ECDL modules.

### **Uxbridge Central Library**

High Street, Uxbridge UB8 1HD

Information: 01895 250 600

Renewals: 01895 250 714

Fax: 01895 239 794

E-mail: [librarycontact@hillingdon.gov.uk](mailto:librarycontact@hillingdon.gov.uk)

Open: Monday, Tuesday and Thursday  
9.30am – 8.00pm, Wednesday 9.30am  
– 5.30pm, Friday 10.00am – 5.30pm,  
Saturday 9.30am – 4.00pm, Sunday  
12.30am – 4.30pm

### **West Drayton Library**

124a Station Road, West Drayton UB7 7JS  
(Disabled Access)

Tel: 01895 558 195

E-mail: westdrayton-library@hillingdon.gov.uk

Open: Monday, Wednesday, Thursday, Friday  
9.00am – 6.00pm,  
Tuesday 9.00am – 7.00pm,  
Saturday 9.00am – 5.00pm

### **Yeading Library**

Yeading Lane, Hayes UB4 OEW  
(Disabled Access)

Tel: 020 8573 0261

E-mail: yeading-library@hillingdon.gov.uk

Open: Monday, Tuesday, Thursday 10.00am  
– 7.00pm, Friday 10.00am 5.30pm,  
Saturday 9.30am – 4.00pm

### **Yiewsley Library**

192 High Street, Yiewsley UB7 0BE  
(Disabled Access)

Tel: 01895 442 539

Email: yiewsley-library@hillingdon.gov.uk

Open: Monday and Thursday  
10.00am – 7.00pm, Tuesday and Friday  
10.00am – 5.30pm, Saturday 9.30am – 4pm

## ***London Borough of Hillingdon***

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### **London Borough of Hillingdon**

Hillingdon Council central offices - please call switchboard for general enquiries.

Civic Centre, High Street, Uxbridge,  
Middlesex UB8 1UW

E-mail: [contactcentre1@hillington.gov.uk](mailto:contactcentre1@hillington.gov.uk)

Tel: 01895 250 111

Open: Monday - Friday 8.30am - 5.30pm

### **London Borough of Hillingdon - Abandoned Vehicles**

Parking Services: Removal of apparent abandoned vehicles for either destruction or storage.

Block D, Harlington Road Depot  
128 Harlington Road, Hillingdon  
Middlesex UB8 3EU

Tel: 01895 556 000

Fax: 01895 250 250

E-mail: [contactcentre1@hillington.gov.uk](mailto:contactcentre1@hillington.gov.uk)

Open: Monday - Friday 9.00am - 4.00pm;

### **Allotments**

Recreational garden sites around the borough.

4W/08, Civic Centre, Uxbridge UB8 1UW

Tel: 01895 250 929

Open: Monday - Friday 8.30am - 5.00pm;

### **Blue Badge Scheme**

Allows parking in restricted areas for drivers with visual impairment or disability. If you are visually impaired or you are a driver with a disability, you may be entitled to use this scheme. The Blue Badge allows the user to park in restricted areas.

Hillingdon Contact Centre

Old People's Services, Civic Centre, Uxbridge  
UB8 1UW

Tel: 01895 556 633

Fax: 01895 250 869

E-mail: [contactcentre1@hillington.gov.uk](mailto:contactcentre1@hillington.gov.uk)

Open: Monday - Friday 9.00am - 5.00pm;

### **Domestic violence**

This can take many forms including physical and emotional abuse and financial deprivation. If you are experiencing domestic violence Housing Advice can provide legal advice on your housing rights and advice on the options available to you.

2E/09, Civic Centre, Uxbridge UB8 1UW

Tel: 01895 256 666

Fax: 01895 277 340

E-mail: [housingadvice@hillington.gov.uk](mailto:housingadvice@hillington.gov.uk)

Open: Monday - Friday 9.00am - 5.00pm

### **Domestic Violence: Council Tenants**

This can take many forms including physical and emotional abuse and financial deprivation.

Civic Centre, Uxbridge UB8 1UW

Hayes Area Housing Office: 01895 277 608

Ruislip Area Housing Office: 01895 250 122

Uxbridge Area Housing Office:

01895 566 185

Carole Malone - Domestic Adviser:

020 8246 1745

Open: Monday, Tuesday 8.30am - 5.00pm,

Wednesday 1.30pm - 5.00pm (Emergencies),

Thursday, Friday 8.30am - 5.00pm;

### **Drainage**

Problems with blocked or overflowing drainage in non-Council housing

2E/07, Civic Centre, Uxbridge UB8 1UW  
Tel: 01895 250 188

Open: Monday - Friday 9.00am - 5.00pm

### **Emergency Housing Unit**

Dealing with all applications and enquiries relating to homelessness.

2N/02, Civic Centre, Uxbridge UB8 1UW  
Tel: 01895 255 666

E-mail: [nmailbox@hillingdon.gov.uk](mailto:nmailbox@hillingdon.gov.uk)

Open: Monday, Tuesday, Thursday, Friday  
9.00am - 4.30pm,  
Wednesday 1.00pm - 4.30pm

### **Environmental Protection Unit**

Investigate noise from domestic and commercial premises as well as dust, smoke, odour and light pollution complaints from commercial/industrial operations. Protect against air, noise and land pollution.

### **Environmental Protection Unit**

3S/02 Civic Centre, Uxbridge UB8 1UW  
High Street, Uxbridge UB8 1UW  
Tel: 01895 250 155

Fax: 01895 277 443

E-mail:

[environmentalhealthpu@hillingdon.gov.uk](mailto:environmentalhealthpu@hillingdon.gov.uk)

Open: Monday - Friday 9.00am - 5.00pm

### **Housing Advice and Options Team**

Housing advice and options team offer advice to people on their housing rights and options, including advice on security of tenure, problems paying rent, a security deposit, and how to complain about antisocial behaviour or racial harassment. Contact the Duty Office in charge of the

Advice and Options Team, or the Anti-Social and Racial Harassment Team.

### **Housing Advice and Options Team**

Civic Centre, High Street  
Uxbridge UB8 1UW  
Tel: 01895 250 147

E - mail:

[housingadvice&options@hillingdon.gov.uk](mailto:housingadvice&options@hillingdon.gov.uk)

Web: [www.hillingdon.gov.uk/housing/advice.php](http://www.hillingdon.gov.uk/housing/advice.php)

Open: Monday - Friday: 9.00am - 4.30pm  
Wednesday 1.00pm - 4.30pm

### **Housing Assessment Team**

Contact Housing Assessment Team for information and advice on applying for, or moving out of council accommodation.

### **Housing Assessment Team**

2N/02 Civic Centre, Uxbridge UB8 1UW  
Tel: 01895 250 147

Fax: 01895 556 457

E-mail: [nmailbox@hillingdon.gov.uk](mailto:nmailbox@hillingdon.gov.uk)

Web-site: [www.hillingdon.gov.uk](http://www.hillingdon.gov.uk)

Open: Monday - Friday 9.00am - 4.30  
Wednesdays 7.00am - 4.30pm

### **Meals Service**

4S/05, Civic Centre, Uxbridge UB8 1UW  
Tel: 01895 556 633

E-mail: [socialcaredirect@hillingdon.gov.uk](mailto:socialcaredirect@hillingdon.gov.uk)

Open: Monday - Friday 9.00am - 5.00pm

### **Noise Service Daytime**

All complaints of noise except from road traffic, aircraft and railways.

3S/02, Civic Centre, Uxbridge UB8 1UW  
Tel: 01895 250 155

Fax: 01895 277 443

E-mail:

[environmentalhealthpu@hillingdon.gov.uk](mailto:environmentalhealthpu@hillingdon.gov.uk)

Open: Monday - Friday 9.00am - 5.00pm



### Noise Service: Out of Hours

All complaints of noise except from road traffic, aircraft and railways.

3S/02, Civic Centre, Uxbridge UB8 1UW

Tel: 01895 250 111

Fax: 01895 277 443

E-mail:

environmentalhealthepu@hillington.gov.uk

Open: Thursday 8.00pm – 2.00am,

Friday, Saturday 9.00pm – 3.00am,

Sunday 7.00pm – 1.00am

### London Borough of Hillington - Older People's Team

3W, Civic Centre, Uxbridge UB8 1UW

Tel: 01895 556 633

Fax: 01895 277 941

Fax: 01895 556 855

E-mail: socialcaredirect@hillington.gov.uk

Open: Monday - Friday 8.00am - 6.00pm

### One Stop - Hayes

The Borough's one stop service is in Hayes. Staff from Hillington Council can give advice on: bus passes, blue (formerly orange) badges, all council services, council tax enquiries and housing needs.

### One Stop Hayes

49-51 Station Road, Hayes

Middlesex UB3 4BE

Tel: 01895 556 004

Fax: 020 8573 0774

E-mail: hayesonestop@hillington.gov.uk

Open: Monday 8.30am - 16.30pm,

Tuesday 9.30am – 16.30pm,

Wednesday – Friday 8.30am – 16.30pm

### Pensions

Provides information and advice on the Local Government Pension Scheme.

1S/03, Civic Centre, Uxbridge UB8 1UW

A-K: 01895 556 594

L-Z: 01895 556 508

Fax: 01895 250 945

E-mail: pensions@hillington.gov.uk

Open: Monday – Friday

9.00am – 5.00pm

### People with Physical and sensory disabilities team

A specialist social worker who can communicate by sign language and lip-reading can give you guidance in your home or at their office on problems you may experience relating to your disability. Special equipment such as special doorbells, alarms and telephone aids, may be obtained through Social Services. Full details of all the clubs for people with a hearing impairment can be obtained from PPSD as well.

### People with Physical and Sensory Disabilities Team (PPSD)

Social Services, Civic Centre

Uxbridge UB8 1UW

Tel: 01895 556 633

Minicom: 01895 556 452

Fax: 01895 556 233

Emergency: 01895 250 111

### Pest Control

Pest Control provides treatment of rats and mice. Call for an advice on the treatments of other pests.

3S/02, Civic Centre, Uxbridge UB8 1UW

E-mail:  
environmentalhealthpu@hillington.gov.uk  
Tel: 01895 250 184  
Fax: 01895 277 443  
Open: Monday - Friday 9.00am – 5.00pm

### **Private Sector Housing**

Council grants may be available to assist with the cost of improvements and repairs to your property, such as the provision of heating and insulation if you are an owner or occupier.

### **Private Sector Housing**

2E/07, Civic Centre, Uxbridge UB8 1UW  
Tel: 01895 250 188  
E-mail: pshteamhousing@hillington.gov.uk  
Web-site: [www.hillingdon.gov.uk](http://www.hillingdon.gov.uk)

Open: Monday - Friday 9.00am - 5.00pm;  
Answerphone out of hours.

### **Racial Harassment and Antisocial Behaviour (Council Tenants)**

Advice and help to those suffering from racial harassment and living in Council accommodation.

Milupa House, Uxbridge Road,  
Uxbridge UB10 0NE

Tel: 01895 556 611

Local Area Housing Office  
Rabbsfarm Primary School  
Gordon Road, Yiewsley UB7 8AH

Tel: 01895 250122 (Ruislip)  
Tel: 01895 277578 (Uxbridge)  
Tel: 01895 277608 (Hayes)  
Tel: 01895 250169 (Yiewsley)  
Tel: 0374 506563 (Hillingdon Helpline)

Open: Monday, Tuesday 8.30am – 5.00pm,  
Wednesday 1.30am – 5.00pm,  
Thursday, Friday 8.30am – 5.00pm

### **Racial Harassment and Anti Social Behaviour (Private Sector)**

Advice and help for those suffering racial harassment and living in private sector accommodation.

2N/06, Civic Centre, High Street  
Uxbridge UB8 1UW

Tel: 01895 277370

Fax: 01895 277340

E-mail:  
racialharassmentteam@hillington.gov.uk  
Open: Monday - Friday 9.00am – 5.00pm

### **Recycling**

All recycling services provided by the Council, including the network of recycling sites as well as the home collection service.

Central Depot - Block A  
Harlington Road Depot, 128 Harlington Road,  
Hillingdon UB8 3EU  
Tel: 01895 277 507  
Fax: 01895 810 623

E-mail: [contactcentre1@hillington.gov.uk](mailto:contactcentre1@hillington.gov.uk)  
Open: Monday - Friday 9.00am – 5.00pm;

### **Refuse Collection**

Includes household waste collection, trade waste and special collections.

Central Depot - Block A  
Harlington Road Depot  
128 Harlington Road, Hillingdon UB8 3EU  
Tel: 01895 556 000  
Fax: 01895 250 869

E-mail: [contactcentre1@hillington.gov.uk](mailto:contactcentre1@hillington.gov.uk)  
Open: Monday - Friday 9.00am – 5.00pm



### **Register Office**

Registration of births, deaths and marriages.

The Register Office, Civic Centre  
Uxbridge UB8 1UW  
Tel: 01895 250 418  
Fax: 01895 250 678

E-mail: [RegisterOffice@hillington.gov.uk](mailto:RegisterOffice@hillington.gov.uk)

Open: Monday - Friday 9.30am - 4.30pm,  
Saturday 9.00am - 1.00pm

### **Social Services**

3W/11, Civic Centre, Uxbridge UB8 1UW  
Tel: 01895 556 633  
Fax: 01895 277 941

E-mail: [socialcaredirect@hillington.gov.uk](mailto:socialcaredirect@hillington.gov.uk)

Monday - Friday 9.00am - 5.00pm,  
Monday - Sunday 5.30pm - 9.00pm

### **Social Services Community Rehabilitation Team**

Community Rehabilitation Team provides  
rehabilitation to enable clients to become  
independent following hospital discharge.

Civic Centre, Uxbridge UB8 1UW  
Tel: 01895 277 903  
Tel: 01895 556 633  
Fax: 01895 277 941

E-mail: [socialcaredirect@hillington.gov.uk](mailto:socialcaredirect@hillington.gov.uk)

Open: Monday - Friday 9.00am - 5.00pm

### **Street Cleansing**

Cleansing of all highway land, including fly  
tipping and graffiti

4W/03, Civic Centre, Uxbridge UB8 1UW  
Tel: 01895 556 000  
Fax: 01895 250 869

E-mail: [contactcentre1@hillington.gov.uk](mailto:contactcentre1@hillington.gov.uk)

Open: Monday - Friday  
8.30am - 5.00pm

### **Supporting People**

The Supporting People programme aims to  
provide a better quality of life to vulnerable  
people in the community by helping them  
live more independently.

2W/03, Civic Centre, Uxbridge UB8 1UW  
Tel: 01895 556 925  
Fax: 01895 277 313

E-mail:

[supportingpeopleteam@hillington.gov.uk](mailto:supportingpeopleteam@hillington.gov.uk)

Open: Monday - Friday 9.00am - 5.00pm

### **London Borough of Hillingdon - Tree Maintenance**

The Tree Maintenance team manages all  
council-owned trees.

4W/08, Civic Centre, Uxbridge UB8 1UW  
Tel: 01895 556 000  
Fax: 01895 250 869

E-mail: [contactcentre1@hillington.gov.uk](mailto:contactcentre1@hillington.gov.uk)

Open: Monday - Friday 9.00 - 5.00pm

## Mediation

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### Hillingdon Community Mediation

The mediation service is available to help resolve neighbour disputes for most Hillingdon residents, including Hillingdon Homes tenants and leaseholders:

HCM runs courses to help people find ways of resolving conflict and of communicating more effectively. HCM also provides conflict coaching.

### Hillingdon Community Mediation

Key House, 106 High Street  
Yiewsley UB7 7BQ

Case line Tel 01895 446 611

Director Tel: 01895 447 700

Service Manager Tel: 01895 447 772

E-mail: [cases@hcmediation.co.uk](mailto:cases@hcmediation.co.uk)

Web-site: [www.hcmediation.co.uk](http://www.hcmediation.co.uk)

## Social Care

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### Social Care Direct

Social Care Direct is a new single point of access for customers who need adult social care. It is a dedicated team who have been trained to deal with all adult social care enquiries.

### Adult Social Care Health and Housing

London Borough of Hillingdon  
2S/03 Civic Centre, High Street  
Uxbridge UB8 1UW

Tel: 01895 556 633

E-mail: [socialcaredirect@hillingsdon.gov.uk](mailto:socialcaredirect@hillingsdon.gov.uk)

Web-site: [www.hillingdon.gov.uk](http://www.hillingdon.gov.uk)

## Volunteering

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### Hillingdon Association of Voluntary Services

HAVS supports and develops the voluntary sector in the London Borough of Hillingdon, providing services to local charities and community groups. A directory of local voluntary organisations and volunteering opportunities is available on their website.

### Hillingdon Association of Voluntary Services

Key House, 106 High Street  
Yiewsley UB7 7BQ  
(Disabled Access)

Tel: 01895 442 722

Fax: 01895 442 754

Volunteer Centre: 01895 442 730

E-mail: [enquiries@havs.org.uk](mailto:enquiries@havs.org.uk)

Web-site: [www.havs.org.uk](http://www.havs.org.uk)

Open: Monday - Friday 9.00am - 4.30pm;

### Reach

Finds part-time expenses-only opportunities in voluntary organisations with charitable aims, for business or professional people (not necessarily retired).

### Reach

89 Albert Embankment, London SE1 7TP

Tel: 020 7582 6543

Open: Monday - Friday 9.30am - 5.00pm

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# Health services

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## **Alcohol And Drug Dependency**

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### **Alcoholics Anonymous**

Alcoholics Anonymous provides support and information for the recovering alcoholic. To find the local group check the web-site.

### **Alcoholics Anonymous**

The General Service Board  
PO Box1  
10 Toft Green, York YO1 7NJ  
Tel: 0845 769 7555

Web-site:

[www.alcoholics-anonymous.org.uk](http://www.alcoholics-anonymous.org.uk);

### **Hillingdon Action Group for Addiction Management (HAGAM)**

Counselling for adults who have concerns over their use of alcohol or drugs.

### **Hillingdon Action Group for Addiction Management**

Old Bank House  
64 High Street, Uxbridge UB8 1JP  
(Disabled Access)

Tel: 01895 207 788

Fax: 01895 207 744

E-mail: [help@hagam.org.uk](mailto:help@hagam.org.uk)

Web-site: [www.hagam.org.uk](http://www.hagam.org.uk)

Open: Monday -Thursday  
9.00am - 9.00pm,

Friday 9.00am - 5.00pm

### **Hillingdon Drug and Alcohol Services**

Hillingdon Drug and Alcohol Services provides a supportive environment for people with drug and alcohol problems and their carers. Service is free to residents of Hillingdon and those with GP's within the borough. This is a confidential NHS Service.

### **Hillingdon Drug and Alcohol Services**

Old Bank House  
64 High Street, Uxbridge UB8 1JP  
Tel: 01895 207 777

Open: Monday - Thursday  
10.00am - 6.00pm

Friday 11.00am - 14.00pm

## **Alzheimers**

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### **Alzheimer's Society**

The Alzheimer's society is the UK's leading care and research charity for people with dementia and those who care for them. There are 700,000 people with dementia in the UK. Alzheimer's Society has over 26,000 members and works through a network of 240 branches and 5,000 volunteers. The society funds an innovative programme of biomedical and social research into the area of cause care and care.

### **Alzheimer's Society**

Devon House, 58 St Katharine's Way  
Tower Hamlets, London E1W 1JX  
(Disabled Access)

Tel: 0207 423 3500

Fax: 0207 423 3501

Information Helpline: 0845 300 0336

E-mail: [enquiries@alzheimers.org.uk](mailto:enquiries@alzheimers.org.uk)

Web-site: [www.alzheimers.org.uk](http://www.alzheimers.org.uk)

Open: Monday - Friday 8.30am - 6.30pm

### **Alzheimer's Society Northwood**

There is a local branch of the Alzheimer's Society. The branch runs three support groups, monthly tea party and two weekly dementia cafés, offering support and information to the carers of people with

dementia, any of which you would be welcome to attend. There is also a dedicated day care service for younger people with dementia (under 65).

### **Alzheimer's Society Northwood**

The Templeton Centre

Joel Street

Northwood Hills HA6 1NL

(Disabled access)

Branch/Day centre: 01923 823 999

Branch/support line: 01923 829 888

Outreach Tel: 01923 842 444

Fax: 01923 824 329

E-mail: [templeton.centre@care4free.net](mailto:templeton.centre@care4free.net)

Open: Monday - Friday

9.00am - 5.00pm

## **Arthritis**

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### **Arthritis Care**

Arthritis Care is the UK's largest voluntary organisation working with and for people with arthritis, empowering them to take control of their arthritis and their lives.

### **Arthritis Care**

18 Stephenson Way, London NW1 2HD

(Disabled Access)

Tel: 020 7380 6500

Fax: 020 7380 6505

Helpline (freephone): 0808 800 4050

(Monday - Friday 12.00 noon - 4.00pm)

E-mail: [helpline@arthritiscare.org.uk](mailto:helpline@arthritiscare.org.uk)

Web-site: [www.arthritiscare.org.uk](http://www.arthritiscare.org.uk)

### **Arthritis Research Campaign (ARC)**

The Arthritis Research Campaign (arc) raises funds to promote medical research into the cause, treatment and cure of arthritis and related musculoskeletal conditions and

provide information to the general public. As well as providing more than 90 information booklets and leaflets for people with arthritis and related musculoskeletal conditions (free of charge) they also have a comprehensive website and information service.

