

Your guide to palliative care



Practical information, local services and support for patients, families and carers
in **Leighton-Linslade** and the surrounding villages

Autumn 2026

This guide aims to help you and the people who care about you, understand what palliative care means, what happens next and where to find support in the Leighton-Linslade area.

Its aim is to provide general information and should not replace advice from your doctor or other healthcare professionals.

Compiled and edited by members of the three Leighton Buzzard Patient Participation Groups, who all provide their time on a voluntary basis

All the information included in this guide was gathered and checked by our volunteers and was correct, to the best of our knowledge, at the time of printing. Details can quickly change, so we cannot be responsible for any errors or misinformation.

Please tell us about any corrections by emailing pcareguide@gmail.com

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BACKGROUND

The creation of this guide was inspired by members of the Patient Participation Groups* (PPG) from the three surgeries in Leighton Buzzard. It was conceived and contributed to by members of these groups who have had firsthand experience of loved ones needing palliative care and who realised there was no single point of reference for those who were on this difficult journey.

The aim of the guide is to help to explain palliative care and describe what help and support is available both locally and further afield, so as to improve and maintain the quality of life for patients, loved ones, carers and friends. It attempts to address some of the issues in terms of physical needs, medication and pain management, emotional support, social interaction and spiritual beliefs.

The term palliative care refers to the treatment of people of all ages who have been formally diagnosed with a life limiting or terminal illness, these include but are not limited to: Cancer, Parkinson's disease, Dementia and Motor Neurone Disease. When it is a life limiting terminal illness it is then called end-of-life palliative care.

Receiving this diagnosis will be very distressing not just for the patient, but also for loved ones and friends who are dealing with the upset of a diagnosis, combined with trying to understand and navigate the palliative journey. There will be a lot of worry and anxiety, with initial concerns about the care arrangements, in trying to achieve the best possible outcome for the patient, loved ones and friends concerning who to talk to, what to ask for, and what assistance is available.

This reference guide seeks to outline and explain what help and support is available, it is however not exhaustive and should be used as a guide alongside other sources and resources.

The information contained in this document, will be of relevance to people who require palliative care whether this is at home, in a care home, hospice, or hospital.

Palliative care delivery is about attaining the flexibility and understanding with which to achieve what matters most to that individual, at any given time on their journey.

**PPG panels are comprised of patient volunteers who are committed to work with the surgeries, the practice manager and GPs to deliver a range of improvements.*

SECTION ONE – PRACTICAL INFORMATION

It is important to remember that palliative care is about helping people live as well as possible.

STAGES OF PALLIATIVE CARE

There are generally five parts to palliative care:

- 1) Understanding the diagnosis and creating an initial care plan.
- 2) Emotional support and addressing medical, psychological and social needs after diagnosis.
- 3) Early support and managing the symptoms while maintaining independence.
- 4) End of life care, focussing on comfort and quality of life as the patient declines in health.
- 5) Bereavement. Ensuring comfort, dignity, and appropriate spiritual/emotional support during the final stages of life, facilitating peaceful closure, ensuring the wishes of the patient will be met.

Diagnosis

The GP is generally the first point of contact with the patient and loved ones, carers and friends to explain and discuss the distressing diagnosis and help them understand what is involved and what may possibly lie ahead. Sometimes it may be in a hospital setting where it will be explained by the medical team.

Openness and good communication in understanding the diagnosis of the medical/physical condition requiring palliative care is important, asking questions and sharing any concerns that the patient and loved ones, carers and friends may have.

A palliative care plan will be created and established by the GP/medical team with the specialist staff so as to achieve a good quality of life moving forward.

Reference to the list of GPs/surgeries, hospitals, hospices, local/national organisations, charities, as well as spiritual/religious beliefs, showing some of those who can help and give support in these discussions, is laid out later in this booklet.

Support

Emotional support and coming to terms with the medical condition is important.