### **Arthritis Research Campaign**

St Mary's Gate, Chesterfield

Derbyshire S41 7TD

(Disabled Access)

Tel: 01246 558 033

E-mail: [info@arc.org.uk](mailto:info@arc.org.uk)

Web-site: [www.arc.org.uk](http://www.arc.org.uk)

Open: Monday - Friday 9.00am - 5.00pm,

Answerphone out of hours;

## **Asthma**

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### **Asthma UK**

Asthma UK works with people with asthma. Health professionals and researchers to develop and share expertise to help people increase their understanding and reduce the effect of asthma in their lives.

### **Asthma UK**

Summit House, 70 Wilson Street

London EC2A 2DB

(9.00am - 5.00pm, Monday - Friday)

Tel: 0845 603 8143

Fax: 020 7256 6075

Info team: 0800 121 6255

Advice-line: 0800 121 6244

E-mail: [info@asthma.org.uk](mailto:info@asthma.org.uk)

Web-site: [www.asthma.org.uk](http://www.asthma.org.uk)

Answerphone out of hours.

### **British Lung Foundation**

The British Lung Foundation provides advice, support and information for anyone affected by lung disease.

#### **British Lung Foundation**

73-75 Goswell Road, London EC1D 7ER

Tel: 020 7688 5555

Helpline: 0845 850 5020

E-mail: [enquiries@blf-uk.org](mailto:enquiries@blf-uk.org)

Web-site: [www.lunguk.org](http://www.lunguk.org)

Open: 9.00am – 5.30pm

Helpline: 10.00am – 6.00pm;

### **Back Problems**

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#### **BackCare**

BackCare is a national registered charity which works to educate people on how to avoid preventable back pain and support those living with back pain, through its publications, website, telephone helpline and branches.

#### **BackCare**

16 Elm Tree Road, Teddington

Middlesex TW11 8ST

Tel: 020 8977 5474

Tel: 084 130 2740

Helpline: 0845 130 2704

E-mail: [info@backcare.org.uk](mailto:info@backcare.org.uk)

Web-site: [www.backcare.org.uk](http://www.backcare.org.uk)

Open: Monday - Thursday  
9.00am - 4.00pm

Phones: Monday - Friday  
9.00am - 12.00pm

### **Cancer**

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#### **Breast Cancer Care**

Breast Cancer Care is the UK's leading provider of information, practical assistance and emotional support for anyone affected by breast cancer. Each year they respond to over 2 million requests for support and information about breast cancer or breast cancer concerns. All their services are free.

#### **Breast Cancer Care**

5-13 Great Suffolk Street, London SE1 0NS  
(Disabled Access)

Helpline Tel: 0808 800 6000

Text-phone: 0808 800 6001

E-mail: [src@breastcancercare.org.uk](mailto:src@breastcancercare.org.uk)

E-mail: [info@breastcancercare.org.uk](mailto:info@breastcancercare.org.uk)

Web-site: [www.breastcancercare.org.uk](http://www.breastcancercare.org.uk)

Open: Monday - Friday 9.00am - 5.00pm

Helpline open: Monday - Friday  
9.00am - 5.00pm

Saturday 9.00am - 2.00pm

Answerphone out of hours;

#### **Community Cancer Centre**

The community cancer support drop-in centre is comprised of a group of people who have had personal and professional experience of cancer and who are particularly aware of the need for people to talk when they or someone close to them has been affected by cancer. They offer information and support for people with cancer and those caring for them, and provide general information, counselling, complementary therapies, relaxation, links with national and local support organisations and community networks, support groups, etc.

### **Community Cancer Centre**

18A Fairfield Road, Yiewsley  
Middlesex UB7 8EX

Tel: 01895 461 016

Web-site: [www.communitycentre.org.uk](http://www.communitycentre.org.uk)

E-mail: [office@communitycentre.org.uk](mailto:office@communitycentre.org.uk)

Open: Monday - Friday 10.00am - 4.00pm

### **Lynda Jackson Macmillan Centre**

Support and information for people affected by cancer, be they patients, relatives, carers and friends. Drop-in centre and telephone helpline with a wide range of information on all issues associated with cancer.

Counselling, complementary therapies and benefits advice available for NHS patients under the care of a cancer specialist based at Mount Vernon Cancer Centre.

### **Lynda Jackson Macmillan Centre**

Mount Vernon Hospital  
Rickmansworth Road  
Northwood HA6 2RN  
(Disabled access)

Helpline: 01923 844 014

Website: [www.ljmc.org](http://www.ljmc.org)

Open: Monday to Friday  
9.30am - 1.00pm, 2.00pm - 4.30pm

### **Macmillan Cancer Support**

Macmillan Cancer Support improves the lives of people affected by cancer. They are a source of support: providing practical, medical, emotional and financial support.

### **Macmillan Cancer Support**

89 Albert Embankment, London SE1 7UQ

Tel: 020 7840 7840

Helpline: 0808 808 0000

Fax: 020 7840 7841

Free-phone: 0800 0898 500

E-mail: [cancerline@macmillan.org.uk](mailto:cancerline@macmillan.org.uk)

Web-site: [www.macmillan.org.uk](http://www.macmillan.org.uk)

Open: Monday - Friday 9.00am - 6.00pm;

### **Macmillan Team - Hillingdon Hospital**

The Macmillan Team offer a service to patients who have a diagnosis of cancer and those patients who do not have cancer but have a life-threatening illness experiencing difficulties with symptoms which are complex. Patients can be referred via their GP, hospital doctor, Social Services etc.

### **Macmillan Team - Hillingdon Hospital**

The Furze, Hillingdon Hospital  
Pield Heath Road, Uxbridge UB8 3NN  
Tel: 01895 279 412

### **NHS Bowel Cancer Screening**

If you are aged from 60 to 75, then you can take advantage of the NHS Bowel Screening Programme which is offered in Hillingdon.

Most people within the age range will have received a home testing kit, which they use, return and receive the results. However, if you have not yet received your home testing kit, or are over 75 and would like to get one, then please call the freephone number below.

Tel: 0800 707 6060

### **Penny Brohn Cancer Care**

For people with cancer, close friends and family. Specialists in the Bristol approach to cancer care running residential courses offering unique combination of self-help techniques and complementary therapies to help people change the way they live with cancer.



### **Penny Brohn Cancer Care**

Chapel Pill Lane, Pill, Bristol BS20 OHH

Tel: 01275 370 100

Helpline: 0845 123 2310

E-mail: [helpline@pennybrohn.org](mailto:helpline@pennybrohn.org)

Web-site: [www.pennybrohncancercare.org](http://www.pennybrohncancercare.org)

Open: Monday - Friday 9.00am - 5.30pm

Helpline: Monday - Friday 9.30am - 5.00pm

Answerphone out of hours

### **Carers Support**

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#### **Crossroad Care Hillingdon**

Crossroad Care Hillingdon enables carers to have time for themselves by relieving them of their responsibilities for a few hours (including a night service). A Trained Care Attendant will look after the person in their own home. The service is arranged to suit the needs of the carer and the person needing care. There may be a waiting period for this service.

#### **Crossroads Care Hillingdon**

21 Windsor Street, Uxbridge UB8 1AB

Tel: 01895 258 888

Fax: 01895 812 715

E-mail: [shelley@crossroaduxb.fsnet.co.uk](mailto:shelley@crossroaduxb.fsnet.co.uk)

Open: Monday - Friday 9.00am - 4.00pm

Answerphone out of hours.

#### **Hillingdon Carers**

Hillingdon Carers support people of all ages, including children and young people, who care on an informal, unpaid basis, for a relative, partner, friend or neighbour who is frail, has a disability or a long term illness. They provide information on a range of issues and services available to carers and cared-for. They can advise on welfare benefit

entitlements and will assist with claims.

They also undertake advocacy/representation; provide emotional support and opportunities for carers to take breaks by organising arts courses, social events, support groups and training programmes.

#### **Hillingdon Carers**

126 High Street, Uxbridge

Middlesex UB8 1JT

Tel: 01895 811 206

Fax: 01895 258 062

E-mail: [office@hillingdoncarers.org.uk](mailto:office@hillingdoncarers.org.uk)

Web-site: [Hillingdoncarers.org.uk](http://Hillingdoncarers.org.uk)

Open: Monday 10.00am - 2.00pm, Tuesday - Friday 10.00am - 4.00pm

Phone: Monday - Thursday

8.00am - 5.00pm, Friday 8.00am - 4.45 pm

Answerphone out of hours.

#### **Woodlands Carers Support Group**

Meets 2nd Wednesday 10.00am - 12.00 noon at Hercies Church Hillingdon to offer support and advice to those caring for persons with dementia.

#### **Occupational Therapy Office**

Woodlands Centre, Hillingdon Hospital, Pield Heath Road, Uxbridge UB8 3NN (Disabled Access)

Tel: 01895 279 980

Hazel Templeton: 01923 824 235

Open: Monday - Thursday 9.30am to 5.00pm

### **Complementary Medicine**

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#### **Institute for Complementary and Natural Medicine**

The Institute for Complementary and Natural Medicine offers information and a register of practitioners. Please write

enclosing a SAE and 3 loose 1st Class stamps.

Tel: 020 7922 7702

Fax: 020 7237 5175

E-mail [info@icam.org.uk](mailto:info@icam.org.uk)

Web-site: [www.icam.org.uk](http://www.icam.org.uk)

## **Continence**

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### **Continence Advisory Service**

If you (or a friend or relative) are incontinent do not hesitate to contact your doctor as there are several ways in which you can be helped. There are many NHS products that can make life far more comfortable. There is a Continence Advisor as well as District Nurses who can visit you in your home, and advise on diet, drinking and how to keep a healthy bowel and bladder. The service is for any person who has a Hillingdon GP.

### **Continence Advisory Service**

The Warren Medical Centre  
Uxbridge Road, Hayes UB4 0FS  
(Disabled Access)

Tel: 020 8561 6025

E-mail: [Barbara.north@hillingdon.nhs.uk](mailto:Barbara.north@hillingdon.nhs.uk)

Open: Monday - Friday 8am - 4pm

Phone: Monday - Friday 10am - 3pm

### **The Bladder and Bowel Foundation**

The Bladder and Bowel Foundation is a leading UK patient focused advocacy charity formed in 1989. The organisation helps people with bladder and bowel dysfunction, their families and carers. It also supports healthcare professionals and people who want to improve continence services.

### **The Bladder and Bowel Foundation**

SATRA Innovation Park  
Rockingham Road, Kettering,  
Northants NN16 9JH

Continence helpline: 0845 345 0165

Nurse: 0153 653 3255

E-mail:

[info@bladderandbowelfoundation.org](mailto:info@bladderandbowelfoundation.org)

Web-site:

[www.bladderandbowelfoundation.org](http://www.bladderandbowelfoundation.org)

## **Dental Health**

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### **British Dental Association**

The British Dental Association is the professional association and trade union for dentists in the UK. Whether you're looking for a dentist near to where you live or work, one who specialises in the care of children, or one who simply offers evening or weekend appointment contact BDA.

Tel: 020 7935 0875

Fax: 020 7487 5232

Website: [www.bda.org](http://www.bda.org)

E-mail: [enquiries@bda.org](mailto:enquiries@bda.org)

Web-site: [www.bda-findadentist.org.uk](http://www.bda-findadentist.org.uk)

## **Diabetes**

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### **Diabetes Clinic**

Provides a service through a multi-disciplinary team to patients that require management of their diabetes. There are also satellite clinics at Oak Farm and Westmead clinics ensuring that the whole of the borough is covered. Most GP's throughout of Hillingdon will now provide a Local Enhanced Service for Diabetes. Diabetic retinal screening service is now in operation throughout the borough as well.



If you think you need to be referred to this service please discuss it with your GP.

### **Diabetes Clinic**

Hesa Primary Care Centre, 52 Station Road  
Hayes UB3 4DD

Tel: 01895 486 001

E-mail: [veronica.green@hillingdon.nhs.uk](mailto:veronica.green@hillingdon.nhs.uk)

Open: Monday – Friday 9.00am – 5.00pm

### **Diabetes UK**

Information and support on any issue related to diabetes.

### **Diabetes UK**

McLeod House, 10 Parkway  
London NW1 7AA  
(Disabled Access)

Tel: 020 7424 1000

Helpline: 0845 120 2960

Advocacy Service: 020 7424 1847

E-mail: [info@diabetes.org.uk](mailto:info@diabetes.org.uk)

Web-site: [www.diabetes.org.uk](http://www.diabetes.org.uk)

Open: Monday - Friday 9.00am - 5.00pm

### **Diabetes UK Hillingdon Branch**

Meets 2nd Tuesday of every month. Diabetes support meeting in the side room of the Choices Restaurant, Hillingdon Hospital from 10.00am - 12.00 noon. Tea and coffee provided.

### **Diabetes UK Hillingdon Branch**

155 Ryefield Avenue, Hillingdon UB10 9DA

Tel: 01895 279 221

Mobile: 0798 468 6081

## **Emotional Support**

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### **Relate London North West**

Relate is a national charity that works to promote healthy relationships. We offer a wide range of services to support people who want to improve their relationships and make life better for themselves and their families. Relate serves the London boroughs of: Brent, Ealing, Harrow and Hillingdon. They can provide counselling for you and your partner or for you on your own. They can help if you are having problems and want to work them out, if you want to separate or if your relationship has ended.

### **Relate London North West**

Wembley Centre For Health & Care  
116 Chaplin Road, Wembley HA0 4UZ

Tel (Brent, Ealing, Hillingdon, Uxbridge):  
020 8427 8694

Tel (Harrow): 020 8427 2076

Open: Monday – Friday 9.00am – 5.00pm

E-mail: [relate-cm&ukf.net](mailto:relate-cm&ukf.net)

Web-site: [www.relatelondonnw.org.uk](http://www.relatelondonnw.org.uk)

### **Samaritans**

Samaritans is available 24 hours a day to provide confidential emotional support for people who are experiencing feelings of distress or despair, including those which may lead to suicide.

### **Samaritans**

2 Press Road, Uxbridge  
UB8 1AT

Tel: 08457 909090

Tel: 01895 253355

E-mail: [jo@samaritans.org](mailto:jo@samaritans.org)

Web-site: [www.samaritans.org.uk](http://www.samaritans.org.uk)

## **Epilepsy**

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### **Epilepsy Action**

The Epilepsy Action represents the interests of people with epilepsy and provides a national information service and helpline. There is an online community services (membership is free).

### **Epilepsy Action**

New Anstey House, Gate Way Drive  
Leeds LS19 7XY

Helpline: 0808 800 5050

E-mail: [epilepsy@epilepsy.org.uk](mailto:epilepsy@epilepsy.org.uk)

Web-site: [www.epilepsy.org.uk](http://www.epilepsy.org.uk)

Open: Monday - Thursday

9.00am - 5.00pm

Friday 9.00am - 4.00pm

Answerphone out of hours

### **Health Services:**

### **Clinics, Hospitals and Health Centres**

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For details about clinics and the services provided in them, contact Hillingdon Primary Care Trust.

### **Clinical Nurse Specialist – Hillingdon Hospital**

Older women are not routinely called every 3 years for mammograms. If you would like to continue to be screened for breast cancer by having a mammogram and you are over 65 years of age, please ask your GP to refer you - the service is free under the NHS. Sister Liz Paterson at Hillingdon Hospital gives practical advice and support.

### **Clinical Nurse Specialist – Hillingdon Hospital**

Tel: 01895 279 794

Tel: 01895 279 738

Open: Monday, Wednesday, Friday

9.00am - 3.00pm

Tuesday, Thursday 9.00am - 4.00pm

Web-site: [www.thh.nhs.uk](http://www.thh.nhs.uk)

Answerphone out of hours

### **Eastcote Health Centre**

Devonshire Lodge, Abbotsbury Gardens  
Eastcote HA5 1TG

Tel: 020 8866 0121

### **Elers Road Health Clinic**

Elers Road, Hayes UB3 1NY

Tel: 020 8573 1214

### **Grange Park Clinic**

Fredora Avenue, Hayes UB4 8RB

Tel: 020 8573 1022

### **Harefield Health Centre**

Rickmansworth Road, Harefield UB9 6JY

Tel: 01895 823 956

### **Hayes Town Medical Centre**

Hesa Centre, 52 Station Road

Hayes UB3 4DF

Tel: 01895 486 020

Open: Monday – Sunday 8.00am – 8.00pm

### **Hesa Primary Care Centre - Hayes**

52 Station Road, Hayes UB3 4DD

Tel: 01895 485 001

01895 486 002

01895 486 003

### **Hillingdon Hospital NHS Trust**

Hillingdon Hospital  
Field Heath Road, Uxbridge UB8 3NN

Tel: 01895 238 282

Fax: 01895 811 687

Complaints: 01895 279497

Web-site: [www.thh.nhs.uk](http://www.thh.nhs.uk)

Open: Monday - Sunday 6.30am - 10.30pm

Phone: Monday - Friday 9.00am - 5.00pm

Answerphone: Monday - Sunday  
12.00am 12.00pm;

### **Hillingdon Hospital - Hearing Therapy Department**

The Hillingdon Hospital  
Field Heath Road, Uxbridge UB8 3NN

Tel: 01895 279 817

Open: Monday - Friday  
8.00am - 4.00pm

### **Hillingdon Hospital - Oncology & Palliative Care Team**

The Hillingdon Hospital  
Field Heath Road, Uxbridge UB8 3NN

Tel: 01895 279 412

Fax: 01895 279 452

Open: Monday - Friday 9.00am - 5.00pm

### **Hillingdon Hospital Pain Clinic**

The Hillingdon Hospital  
Field Heath Road, Uxbridge UB8 3NN

Tel: 01895 279 237

### **Hillingdon Primary Care Trust**

Hillingdon Primary Care Trust is the lead NHS organisation in the borough for health services. The trust is a leading partner in health and social care organisations in

Hillingdon and works closely with the borough council, voluntary organisations, Hillingdon Hospital and the public to provide health and social care for all people. Primary care describes the first contact people have with the NHS – like doctors, dentists, pharmacists and opticians as well as nursing services and therapies. The trust is responsible for improving the health of the people living in Hillingdon, developing services provided by local GPs and their teams as well as pharmacists.

### **Hillingdon PCT**

Kirk House, 97-109 High Street  
Yiewsley, West Drayton UB7 7HJ  
(Disabled access)

Tel: 01895 452 000

E-mail: [questions@hillingdon.nhs.uk](mailto:questions@hillingdon.nhs.uk)

Web-site: [www.hillingdon.nhs.uk](http://www.hillingdon.nhs.uk)

Open: Monday - Friday 9.00am - 5.00pm

### **Hillingdon Primary Care Trust - Appointments Office**

#### **Hillingdon PCT**

Appointments Office, Kirk House  
97-109 High Street, Yiewsley  
West Drayton UB7 7HJ  
(Disabled access)

Tel: 01895 813 861

Monday - Friday 9.30am - 12.30pm,  
1.30pm - 3.30pm

Fax: 01895 236 018

E-mail: [Anthony.Croft@hillingdon.nhs.uk](mailto:Anthony.Croft@hillingdon.nhs.uk)

### **Ickenham Clinic**

Community Close, Long Lane  
Ickenham UB10 8RE

Tel: 01895 637 286

**Minet Clinic - Hayes**

Avondale Drive, Hayes UB3 3NR  
Tel: 0208 573 2634

**Mount Vernon Hospital**

Rickmansworth Road, Northwood HA6 2RN  
Tel: 01923 826 111

**Mount Vernon Minor Injuries Unit**

Receive fast and efficient treatment at the Minor Injuries Unit. If you, or a member of your family, have a minor injury, you will be treated by an emergency nurse practitioner.

**Minor Injuries Unit**

Mount Vernon Hospital  
Rickmansworth Road, Northwood HA6 2RN  
Tel: 01923 844 201

Open: Monday – Sunday  
9.00am – 8.00pm

**Northwood Health Centre**

Neal Close, Acre Way  
Northwood HA6 1TQ  
Tel: 01923 827 744

**Oak Farm Clinic**

Long Lane, Hillingdon UB10 9PB  
Tel: 01895 232 743

**Orchard Practice - Hayes**

70 Station Road, Hayes UB3 4DF  
Tel: 01895 486 052

**Royal Brompton & Harefield NHS Trust**

A cardiothoracic hospital providing specialist heart and lung services, including transplantation.

**Royal Brompton & Harefield NHS Trust**

Harefield Hospital  
Hill End Road, Harefield UB9 6JH

Tel: 01895 823 737  
Fax: 01895 822 870

Web-site: [www.rbht.nhs.uk](http://www.rbht.nhs.uk)

**Uxbridge Clinic**

Chippendale Way, Uxbridge UB8 1QJ  
Tel: 01895 252 461

**Uxbridge Health Centre**

George Street, Uxbridge UB8 1UB  
Tel: 01895 252 461

**Warren Health Centre - Hayes**

The Warren, Uxbridge Road  
Hayes UB4 0SF  
Tel: 020 8756 0644  
Tel: 020 8573 2476

**Watford General Hospital**

For more details about hospital and the services provided, contact West Hertfordshire Hospitals NHS Trust.