Talking about the effect of the diagnosis can be upsetting, both psychologically and emotionally, on not only the patient but also the loved ones, carers and friends, with possible help from outside organisations and support groups. If appropriate, setting up an **LPA** (lasting power of attorney) and writing a **will** for patient peace of mind is advised. Information on how to do this is set out later in this booklet.

Managing symptoms means understanding the medication prescribed and its effect on the patient while maintaining independence especially the physical and emotional quality of life and what practical help can be given to improve and maintain this. Seek out further help and support for the medical and physical issues of the patient using the contact information for help and support available from organisations, charities, social groups, spiritual beliefs.

End of Life

End of life care and focussing on pain relief, comfort and quality of life as the patient declines in health should be clarified.

If no decision has previously been made by the patient and loved ones on end of life then, if appropriate, open and frank discussions with the patient and loved ones, carers and friends with the medical teams on end-of-life decisions on, for example:

- **DNR** (do not resuscitate)

to ensure these are recorded on the medical records as appropriate and to make this known to medical teams at the relevant/appropriate time.

Bereavement

Ensuring comfort, dignity, and appropriate spiritual/emotional support during the final stages of life, facilitates peaceful closure ensuring the wishes of the patient will be met.

Help and Support

There is help and support available for patients, loved ones, carers and friends from local groups, charities and organisations, both private and government, at local and national level, to improve and maintain good communication for patients/carers and loved ones at all levels.

Asking Questions

Throughout the palliative care journey, there will be many occasions when you will need answers to questions. Where possible these should be directed to the designated primary medical team who have been allocated to look after the care of the patient. If you need advice or support with palliative or end-of-life care, you can now call **NHS 111** (Option 4) at any time, day or night. This 24/7 single point of contact for patients, carers, families, and healthcare professional's links you directly to specialist support for symptom management, psychological care, signposting to other services, advance care planning and more. In any emergency call **999**

There are also many other sources you can turn to {see later in this guide} for more information.

Discharges and Transfers

It is quite likely that during the palliative journey there will be a need for the patient to be admitted to a hospital, nursing home or hospice. These inpatient stays can result in patients returning to their home or being transferred to another care facility.

In the instance where any discharge or transfer is required, it is important that all decisions are taken in full consultation with the patient and family/support network and with sufficient time to allow for a full assessment of needs, as well as ensuring that the necessary provisions are in place.

Where a patient is being transferred either to their home or another care facility, all interested parties must be given adequate information, support, and any specialist equipment and/or an adequate home care package and Home Care Plan, where applicable, to make any transition as smooth as possible.

In all such situations, it is imperative that adequate medication must be available at the point of discharge. This is suggested as a minimum of five days to take into account weekends, holidays and the availability of surgeries to provide any necessary support.

LEGAL MATTERS

The whole area relating to legal matters in a palliative care situation is a very complex one and everyone's situation will be different. Below we have attempted to break down some of the more common aspects, but people should always seek specialist advice, either from supportive charities, Citizens Advice, a solicitor or other relevantly qualified person.

Lasting Power of Attorney

When someone is ill and is possibly having debilitating treatments, it may not be so easy to manage bank accounts and bills, or making decisions about care might become difficult, so setting up a Lasting Power of Attorney (LPA) might be helpful.

An LPA is a legal document that lets someone (the 'donor') appoint one or more people (known as 'attorneys') to help them to make decisions or to make decisions on their behalf and gives everyone more control over what happens to the patient if they have an illness and cannot make their own decisions ('lack mental capacity').

Most Leighton Linlade solicitors can advise you and draw up both kinds of LPA, and there are many nationally-known companies which can be found online. If you feel confident, you can devise them directly online at www.gov.uk/power-of-attorney

There are two types of LPA:

- **Financial** – property and financial affairs
- **Medical** – health and welfare

You can choose to make one type or both.