**Watford General Hospital**

Vicarage Road, Watford, Herts WD18 0HB  
Tel: 01923 244 366

Web-site: [www.westhertshospitals.co.uk](http://www.westhertshospitals.co.uk)

**West Mead Clinic – South Ruislip**

West Mead, South Ruislip HA4 0TN  
Tel: 020 8845 5888

**Wood End Park Clinic - Hayes**

Wood End Centre  
Judge Heath Lane, Hayes UB3 2PB  
Tel: 020 8848 8258

### **Yiewsley Health Centre**

20 High Street, Yiewsley,  
West Drayton UB7 7DP

Tel: 01895 443 686

## **Hearing Problems**

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### **Hearing Concern**

Hearing Concern is a national charity dedicated to improving the quality of life for those who are hard of hearing. They are a volunteer led organisation whose main objectives are to provide advice information and support, to promote communication access and to raise public and professional awareness of the issues associated with hearing loss.

### **Hearing Concern**

The Resource Centre, 356 Holloway Road  
London N7 6PA

Tel: 020 7700 8177

Fax: 020 7700 8211

Text: 020 7700 8177

E-mail: [info@hearingconcern.org.uk](mailto:info@hearingconcern.org.uk)

Web-site: [www.hearingconcern.org.uk](http://www.hearingconcern.org.uk)

### **Hearing Dogs for Deaf People**

For Information about dogs which are specially trained to aid people with hearing difficulties contact Hearing Dogs for Deaf People.

### **Hearing Dogs for Deaf People**

The Grange, Wycombe Road, Saunderton  
Princes Risborough, Bucks HP27 9NS  
(Disabled Access)

Tel: 01844 348 100

Monday – Friday 9.00am – 5.00pm

Fax: 01844 348 101

E-mail: [info@hearing-dogs.co.uk](mailto:info@hearing-dogs.co.uk)

Web-site: [www.hearing-dogs.co.uk](http://www.hearing-dogs.co.uk)

Open: Monday – Friday 9.00am – 5.00pm.

Answerphone out of hours.

### **Royal National Institute for Deaf People**

The RNID is the largest charity working to change the world for the UK's 9 million deaf and hard of hearing people. We do this by campaigning and lobbying with the help of our members, raising awareness of deafness and hearing less, providing social services and through social medical and technical research.

### **Royal National Institute for Deaf People**

19-23 Featherstone Street, London EC1Y 8SL  
(Disabled access)

Tel: 020 7296 8000

Fax: 020 7296 8199

Helpline 0808 808 0123

Text Information Line: 0808 808 9000

## **Heart**

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### **British Heart Foundation**

The British Heart Foundation is the nation's heart charity, dedicated to saving lives every day by investing in pioneering research, supporting and caring for heart patients and their families, campaigning for change and providing vital information to help people care for their own heart health. Research has led to innovations in the prevention, diagnosis and treatment of diseases of the heart, saving thousands of lives and improving the quality of thousands more. The confidential Heart Helpline can offer practical support at guidance on all issues relating to disease of the heart.

### **British Heart Foundation**

PO Box 63396  
180 Hampstead Road, London NW1W 9YJ  
(Disabled access)

General Enquiries Tel: 0844 847 2787

E-mail: [internet@bhf.org.uk](mailto:internet@bhf.org.uk)

Web-site: [www.bhf.org.uk](http://www.bhf.org.uk)

Open: Monday - Friday 9.00am - 6.00pm

Heart Helpline: 0300 330 3311

### **Huntington's Disease**

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#### **Huntington's Disease Association**

Huntington's disease is a rare neurological disorder, a disease of the brain. It usually develops in adulthood and can cause a wide range of symptoms. It affects both men and women.

#### **Huntington's Disease Association**

Neurosupport Centre  
Norton Street, Liverpool L3 8LR  
Tel: 0151 298 3298  
Fax: 0151 298 3298

E-mail: [info@hda.org.uk](mailto:info@hda.org.uk)

Web-site: [www.hda.org.uk](http://www.hda.org.uk)

### **Hospices**

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#### **Harlington Hospice Association**

Provides an opportunity for terminally ill people to spend the day (10.00am - 3.30pm) being looked after by trained professionals. They offer a wide range of services including carer support, counselling, hospice at home and lymph oedema treatment and a range of complementary therapies.

### **Harlington Hospice Association**

Lansdowne House, St Peters Way  
Harlington UB3 5AB  
(Disabled access)

Tel: 020 8759 0453

Day Centre: 0208 759 1700

E-mail: [info@harlingtonhospice.org](mailto:info@harlingtonhospice.org)

Web-site: [www.harlingtonhospice.org](http://www.harlingtonhospice.org)

Open: Monday - Friday 8.30am - 5.00pm

Answerphone out of hours;

#### **Hospice Information Service**

Hospice Information is an information and signposting service for anyone with a personal or professional interest in hospice and palliative care in the UK and overseas. We offer an enquiry services and range of publications including a directory of hospice and palliative care services in the UK. Hospice information is a joint venture between St. Christopher's Hospice and Help the Hospices.

#### **Hospice Information Service**

St Christopher's Hospice  
51-59 Lawrie Park Road, Sydenham  
London SE26 6DZ

or

#### **Help the Hospices**

Hospice House, 34- 44 Britannia Street  
London WC1X 9JG

Tel: 020 7520 8222

E-mail: [info@helpthehospices.org.uk](mailto:info@helpthehospices.org.uk)

Web-site: [www.helpthehospices.org.uk](http://www.helpthehospices.org.uk)

Open: Monday - Friday 9.00am - 5.00pm;

Answerphone out of hours.



### **Michael Sobell House**

Michael Sobell House is a hospice and day care facility at Mount Vernon Hospital. It is also an outreach service.

### **Michael Sobell House**

Mount Vernon Hospital  
Rickmansworth Road, Northwood HA6 2RN  
(Disabled access)

Tel: 01923 844 531/Fax: 01923 844 565

Abuse and support line: 01923 844 281

E-mail: [debbiep@mshouse.co.uk](mailto:debbiep@mshouse.co.uk)

### **St Luke's Kenton Grange Hospice**

St Luke's Kenton Grange Hospice offers a special palliative care for people.

### **St Luke's Kenton Grange Hospice**

59 Kenton Grange, Kenton Road  
Kenton, Harrow HA3 0YG  
(Disabled access)

Tel: 020 8382 8000

Fax: 020 8382 8080

Office hours: 9.00am – 5.00pm

## ***Ileostomy And Colostomy***

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### **Colostomy Association**

Provides support, reassurance and practical information to anyone who is about to have a colostomy, or who already has a colostomy.

### **Colostomy Association**

2 London Court, East Street, Reading  
Berkshire RG1 4QL

Tel: 0800 328 4257

Helpline: 0800 587 6744

Open: Monday – Friday 9.00am - 5.00pm

E-mail: [cass@colostomyassociation.org.uk](mailto:cass@colostomyassociation.org.uk)

Web-site: [www.colostomyassociation.org.uk](http://www.colostomyassociation.org.uk)

### **Ileostomy Association Ealing**

21 Hazlemere Avenue, Ealing W13 9UH  
Tel: 020 8621 4780

E-mail: [richardsbowden@ntlworld.com](mailto:richardsbowden@ntlworld.com)

Phone open 7 days a week, 10.00am - 8.00pm, 24 hour answerphone.

### **Ileostomy and Internal Pouch Support Group**

The ileostomy and internal pouch support group offer all round support for people with ileostomies and ileo-anal pouches.

### **Ileostomy and Internal Pouch Support Group**

Peverill House, 1-5 Mill Road, Ballyclare  
Co. Antrim BT39 9DR  
(Disabled Access)

Tel: 028 9334 4043

Freephone: 0800 0184 724

Fax: 028 9332 4606

E-mail: [info@iasupport.org](mailto:info@iasupport.org)

Web-site: [www.iasupport.org](http://www.iasupport.org)

Open: Monday - Friday, 9.00am - 5.00pm

Answerphone out of hours.

## ***Mental health problems***

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### **Hillingdon Hospital Woodland Centre**

Woodland Centre provides help for older people with mental problems.

### **Hillingdon Hospital Woodland Centre**

The Hillingdon Hospital  
Pield Heath Road, Uxbridge UB8 3NN  
Tel: 01895 279 970

### **Hillingdon Mind**

Hillingdon Mind's Services include:  
Information, advice and support for Hillingdon people with mental health

problems; a Befriending Scheme that offers support to people isolated because of a mental health problem (training is accredited through the Open College Network); a free counselling service to Hillingdon people on a low income; a range of social clubs, drop-ins and activities; local Mental Health Handbook. Hillingdon MIND runs a number of clubs which provide companionship, fun, information, practical advice, and enable those who are lonely or depressed, or have mental health problems, to make new friends in the area. They also run a variety of subsidised outings.

#### **Hillingdon Mind**

Aston House, Redford Way  
Uxbridge UB8 1SZ

Tel: 01895 271 559

Fax: 01895 811355

E-mail: jane@hillingdonmind.org.uk

Web-site [www.hillingdonmind.org.uk](http://www.hillingdonmind.org.uk)

Open: Monday – Friday 9.00am – 4.30pm

Answerphone out of hours.

#### **Hillingdon Obsessive Compulsive Disorder Group**

Provide information and support for people with Obsessive Compulsive Disorder and those who care for them. Meetings are held twice a month. They also work to raise awareness of OCD and have strong links with several national OCD charities which provide them with up-to-date information and access to conferences.

#### **Hillingdon Obsessive Compulsive Disorder Group**

Pembroke Mental Health Centre  
Pembroke Road, Ruislip Manor

Tel: 01895 444 804

Tel: 0791 346 4706

Web-site: [www.ocdsupport.co.uk](http://www.ocdsupport.co.uk)

Open: Thursdays 7.30pm – 9.30pm

Fridays 2.00pm – 4.30pm

#### **Rethink (Severe Mental Illness)**

Rethink (Severe Mental Illness) provides support for families and friends of people with severe and enduring mental illness. The project offers one to one support, groups in all areas of the borough, information and advocacy.

89 Albert Embankment, London SE1 7TP

Tel: 0845 456 0455

E-mail: [info@rethink.org](mailto:info@rethink.org)

Open: Monday - Thursday 9.00am - 5.00pm

Answerphone out of hours.

#### **Rethink (Severe Mental Illness) Hayes**

Hayes Drop in Centre for Carers - The Hayes Drop in is a group held every week on Wednesdays from 1.00pm - 3.00pm. It is held at Hayes End Methodist Church, Uxbridge Road, Hayes End. The Hayes Drop in provides carers with support, information, arts, crafts, social activities, therapeutic treatments and occasional speakers.

#### **Rethink**

Key House, 106 High Street  
Yiewsley UB7 7BQ

Tel: 01895 441 835

E-mail: [hillingdoncarers@rethink.org](mailto:hillingdoncarers@rethink.org)

Web-site: [www.rethink.org](http://www.rethink.org)

Open: Monday - Thursday 9.00am - 5.00pm

Answerphone out of hours.



### **Rethink (Severe Mental Illness) Ruislip**

The Ruislip Carers' Support Group meets on the 4th Thursday of the month at Pembroke Centre (Room 13), Pembroke Road, Ruislip Manor from 2.00pm - 4.00pm. This group offers carers support, information, regular speakers and occasional social activities.

### **Rethink (Severe Mental Illness) Uxbridge**

Uxbridge Carers' Discussion Group - The Uxbridge Discussion Group is a group that runs monthly on the 2nd Tuesday of the month. It is held at Christchurch, Room 7, Redford Way, Uxbridge from 10 -11 am. This group is an opportunity for carers to discuss various mental health/carer topics and to learn from one another's experience.

### **Rethink**

Key House, 106 High Street  
Yiewsley UB7 7BQ

Tel: 01895 441 835

E-mail: [hillingdoncarers@rethink.org](mailto:hillingdoncarers@rethink.org)

Web-site: [www.rethink.org](http://www.rethink.org)

Open: Monday - Thursday 9.00am - 5.00pm

Answerphone out of hours.

## **Multiple Sclerosis**

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### **Multiple Sclerosis Society**

The MS Society is the largest organisation in the UK representing and working for those affected by MS. The MS Society publishes a range of award-winning information titles on living with MS. All can be downloaded freely from the Society's website. It also funds a range of research into the causes of and potential cures for MS, and into quality of life issues for those with the condition. It also offers grants for home adaptations and mobility aids and runs four respite care

homes with over 90 beds available. These are open all year round for people with MS.

### **Multiple Sclerosis Society**

National Centre, 372 Edgware Road  
London NW2 6ND  
(Disabled access)

Tel: 020 8438 0700

(Monday - Friday 9.00am - 5.00pm)

Helpline: 0808 800 8000

(Monday - Friday 9.00am - 9.00pm)

Fax: 020 8438 0701

E-mail: [infoteam@mssociety.org.uk](mailto:infoteam@mssociety.org.uk)

Web-site: [www.mssociety.org.uk](http://www.mssociety.org.uk)

### **Multiple Sclerosis Society Hayes**

A local group meets in Hayes. They have their own transport and can take people for hospital appointments (depending on driver availability). Holidays and outings are arranged and a newsletter is produced.

### **Multiple Sclerosis Society Hayes Group**

Grassy Meadow Day Centre,  
Grange Road, Hayes

Tel: 020 8561 4228

Open: Second Wednesday in the month

7.00pm - 10.00pm

Tel: 020 8561 0036

## **Pain**

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### **British Pain Society**

The British Pain Society is the largest multidisciplinary professional organisation in the field of pain within the UK. Their membership comprises medical pain specialists, nurses, physiotherapists, scientists, psychologists, occupational therapists and other healthcare

professionals actively engaged in the diagnosis and treatment of pain and in pain research for the benefit of patients.

### **British Pain Society**

Third Floor, Churchill House  
35 Red Lion Square, London WC1R 4SG

Tel: 020 7269 7840  
(Monday - Friday 9.30am - 5.30pm)

Fax: 020 7831 0859

E-mail: [info@britishpainsociety.org](mailto:info@britishpainsociety.org)  
Web-site: [www.britishpainsociety.org](http://www.britishpainsociety.org)

## **Parkinson's Disease**

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### **Parkinson's Disease Society**

The Parkinson's Disease Society is the UK's only organisation that is dedicated to supporting people with Parkinson's. It has over 300 branches and support groups throughout the UK, a network of field staff, funds Parkinson's Disease Nurse Specialists, and maintains a free phone helpline. The PDS also invests £2 million each year on research and provides a range of comprehensive information resources.

### **The Parkinson's Disease Society**

215 Vauxhall Bridge Road  
London SW1V 1EJ  
(Disabled Access)

Tel: 020 7931 8080  
Fax: 020 7233 9908

Helpline: 0808 800 0303  
(Monday - Friday 9.30am - 9.00pm)

Open: Monday - Friday 9.30am - 5.30pm  
Saturday 9.30am - 5.30pm

E-mail: [enquiries@parkinsons.org.uk](mailto:enquiries@parkinsons.org.uk)  
Web-site: [www.parkinsons.org.uk](http://www.parkinsons.org.uk)

### **Parkinson's Disease Society Hillingdon Branch**

There is a Hillingdon Branch of Parkinson's Disease Society, meeting in Christ Church Hall, Uxbridge.

Contact person: Barbara Critchett,  
Christ Church Hall  
Redford Way, Uxbridge UB8 1SZ  
Tel: 01895 638 020

## **Patient Support**

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### **Expert Patients Programme**

The Expert Patients Programme is an initiative to help people living with long-term health conditions to maintain their health and improve their quality of life through self management courses led by lay people. The EPP course helps you take control of your condition and make a difference to your life. The course is about learning important skills to: manage your symptoms, deal with stress, depression and low self image, manage pain, eat healthily, relax, plan for the future.

### **Expert Patients Programme**

Kirk House, 97-109 High Street  
Yiewsley UB7 7HJ

Tel: 01895 452 000  
Tel: 0208 954 9704  
Fax: 01895 452 108

E-mail: [expertpphillingdon@yahoo.co.uk](mailto:expertpphillingdon@yahoo.co.uk)

E-mail: [questions@hillingdon.nhs.uk](mailto:questions@hillingdon.nhs.uk)

Web-site: [www.hillingdon.nhs.uk/epp.html](http://www.hillingdon.nhs.uk/epp.html)

### **Patient Advice and Liaison Service - Hillingdon**

The Patient Advice and Liaison Service (PALS) can help with any difficulties you experience with local health services, particularly those provided by local clinics, health visitors, district nurses, GPs, dentists, opticians and pharmacists. PALS provides information about local health services, helps resolve problems, advises and helps you make a complaint, and can put you in touch with an independent advocacy service if you prefer.

#### **PALS**

Hillingdon PCT, Kirk House, High Street  
Yiewsley, West Drayton UB7 7HJ  
(Disabled Access)

Tel: 01895 452 088/01895 452 089  
Fax: 01895 452 111

E-mail: [sue.place@hillingdon.nhs.uk](mailto:sue.place@hillingdon.nhs.uk)  
Web-site: [www.hillingdon.nhs.uk](http://www.hillingdon.nhs.uk)

Open: Monday - Friday 9.00am - 5.00pm  
Answerphone out of hours.

### **Patients' Association**

Helpline to signpost patients and their families to information on health services in UK. Booklets available on range of health related topics including How to Complain. Association works with government and other organisations to improve health services for patients by Listening to Patients, Speaking up for Change. Become a member and support our work.

#### **Patients' Association**

P.O. Box 935, Harrow HA3 3YJ

Tel: 020 8423 9111  
Helpline: 0845 608 4455

E-mail: [mailbox@patients-association.com](mailto:mailbox@patients-association.com)

Web-site: [www.patients-association.com](http://www.patients-association.com)

Open: Monday - Friday 9.00am - 5.30pm

Answerphone out of hours.

### **Pharmacies**

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These pharmacies have extended opening hours for non-urgent minor illness.

#### **Boots the Chemist – Heathrow Airport**

Terminal 1  
Drug Store, Heathrow Airport TW6 1HJ  
Tel: 020 8897 2629  
Open: Monday – Sunday 5.30pm – 9.30pm

#### **Lawton Pharmacy - Uxbridge**

8 Crescent Parade, Uxbridge Road  
Uxbridge UB10 OLG  
Tel: 01895 232 876  
Open: Monday – Sunday 9.00am – 9.00pm;

#### **Pickup Chemist - Hayes**

20-21 Broadway Parade  
Coldharbour Lane, Hayes UB3 3HF  
Tel: 020 8573 1322  
Open: Monday – Saturday 10.00am – 4.00pm

#### **Sainsbury Pharmacy - Hayes**

Sainsbury Pharmacy  
Lombardy Retail Park, Coldharbour Road  
Hayes UB3 3EX  
Tel: 020 8848 9112  
Open: Monday – Sunday 8.00am – 10.00pm  
Sunday 10.00am – 4.00pm

### **Sight Problems**

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#### **Middlesex Association for the Blind**

The Middlesex Association for the Blind offers, advice, support, financial support in the form of a holiday grant, IT training and a

home visiting scheme. They also have a resource centre.

### **Middlesex Association for the Blind**

The Sight Centre, Suite 3 - Freetrade House  
Lowther Road, Stanmore HA7 1EP

Tel: 020 8423 5141

Fax: 020 8099 7003

Web-site: [www.aftb.org.uk](http://www.aftb.org.uk)

E-mail: [info@aftb.org.uk](mailto:info@aftb.org.uk)

### **Royal National Institute of the Blind**

RNIB can advise on benefits, mobility, staying independent, housing, employment, education, leisure, accessible information and eye health. RNIB offers a wide range of services to people of all ages across the UK, including Talking Books, computer training, schools, colleges, rehabilitation training, products for the home and information in large print, Braille and audio, disc and DVD.

#### **RNIB**

105 Judd Street, London WC1H 9NE  
(Disabled access)

Helpline: 0303 123 9999

Tel: 020 7388 1266

Fax: 020 7388 2034

E-mail: [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk)

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

Open: Monday – Friday

9.00am – 5.00pm, Thursdays closed.

### **The Home Health Clinic**

The Home Health Clinic is an independent optical company that offers a visiting optician, meaning you can receive professional eye care at a time and place to suit you.

Tel: 0800 321 3721

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

Web: [www.homehealthclinic.co.uk](http://www.homehealthclinic.co.uk)

## **Spiritual Healing**

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### **Alliance Healing Associations (AHA)**

The AHA is the umbrella organisation for Spiritual Healing organisations in the UK. Member organisations come from all areas. It provides standards, training, insurance and a forum for the continuing development of Spiritual Healing.