Your LPA will be legally binding only in England and Wales

For more detail on how to make an LPA refer to: www.gov.uk/power-of-attorney/choose

LPAs can be drawn up by a solicitor at an outline cost of between £400 and £700, other commercial organisations do offer assistance and their fees are variable. You may choose to use the online form provided by the government. There is also a registration fee of about £100 per LPA submission.

If you would like to have these in place, they should be made a priority as they can take eight to ten weeks (or possibly longer) to be registered with the Office of the Public Guardian.

Making a will

It is always a very emotive topic, but it is very important to consider making a will (or amending an existing one), as soon as is feasible.

This is in order to ensure that people have a say in what happens to their estate (money, property and possessions), it is always good to have a formal will that is legally enforceable. It may help to reduce any Inheritance Tax to be paid, and it is simpler to process.

A will is a legal list of your wishes. When a person dies without leaving a will, the estate has to be shared out according to certain fixed rules. A will can be written up by an individual, but people should get legal advice if a person's wishes are not straightforward. The will needs to be formally witnessed and signed to make it legally valid, then registered with

www.nationalwillregister.co.uk/register-a-will. The government website has a printable guide to how to do it. www.gov.uk/make-will/print

All local solicitors offer a will-writing service which would be useful if there are more complicated wishes; fees will vary depending on the complexity.

There are also some national specialist will-writing services which can help, for a fee, which may be less expensive than solicitors.

Various national charities offer online or telephone will-writing services, some of which are free. There is no obligation to give a donation in return.

Some stationers also stock will-writing kits.

If there is already a will in place, there might be a desire to update it, or add an official alteration, known as a codicil, or it may be simpler to make a new will.

Any will should clearly set out:

- who the person wants to benefit from their will
- who should look after any children under 18
- who is going to sort out the estate and carry out your wishes after your death (the executor or executors)
- what happens if the people you want to benefit die before you.

You can also include a charitable donation(s) in your will. Do remember to record specific wishes in relation to any pets.

Registering a Death

The medical examiner will inform the Registrar of Births, Marriages and Deaths, and then the death must be registered by the closest relative within five days. The Leighton Buzzard Registrar office is at:

- Leighton Buzzard Library, First Floor Library Building, Lake Street, Leighton Buzzard LU7 1RX.

At present, it is open on Tuesday and Thursday, 9:30am to 4:30pm and appointments can be booked online at life.events@centralbedfordshire.gov.uk or by calling 0300 300 8000.

There are other offices at Ampthill, Biggleswade and Dunstable. It is best to use a local office so there is no delay in getting documents.

The Registrar will need to know:

- the date and place of death
- the full name of the person who has died (and any other names they once had, such as a maiden name)
- their date and place of birth
- their usual address
- their date and place of birth (if this was outside the UK, you only need to give the country)
- their most recent occupation and if they were retired
- whether they were receiving any benefits, including the state pension
- the name, occupation, and date of birth of their spouse or civil partner, if they had one (even if their spouse or civil partner has already died).

It would be useful to take the person's:

- birth certificate
- medical card or NHS number
- passport
- marriage or civil partnership certificate
- driving licence
- proof of their address (on a utility bill, for example).

Once all this has been provided, you will be given:

- a certificate for burial or cremation (known as a 'Green Form')
- a unique code, so that you can use the [Tell Us Once](#) service
- a death certificate, which you need to pay for (currently £12.50). This is a certified copy of what's recorded in the death register, and you need it to deal with the person's estate, including their finances or property. Extra copies are worth paying for as some organisations (for example, banks, insurance companies) will not accept photocopies.

FINANCES

This is a complex area so each situation and any support eligibility will vary by case.

Employers Financial Support

Here is a summary of what employers can offer - some may be automatic/contractual, and some are flexible options you can opt in to and pay for. It is almost guaranteed that people have cover they don't know or have forgotten about!

If you have an end of life/life-changing diagnosis and are still employed, you should be encouraged to check with your employer (normally via HR) regarding any/all of the following, to understand eligibility/entitlements and any related processes.