#### **Alliance Healing Associations**

7 Ashcombe Drive, Edenbridge  
Kent TN8 6JY

Tel: 01732 862 478

Fax: 01732 866 832

Web-site: [www.bahahealing.co.uk](http://www.bahahealing.co.uk)

### **National Federation of Spiritual Healers**

Spiritual healing is the channelling of healing energies through the healer to the patient. It is said to re-energise and relax the patient so enabling their own natural resources to deal with illness or injury in the best way.

#### **National Federation of Spiritual Healers**

Old Manor Farm Studio, Church Street  
Sunbury-on-Thames TW16 6RG

Tel: 0845 1232 777

Fax: 01932 779 648

E-mail: [office@nfsh.org.uk](mailto:office@nfsh.org.uk)

Web-site: [www.nfsh.org.uk](http://www.nfsh.org.uk)

**Pinner Village Hall**, The Lounge,  
Chapel Lane, Pinner HA5 3BX

Tel: 020 8866 9332

Open: Monday – Friday 10.00am – 4.00pm

## Stroke

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### Harefield Stroke Support Club

Provides advice and support for stroke patients and their carers. Also have activities such as quizzes, speakers and outings. Meets on the 1st and 3rd Wednesday of the month at Harefield Community Centre 1.30pm - 3.30pm.

### Harefield Stroke Support Club

Community Centre, Priory Avenue  
Harefield UB9 6AB  
(Disabled access)

Tel: 01895 822 320

Tel: 01923 822 986

Answerphone out of hours;

### Stroke Association

The Stroke Association is a national charity providing information and support through their helpline and publishing leaflets about strokes. Regional Centres have information on community services and support groups. They fund research into stroke and provide a welfare grants service.

### Stroke Association

Stroke House, 240 City Road  
London EC1V 2PR  
(Disabled Access)

Tel: 020 7566 0300

Fax: 020 7490 2686

E-mail: [info@stroke.org.uk](mailto:info@stroke.org.uk)

Web-site: [www.stroke.org.uk](http://www.stroke.org.uk)

Open: Monday - Friday 9.00am - 5.00pm

Answerphone out of hours.

## Tinnitus

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### British Tinnitus Association

Support and advice for those with tinnitus (a ringing in the ears). This is an information service and does not see people personally.

### British Tinnitus Association

Ground Floor, Unit 5, Acorn Business Park  
Woodseats Close, Sheffield S8 0TB  
(Disabled access)

Tel: 0845 7090 210

Tel (freephone): 0800 818 0527

Fax: 0114 258 2279

Minicom: 0114 258 5694

E-mail: [info@tinnitus.org.uk](mailto:info@tinnitus.org.uk)

Web-site: [www.tinnitus.org.uk](http://www.tinnitus.org.uk)

Phones: Monday - Friday 9.30am - 4.30pm

Answerphone out of hours

## Other

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### Healthy Walks

Healthy Walks is part of the Change4Life movement. In order to maintain a healthy weight we need to both eat well and move more. Many families are making changes that will help them live healthier and longer lives.

Web: [www.nhs.uk/change4life](http://www.nhs.uk/change4life)

Tel: 0300 123 4567

### Young at Heart Clubs

Free swimming for those 60 and over. Exercise classes, badminton and short mat bowls. To find out more about these activities and other leisure activities in your area contact the Sport & Leisure team.

Tel: 01895 250453



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# Social life and leisure

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## Animals

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### Animal Control Unit: Environment and Consumer Protection

Provides free rodent treatments for owner occupiers. It collects stray dogs Monday to Friday 8.00am – 4.00pm and provides out of hours stray dog reception service. The service involves accepting all stray dogs brought to the Civic Centre, Uxbridge. It does not extend to searching for or finding stray dogs. Any person who wishes to hand in a stray dog should telephone the following number 01895 250111 prior to visiting the Civic Centre. They do not provide services for any other pests, but can give advice, names and contact numbers of external pest control agencies that do.

#### Animal Control Unit

3S.02 Civic Centre, Uxbridge UB8 1UW  
(Disabled access)

Tel: 01895 250 155

Tel: 01895 277 406

Tel: 01895 250 184

Tell: 01895 277 417

E-mail:

environmentalhealthEPU@Hillingdon.gov.uk

Web-site: [www.hillingdon.gov.uk](http://www.hillingdon.gov.uk)

Open: Monday - Friday 9.00am - 5.00pm;

Answerphone out of hours

### Cats Protection

Cats Protection is leading feline welfare charity. It rehomes and reunites 55,500 cats and kittens every year.

#### Cats Protection

National Cat Centre, Chelwood Gate  
Haywards Heath, Sussex RH17 7TT

Tel: 08707 708 649

Helpline: 08702 099099

Adoption Centre: 08707 708 650

E-mail: [helpline@cats.org.uk](mailto:helpline@cats.org.uk)

### London Wildlife Trust

London Wildlife Trust is a conservation charity. Contact them for information on wildlife issues.

#### London Wildlife Trust

Skyline House, 200 Union Street  
London SE1 0LW

Tel: 020 7261 0447

E-mail: [enquiries@wildlondon.org.uk](mailto:enquiries@wildlondon.org.uk)

Web-site: [www.wildlondon.org.uk](http://www.wildlondon.org.uk)

Open: Monday - Friday 9.30am - 5.30pm;

### Royal Society for the Prevention of Cruelty to Animals (RSPCA)

The RSPCA prevents cruelty, promote kindness to and alleviate suffering of animals. Veterinary help by appointment only. RSPCA in Hillingdon sells and accepts donations of second hand furniture.

#### RSPCA Hillingdon Clinic

16 Crescent Parade, Uxbridge UB10 0LG  
(Disabled access)

Reception: 01895 231435

General: 01895 833417

Veterinary operations: 01895 270926

Fax: 01895 834 461

National Cruelty Line: 0300 1234 999

Web-site: [www.rspcahillingdonclinic.org.uk](http://www.rspcahillingdonclinic.org.uk)  
or [www.rspca.org.uk](http://www.rspca.org.uk)

E-mail: [clinic@rspcahillingdonclinic.org.uk](mailto:clinic@rspcahillingdonclinic.org.uk)

Open: Monday - Friday 9.00am - 5.00pm



### **St Tiggywinkles - Wildlife Hospital Trust**

St Tiggywinkles hospital is dedicated to rescuing and rehabilitating all species of British wildlife (hedgehogs, badgers, wild birds, foxes, reptiles, amphibians) using all available veterinary expertise.

### **St Tiggywinkles - Wildlife Hospital Trust**

Aston Road, Haddenham, Aylesbury  
Buckinghamshire HP17 8AF

Tel: 01844 292 292

Fax: 01844 292 640

E-mail: [mail@sttiggywinkles.org.uk](mailto:mail@sttiggywinkles.org.uk)

Web-site: [www.tiggywinkles.com](http://www.tiggywinkles.com)

## **Community Centres**

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### **Barnhill Community Centre Hayes**

Barnhill Community Centre offers a variety of activities like: bowls, aerobic, dance, karate, badminton, yoga, bingo and science classes.

### **Barnhill Community Centre**

Ayles Road, Hayes UB4 9HG

Tel: 0208 845 6900

E-mail:

[Barnhillcommunitycentre@yahoo.co.uk](mailto:Barnhillcommunitycentre@yahoo.co.uk)

### **Brookside Community Centre Hayes**

Brookside Community Centre offers a variety of activities like: art, dance, science classes, music groups.

### **Brookside Community Centre**

Brookside Road, Hayes UB4 0PL

Tel: 020 8589 0780

Tel: 020 8848 4756

### **Charville Community Centre - Hayes**

Charville Community Centre offers a variety of activities like: ballet, dance, bingo, craft, art, darts, social clubs and holiday play schemes.

### **Charville Community Centre**

Bury Avenue, Hayes UB4 8LF

Tel: 020 8841 7067

Tel: 020 8841 2944

### **Crane Youth and Community Centre - Hayes**

Crane Youth and Community Centre offers a variety of activities like: dance, internet, forums and holiday play schemes.

### **Crane Youth and Community Centre**

Fuller Way, Hayes UB3 4LW

Tel: 020 8581 8273

### **Dovetail Community Outreach**

Drop-in Centre and Support Service.

### **Dovetail Community Outreach**

Hillingdon Park Baptist Church

25 Hercies Road, Hillingdon UB10 9LS

(Disabled Access)

Tel: 01895 814 424

E-mail: [dovetail@hilypark.org.uk](mailto:dovetail@hilypark.org.uk)

Website: [hilypark.org.uk/dovetail](http://hilypark.org.uk/dovetail)

Monday - Friday 9.00am - 1.00pm,

Sunday 10.00am - 1.00pm

### **Eastcote Community Centre**

Eastcote Community Centre offers a variety of activities like: bowls yoga, fitness, aerobic, dance, chess, table tennis, bridge, art, knitting, embroidery, tai chi and holiday play schemes.

**Eastcote Community Centre**

Oak Grove, Southbourne Gardens  
Eastcote HA4 9SQ

Tel: 020 8866 2050

**Grand Union Village Community Centre - Northolt**

Grand Union Village Community Centre offers a variety of activities like: karate, pilates, fitness, art for children.

**Grand Union Village Community Centre**

Weaver House, 6 Higham Mews  
Northolt UB5 6FP

Tel: 020 8845 8518

**Harefield Community Centre**

Harefield Community Centre offers a variety of activities like: bowls, judo, wine and beer making, fitness, dance, bingo, bridge.

**Harefield Community Centre**

Priory Avenue, Harefield UB9 6AP

Tel: 01895 824 621

**Harmondsworth and Longford Community Centre**

Harmondsworth and Longford Community Centre houses "Wonderland Nursery" but is available to hire evenings and weekends.

**Hammondsworth and Longford Community Centre**

School Road, Harmondsworth UB7 0AU

Tel: 01895 434 536

**Hayes and Harlington Community Centre**

Hayes and Harlington Community Centre offers a variety of activities like: art, dance, bowls, yoga, running, walks, fitness, bridge, and darts.

**Hayes and Harlington Community Centre**

Albert Road, Hayes UB3 4HR

Tel: 020 8573 5273

**Hayes End Community Centre**

Hayes End Community Centre offers a variety of activities like: bingo, darts, dance, after school club and holiday play schemes.

**Hayes End Community Centre**

Kingsway, Hayes End

Tel: 020 8561 6623

**Hillingdon Community Centre**

Hillingdon Community Centre offers variety of activities like: yoga, aerobics, karate, and bowls.

**Hillingdon Community Centre**

Walter Pomeroy Hall

Royal Lane, Hillingdon UB8 3QP

Tel: 01895 445 603

**Long Lane Community Centre - Hillingdon**

Long lane Community Centre offers variety of activities like: bridge, wine making, dance, and clubs for mothers and toddlers.

**Long Lane Community Centre**

304 Long Lane, Hillingdon UB10 9EP

Tel: 01895 811 287

**Sipson Community Centre**

Sipson Community Centre offers variety of activities like: bingo, social functions, parent and toddler group, church group.

**Sipson Community Centre**

Sipson Way, Sipson UB7 0PD

Tel: 020 8897 7283

Tel: 01895 449 363

### **South Ruislip Community Centre**

South Ruislip Community Centre offers variety of activities like: parent and toddlers group, music, bowls, fitness, aikido, boxing, cheerleading, singing and holiday play schemes.

### **South Ruislip Community Centre**

Deane Park, Long Drive,  
South Ruislip HA4 0HS

Tel: 020 8842 0547

### **Townfield Centre**

Please see page 3 for further details.

### **Townfield Community Centre**

Townfield Road, Hayes UB3 2EL

Tel: 020 8756 4390

Email: [jclifford@ageconcernhillington.org.uk](mailto:jclifford@ageconcernhillington.org.uk)

### **Uxbridge Community Centre**

Uxbridge Community Centre offers variety of activities like: parent and toddlers, music, cheerleading, youth theatre, fitness, pilates, yoga, karate, prayer groups and holiday play schemes.

### **Uxbridge Community Centre**

The Greenway, Uxbridge UB8 2PJ

Tel: 01895 257 163

### **Yeading Community Centre**

Yeading Community Centre offers variety of activities like: bowls, karate, tai chi, aikido, fitness, dance, parent and toddler club, football, social club and social functions.

### **Yeading Community Centre**

Ditchfield Road, Yeading UB4 9BH

Tel: 020 8845 1714

### **Yiewsley and West Drayton Community Centre**

Yiewsley and West Drayton Community Centre offers variety of activities like: dance, social evenings, fitness, pilates, yoga, bingo, snooker, table tennis, doll house club, angling club, karate.

### **Yiewsley and West Drayton Community Centre**

Harmondsworth Road

West Drayton UB7 9JL

Tel: 01895 443 423

## **Day Centres**

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### **Age UK Hillingdon Ageing Well Centres**

Please see page 3 for further details.

### **Asha Day Centres**

Day Centres provide a wide range of activities including handicrafts, music, cooking, art and group discussions. There are activity leaders to promote skills and interest. Midday meals and tea/coffee breaks are provided, for which a charge is made. The Day Centres also have visiting services such as chiropodists, District Nurses and hairdressers. Transport is available. Especially for older people from the Asian Community who prefer to maintain their cultural identity.

### **Asha Day Centres**

College Way, Hayes Community Campus

Hayes UB3 3DD

(Disabled access)

Tel: 020 8569 2792

Tel: 020 8569 2793

Fax: 020 8573 6290

Open: Monday - Saturday 9.00am - 4.30pm

### **Eastbury Road Day Centre**

Day care for older people run by Social Services.

### **Eastbury Road Day Centre**

24 Eastbury Road, Northwood HA6 3AL

Tel: 01923 821 676

Fax: 01923 836 164

E-mail: wfreeman@hillingdon.gov.uk

Open: Monday – Friday 9.00am – 4.00pm;

### **Grassy Meadow Day Centre**

Day care centre for older people with physical and sensory disabilities run by Social Services.

### **Grassy Meadow Day Centre**

Grange Road, Hayes UB3 2UF

Tel: 020 8561 4228

Fax: 020 8813 7405

E-mail: troche@hillingdon.gov.uk

Open: Monday – Friday 8.00am – 5.00pm;

### **Poplar Farm Day Centre**

This is a specialised Day Centre for older people with dementia and Alzheimer's disease and provides a range of activities specifically designed to stimulate and maintain the service user's skills. Carers can also contact the centre for advice.

### **Poplar Farm Day Centre**

151A Maple Road, Hayes UB4 9NQ

Tel: 020 8845 8584

Fax: 020 8845 4823

E-mail: abuckley@hillingdon.gov.uk

Open: Monday – Thursday 8.30am – 16.30pm, Friday 8.30am – 16.15 pm  
Saturday 8.30am – 16.00pm;

Answerphone out of hours.

### **Southall Day Centre**

Open to all. Drop-in facility for older people, provide welfare rights advice, day care, transport, lunch facilities, training in IT, fashion dress design and English as a foreign language (Milap Centre). Organise day drips and holidays abroad.

### **Southall Day Centre**

20 Western Road, Southall UB2 5DS

Tel: 020 8574 0902

Milap Centre

Southall Day Centre, Shackleton Road

Southall UB1 2QH

Tel: 020 8843 1893

## ***Dining Centres and Clubs***

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There are dining centres throughout the Borough of Hillingdon. They provide morning coffee and tea and a hot meal at midday, in a friendly atmosphere. Generally speaking, centres are open from about 11.00am to 2.30pm. There is limited transport available. Updated lists are available from Older People's Services:

Tel: 01895 250 100

### **Age UK Hillingdon Interactive Centre**

Salvation Army Hall

71 Coldharbour Lane, Hayes UB3 2EE

Tel: 0208 574 7341

Open: Tuesday, Wednesday and Thursday  
10.00am to 3.00pm. Lunch served between  
12.30 and 2.00pm.

### **Bell Farm Christian Centre**

A lunch and social club held on Tuesdays.

#### **Rev T Pilkington**

Bell Farm Christian Centre  
South Road  
West Drayton UB7 9LW

Tel: 01895 444 406

Open: Tuesday 11.30am-3.00pm

### **Dovetail Community Café**

Providing a social environment to enjoy home-style good food. For further information contact:

#### **Ray Wadham**

25 Hercies Road, Hillingdon UB10 9LS  
Tel: 01895 814 424

Email: dovetail@lilypark.org.uk

Website: lilypark.org.uk/dovetail

Open: Lunch, Monday, Tuesday, Wednesday, Thursday, Friday at 12 noon.

### **Eastcote**

Provides lunches for over 60's. Run by Ruislip Northwood Old Folks Association.

For further information contact:

#### **The Organiser**

Tudor Club, 461 Field End Road  
Eastcote HA4 9NZ  
(Disabled Access)

Tel: 020 8866 8603

Open: Monday-Friday, 9.30am-1.30pm;  
Bingo Monday and Wednesday 1.45pm;  
Social (cards, tea and cakes etc) Friday 1.30pm.

### **Elm Park Dining Club**

Lunches provided for the over 60's run by Ruislip Northwood Old Folk's Association.

Bingo, darts, dominoes, handicrafts, scrabble. Minibus available on some days, phone for details.

### **Ruislip Northwood Old Folk's Association**

Park Way, Ruislip Manor HA4 8NS  
(Disabled Access)

Tel: 01895 634 962

Open: Monday-Friday 10.30am - 1.30pm

### **Hayes and Harlington Older People's Welfare Committee Dining Centre**

Mid-day dinners supplied by the Council's Meals Service at a very reasonable charge, are served every Tuesday, Wednesday and Thursday between 11.30am and 1.30pm.

Mabel Evetts Court

St. Christopher's Drive, Coldharbour Lane, Hayes

Transport is available for housebound people. Contact the Manager:

Mrs. Wendy Herrick

275 Balmoral Drive, Hayes UB4 8DH.

Tel: 020 8561 1716

### **Ruislip Northwood Old Folks Association**

Provides lunch for over 60's.

Contact: Mrs Carole Dische (secretary for the association)

5 Medway, Ruislip HA4 7QW

Tel: 01895 613901

E-mail: cd@cascaretechnology.co.uk

### **Salvation Army Dining Club**

Provides lunch for over 60's. Dining club open times indicated - Salvation Army open most of week - officer not always at corps. Salvation Army officers are often out on community not in office. Charity shop manager does take messages.

### **Salvation Army Hall**

16b Cowley Road, Uxbridge

Tel: 01895 208 800

Tel: 01894 234 088

Open: Monday, Tuesday, Thursday, Friday  
9.30am - 5.00pm, Wednesday 9.30am  
- 1.00pm

Shop open: Saturday 9.30am - 4.00pm;

Drop-in Centre open: Friday 11.45 am -  
12.30pm

Dining Centre open: 12.00 noon - 1.00pm  
(must be booked in advance);

'Young at heart' club open: Wednesday  
1.30pm - 2.30pm

### **Ruislip Northwood Old Folks Association**

Provides lunch for over 60's.

### **Ruislip Northwood Old Folks Association**

20 Coombe Drive, Eastcote HA4 9TR

Tel: 020 8868 6311

Mobile: 07763 368 875

E-mail: roger\_d1000@hotmail.com

### **Tudor Club**

Provides lunch for over 60's Run by Ruislip  
Northwood Old Folks Association.

**Tudor Club**, 461 Field End Road,  
Ruislip HA4 9NZ  
(Disabled Access)

Tel: 020 8866 8603

Open: Monday - Friday 9.30am - 1.30pm,  
Friday 1.30pm

### **Uxbridge Old People's Welfare Association Fassnidge Memorial Hall**

Provides lunches for elderly. They play bingo  
and have days out. Open to anyone over the  
age of 50 years.

### **U.O.P.W.A.**

Fassnidge Memorial Hall

61 High Street, Uxbridge UB8 1JP  
(Disabled Access)

Tel: 01895 234 052

Open: Monday, Wednesday and Friday  
10.30am - 2.00pm; Tuesday, Thursday and  
Friday 10.30am - 4.00pm

### **WRVS – Lunch club**

Lunch club and Meals on Wheels.

### **WRVS Rickmansworth**

Bury Lane, Herts WD3 1DP  
(Disabled access)

Tel: 01923 711 548

Open: Monday, Tuesday, Friday  
9.30am - 1.30pm, Wednesday, Thursday  
9.30am - 2.00pm

### **Yiewsley Methodist Luncheon Club**

Provides lunch for over 60's

### **Yiewsley Methodist Church**

Fairfield Road, Yiewsley  
(Disabled Access)

Tel: 01895 445 060

Tel: 0777 322 4848

Tel: 01895 462 787

Open: Wednesday 9.00am - 13.30pm.



## **Education**

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### **Hillingdon Adult Education Centre – Brookfield**

Hillingdon Adult Education offers over 1,000 part time courses both day and evening throughout the borough. Courses cover a wide area of subjects and are available for both gaining qualifications or for personal development.

#### **Brookfield Adult Education Centre**

Park Road, Uxbridge  
(Disabled Access)

Tel: 01895 254 766  
Fax: 01895 273 182

### **Hillingdon Adult Education Centres**

Hillingdon Adult Education offers over 1,000 part time courses both day and evening throughout the borough. Courses cover a wide area of subjects and are available for both gaining qualifications or for personal development.

#### **Harlington Community School**

Pinkwell Lane, Hayes UB3 1PB  
(Disabled Access)

Tel: 020 8569 1613  
Fax: 020 8573 0468

#### **Longmead Adult Education Centre**

Laurel Lane, West Drayton UB7 7TX  
(Disabled Access)

Tel: 01895 671 962

#### **Adult Education Centre North Hillingdon**

86 Long Lane, Ickenham UB10 8SX  
(Disabled Access)

Tel: 01895 634 616  
Fax: 01895 673 089  
Sign language classes: 01895 676 690

#### **Ruislip Adult Education Centre**

Sidmouth Drive, Ruislip HA4 0FX

Tel: 01895 634 616

#### **Stockley Adult Education Centre**

Yiewsley, West Drayton UB7 8DA  
Tel: 01895 671 963

### **University of the third age - Hillingdon**

Offers retired people the chance to share skills and knowledge and acquire new ones in a friendly environment.

#### **University of the third age - Hillingdon**

Tel: 01895 630 992  
Tel: 020 8866 4496

Web-site: [www.hillingdon3a.org.uk](http://www.hillingdon3a.org.uk)

### **Workers Educational Association**

Local groups run classes on every subject area in adult education, from Ancient Egypt to British Waterways, from Chinese Brush Painting to Video Skills, from Rocks and Minerals to Tennyson and Browning. Prices vary according to duration of courses. Classes start the last week of September and run through to Easter.

#### **Workers Educational Association**

Corporate Services, 3rd Floor  
70 Clifton Street, London EC2A 4HB

Tel: 020 7426 3450  
Fax: 020 7426 3451

E-mail: [national@wea.org.uk](mailto:national@wea.org.uk)

Web-site: [www.wea.org.uk](http://www.wea.org.uk)

## **Holidays**

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### **Saga Holidays**

Specialise in arranging holidays for retired people.

#### **Saga Building**

Enbrook Park, Folkestone CT20 3SE  
Tel: 01303 771 111

Request a brochure: 0800 300 456  
Europe Bookings: 0800 300 500  
Long Haul Bookings: 0800 414 383  
Minicom: 0800 387 240  
Email: [reservations@saga.co.uk](mailto:reservations@saga.co.uk)  
Website: [www.saga.co.uk](http://www.saga.co.uk)  
Office open: Monday - Friday 9am - 5pm  
Telephone: Monday - Friday 8am - 7pm  
Saturday and Sunday 9am - 5pm

### **Tourism for All**

Information and advice on holiday opportunities in the UK and abroad for disabled or older people.

#### **Tourism for All**

The Hawkins Suite, Enham Place  
Enham Alamein, Andover SP11 6JS  
Tel: 0845 124 9971  
Tel: 0845 124 9974  
Fax: 0845 124 9972  
E-mail: [info@tourismforall.org.uk](mailto:info@tourismforall.org.uk)

### **Media**

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#### **British Wireless for the Blind Fund**

Radios, radio-cassettes and headphones free to people who are registered blind.

#### **British Wireless for the Blind Fund**

10 Albion Place, Maidstone Kent ME14 5DZ  
Tel: 01622 754757  
Fax: 01622 751725  
E-mail: [info@blind.org.uk](mailto:info@blind.org.uk)  
Web-site: [www.blind.org.uk](http://www.blind.org.uk)

#### **Hillingdon Talking Newspaper**

Hillingdon Talking Newspaper – News edited from local newspapers and recorded onto cassettes. It is free service for registered

blind/partially sighted residents, delivered by the Royal Mail.

#### **Hillingdon Talking Newspaper**

c/o People with Physical and Sensory Disabilities  
2N/08, Civic Centre, High Street, Uxbridge  
Middlesex UB8 1UW  
Tel: 01895 556 633  
Fax: 01895 250 869

E-mail: [socialcaredirect@hillington.gov.uk](mailto:socialcaredirect@hillington.gov.uk)

Open: Monday – Friday 9.00am – 5.00pm

### **Social Clubs**

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#### **As-One Club**

As-One Club is a social club for people aged 25+ with physical disabilities. All members must be able to manage their own personal care or come with their own personal carer. The club meets on the second Monday of each month at 7.30pm at Grassy Meadows Day Centre, Grange Road, Hayes.

#### **As-One Club**

57, Brambles Farm Drive, Hillingdon  
Uxbridge UB10 0DY  
Tel: 01895 463 726

#### **Bell Farm Christian Centre**

Bell Farm Church is a small, friendly and lively Fellowship that meets at Bell Farm Christian Centre, in the heart of the Bell Farm Estate in West Drayton. The Church meets each Sunday morning at 10.30 for worship and teaching, which is informal.

There is an Older Persons Lunch and Social Club. You can enjoy a traditional home cooked dinner and activities such as art classes, clothing shows and outings.

### **Bell Farm Christian Centre**

South Road, West Drayton  
Middlesex UB7 9LW

Tel: 01895 444 406

Fax: 01895 438 036

E-mail: [info@bfcc.org.uk](mailto:info@bfcc.org.uk)

Web-site: [www.bfcc.org.uk](http://www.bfcc.org.uk)

Open: Tuesday 11.30am – 15.30pm

### **Contact the Elderly**

Where are you going this Sunday? How about a Tea-Party? Contact the Elderly takes lonely, isolated, older people to tea one Sunday every month.

### **Contact the Elderly**

15 Henrietta Street, London WC2E 8QG

Tel: 0800 716 543

Fax: 020 7379 5781

E-mail: [info@contact-the-elderly.org](mailto:info@contact-the-elderly.org)

Web-site: [www.contact-the-elderly.org](http://www.contact-the-elderly.org)

Open: Monday – Friday 9.00am – 5.30pm

### **Extra Time**

Extra Time is an organization supporting independence and wellbeing for older people through activities like: bowls, tai chi, dance, tennis, Nintendo wii and board games.

### **Extra Time**

Vicarage Road Stadium, Vicarage Road  
Watford, Herts WD18 0ER

Tel: 01923 496 356

Tel: 0870 111 1881

E-mail: [gareth.jones@watfordfc.com](mailto:gareth.jones@watfordfc.com)

### **Hayes & Harlington Social Club for Blind People**

Club provides social contact, advice and support. Club held alternate Mondays

2.00pm – 4.00pm at Hayes Football Club,  
Church Road, Hayes.

### **Hayes & Harlington Social Club for Blind People**

15 Wentworth Crescent, Hayes UB3 1NL

Tel: 020 8848 4284

### **Interactive Older People's Club (Age UK Hillingdon)**

Older people from different ethnic communities meet together and socialise, keep fit and lunch.

### **Salvation Army Hall**

71 Coldharbour Lane, Hayes UB3 2EE

Tel: 020 8573 7341

Open: Tuesday and Thursday 9.30am – 2pm.  
Wednesday pop-in: 10.30am – 3pm.

### **Tuesday Club**

A friendly gathering of men and women for talks and activities of varying interests. Meets every Tuesday 1.30pm – 3.00pm.

### **Tuesday Club**

Christ Church Office, Redford Way, Uxbridge

Tel: 01895 258 956

Email: [office@christchurch2001fsnet.co.uk](mailto:office@christchurch2001fsnet.co.uk)

Web-site: [www.christchurchuxbridge.org.uk](http://www.christchurchuxbridge.org.uk)

### **Uxbridge & District Social Club for Blind People**

Club provides social contact, advice and support. Meets on the first Thursday in the month, 2.30pm – 4.30pm at Bailey Hall, Redford Way, Uxbridge.

### **Uxbridge & District Social Club for Blind People**

15 Wentworth Crescent, Hayes UB3 1NL

Tel: 020 8848 4284

### **Well seasoned**

A welcoming and friendly advice and guidance group for the over 50s, with professional guests, hot drink, chat and fun!

The last Friday afternoon of the month.  
1.00pm - 3.00pm

### **Yiewsley Cornerstone Centre**

Yiewsley Baptist Church  
74, Colham Avenue, Yiewsley,  
Middlesex UB7 8HF  
Tel: 01895 435805

### **West Drayton, Yiewsley & District Senior Citizens' Welfare Association**

Association provides monthly afternoon meetings with: tea, bingo, tombola. Transport is provided for those who need it. Provide helpful information as well as wheelchair and walker loan to members. Membership is open to over-sixties from Yiewsley and West Drayton. Held at West Drayton Community Centre, Harmondsworth Road, West Drayton every fourth Wednesday in each month. Also day trips.

### **West Drayton, Yiewsley & District Senior Citizens' Welfare Association**

24 Briar Way, West Drayton UB7 9AR  
Tel: 01895 445 863/01895 443 956

## **Sport**

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### **Active 50+ Brunel**

If you are 50 or over then Brunel University Sport offers this service to increase or maintain your activity levels. There are a wide variety of activities, including short tennis, gym sessions, badminton, tennis, table tennis and keep-fit The Club meets twice a week on a Tuesday and Thursday.

### **Brunel University Sport**

Tel: 01895 265305  
Email: [sports.centre@brunel.ac.uk](mailto:sports.centre@brunel.ac.uk)

### **Gym at Goals - Hayes**

State of the art fitness gym at Goals Soccer Centre, Hayes.

### **Active Lifestyle Gym**

Goals Hayes, Springfield Road, Hayes  
Middlesex UB4 0LP

Tel: 020 8573 2956

E-mail: [membership@bromleymytime.org.uk](mailto:membership@bromleymytime.org.uk)

### **Hayes Pool**

Gym, swimming lessons, medium and main pools with disabled hoist.

Hayes Pool, Central Avenue, Hayes UB3 2BG  
Tel: 020 8573 2785

E-mail: [hayespl@hillingdon.gov.uk](mailto:hayespl@hillingdon.gov.uk)

Open: Monday - Thursday 7.00am - 9.00pm,  
Friday 6.45 am - 7.45 am and 9.30am -  
7.00pm, Saturday 8.00am - 4.30pm, Sunday  
8.00am - 13.45 pm

### **Healthy Hillingdon Scheme – Active4Life**

Active 4 Life - Active 4 Life is a new referral scheme that will allow health professionals in Hillingdon to offer their clients a wider range of enjoyable physical activities. Dance, Tai Chi, Yoga, Body Toning, Pilates and Keep Fit classes are all on offer in addition to Healthy Walks and Cardiac Rehab classes. The scheme is run by Health Hillingdon and Hillingdon Adult Education.

### **Healthy Hillingdon Scheme – Active4Life**

Tel: 01895 250 257

E-mail 1: [Dsearle@hillingdon.gov.uk](mailto:Dsearle@hillingdon.gov.uk)

E-mail 2: [nlivatyali@hillingdongrid.org](mailto:nlivatyali@hillingdongrid.org)

### **Healthy Hillingdon Scheme - Green Gyms**

Green Gyms - Green Gym is a joint initiative of Green Spaces and Healthy Hillingdon, and is delivered by British Trust for Conservation Volunteers. Green Gym sessions are free and provide participants with the opportunity to improve their fitness through involvement in practical conservation activities such as clearing pathway access and removing invasive species.

#### **Healthy Hillingdon Scheme - Green Gyms**

Tel: 01895 277 765

E-mail 1: Dsearle@hillington.gov.uk

E-mail 2: nlivatyali@hillingtongrid.org

### **Healthy Hillingdon Scheme - Healthy Walks**

Healthy Walks - The Healthy Walks programme is run in partnership between Healthy Hillingdon and Groundwork Thames Valley. It aims to help people improve their health and wellbeing while making new friends and exploring the area. Walks are led by trained Walk Leader Volunteers.

#### **Healthy Hillingdon Scheme - Healthy Walks**

Tel: 0777 790 862

E-mail 1: Dsearle@hillington.gov.uk

E-mail 2: nlivatyali@hillingtongrid.org

### **Highgrove Pool**

Gym, teaching and 33-metre pool with disabled hoist, dance and spinning studios.

#### **Highgrove Pool**

Eastcote Road, Ruislip HA4 8DZ

Tel: 01895 622 664

Tel: 01895 630 753

Open: Monday - Friday 7.00am - 10.00pm

### **Hillingdon Sport & Leisure Complex**

The newly refurbished Hillingdon Sports and Leisure Complex is now open. Complete with 50 metre indoor swimming pool, 100 station gym, and sports hall, it will also feature an outdoor lido later this year.

The opening hours are from 9am until 10pm Monday to Friday, and 9am to 5pm on weekends.

#### **Hillingdon Sport & Leisure Complex**

Gatting Way

Uxbridge, Middlesex, UB8 1ES

Tel: 0845 130 7324

### **Outdoor Activities Centre - Harefield**

Outdoor Activities Centre for sailing, windsurfing and canoeing including courses.

#### **Outdoor Activities Centre - Harefield**

Dewes Lane, Harefield UB9 6JN

Tel: 01895 824 171

Open: Saturday, Sunday 10.00am - 8.00pm  
and 2.00pm - 7.00pm

### **Queensmead Sports Centre**

Two-floor gym, outdoor courts and large sports hall with badminton, football, trampolines and other sports. Fitness rooms are available across the borough and at swimming pools.

#### **Queensmead Sports Centre**

Victoria Road, South Ruislip

Middlesex HA4 0JE

Tel: 020 8845 6010

Open: Monday - Friday 4.00pm - 11.00pm,  
Saturday 8.00am - 5.00pm, Sunday 8.00am - 9.00pm

### **Stockley Park Golf Course**

The public golf course at Stockley Park is managed by Stockley Park Golf Ltd.

### **Stockley Park Golf Course**

Stockley Park, Uxbridge UB11 1AQ  
Tel: 020 8813 5700

### **Uxbridge Golf Course**

There are three public golf courses managed by Mack Trading Ltd.

### **Uxbridge Golf Course**

Harefield Place, Uxbridge UB10 8AQ  
Tel: 01895 237 287  
Fax: 01895 810 262

### **Water Activities at Warrender School - Ruislip**

### **Warrender Primary School**

Old Hatch Manor, Ruislip,  
Middlesex HA4 8QG

Tel: 01895 824 171  
Tel: 01895 277 357

Open: Monday - Friday 9.00am - 5.00pm

### **Yiewsley Swimming Pool**

### **Yiewsley Pool**

Otterfield Road, Yiewsley  
Middlesex UB7 8PE

Tel: 01895 427 354

Open: Monday, Thursday 10.00am - 19.00pm and 14.00am - 19.00pm, Tuesday, Friday 10.00am - 17.30pm and 14.00am - 17.30pm, Saturday 9.30am - 16.00pm

### **Yoga**

Strength, stamina, flexibility, concentration, focus, mental clarity and relaxation. Yoga is for everyone - all abilities and levels welcome. £35 for six sessions.

### **Oak Farm Library**

Monday 1.30pm - 3.00pm

For booking and further information contact  
Joyce Moon: 01895 452 652



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# Housing matters

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## Accommodation

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### Abbeyfield Society

The Abbeyfield Society provides supported rented accommodation where people have their own bed-sitting rooms usually with private facilities and main meals provided by a housekeeper.

#### Abbeyfield House

53 Victoria Street,  
St Albans, Herts AL1 3UW  
Tel: 01727 857 536

### Elderly Accommodation Counsel

Elderly Accommodation Counsel (EAC) is a national charity founded in 1985. It maintains nationwide databases of accommodation specifically for older people – sheltered, retirement housing to buy and to rent, extra care schemes and close care housing (sheltered accommodation where there is a care home on site), and care homes, both for personal care and for nursing. Through its free, independent Advice Line staff give guidance, advice and detailed information to help older people choose and fund the support or accommodation options most suited to their needs and wishes.

#### EAC

3rd Floor, 89 Albert Embankment  
London SE1 7TP

Tel: 020 7820 1343  
Fax: 020 7820 3970

E-mail: [enquiries@eac.org.uk](mailto:enquiries@eac.org.uk)  
Web-site: [www.HousingCare.org](http://www.HousingCare.org)

Open: Monday – Friday 9.00am – 5.00pm

### Hillingdon Homes Home Ownership Team

Hillingdon Homes is the name of Hillingdon's Arms Length Management Organisation (ALMO), which came into being in 2003. It manages council homes on behalf of the London Borough of Hillingdon. Right to Buy Your Council Property and Cash Incentive Scheme are for council tenants and leaseholders.

#### Hillingdon Homes Ltd

130 High Street, Ruislip  
Middlesex HA4 8LP

#### Sales Team

163 High Street, Yiewsley  
Middlesex UB7 7QH

Tel: 01895 250 012  
Fax: 01895 250 150

E-mail: [smailbox@hillington.gov.uk](mailto:smailbox@hillington.gov.uk)

Web-site: [www.hillingdonhomes.ltd.uk](http://www.hillingdonhomes.ltd.uk)

### MHA Care Group

MHA provides Residential, Nursing and Dementia Care Homes for older people, as well as Sheltered Housing and Housing with Care Schemes throughout the UK. MHA also provides dementia day care centres and domiciliary care.

#### MHA Care Group

Epworth House, Stuart Street  
Derby DE1 2EQ

Tel: 0133 229 6200  
Fax: 0133 229 6925

E-mail: [enquiries@mha.org.uk](mailto:enquiries@mha.org.uk)  
Web-site: [www.mha.org.uk](http://www.mha.org.uk)

Open: Monday – Friday 8.45 am – 5.00pm

Answerphone out of hours.

### **Uxbridge Housing Office**

Housing management service to council tenants and leaseholders.

### **Uxbridge Housing Office**

1390 Uxbridge Road, Hillingdon  
Middlesex UB10 0NE

Tel: 01895 277578

Fax: 01895 250340

E-mail: [uhousing@hillington.gov.uk](mailto:uhousing@hillington.gov.uk)

Open: Monday, Tuesday 8.30am – 5.00pm,  
Wednesday 1.30pm – 5.00pm, Thursday,  
Friday 8.30am – 5.00pm

### **Charitable organisations: Accommodation to rent**

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#### **Abbeyfield Society**

Supported bedsit accommodation for older people. Facilities are shared with a small number of other residents and main meals are provided.

#### **Abbeyfield House**

53 Victoria Street, St Albans, Herts AL1 3UW  
Tel: 01727 857536

Web: [www.abbeyfield.com](http://www.abbeyfield.com)

#### **The Almshouse Association**

Details of almshouses across the country

Tel: 01344 452922

Web: [www.almshouses.org](http://www.almshouses.org)

Email: [naa@almshouses.org](mailto:naa@almshouses.org)

### **Community Housing Offices**

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#### **Community Housing Office Hayes**

#### **Hayes Community Housing Office**

1390 Uxbridge Road, Hillingdon  
Middlesex UB10 0NE

E-mail: [HHCommunityHousingHayes@hillingtonhomes.ltd.uk](mailto:HHCommunityHousingHayes@hillingtonhomes.ltd.uk)

Tel: 01895 277 608

Fax: 01895 250 176

Open: Monday – Friday 8.30am – 5.00pm

On Wednesday afternoons after 1.30pm we will only deal with emergencies (due to staff training).

#### **Community Housing Office Ruislip**

#### **Ruislip Community Housing Office**

130 High Street, Ruislip HA4 8LP

E-mail: [HHCommunityHousingRuislip@hillingtonhomes.ltd.uk](mailto:HHCommunityHousingRuislip@hillingtonhomes.ltd.uk)

Tel: 01895 250 122

Fax: 01895 277 936

Open: Monday – Friday 8.30am – 5.00pm

On Wednesday afternoons after 1.30pm we will only deal with emergencies (due to staff training)

#### **Community Office Uxbridge and Yiewsley**

#### **Uxbridge and Yiewsley Community Office**

163 High Street, Yiewsley

Middlesex UB7 7QN

E-mail:

[hhcommunityhousinguxbridgeandyiewsley@hillingtonhomes.ltd.uk](mailto:hhcommunityhousinguxbridgeandyiewsley@hillingtonhomes.ltd.uk)

Tel: 01895 556 185

Fax: 01895 250 340

Open: Monday – Friday 8.30am – 5.00pm

On Wednesday afternoons after 1.30pm we will only deal with emergencies (due to staff training).

## **Fire**

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### **London Fire Brigade North West Area**

London Fire Brigade North West Area is offering to supply and fit smoke detector alarms to the homes of older people living in Hillingdon, free of charge.

### **London Fire Brigade North West Area**

Fire Station, Uxbridge Road  
Hillingdon UB10 0PH  
(Disabled access)

Tel: 020 8555 1200 x38228  
Risk assessments freephone:  
0800 028 4428  
Minicom: 0207 587 4227  
Fax: 0207 587 4222

E-mail: [smokealarms@london-fire.gov.uk](mailto:smokealarms@london-fire.gov.uk)

Web-site: [www.london-fire.gov.uk](http://www.london-fire.gov.uk)

Open: Monday - Friday 9.00am - 5.00pm  
Answerphone out of hours.

## **Furniture**

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### **Uxbridge Furniture Store**

This scheme supplies re-used household items at good quality prices for all to buy. It also collects donated household items. Electrical items must be in good working condition.