Sickness absence policy

Check any expectations or conditions and what support may be available, such as who to notify, what (if any) sick pay you are entitled to (statutory and/or enhanced), and if any documentation (e.g. fit note) is required to receive any benefits.

Occupational Health (OH)

OH involvement may be required for any longer-term needs or entitlements, or assessment for some insurance policies.

Private Medical Insurance (PMI)

These policies provide cover for pre-planned treatment as well as access to health and wellbeing information. They often provide a 24-hour service where you can speak to a medical professional for advice. You may be able to access services more quickly than via the NHS.

Critical Illness Cover

These policies pay a lump sum if you are diagnosed with certain illnesses.

Income Protection (also known as Permanent Health Insurance)

These policies can pay a fixed amount (normally a percentage of your regular pay) for a period of time, normally after a significant period of absence (e.g. 6 months).

Medical Cash Plan

These policies provide a rebate for certain healthcare costs, should you choose to seek treatment outside of the NHS, sometimes including complementary therapies such as physiotherapy or acupuncture.

Life Assurance

These policies pay a lump sum when you die. Make sure you have clearly nominated your beneficiary specifically for this benefit.

Pension

You may be able to access your pension before retirement age if you have a life-limiting diagnosis. Also make sure you have clearly nominated your beneficiary with your pension provider (not just your employer).

Support

Your employer may offer an **Employee Assistance Programme (EAP)**, provided by an external company. Services are typically completely free and confidential, and available 24/7. They may provide counselling services to help you cope with the impact of your condition but can also often provide legal and financial advice too, as well as signposting to other sources of support including relevant charities.

Your employer may also offer other support from external providers, such as financial wellness services.

Family and Carers

For family members of someone with an end of life/life-changing diagnosis, there may be support available to you and your family member.

Some of the benefits mentioned above may extend to your partner/family member (normally valid for those living at the same address), such as Partner critical illness cover, PMI or an EAP.

You may also have some benefits available to you to enable you to support your family member, such as compassionate leave, carer's leave or emergency time off (these may be paid/unpaid), as well as an EAP.

General Financial Support and Financial Advice

You may be eligible for some support from the government if you are unable to work or even if you are retired. A hospital welfare rights advisor or a community social worker can give advice on benefits, including a care needs assessment from Central Bedfordshire Council.

Benefits may include: Universal Credit, Statutory Sick Pay, Personal Independence Payments (PIP), Support for Mortgage Interest (SMI) and Employment and Support Allowance (ESA).

You might be able to get certain benefits more quickly and at a higher rate. This is sometimes called 'special rules for end of life' and you will be eligible for the special rules if: you have an illness that gets worse over time, and your doctor or medical professional has said you might have 12 months or less to live. Even if a medical professional has not talked to you about how long you might live, you can still ask if they will support your claim under these rules.

Those who look after you may also be eligible for the Carer's Allowance, Carer's Credit, or if they are over 65, the Attendance Allowance. All these must be applied for via the government's own website - www.gov.uk/browse/benefits It is a quite complex site to negotiate but perhaps you could ask a trusted family member or friend to help.

The Turn2us website, [Tackling Financial Insecurity Together | Turn2us](#), recommended on the government website, explains what charitable grants you can apply for, once you have applied for the benefits available.

Macmillan also have a booklet available on this topic, specifically aimed at cancer patients [Help with the cost of cancer booklet](#)

Mortgage and Loan Options

Check if you have mortgage protection insurance. This is often designed to pay off your remaining mortgage balance if you are diagnosed with a terminal illness or when you pass away.

Managing mortgage payments and other loans at this difficult time can be hard, but there are support options and legal protections available. Contact your lender as soon as possible, as they are required to offer support to customers in vulnerable circumstances. Ask about their specialist support - lenders often have teams trained to support customers with serious illnesses and notifying them can lead to temporary payment reductions, interest-only payments, or payment holidays. While you do not have to inform them, telling your lender about a diagnosis can help them provide tailored support.