### **Uxbridge Furniture Store**

Redford House, Redford Way  
Uxbridge UB8 1SZ

Tel: 01895 256 655  
Removals: 01895 810 191

Open: Monday - Thursday 9.00am - 5.00pm

### **Willow Tree Furniture Store**

Shop sells good quality unwanted furniture and electricals, providing paid employment and training to disadvantaged people and bargain prices to the public.

### **Willow Tree Furniture Store**

3-7 Willow Tree Lane, Hayes UB4 9BB

Tel: 020 8797 9505

Fax: 020 8797 8505

E-mail:

[shop@trinityhomelessprojects.org.uk](mailto:shop@trinityhomelessprojects.org.uk)

Web-site: [www.trinityhomelessprojects.org](http://www.trinityhomelessprojects.org)

Open: Monday - Friday 9.00am - 5.00pm,  
Saturday 10.00am - 3.00pm

## **Heating**

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### **London Warm Zone**

Heat your house affordably with the London Borough of Hillingdon. Grants and discounts for insulation, heating grants for those on benefit and free checks to make sure you get all the benefits you are owed.

Tel: 0800 587 2251

Web: [www.londonwarmzones.co.uk](http://www.londonwarmzones.co.uk)

Email: [warmth@hillington.gov.uk](mailto:warmth@hillington.gov.uk)

## **Help At Home**

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### **Age UK - Aid Call**

Aid Call is an emergency alarm service. These are speech alarm systems which put you in immediate contact with experienced staff. The system consists of a pendant which can be worn around the neck or wrist and a special plinth alarm unit. In an emergency, the button on the pendant is pushed and automatically the Control Centre

at the Civic Centre is alerted and help is called.

### **Hillingdon Homes Careline**

Careline Services

The Buntings, 99 Boniface Road  
Ickenham UB10 9BY

Tel: 01895 250 380 (24 hours)

ACH (Aidcall): 01895 431 331

Fax: 01895 277 347

E-mail: [careline@hillingdon.gov.uk](mailto:careline@hillingdon.gov.uk)

Web-site: [www.hillingdonhomes.ltd.uk](http://www.hillingdonhomes.ltd.uk)

### **Home Instead Senior Care**

Provides a wide range of services including companionship, meal preparation, personal care and shopping, allowing older people to live independently as long as possible. Offers practical support services for families caring for the elderly with dementia..

Tel: 020 8582 0250

Web: [www.homeinstead.co.uk](http://www.homeinstead.co.uk)

### **Lean on me community care**

Lean On Me offers a wide variety of domiciliary care services to older people living in their own homes and vulnerable people of all ages in the community. Duties include: supporting with personal care and hygiene needs, domestic duties and access to local community services. For Private Clients Only or Social Services Direct Payment Clients.

### **Lean on Me Community Care**

16 Arrow Scout Walk, Ruislip Road, Northolt  
UB5 6EE

Tel: 020 8842 3329

Tel: 07958 203 963

Tel: 07508 879 932

Fax: 020 8841 2208

E-mail: [leanonmecc@aol.com](mailto:leanonmecc@aol.com)

Open: Monday – Friday 8.30am – 5.30pm

### **Northwood Live At Home Scheme**

A voluntary organisation which offers support and friendship to older people in Northwood: befriending, supported shopping, social activities and outings.

### **Northwood Live at Home Scheme**

St Johns United Reformed Church  
Hallowell Road, Northwood HA6 1DN  
(Disabled access)

Tel: 01923 842 494

E-mail: [northwood-lah@btconnect.com](mailto:northwood-lah@btconnect.com)

Open: Monday - Friday 9.00am - 12.45 pm

### **Telecare**

Telecare facilitates the expansion of existing social care services by providing a means of managing additional risks, thereby helping to provide an alternative to institutional care.

Tel: 01895 556633

### **Telehealth**

Tunstall's telehealth offer a way of delivering tailored care for patients with long term conditions in their own homes, improving quality of life and preventing avoidable hospital admissions.

Web: [www.tunstall.co.uk/health](http://www.tunstall.co.uk/health)

Tel: 01977 660479

### **Visiting Warden Service**

A regular visiting service for older Council tenants not in sheltered accommodation.

### **Ruislip Housing Office**

130 High Street, Ruislip  
Middlesex HA4 8LP

Tel: 01895 250942  
Fax: 01895 250104  
E-mail: [jsharp@hillingdon.gov.uk](mailto:jsharp@hillingdon.gov.uk)  
Open: Monday - Friday 9.00am – 5.00pm

## **Homelessness**

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### **Shelter**

Shelter is a charity that works to alleviate the distress caused by homelessness and bad housing. Shelter provides a free, national telephone advice line staffed by trained housing advisers.

#### **Shelter**

88 Old Street, London EC1V 9HU

Tel: 0844 515 2000  
Helpline: 0808 800 4444  
Fax: 0844 515 2030

E-mail: [info@shelter.org.uk](mailto:info@shelter.org.uk)  
Web-site: [www.shelter.org.uk](http://www.shelter.org.uk)

Open: Monday – Friday 9.00am – 5.30pm

### **Housing association sheltered schemes to rent**

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#### **Acton Housing Association Ltd**

113 Uxbridge Road, Ealing  
London W5 5TL

Tel: 020 8840 6262

Website: [www.dominionhg.co.uk](http://www.dominionhg.co.uk)  
Email: [customerservices@dominionhg.co.uk](mailto:customerservices@dominionhg.co.uk)

Schemes at:  
Orwell Close, Hayes  
Bridge House, Humber Close, West Drayton  
Mill House, Humber Close, West Drayton

Accept direct applications for 60yrs+.  
Scheme Wardens.

#### **A2 Housing Group**

Spelthorne House, Thames Street,  
Staines TW18 4TA  
Tel: 01753 690100

Scheme at:  
St Jerome's Grove, Hayes

60+. No warden. Only accept nominations from the council.

#### **Anchor Trust**

Milestone Place, 100 Bolton Road,  
Bradford BD1 4DH

Tel: 01274 381600

Web: [www.anchor.org.uk](http://www.anchor.org.uk)  
Email: [enquiries@anchor.org.uk](mailto:enquiries@anchor.org.uk)

Schemes at:  
Pendle Court, Hillingdon  
Barringers Court, Ruislip  
St. Johns Court, Northwood

#### **Catalyst Communities Housing Assoc.**

Ealing Gateway, 26-30 Uxbridge Road,  
Ealing Broadway, London WJ2 AU  
Tel: 020 8832 3334

Web: [www.chg.org.uk](http://www.chg.org.uk)

Schemes at:  
Peter Lyell Court, Ruislip  
Mabel Evetts Court, Hayes  
Accept direct applications for 60yrs+.  
Scheme Warden.

#### **ECHG**

3 Caxton Place  
Ilford Hill, Ilford, Essex EG1 2AH  
Tel: 0845 0707 071

Web: [www.echg.org.uk](http://www.echg.org.uk)  
Email: [Contact@echg.org.uk](mailto:Contact@echg.org.uk)

Scheme at:  
Dean House, Ruislip  
Accept direct applications for 55yrs+. Non  
resident warden.

### **Harlington Rectory Housing Association**

1 Woodforde Court, St Peters Way  
Hardlington UB3 5AB  
Tel: 020 8759 0326

Scheme at:  
Woodforde Court, Harlington  
Accept direct applications for 55yrs+.  
Resident warden.

### **Hanover Housing Association**

1 Bridge Close, Staines,  
Middlesex TW18 4TB  
Tel: 01784 446 100

Web: [www.hanover.org.uk](http://www.hanover.org.uk)

Scheme at:  
Hanover Court, Ruislip

Accept direct applications 55+ but allocate  
to over 60's. Non resident estate manager.

### **John Grooms Housing Association**

50 Scrutton Street, London EC2A 4XQ  
Tel: 020 7452 2000

Web: [www.johngrooms.org.uk](http://www.johngrooms.org.uk)  
Email: [housing@johngrooms.org.uk](mailto:housing@johngrooms.org.uk)

Schemes at:  
Grooms Drive, Pinner  
Farrier Close, Hayes  
Turnstone Close, Hayes

Wheelchair accessible properties. Accept  
direct applications. 60+ only for Grooms  
Drive.

### **Moat Housing Society**

96 High Street, Sevenoaks,  
Kent TN13 1LP

Tel: 01732 740985

Email: [linda.milliken@moat.co.uk](mailto:linda.milliken@moat.co.uk)

Scheme at:  
Sevenoaks Court, Northwood

Accept direct applications for 55+ but must  
be on council housing register. Support  
co-ordinator, normally resident.

### **SPH housing**

8 Nora Leverton Court, Randolph Street,  
London NW1 0TS

Tel: 020 7284 5450

Web: [www.sph.org.uk](http://www.sph.org.uk)  
Email: [info@sph.org.uk](mailto:info@sph.org.uk)

Scheme at:  
The Chesnuts, Uxbridge

Accept direct applications for 60+ and 55+  
with disability or medical condition. Resident  
warden.

### **Uxbridge United Welfare Trust**

New Windsor Street, Uxbridge,  
Middlesex UB8 2TY  
Tel: 01895 232057

Scheme at:  
Woodbridge House, Uxbridge

## **Meals**

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### **Dial-a-Shopper**

Dial-a-Shopper delivers complete frozen  
meals and shopping to clients' homes on a  
weekly, fortnightly or occasional basis. A  
Dial-a-Shopper's order for main meals can  
include the delivery of supermarket shopping  
(information on request).



### **Dial-a-Shopper**

1 Lammas Road, Cheddington  
Leighton Buzzard, Beds LU7 0RY

Tel: 01296 662 988

E-mail: dialashopper@hotmail.co.uk

Open: Monday – Friday 9.00am – 5.00pm  
Answerphone out of hours;

### **Meals-on-Wheels**

The meals-on-wheels service helps people to live independently in their own homes, by delivering fresh and frozen meals when they can no longer cook their own. Midday meals can be delivered 7 days a week (at weekends only in special circumstances). Special diets are catered for, but confirmation by your doctor is requested. There is a charge for all meals. To apply for meals on wheels, contact the Adult social care, health and housing duty intake team on 01895 277110 or 01895 277925, they will arrange to assess your needs to determine whether you meet the eligibility criteria.

4S/05, Civic Centre  
High Street, Uxbridge UB8 1UW  
Tel: 01895 250 412

E-mail: mealsonwheels@hillington.gov.uk

Open: Monday – Friday 9.00am – 5.00pm;

### **Wiltshire Farm Foods**

Wiltshire Farm Foods offer a choice of over 170 complete meals and desserts delivered frozen direct to your home. Meals are easily stored and heated for a delicious hot meal whenever you wish. Delivery is free.

Tel: 0800 773 773

Web-site: [www.wiltshirefarmfoods.com](http://www.wiltshirefarmfoods.com)

## **Moving Home**

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### **Seamless Relocation**

Seamless Relocation offer a caring and independent service to enable people to move home. Our goal is to make this transition as positive and smooth as possible for all concerned. From finding a new property through to settling in, we can help with all or just part of the move.

### **Seamless Relocation Ltd**

14 Broughton Road, London W13 8QW  
Tel: 020 8621 3553

## **Nursing homes**

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### **Ashwood Care Centre**

1a Derwent Drive, Hayes,  
Middlesex UB4 8DR

Tel: 020 8573 1313

Owner: Southern Cross Healthcare Ltd

Manager: Marion Thomas

This home is registered for the elderly mentally infirm.

### **Aston House Care Home**

26 Angel Lane, Hayes UB3 2QX

Tel: 020 8569 1499

Owner: Southern Cross Healthcare Services Limited

Person in charge: the manager

This home is registered for the elderly mentally infirm.

### **Blenheim Care Centre**

Ickenham Road, West Ruislip HA4 7DP  
Tel: 01895 622 167

Owner: Southern Cross Healthcare Ltd  
Person in charge: Mrs Tatree Preece

This home is registered for the elderly mentally infirm.

### **Cedar House**

39 High Street, Harefield UB9 6EB  
Tel: 01895 820 700

Owner: Southern Cross Healthcare Services Limited  
Person in charge: Kaye Bailey

This home is registered for the elderly mentally infirm.

### **Clare House**

Harefield Road, Uxbridge UB8 1PP  
Tel: 01895 272 766

Owner: BUPA Care Homes (BNH) Limited •  
Manager: Mrs Toni Barton

### **Denville Hall**

62 Ducks Hill Road, Northwood HA6 2SB  
Tel: 01923 825 843

Owner: Denville Hall  
(Reg Charity No. 209480)  
Person in charge: Julie Gladys Bignell

This home is registered for the elderly mentally infirm.

Home for retired actors/actresses.

### **Eastbury Nursing Home**

12 Eastbury Road, Northwood HA6 SAL  
Tel: 01923 823 816

Owner: MD Homes  
Person in charge: Mrs S T Hussein

### **Franklin House**

The Green, Swan Road,  
West Drayton UB7 7PW  
Tel: 01895 452 480

Owner: Care UK  
Person in charge: Stephanie Jones

### **Frithwood Nursing Home**

21 Frithwood Avenue, Northwood HA6 3LY  
Tel: 01923 820 955

Owner: MD Homes  
Person in charge: Carolyn Estabilla

### **Harefield Nursing Centre**

Hill End Road, Harefield UB9 6UX  
Tel: 01895 825 750

Owner: BUPA Care Homes  
Person in charge: Miss Grainne McClaughlin

This home is registered for the elderly mentally infirm

### **Hayes Cottage**

Grange Road, Hayes UB3 2RR  
Tel: 020 8573 2052

Owner: Hayes Cottage Nursing Home Limited  
Person in charge: Matthew Nutt

### **Marian House**

100 Kingston Lane, Uxbridge UB8 3PW  
Tel: 01895 253 299

Owner: Trustees of Sisters of this Sacred Heart of Jesus and Mary  
Person in charge: Mrs Mamin Sawh  
Home for retired nuns.

### **Parkfield House Nursing Home**

Charville Lane West, Hillingdon,  
Uxbridge UB10 0BY  
Tel: 01895 811 199

Owner: Halton Services Ltd  
Person in charge: Ms Penny Chubb  
This home is registered for the elderly mentally infirm.

### **Ruislip Nursing Home**

173 West End Road, Ruislip HA4 6LB  
Tel: 01895 676 442

Owner: Mr/Mrs H Cader  
Person in charge: Mrs R B Cader

### **St Vincent's Nursing Home**

Wiltshire Lane, Eastcote, Pinner HA5 2NB  
Tel: 020 8872 4900

Owner: St Vincent's Hospital  
Person in charge: Shiria Hafsey

## **Repairs**

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### **Age UK Hillingdon Handyperson Service**

Will carry out practical tasks in and around the home of older people. Labour is free but materials must be paid for.

Tel: 020 8756 3040  
Web-site:  
[www.ageconcernhillingdon.org.uk](http://www.ageconcernhillingdon.org.uk)

### **Care and Repair Housing Service, Paradigm Housing Group**

The service provides advice and assistance to older homeowners aged 60 and over to improve, repair and adapt their homes. The agency also assists clients to increase their income through benefits and equity schemes. A private agency scheme is also available for people not eligible for grants but who can finance work themselves. A handyperson and security scheme is also available to owner/occupiers over the age of 60, or disabled people under 60.

### **Paradigm Housing Group**

Care and Repair, Cromwell House  
43-45 High Street, Ruislip HA4 7BD  
(Disabled access)

Tel: 01895 678 002

Fax: 01895 678 090

E-mail: [enquiries@paradigmhousing.co.uk](mailto:enquiries@paradigmhousing.co.uk)

Web-site: [www.paradigmhousing.co.uk](http://www.paradigmhousing.co.uk)

Open: Monday, Tuesday, Thursday, Friday  
9am - 5.30pm, Wednesday 10am - 5.30pm

### **Hillingdon Homes Handyperson Service**

It is available to tenants who are under 60 and who also receive Housing Benefit or Disability Living Allowance. The service is not available for people who are over 60. Users are asked for a £10 contribution towards the cost of running the service.

### **Hillingdon Homes Repair Depot**

Newport Road, Hayes UB4 8JX

Tel: 01895 556 600

Minicom: 01895 277 976

Fax: 01895 250 002

E-mail: [housingrepairs@hillingdon.gov.uk](mailto:housingrepairs@hillingdon.gov.uk)

Web-site: [www.hillingdonhomes.ltd.uk](http://www.hillingdonhomes.ltd.uk)

### **Uxbridge Housing Office: Repairs**

Repairs service for Council tenants and leaseholders.

### **Uxbridge Housing Office**

1390 Uxbridge Road, Hillingdon UB10 0NE

Tel: 01895 250880

Fax: 01895 250340

E-mail: [uhousing@hillingdon.gov.uk](mailto:uhousing@hillingdon.gov.uk)

Open: Monday - Friday 8.30am – 5.00pm

### **Residential homes for older people**

### **Aronmore Residential Care Home**

64-66 Hallowell Road, Northwood,  
Middlesex HA6 1 DS

Tel: 01923 825 940

Owner: Ventry Residential Care Limited

Person in charge; Mrs P James

This home is registered for the elderly  
mentally infirm.

### **Ashwood Care Centre**

1a Denrwent Drive, Hayes UB4 8DR

Tel: 020 8573 1313

Owner: Southern Cross Healthcare Ltd

Person in charge: Marion Thomas

This home is registered for the elderly  
mentally infirm.

### **Blenheim Care Centre**

Ickenham Road, West Ruislip,  
Middlesex HA4 7DP

Tel: 01895 622 167

Owner: Southern Cross Healthcare Ltd

Person in charge: Mrs Tatree Preece

This home is registered for the elderly  
mentally infirm.

### **The Boyne RCH Limited**

38 Park Way, Ruislip Manor,  
Middlesex HA4 8NU

Tel: 01895 621732

Owner: Mr V K Dhir

Person in charge: The Manager

### **Brackenbridge House**

Victoria Road, South Ruislip,  
Middlesex HA4 OJH

Tel: 020 8422 3630

Owner: Homegroup

Person in charge: Gillian Browne

### **The Burroughs**

Mill Road, West Drayton,  
Middlesex UB7 7EQ

Tel: 01895 435 610

Owner: Care UK Community Partnerships

Person in charge; Mr M Bowden

This home is registered for the elderly  
mentally infirm

### **Coppermill Care Centre**

10 Canal Way, Off Summerhouse Lane,  
Harefield UB9 6TG

Tel: 01895 820130

Owner: Coppermill Care Ltd

Person in charge: Johan Neeskens

This home is registered for the elderly  
mentally infirm.

### **The Fairways**

64 Ickenham Road, Ruislip  
Middlesex HA4 7DQ

Tel: 01895 675885

Owner: Farrington Care Homes Ltd Manager:  
Julie Law

### **Heathfield House**

10 Heath Road, Hillingdon UB10 0SL  
Tel: 020 8573 2981

Owner: Mr Vijay Knowlessur  
Person in charge: The Manager

### **James House**

2 Sandy Lodge Way, Northwood HA6 2AJ  
Tel: 01923 823122

Owner: Abbeyfield Uk  
Person in charge: Maggie Veeren

### **Mountview Residential Home**

Rickmansworth Road, Northwood HAG 2RD  
Tel: 01923 824826

Owner: Dr Nizar Merali  
Person in charge: Marie Coelho

### **Poplars**

15 Ickenham Road, Ruislip HA4 7BZ  
Tel: 01895 635 284

Owner: Appcourt Limited  
Person in charge: Ms Debra Fairhofme

### **Sweetcroft Residential Care Home**

53 Sweetcroft Lane, Hillingdon UB10 9LE  
Tel: 01895 230009

Owner: Mr Martin Keane  
Person in charge: Mrs Jane Keane

### **Whitby Dene**

316 Whitby Road, Eastcote, Ruislip HA4 9EE  
Tel: 020 8868 3712

Owner: Care UK Community Partnerships Limited

Person in charge: Ms Razia Ghoghai  
This home is registered for the elderly mentally infirm.

### **White Plains**

Tilehouse Lane, Denham,  
Nr Uxbridge UB9 5DE  
Tel: 01895 832190

Owner: B & M Care Homes  
Person in charge: Yvonne O'Connor

This home is registered for the elderly mentally infirm.

### **Woodlands**

84 Long Lane, Ickenham UB10 8SX  
Tel: 01895 634 830

Owner: Mrs Sybil Rose  
Person in charge: Mr Andrew Campbell

## ***Residents And Their Relatives***

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### **Relatives and Residents Association**

The Relatives & Residents Association offers information and help choosing a care home, funding, quality of care, making complaints, setting up relatives and residents groups in care homes.

### **Relatives & Residents Association**

24 The Ivories, 6-18 Northampton Street  
London N1 2HY

Tel: 020 7359 8148  
Fax: 020 7226 6603  
Advice Line: 0207 359 8136

E-mail: [advice@relres.org](mailto:advice@relres.org)  
Web-site: [www.relres.org](http://www.relres.org)

Open: Monday - Friday 9.30am - 4:30pm

### **Relatives of Residents in Care Homes in Hillingdon (RRICHH)**

RRICHH provides a forum for relatives and friends of residents in care homes in Hillingdon to discuss issues, share information and test options with others who have had similar experiences and share similar concerns. People with specialist knowledge on useful and relevant topics speak at the informal meetings, which are open to anyone with an adult family member or a friend in Care/Residential Home or Continuing Care ward in a hospital, or to anyone considering residential or nursing home care, including respite breaks both long and short term. They also offer information/advice on care homes and funding issues. For more information contact Hillingdon Carers or Age UK Hillingdon.

#### **RRICHH**

Luther Bouch House, 126 High Street,  
Uxbridge UB8 1JT

Hillingdon Carers Tel: 01895 811 206

Age UK Hillingdon Tel: 020 8756 3040

Web-site: [www.hillingdoncarers.org.uk](http://www.hillingdoncarers.org.uk)

Open: Monday – Friday 10.00am – 4.00pm

Answerphone out of hours.

### **Tenant/Resident Associations**

List of associations already formed and advice on how to form one.

#### **Tenant/Resident Association**

Jean Marshall

1390 Uxbridge Road, Hillingdon UB10 0NE

Tel: 01895 277 038

E-mail: [jmarshall2@hillington.gov.uk](mailto:jmarshall2@hillington.gov.uk)

Open: Monday – Friday 8.30am – 5.00pm



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# Getting out and about

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## **Voluntary Car Service**

See Age UK Hillingdon, page 5.

## **Capital Call Scheme**

Capital Call is a scheme which runs alongside the Taxi Card scheme which enables visually impaired or severely disabled people who are unable to use public transport to travel in London's black cabs at a reduced rate.

Capital Call is designated to licensed mini-cab firms in and around the Borough.

## **Capital Call Scheme**

Transport Co-ordination Centre  
C/o HCT, Ash Grove Bus Depot,  
Mare Street, London E8 4RH

Tel: 020 7275 2446

E-mail: [capitalcall@hackneyct.org](mailto:capitalcall@hackneyct.org)

## **Hillingdon Community Transport**

Affordable fully accessible transport for groups and for non profit organisations servicing London Borough Hillingdon residents. Limited service for disabled individuals experiencing transport disadvantages.

## **Hillingdon Community Transport**

Block 'B'

Harlington Road Depot  
128 Harlington Road, Uxbridge UB8 3EU  
(Disabled access)

Tel: 01895 277 773

Fax: 01895 277 775

Email: [sjassal@hillington.gov.uk](mailto:sjassal@hillington.gov.uk)

Open: Monday – Friday 9.30am – 3.30pm;

## **London Dial-a-Ride Service**

Dial-a-Ride provides a multi-occupancy door to door transport service for people with a permanent or long term disability or health problems who are unable, or virtually unable

to use conventional public transport. It can be used for all types of journeys such as shopping, visiting friends, attending meetings or doctor or dentist appointments. To use Dial-a-Ride you have to be a member.

## **London Dial-a-Ride Service**

Customer Liaison Unit, Progress House  
5 Mandela Way, London SE1 5SS

Tel: 0845 999 1999

E-mail: [dar@tfl.gov.uk](mailto:dar@tfl.gov.uk)

Web-site: [www.tfl.gov.uk](http://www.tfl.gov.uk)

## **London Freedom Passes**

If you are aged 60 or over or have an eligible disability and your sole or principal residence is a London borough, you can apply for a freedom pass to help you travel around London. The freedom pass enables you to travel free on London's public transport which includes: buses, Tube, trains, London Overground, Docklands Light Railway and trams. The freedom pass is paid for by your local borough council. If you live in London Borough of Hillingdon you will need to apply for your freedom pass at the Post Office.

## **London Freedom Passes**

Tel: 020 7934 9633

Fax: 020 7934 9782

Email: [mobility@londoncouncils.gov.uk](mailto:mobility@londoncouncils.gov.uk)

Web-site: [www.freedompass.org](http://www.freedompass.org)

## **London Taxicard Scheme**

This scheme allows Londoners with disabilities which prevent them from using buses or trains to travel in the contractor's licensed radio taxis-black cabs at greatly reduced fares. To be eligible you must be unable to use buses or trains because of either blindness or any permanent or long

term disability/injury which seriously impairs your ability to walk. Complete the application form and send it to:

### **London Taxicard Scheme**

London Councils Taxicard  
New Zealand House, 80 Haymarket  
London SW1 Y 4TZ

Tel: 020 7484 2929  
Fax: 020 7484 2919

Full details of the scheme will be supplied in an information booklet when you are sent your Taxicard. Application forms are available from:

### **Social Services**

London Borough of Hillingdon  
Civic Centre, Uxbridge UB8 IUW

Tel: 01895 250 280  
Tel: 01895 250 202

### **National Express**

If you are over 60, you will generally get up to 50% off the cost of your ticket. During peak times (Fridays, Saturdays in July and August, Easter, Christmas, New Year holiday period) you will the up to 30% off.

National Express  
Tel: 08717 818181

Disabled Persons Travel Helpline:  
08717 818179

Textphone: 0121 455 0086

Web-site: [www.nationalexpress.com](http://www.nationalexpress.com)

### **Senior Railcard**

Senior Citizen Railcards are available to anyone aged 60 or over, giving discounts on a variety of rail tickets including some ferry services. They can be obtained at major

British Rail stations, (fill in an application form, proof of age required). They cost £24 and are valid for a whole year.

### **Senior Railcard**

ATOC, 3rd Floor, 40 Bernard Street  
London WC1N 1BY

Tel: 08448 714 036

E-mail: [help@railcards-online.co.uk](mailto:help@railcards-online.co.uk)  
Web-site: [www.senior-railcard.co.uk](http://www.senior-railcard.co.uk)

Open: Monday – Friday 9.00am – 5.00pm

### **Shopmobility**

Manual and powered wheelchairs and powered scooters are available to anyone with limited mobility. In order to use the service you have to be registered as a customer so that you are covered by insurance policy. Annual registration fee is £8. You will be asked to produce a document showing both your name and address. Staff will train you to use the mobility equipment. Assisted shopping is provided by prior arrangement. Bookings must be made in advance.

### **Shopmobility**

Unit 301, Car Park level 2  
The Chimes Shopping Centre  
High Street, Uxbridge UB8 1GD  
(Disabled access)

Tel: 01895 271 510  
Fax: 01895 271117

E-mail:  
[hillingtonshopmobility@hotmail.org.uk](mailto:hillingtonshopmobility@hotmail.org.uk)

Web-site:  
[www.hillingdondonshopmobility.org.uk](http://www.hillingdondonshopmobility.org.uk)

Open: Monday - Saturday 9.15 am - 4.30pm

### **Stationlink Bus Service**

Do you find cross-London journeys something of a challenge? Stationlink's low-floor buses provide a convenient and accessible way of travelling across the capital. Easy-to-board entrances and friendly drivers assist you getting on and off. Buses are equipped with wide gangways and a ramp is available for wheelchair users.

### **London Buses Customer Services**

84 Ecclestone Square, London SW1V 1PX

Tel: 0845 300 7000

Textphone: 020 7027 9914

### **Uxbridge Bus Garage**

#### **Uxbridge Bus Garage**

Bakers Court, Uxbridge UB8 1RG

Tel: 01895 236 598

Fax: 01985 810 853

### **Transport for London**

To get advice and information regarding: Underground System, Oyster Card, and London Buses.

### **Transport for London**

Central Customer Services

23rd Floor Empress State Building

Empress Approach, London SW6 1TR

E-mail: [enquire@tfl.gov.uk](mailto:enquire@tfl.gov.uk)

Tel: 020 7222 5600 and ask for Central Customer Services

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# Help with money

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## **A£TERO - Independent Financial Advisers**

An independent financial advisory service which aims to help you make the most of your investments and plan financially for your future.

### **Altero Financial Services Ltd**

One Beasley's Yard, 126 High Street,  
Uxbridge UB8 1JU

Tel: 01895 253559

Email: [office@altero.co.uk](mailto:office@altero.co.uk)

Web-site: [www.altero.co.uk](http://www.altero.co.uk)

## **Crown Debt Advice Centre**

Crown Debt Advice Centre provides a free and confidential debt advice service to the community.

**Crown Debt Advice Centre**, Cedar House,  
Vine Lane, Hillingdon UB10 0BX

Tel: 01895 237 308

Web-site: [www.crowndebtadvice.org.uk](http://www.crowndebtadvice.org.uk)

E-mail: [enquiries@crowndebtadvice.org.uk](mailto:enquiries@crowndebtadvice.org.uk)

## **Job Centre Plus - Hayes**

Adam House, 818 - 820 Uxbridge Road  
Hayes UB4 0RS

Tel: 020 8426 3000

Web-site: [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

## **Job Centre Plus - Uxbridge**

Senator Court, Belmont Road  
Uxbridge UB8 1DP

Tel: 020 8426 3000

Social Fund Tel: 0845 6088661

Social Fund Tel: 0800 055 66 88

Social Fund Textphone: 0800 023 48 88

Web-site: [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

## **National Benevolent Fund for the Aged**

Aim to improve the quality of life of older people in the UK on low income. Provide free holidays for older people in the UK for fun, companionship and a break from isolation and loneliness. They provide Emergency Telephone Alarms on long-term free loan. They also provide free TENS machines to people who have been shown how to use a TENS by their GP or physiotherapist.

### **National Benevolent Fund for the Aged**

32 Buckingham Palace Road  
London SW1W 0RE

Tel: 020 7828 0200

Fax: 020 7828 0400

E-mail: [Info@nbfa.org.uk](mailto:Info@nbfa.org.uk)

Web-site: [www.nbfa.org.uk](http://www.nbfa.org.uk)

Open: Monday - Friday 9.00am - 5.00pm

## **Pension Disability and Carer's Service**

Hillingdon Joint Team provides a face to face service for vulnerable customers of all ages of The Pension Service and Disability and Carer's Service through home visits and Information Points. The Mission is to tackle poverty and promote greater independence and well-being in later life.

### **Pension Disability and Carer's Service**

Hillingdon Joint Team, Valiant House  
1 Park Road, Uxbridge UB8 1RN

Tel: 020 8811 8304

Tel: 020 8872 5502

Tel: 020 8872 5502

E-mail:

[jt-hillingdon@thepensionservice.gsi.gov.uk](mailto:jt-hillingdon@thepensionservice.gsi.gov.uk)

Web-site: [www.direct.gov.uk](http://www.direct.gov.uk)

Open: Monday - Friday 9.00am - 4.00pm

### **Tax Office - Oxon & Bucks**

Any Tax Office or Tax Enquiry Centre will be able to help with queries regarding your tax and provide forms you may need and help with completing them.

#### **Oxon & Bucks Tax Office**

Saughton House, Broomhouse Drive  
Edinburgh EH11 3XG

Tel: 0845 302 1434

Text phone: 0845 302 1408

Fax: 01355 358 9021

### **The Pension Service**

This service can provide you with a full benefit check in your own home or in any other venue you would feel comfortable. Officers will quickly check your entitlement to all benefits including pension credit; disability benefits, Housing and Council Tax Benefits and they will complete all the necessary paperwork and forms.

Tel: 01895 216 812 or 01895 216 813

## ***Paying For Care***

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### **Direct payments**

Direct payments are local council payments for people who have been assessed as needing help from social services, and who would like to arrange and pay for their own care and support services instead of receiving them directly from the local council.

A person must be able to give their consent to receiving direct payments and be able to manage them even if they need help to do this on a day-to-day basis.

The local support service for help and advice with Direct Payments in Hillingdon is DASH. (See pages 11 and 12 for details).

### **Self-Directed Support**

Over the next two years, Hillingdon Council is introducing 'Self-Directed Support' for adults who are eligible for a social care service.

Self-Directed Support will give you control so you can make decisions about what support you receive and how you manage it.

#### **Transformation Team**

London Borough of Hillingdon  
Civic Centre, High Street, Uxbridge UB8 1UW  
Email: [transformingadultsocialcare@hillingdon.gov.uk](mailto:transformingadultsocialcare@hillingdon.gov.uk)

Tel: 01895 258386

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# Wills, death and bereavement

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## Age UK Hillingdon Will writing service

There are two types of will writing service available offering simple wills for the over 60s at our office in Uxbridge, or a home/hospital visit for those who are housebound or sick.

## Cemetery Office

Responsible for the management of council owned cemeteries and burial grounds.

## Cemetery Office

Breakspear Crematorium  
Breakspear Road, Ruislip HA4 7SJ  
Tel: 01895 250650  
Fax: 01895 624209

E-mail: [athompson@hillington.gov.uk](mailto:athompson@hillington.gov.uk)

Open: Monday - Friday 9.00am - 5.00pm

## Cruse Bereavement Care

Cruse provides bereavement support including a helpline service, literature (including a fact sheet on going on holiday after bereavement) and has a large number of branches across the country.

## Cruse Bereavement Care

Cruse House, PO Box 800, Richmond  
Surrey TW9 1RQ

Helpline: 0844 477 9400  
Enquiries: 0208 939 9530  
Hillingdon branch: 01895 811 330

E-mail: [helpline@cruse.org.uk](mailto:helpline@cruse.org.uk) or  
[info@cruse.org.uk](mailto:info@cruse.org.uk)

Web-site: [www.cruse.org.uk](http://www.cruse.org.uk)

## Cruse Bereavement Care Hillingdon Branch

A counselling organisation for all those bereaved by a person's death, providing personal counselling. All clients must live in the borough. This is a free service. There is usually a waiting list time of 2-3 months.

## Cruse Bereavement Care

Hillingdon Branch  
Hillingdon Baptist Church, Hercies Road,  
Hillingdon UB10 9LS  
Helpline: 01895 811 330  
Administration: 01895 232 703

E-mail: [hillington@cruse.org.uk](mailto:hillington@cruse.org.uk)

Open: Tuesday 12.00 noon - 2.00pm,  
Thursday 9.00am - 2.00pm;

## Forget-Me-Not Bereavement Support Group

A support group for everyone whether recently bereaved or sometime in the past. Meets monthly. One to one counselling also available.

## Forget-Me-Not Bereavement Support Group

Harlington Hospice Association  
St Peters Way, Harlington UB3 5AB  
(Disabled access)

Tel: 020 8759 4653  
Fax: 020 8759 0600

E-mail: [info@harlingtonhospice.org](mailto:info@harlingtonhospice.org)  
Web-site: [www.harlingtonhospice.org](http://www.harlingtonhospice.org)

Open: Monday - Friday 8.30am - 5.00pm



### **Loss & Bereavement Counselling**

A local free of charge service helping those experiencing feelings of loss and bereavement.

#### **Harlington Hospice**

Lansdowne House  
St Peters Way, Harlington UB3 5AB  
Tel: 020 8759 0453  
Fax: 020 8759 4652  
Email: [ToniaGarrett@harlingtonhospice.com](mailto:ToniaGarrett@harlingtonhospice.com)

### **St Marylebone Healing & Counselling Centre**

Offers professional counselling and psychotherapy, within a Christian context. A Mental Health Support Group and Healing Prayer. 50 minutes non-judgmental emotional support, regardless of health, culture and sexual orientation. Appointments only;

#### **St Marylebone Healing & Counseling Centre**

The Crypt, St Marylebone Church  
17 Marylebone Road NW1 5LT  
(Disabled access)  
Tel: 020 7935 5066  
E-mail: [healing@stmarylebone.org](mailto:healing@stmarylebone.org)  
Web-site: [www.stmarylebone.org.uk](http://www.stmarylebone.org.uk)  
Counselling Centre: Tuesday - Friday,  
10.00am - 6.00pm  
Office: Monday 12.00 noon - 5.00pm  
Tuesday - Friday 9.30am - 5.30pm;  
Phones: 10.00am - 21.00pm

### **Terrence Higgins Trust**

The Terrence Higgins Trust produces a guide on Living Wills which is free to anyone living with HIV, otherwise a donation is required. You can either order it, or get more information by calling the THT Direct Helpline.

#### **Terrence Higgins Trust**

314-320 Gray's Inn Road  
London WC1X 8DP  
Tel: 020 7812 1600  
Fax: 020 7812 1601  
E-mail: [info@tht.org.uk](mailto:info@tht.org.uk)  
Web-site: [www.tht.org.uk](http://www.tht.org.uk)  
Open: Monday - Friday 9.30am - 5.30pm;

### **Will Writing**

Age UK Hillingdon provides a simple will writing service for anyone over the age of 60 who is resident in the London Borough of Hillingdon and whose total assets (including the value of any property) are less than £250,000.

This service is provided by qualified and experienced solicitors from two local firms who donate their services free on a Thursday afternoon at our Uxbridge information shop. For an appointment please ring 01895 231841.

It is also possible to arrange a home or hospital visit which is provided by a retired solicitor on a voluntary basis. Please contact Chapel Court on 020 8756 3040 for a home or hospital visit.

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# Government contacts

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## **Better Government for Older People**

207-221 Pentonville Road

London N1 9UZ

Tel: 0870 770 3292

Email: [information@bgop.org.uk](mailto:information@bgop.org.uk)

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

## **Commission for Race Equality**

Tel: 020 7939 0000

Fax: 020 7939 0004

Email: [info@cre.gov.uk](mailto:info@cre.gov.uk)

Website: [www.cre.gov.uk](http://www.cre.gov.uk)

## **Community Legal Service**

Tel: 0845 345 4 345

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

## **Department for Work & Pensions**

Attendance Allowance: 0845712 3456

Carer's Allowance: 01253 85 6123

Pension Credit: 0800 99 1234 (Free)

Website: [www.dwp.gov.uk](http://www.dwp.gov.uk)

## **Department of Health**

Tel: 020 7210 4850

Mincom: 020 7210 5025

Website: [www.dh.gov.uk](http://www.dh.gov.uk)

## **Disability Rights Commission**

Tel: 08457 622 633

Website: [www.drc-gb.org](http://www.drc-gb.org)

## **Driver and Vehicle Licensing Agency (DVLA)**

Tel: 0870 240 0009

Website: [www.dvla.gov.uk](http://www.dvla.gov.uk)

## **Equal Opportunities Commission**

Tel: 020 7222 1110

Fax: 020 7222 2771

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

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

## **Employment Tribunal Service**

Tel: 0845 795 9775

Minicom: 08457 573 722

Website:

[www.employmenttribunals.gov.uk](http://www.employmenttribunals.gov.uk)

## **Financial Ombudsman Service**

Tel: 0845 080 1800 (consumer helpline)

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

## **Financial Services Authority (FSA)**

Tel: 020 7066 1000 (consumer

helpline: 0845 606 1234)

Website: [www.fsa.gov.uk](http://www.fsa.gov.uk)

## **Hillingdon Council: Safeguarding Adults**

Every vulnerable person has the right to be free from abuse and neglect.

Report adult abuse on:

Tel: 01895 556633

## **Hillingdon Council Trading Standards**

The number of elderly or vulnerable homeowners being conned by ruthless workmen who call at their door, is on the increase in Hillingdon. If in doubt keep them out!

Consumer Direct: 08454 040506

Trading Standards: 01895 250164

**HM Revenue & Customs (HMRC)**

Tel: 0845 3003900 (tax credit enquiries). See website for full list of numbers  
Website: [www.hmrc.gov.uk](http://www.hmrc.gov.uk)

**Home Office**

Tel: 020 7035 4848  
Text phone: 020 7035 4742  
Website: [www.homeoffice.gov.uk](http://www.homeoffice.gov.uk)

**House of Commons**

All MPs can be contacted via the House of Commons switchboard. Further information about MPs in the House of Commons is available from the Information Office.

House of Commons Information Office  
House of Commons  
London SW1A 0AA

Tel (switchboard): 020 7219 3000  
Tel (enquires): 020 7219 4272  
Text phone: 0800 1020 721 94272  
Text phone operator: 0870 240 9598  
Type Talk: 0870 240 9598  
Web-site: [www.parliament.uk](http://www.parliament.uk)  
E-mail: [hcinfo@parliament.uk](mailto:hcinfo@parliament.uk)

**Immigration & Nationality Directorate**

Tel: 0870 606 7766  
Website: [www.ind.homeoffice.gov.uk](http://www.ind.homeoffice.gov.uk)

**Information Commissioner**

Tel: 01625 545 700 (switchboard)  
Web: [www.informationcommissioner.gov.uk](http://www.informationcommissioner.gov.uk)

**Job Centre Plus**

Ealing Office, 86-92 Uxbridge Road W13 8RA  
Tel: 020 8258 3000

Acton Office, Armstrong Road W3 7JL  
Tel: (020) 8811 8200

Website: [www.jobcentreplus.gov.uk](http://www.jobcentreplus.gov.uk)

**Legal Services Ombudsman**

Tel: 0845 601 0794  
Website: [www.olso.org](http://www.olso.org)

**NHS Direct Telephone Service**

Tel: 0845 46 47  
Website: [www.nhs.uk](http://www.nhs.uk)

**Office of the Parliamentary and Health Service Ombudsman**

Tel: 0845 015 4033  
Website: [www.ombudsman.org.uk](http://www.ombudsman.org.uk)

**Passport Service UK**

Tel: 0870 521 0410  
Website: [www.passports.gov.uk](http://www.passports.gov.uk)

**Pensions Commission**

Tel: 020 7962 8641  
Textphone: 0870 240 3701  
Website: [www.pensionscommission.org.uk](http://www.pensionscommission.org.uk)

**Public Guardianship Office**

Tel: 0845 330 2900  
Website: [www.guardianship.gov.uk](http://www.guardianship.gov.uk)

**Residential Property Tribunal Service**

Tel: 020 7446 7700 (London Rent Assessment Panel)  
Website: [www.rpts.gov.uk/](http://www.rpts.gov.uk/)

**Retirement Pension Forecast**

Tel: 0845 6060 265. (local rate, 8am-8pm, Monday to Friday) or 0845 6060 285 (textphone)  
Website: [www.thepensionservice.gov.uk](http://www.thepensionservice.gov.uk)

### **The Housing Ombudsman Service**

Norman House, 105-109 Strand,  
London, WC2R 0AA

Tel: 020 7836 3630

Minicom: 020 7240 6776

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

### **The National Archives**

Tel: 020 8876 3444

Website: [www.nationalarchives.gov.uk](http://www.nationalarchives.gov.uk)

### **Veterans Agency**

Tel: 0800 169 22 77

Website: [www.veteransagency.mod.uk](http://www.veteransagency.mod.uk)

### **Vote by Post**

Anyone who is registered to vote can now vote by post at any election. All you have to do is complete an application form. You may find this scheme useful if you are unable to get to a polling station for any reason or simply for convenience.