If you are over 55, you may be able to use your private or work-related pension to pay off your mortgage. Ask your pension provider or employer.

See if you are eligible for SMI, mentioned above. If you are receiving specific benefits, you might be eligible for it to help cover interest payments on loans or mortgages. **This is usually a loan that must be repaid later.**

If money to pay care fees is needed, Equity Release (Lifetime Mortgage) might be an option. This kind of mortgage can release the equity tied up in your home without having to sell it immediately. **The loan, and accumulated interest, must be paid back when the home is sold.** Take careful professional advice when considering this.

Insurances

Check when any life insurance, income protection (which pays out by the month to cover living costs) or mortgage protection pays out. You may have critical illness cover – check with your employer.

When Death Occurs

There are certain tasks that need to be completed and arrangements to be made after the death. If someone dies at home, the GP surgery and their nearest relative must be called. A doctor or nurse will verify the passing, and a doctor will fill in a medical certificate, sending it to a medical examiner for review; the examiner will then contact the closest relative to agree the wording on the certificate. A formal notice saying it has been signed will be issued. Then, as soon as the relative is ready, a funeral director can be contacted.

If a patient dies in hospital, the hospital will explain what needs to happen, which is very similar to a home death.

If the Death Was Expected

- **Contact the GP:** Call their doctor to confirm the death and receive a Medical Certificate of Cause of Death (MCCD).
- **Contact a Nurse:** If they had a palliative nursing team call them. A community nurse can verify the death.
- **Outside Working Hours:** Call NHS 111 for advice.
- **When to Call a Funeral Director:** Only after the nurse or doctor has formally verified the death.

If the Death Was Unexpected or Sudden

- **Call 999 immediately:** Call for an ambulance and the police. Do not move anything or change the scene.
- **Coroner:** Unexpected deaths are reported to the coroner, who may arrange a post-mortem.

Actions required in brief

- Register the death within 5 days of receiving the MCCD certificate.
- Notify government agencies about the death, registrar to advise.
- Arrange the funeral
- Check if you can get bereavement benefits
- Deal with your own benefits, pension and taxes
- Find bereavement support services
- Value the estate and check whether you need to pay inheritance tax
- Apply for probate
- Deal with the estate

Tell Us Once

The registrar will explain the Tell Us Once service when a death is registered. They will either complete the Tell Us Once service with you or give you a unique reference number so you can use the service yourself online or by phone. This service allows many government agencies to be advised of the death automatically. This website explains the service clearly.

[What to do after someone dies: Tell Us Once - GOV.UK](#)

SPIRITUAL CARE

Spirituality means different things to different people and will also change at various stages in our lives. Sometimes this can mean seeking meaning and purpose in life, or it can mean finding our best relationship with ourselves, others, society and nature.

For some people this spirituality may include a religion or a religious belief, but they are not necessarily codependent, as people do not need to be religious to have spiritual needs.

Spiritual care is an important aspect of palliative care. Having a terminal illness will frequently lead people to assess their lives and their approach to spirituality differently than they did previously. Beliefs and attitudes should be frequently revisited and included in the care plan and the palliative journey.

There are many different sources of spiritual support and people will do different things to meet their spiritual needs depending on what is important to them. These factors can and do change over time and might include:

- Spending time with the people who are important to them
- Spending time in nature
- Spending time on favourite pastimes
- Following religious customs, like prayer or attending religious services.

Any patient, or indeed their family and friends, could benefit from speaking to a professional about their own, or the patients' spiritual needs. These resources could include:

- A chaplain or hospital spiritual care coordinator who are trained specialists who will help to explore what is important
- A psychologist
- A counsellor
- A faith leader
- A palliative care social worker
- Other people who are in a similar position.

Spiritual care is about honouring each individual's journey, promising support that aligns with their beliefs and fostering a sense of peace and acceptance. By integrating spiritual care into end-of-life planning can significantly enhance the quality of life for the patients and their families and friends that will help them navigate the complexities of mortality, with dignity and compassion.

DEALING WITH BEREAVEMENT

The loss of loved ones comes to us all, at some point in our lives. The older we get the more likely we are to lose people we love.

Death is part of life, and we all deal with the loss in different ways. In some instances, the loss can be anticipated because of long term illnesses. In other situations, death comes suddenly, is completely unexpected and causes great shock.

Either way death is our final stage of life. We can grieve for the loss of a loved one for a long time. We can also feel relief that the suffering has ended. There is no one way to grieve and people should not feel guilty that they didn't cry or that they can't stop crying. Neither should they feel guilt if they feel angry towards the person who has died.

A variety of symptoms have been identified and described about how we feel following the death of a loved one. Much research and many years of working with people who have been bereaved has been done. Shock and disbelief, anger, depression, the thought that you could have done more to prevent the death and the final stage of accepting your loss.

The most important factor in the grieving process is to understand what you are feeling is normal and that, if you feel you can't cope, you can and should seek help. This assistance should have the effect of helping you to come to terms with your loss, accept the change in your life and develop a positive approach to the remainder of your life. Losing someone you love is never easy – but if the person has suffered for any time, death can seem a merciful release.

At the other extreme, a sudden and unexpected death can be profoundly shocking to those left behind. Sudden loss of a loved one is very hard to bear because of regret – perhaps there were still lots of things to do together, children to watch growing up etc. Perhaps you think you didn't speak of how loved and valued the person was prior to their death.

The old saying "Time is a great healer" is true. We all go through similar processes and thoughts after a death; that time passes and we can cope with our feelings of loss in a calmer manner.

Always remember you matter to others and that there is help available – as listed in this guide. This is a useful website <https://thenbs.org/emotional-support/the-experience-of-grief>

GLOSSARY OF TERMS

This is a list of the main non-medical acronyms referenced in this guide:

DNR	Do Not Resuscitate
DPA	Deferred Payments Agreement
EAP	Employee Assistance Programme
ESA	Employment and Support Allowance
GP	General Practitioner
HCP	Home Care Plan
LBVPT	Leighton Buzzard Voluntary Patient Transport
LPA	Lasting Power of Attorney
MCCD	Medical Certificate of Cause of Death
MND	Motor Neurone Disease
NHS	National Health Service
OH	Occupational Health
OT	Occupational Therapy
PHI	Permanent Health Insurance
PIP	Personal Independence Payments
PMI	Private Medical Insurance
PPG	Patient Participation Group.
SMI	Support for Mortgage Interest
SSP	Statutory Sick Pay
UC	Universal Credit

SECTION TWO – DIRECTORY OF SERVICES

HEALTH SERVICES

GP SURGERIES

BASSETT ROAD SURGERY - 01525 373111/378387

29 Bassett Road, Leighton Buzzard LU7 1AR

www.bassettroadsurgery.co.uk

LEIGHTON ROAD SURGERY - 01525 372571

1 Leighton Road, Leighton Buzzard LU7 1LB and

Unit 6,7,8, Ridgeway Court, Grovebury Road,

Leighton Buzzard LU7 4SF

www.leightonroadsurgery.nhs.uk

SALISBURY HOUSE SURGERY - 01525 243890

Lake Street, Leighton Buzzard LU7 1RS

www.salisburyhousesurgery.co.uk

LEIGHTON-LINSLADE HEALTH CONNECTIONS - 01525 300780

25 Bassett Road, Leighton Buzzard LU7 1AR

Working with Bassett Road Surgery, Leighton Road Surgery and Salisbury House Surgery

Services include: Phlebotomy, ECG, Respiratory Testing, First Contact Physio Assessments, Social Prescribing, Discharge Welfare Calls, Medication Reviews, Medication Optimisation, Minor Illness Clinics, Learning Disability/Carers/NHS Annual Health Checks, Cancer Care reviews and Dementia reviews.

Details about Leighton-Linslade Health Connections can be found on your practice website under the Leighton-Linslade Health Connections tab.