For an application form, please contact:

Electoral Services

Phase 2, Civic Centre, High Street,  
Uxbridge UB8 1UW

Tel: 01895 250251

Email: [electoralservices@hillingdon.gov.uk](mailto:electoralservices@hillingdon.gov.uk)

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# Useful phone numbers

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Abbeyfield Society  
0172 785 7531

Action on Elder Abuse  
020 8765 7000

Age Concern London  
020 7820 6770

Age UK  
0800 169 6565

Age UK Hillingdon  
020 8756 3040

Age UK Charity Shop - Hayes  
020 8839 8516

Age UK Information Shop - Uxbridge  
01895 231 841

Age UK Hillingdon – Multicultural Food and Fitness  
020 8574 7341

Age UK Regional Office  
0800 107 8977

Age UK Retro Retail  
01895 420 077

Age UK Advice Line  
020 8765 7484

Alcoholics Anonymous  
0845 769 7555

Alliance Healing Associations  
01732 862 478

Alzheimer's Society  
020 7423 3500

Alzheimer's Society Northwood  
01923 823 999

Arthritis Care  
020 7380 6500

Arthritis Research Campaign  
01246 558 033

Asha Day Centres - Hayes  
020 8569 2792

As-One Club - Hillingdon  
01895 463 726

Asthma UK  
0845 603 8143

BackCare  
020 8977 5474

Barnhill Community Centre - Hayes  
020 8845 6900

Bell Farm Christian Centre – West Drayton  
01895 444 406

Benefits Enquiry Line  
0800 882 200

Boots the Chemist – Heathrow Airport  
020 8897 2629

Breast Cancer Care  
0808 800 6000

British Dental Association  
020 7935 0875

British Gas General Enquiries  
0845 607 0200

British Heart Foundation  
0844 847 2787

British Lung Foundation  
020 7688 5555

British Pain Society  
020 7269 7840

British Red Cross – Uxbridge Centre  
01895 233 199

British Telecom – Directory Enquiries  
0800 833 400

British Telecom – Inclusive Communications  
0800 800 150

British Tinnitus Association  
0845 7090 210

British Wireless for the Blind Found  
01622 754 757

Brookside Community Centre - Hayes  
020 8589 0780

Bus Shelters Vandalism Adshel  
0800 731 3699

Bus Shelters Vandalism JC Decaux  
020 7706 8713

Cancer Backup  
020 7696 9003

Capital Call Scheme  
020 7275 2446

Careline  
01895 250 380

Cats Protection  
08702 099099

Cemetery Office - Ruislip  
01895 250 650

Charville Community Centre - Hayes  
020 8841 7067

Citizens Advice - Harrow  
0844 826 9711

Citizens Advice - Hayes  
0844 848 7903

Citizens Advice – London Office  
020 7833 2181

Citizens Advice – Ruislip  
0844 848 7903

Citizens Advice - Slough  
0845 120 3712

Citizens Advice - Uxbridge  
0844 848 7903

Clinical Nurse Specialist – Hillingdon Hospital  
01895 279 794

Colostomy Association  
0800 328 4257

Communicare Counseling Service  
01895 256 056

Community Cancer Centre Yiewsley  
01895 461 016

Community Housing Office Hayes  
01895 250 122

Community Housing Office Ruislip  
01895 250 122

Community Office Uxbridge and Yiewsley  
01895 556 185

Consumer Direct  
08454 040506

Contact the Elderly  
0800 716 543

Continence Advisory Service  
0108 561 6025

Council of Registered Gas Installers (CORGI)  
0870 401 2300

Crane Youth and Community Centre - Hayes  
020 8581 8273

Crimestoppers  
0800 555 111

Crown Debt Advice Centre  
01895 237 308

Cruse Bereavement Care  
0844 477 9400

Cruse Bereavement Care Hillingdon Branch  
01895 811 330

Diabetes Clinic  
01895 486 040



Diabetes UK  
020 7424 1000

Diabetes UK Hillingdon Branch  
01895 279 221

Dial-a-Shopper  
01296 662 988

Disabled Living Foundation  
020 7289 6111

Disablement Association Hillingdon (DASH)  
020 8848 8319

Domestic Violence Helpline  
0808 2000 247

Dovetail Community Outreach  
01895 814 424

Drink Line  
0800 9178 2825

Eastbury Road Day Centre - Northwood  
01923 821 676

Eastcote Community Centre  
020 8866 2050

Eastcote Health Centre  
020 8866 0121

Electricity loss - Eastcote  
0800 7838 838

Electricity loss - Harefield  
08457 708 090

Electricity loss - Hayes  
08457 708 090

Electricity loss - Hillingdon  
08457 708 090

Electricity loss - Ickenham  
0845 708 090

Electricity loss - Ruislip  
0800 7838 838

Electricity loss - Uxbridge  
08457 708 090

Electricity loss - West Drayton  
08457 708 090

Elderly Accommodation Counsel  
020 7820 1343

Elers Road Health Clinic  
020 8573 1214

Elm Park Dining Club  
01895 634 962

Emergency Housing Unit  
01895 250 388

Epilepsy Action  
0808 800 5050

Expert Patients Programme  
01895 452 000

Extra Time  
01923 496 356

Fly Tipping  
01895 556 000

Forget-Me-Not Bereavement Support Group  
020 8759 4653

Graffiti general  
01895 556 000

Graffiti London Underground  
0800 405 040

Grand Union Village Community Centre  
- Northolt  
020 8845 8518

Grange Park Clinic  
020 8573 2956

Grassy Meadow Day Centre - Hayes  
020 8561 4228

Gym at Goals - Hayes  
020 8573 2956

Harefield Community Centre  
01895 824 621

Harefield Health Centre  
01895 823 956

Harefield Stroke Support Club  
01895 822 320

Harlington Hospice Association  
020 8759 0453

Harmondsworth and Longford Community  
Centre  
01895 434 536

Hayes and Harlington Community Centre  
020 8573 5273

Hayes and Harlington Social Club for Blind  
People  
020 8848 4284

Hayes End Community Centre  
020 8561 6623

Healing Gardens  
01895 832 662

Hayes Pool  
020 8573 2785

Hayes Town Medical Centre  
01895 486 020

Healthy Hillingdon Scheme – Active4Life  
01895 250 257

Healthy Hillingdon Scheme - GreenGyms  
01895 277 765

Healthy Hillingdon Scheme – Healthy Walks  
0777 790 862

Hearing Concern  
020 7700 8177

Hearing Dogs for Deaf People  
01844 348 100

Help the Aged  
020 7278 1114

Help the Aged – Senior Line  
0808 800 6565

Hesa Primary Care Centre - Hayes  
01895 486 020

Highgrove Pool  
01895 622 664

Hillingdon Action Group for Addiction  
Management  
01895 207 788

Hillingdon Adult Education Centre -  
Brookfield  
01895 254 766

Hillingdon Adult Education Centre -  
Harlington  
020 8569 1613

Hillingdon Adult Education Centre -  
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01895 671 962

Hillingdon Adult Education Centre – North  
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01895 634 616

Hillingdon Adult Education Centre - Ruislip  
01895 634 616

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01895 671 963

Hillingdon African Caribbean Community  
Association  
01895 435 359

Hillingdon Association of Voluntary Services  
01895 442 722

Hillingdon Carers  
01895 811 206

Hillingdon Community Centre  
01895 445 603

Hillingdon Community Mediation  
01895 446 611

Hillingdon Community Transport  
01895 277 773

Hillingdon Crossroads – Caring for Carers  
01895 258 888

Hillingdon Drug and Alcohol Services  
01895 207 777

Hillingdon Helpline  
0374 506 563

Hillingdon Homes  
01895 250 012

Hillingdon Homes Handyperson Service  
01895 556 600

Hillingdon Hospital NHS Trust  
01895 238 282

Hillingdon Hospital – Hearing Therapy  
Department  
01895 279 817

Hillingdon Hospital – Oncology and Palliative  
Care Team  
01895 279 412

Hillingdon Hospital Pain Clinic  
01895 279 237

Hillingdon Hospital Woodland Centre  
01895 279 970

Hillingdon Independent Wheelchair User  
Group  
01895 859 820

Hillingdon Independent Living Centre  
020 8848 8260

Hillingdon Law Centre  
020 8561 9400

Hillingdon Mind  
01895 271 559

Hillingdon Obsessive Compulsive Disorder  
Group  
01895 444 804

Hillingdon People First  
020 8848 8319

Hillingdon Primary Care Trust  
01895 452 000

Hillingdon Primary Care Trust –  
Appointments Office  
01895 813 861

Hillingdon Talking Newspaper  
01895 556 633

Hillingdon Wheelchair Service  
020 8848 8259

Hillingdon Women's Centre  
01895 259 578

Hospice Information Service  
020 7520 8222

House of Commons  
020 7219 3000

Housing Office Hayes Area  
01895 277 608

Housing Office Ruislip Area  
01895 250 122

Housing Office Uxbridge Area  
01895 277 578

Housing Office Yiewsley Area  
01895 250 169

Huntington's Disease Association  
0151 298 3298

Ickenham Clinic  
01895 637 286

Ileostomy Association Ealing  
020 8621 4780

Ileostomy and Internal Pouch Support Group  
0289 334 4043

Incontact  
0845 345 0165

Institute for Complimentary and Natural  
Medicine  
020 7922 7702

Job Centre Plus - Hayes  
020 8426 3000

Job Centre Plus - Uxbridge  
020 8426 3000

Hearing and Mobility  
01784 440 044

Lawton Pharmacy - Uxbridge  
01895 232 876

Lean on Me Community Care  
020 8842 3329

Library Eastcote  
020 8866 3668

Library Harefield  
01895 558 184

Library Harlington  
020 8569 1612

Library Hayes  
020 8573 2855

Library Hayes - Kingshill  
020 8845 3773

Library Hayes End  
020 8573 4209

Library Hillingdon Oak Farm  
01895 234 609

Library Ickenham  
01895 635 945

Library Northwood - Oaklands Gate  
01923 826 690

Library Northwood Hills  
01923 824 595

Library Ruislip - Manor Farm  
01895 558 234

Library Ruislip Manor  
01895 556 262

Library South Ruislip  
020 8845 0188

Library Uxbridge  
01895 250 600

Library West Drayton  
01895 558 195

Library Yeading  
020 8573 0261

Library Yiewsley  
01895 442 539

London Borough of Hillingdon  
01895 250 111

London Borough of Hillingdon - Animal  
Control Unit  
01895 250 155

London Borough of Hillingdon - Abandoned  
Vehicles  
01895 556 000

London Borough of Hillingdon - Allotments  
01895 250 635

London Borough of Hillingdon - Blue Badge  
Scheme  
01895 556 633

London Borough of Hillingdon - Domestic  
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01895 205 381

London Borough of Hillingdon - Drainage  
01895 250 081

London Borough of Hillingdon - Emergency  
Housing Unit  
01895 250 388

London Borough of Hillingdon -  
Environmental Protection Unit  
01895 250 155

London Borough of Hillingdon - Housing  
Advice and Options Team  
01895 250 147

London Borough of Hillingdon – Housing  
Assessment Team  
01895 250 147

London Borough of Hillingdon – Meals  
Service  
01895 556 633

London Borough of Hillingdon – Noise Service  
– Daytime  
01895 250 155

London Borough of Hillingdon – Noise Service  
– Out of hours  
01895 250 111

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People’s Team  
01895 556 633

London Borough of Hillingdon – Pensions  
01895 250 847

London Borough of Hillingdon – Pest Control  
01895 250 184

London Borough of Hillingdon – Private  
Sector Housing  
01895 250 189

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01895 250 122

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01895 277 578

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01895 277 608

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01895 277 370

London Borough of Hillingdon – Recycling  
01895 277 507

London Borough of Hillingdon – Refuse  
Collection  
01895 556 000

London Borough of Hillingdon – Register  
Office  
01895 250 418

London Borough of Hillingdon – Social  
Services  
01895 556 633

London Borough of Hillingdon – Social  
Services Community Rehabilitation Team  
01895 277 903

London Borough of Hillingdon – Street  
Cleansing  
01895 556 000

London Borough of Hillingdon – Supporting  
People  
01895 556 925

London Borough of Hillingdon – Tree  
Maintenance  
01895 556 000

London Dial-a-Ride Service  
0845 999 1999

London Fire Brigade North West Area  
020 8555 1200x38228

London Freedom Passes  
020 7934 9633

London Wildlife Trust  
020 7934 9633

London Taxicard Scheme  
01895 250 280

Long Lane Community Centre - Hillingdon  
01895 811 287

Lynda Jackson Macmillan Centre  
01923 844 014

Macmillan Cancer Support  
020 7840 7840

Macmillan Team – Hillingdon Hospital  
01895 279 412

Meals-on-Wheels  
01895 250 412

MHA Care Group  
0133 229 6200

Michael Sobell House  
01923 844 531

Middlesex Association for the Blind  
020 8423 5141

Milet Clinic - Hayes  
020 8573 2634

Mortuary Hillingdon  
01895 277 422

Monitoring Group  
020 8843 2333

Mount Vernon Hospital  
01923 826 111

Mount Vernon Minor Injuries Unit  
01923 844 201

Multiple Sclerosis Society  
020 8438 0799

National Benevolent Fund for the Aged  
020 7828 0200

National Express  
08717 818 181

National Federation of Spiritual Healers  
01932 779 648

NHS Direct  
0845 4647

Northwood Health Centre  
01923 827 744

Northwood Live at Home Scheme  
01923 842 494

Northwood and Pinner Community Hospital  
01923 824 782

Oak Farm Clinic  
01895 232 743

Office of the Public Guardian  
0845 330 2900

One Stop Hayes  
01895 556 004

Orchard Practice - Hayes  
01895 486 052

Outdoor Activities Centre - Harefield  
01895 824 171

Paradigm Housing Group  
01895 678 002

Parkinson's Disease Society  
0808 800 0303

Parkinson's Disease Society Hillingdon  
Branch  
01895 638 020

Patient Advice and Liaison Service -  
Hillingdon  
01895 452 088

Patients' Association  
020 8423 9111

Penny Brohn Cancer Care  
01275 370 100

Pension Disability and Carer's Service  
01895 216 812

People with Physical and Sensory Disabilities  
Team – Social Services  
01895 556 633



Pickup Chemist - Hayes  
020 8573 1322

Pohwer Icas  
0845 456 1084

Police Office Northwood  
0300 123 1212

Police Safer Neighbourhood Base  
0300 123 1212

Police Station Hayes  
0300 123 1212

Police Station Hillingdon  
0300 123 1212

Police Station Ruislip  
0300 123 1212

Poplar Farm Day Centre - Hayes  
020 8845 8584

Queensmead Sports Centre – South Ruislip  
020 8845 6010

Radar  
020 7266 0116

Reach  
020 7582 6543

Relate London North West  
020 8427 8694

Relatives and Residents Association  
020 7359 8148

Relatives of Residents in Care Homes in  
Hillingdon (RRICHH)  
01895 811 206

Rethink (Severe Mental Illness)  
01895 441 835

Ricability  
020 7427 2460

Royal Brompton and Harefield NHS Trust  
01895 823 737

Royal National Institute for Deaf People  
020 7296 8000

RSPCA  
0300 1234 999

Ruislip Northwood Old Folks Association  
020 8868 6311

Saga Holidays  
01303 771 111

Sainsbury Pharmacy - Hayes  
020 8848 9112

Salvation Army Dining Club  
01895 208 800

Samaritans  
08457 909 090

Senior Railcard  
08448 714 036

Shelter  
0844 515 2000

Shopmobility - Uxbridge  
01895 271 510

Sipson Community Centre  
020 8897 7283

Social Care Direct  
01895 556 633

Social Fund  
0845 608 8661

South Ruislip Community Centre  
020 8842 0547

Southall Day Centre  
020 8574 0902

Stationlink Bus Service  
0845 300 7000

St Luke's Kenton Grange Hospice  
020 8382 8000

St Marylebone Healing and Counseling  
Centre  
020 7935 5066

Stockley Park Golf Course  
020 8813 5700

Stroke Association  
020 7566 0300

St Tiggywinkles – Wildlife Hospital Trust  
01844 292 292

Tax Office – Oxon and Bucks  
0845 302 1434

Tenant/Resident Association  
01895 277 038

Terrence Higgins Trust  
020 7812 1600

Tourism for All  
0845 124 9971

Transport for London  
020 7222 5600

Tudor Club - Ruislip  
020 8866 8603

Tuesday Club – Uxbridge  
01895 258 956

University of the third age - Ealing  
020 8997 8630

University of the third age - Harrow  
020 8864 3821

University of the third age - Hillingdon  
01895 630 992

Uxbridge Bus Garage  
01895 236 598

Uxbridge Clinic  
01895 252 461

Uxbridge Community Centre  
01895 257 163

Uxbridge and District Social Club for Blind  
People  
020 8848 4284

Uxbridge Furniture Store  
01895 256 655

Uxbridge Golf Course  
01895 237 287

Uxbridge Health Centre  
01895 252 461

Uxbridge Housing Office  
01895 277 578

Uxbridge Housing Office: Repairs  
01895 250 880

Uxbridge Old People's Welfare Association  
Fassnidge Memorial Hall  
01895 234 052

Victim Support Scheme - Hillingdon  
01895 421 200

Visiting Warden Service  
01895 250 942

Volunteer Centre Hillingdon  
01895 442 730

Warren Health Centre - Hayes  
020 8756 0644

Water Activities at Warrender School - Ruislip  
01895 824 171

Watford General Hospital  
01923 244 366

West Drayton, Yiewsley and District Senior  
Citizens' Welfare Association  
01895 445 863

West Mead Clinic – South Ruislip  
020 8845 5888

Willow Tree Furniture Store  
020 8797 9505

Which  
0199 282 2800

Wiltshire Farm Foods  
0800 773 773

Workers Educational Association  
020 7426 3450

Wood End Park Clinic - Hayes  
020 8848 8258

Woodlands Carers Support Group  
01895 279 980

WRVS – Lunch club  
01923 711 548

Yeading Community Centre  
020 8845 1714

Yiewsley Health Centre  
01895 443 686

Yiewsley Methodist Luncheon Club  
01895 445 060

Yiewsley Swimming Pool  
01895 427 354

Yiewsley and West Drayton Community  
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01895 443 423

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# Please note!

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If you wish to be included in the next edition of the Hillingdon Handbook, please complete this form and return to our office at the address below.

Name of your company: .....

Service outline: .....  
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Disabled Access: ☐ Yes ☐ No

Telephone numbers: .....  
Fax: .....  
E-mail: .....  
Web-site: .....  
Opening hours: .....

Age UK Hillingdon  
2 Chapel Court  
126 Church Road  
Hayes UB3 2LW





**Produced by:**

Age UK Hillingdon  
2 Chapel Court  
126 Church Road  
Hayes UB3 2LW

Tel: 020 8756 3040 Fax: 020 8756 3050

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**IN AN EMERGENCY...**

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***For Police, Fire or Ambulance Tel: 999, state the service you require and give your name, address and telephone number.***

**Water**

Three Valleys Water Company covers the areas of Eastcote, Ickenham, Harefield, Hayes, Hillingdon, Northwood, Ruislip, Uxbridge, West Drayton.

Tel: 0845 782 3333

**Electricity (For loss of electricity)**

For Ickenham, Harefield, Hayes, Hillingdon, Uxbridge, West Drayton.

Tel: 08457 708 090

For Eastcote, Northwood, Ruislip.

Tel: 0800 7838 838

**Gas (for gas escapes)**

National Grid: Tel: 0800 111 999

British Gas General Enquiries: Tel: 0845 607 0200

**Samaritans**

Confidential, 24-hour service.

Tel: 01895 253 355

**Social Services**

Including night-time and weekend standby service.

Tel: 01895 250 111