BEDFORDSHIRE COMMUNITY HEALTH SERVICES - 0345 602 4064

This service can be contacted 24/7, 7 days a week for patients to call when needed. It provides the following services for housebound patients only: District Nursing, Community Physio, Warfarin and Phlebotomy Services, Community Matrons, **Specialist Palliative Care**. Patients can self-refer for District Nursing, Physio, OT, Warfarin, Community Matrons, Phlebotomy, and Neurology conditions (if they have a confirmed diagnosis).

Email singlepoint.ofcontact@nhs.net

URGENT CARE SERVICES

NHS111 – You can call 111 for help with an urgent medical problem 24 hours a day, 7 days a week or contact the service online at www.111.nhs.uk

LOCAL URGENT CARE SERVICES – for when patients need urgent medical treatment but it is not an emergency. (You can usually just walk in, but it is recommended to call NHS 111 first so patients might be given advice/direction or, at Luton, given a designated time of arrival):

MILTON KEYNES HOSPITAL URGENT CARE CENTRE - 01908 303030

Standing Way, Eaglestone MK6 5NG

Open: 24 hours, 365 days a year. To avoid an unnecessary journey, call NHS 111 for medical advice first.

www.miltonkeynesurgentcare.com

LUTON URGENT TREATMENT CENTRE

Town Centre GP Surgery, 14-16 Chapel Street, Luton LU1 2SE

Open: every day 8am-8pm (Doors close at 6pm daily, after 6pm access is via NHS 111 appointment only).

www.hucweb.co.uk/patients/luton-urgent-care-centre

BEDFORD URGENT TREATMENT CENTRE

Bedford Hospital, (Cauldwell Centre) Kempston Road MK42 9DJ

Open: 11am-11pm, 365 days a year.

www.bedfordshirehospitals.nhs.uk/our-services/urgent-treatment-centre-utc

PUTNOE MEDICAL CENTRE WALK-IN - 01234 319992

93 Queens Drive, Bedford MK41 9JE

Open: Mon-Fri 8am-2pm, Sat-Sun 8am-5pm

www.putnoemedicalcentre.co.uk

LOCAL HOSPITALS WITH A&E DEPARTMENTS

LUTON AND DUNSTABLE - 01582 491166

Lewsey Road, Luton, LU4 0DZ

MILTON KEYNES GENERAL - 01908 660033

Standing Way, Eaglestone, Milton Keynes MK6 5LD

STOKE MANDEVILLE - 01296 315000

Mandeville Road, Aylesbury HP21 8AL

PHARMACIES

BOOTS - 01525 373703

49-53 High Street, Leighton Buzzard, Beds LU7 1DN

Open: Mon-Sat 8.30am-5.30pm, Sunday 10am-4pm

GROVEBURY PHARMACY - 01525 378993

Unit 2, Enterprise Court, Enterprise Way, Leighton Buzzard, LU7 4SZ

Open: Mon-Fri 9am-1pm, 2pm-6pm

PEAK PHARMACY - 01525 383686

17-19 Lake Street, Leighton Buzzard, LU7 1RS

Open: Mon-Fri 9am-6pm, Sat 9am-1pm

ROSEHILL PHARMACY (JARDINES) - 01525 373391

41 High Street, Leighton Buzzard, LU7 1DN

Open: Mon-Fri 9am-5.30pm, Sat 9am-2pm

TESCO (IN STORE) PHARMACY - 01525 441025 / 0345 677 9421

Vimy Road, Leighton Buzzard, LU7 1ER

Open: Mon-Sat 8am-8pm, Sunday 10am-4pm

TOUCHWOOD PHARMACY - 01525 370040

47 Coniston Road, Leighton Buzzard, LU7 2PJ

Open: Mon-Fri 9am-5.30pm, Sat 9am-1pm

Please note that pharmacies do not allow medication to be dispensed when the pharmacist is on a lunch break or not on the premises.

Late Night Pharmacies

BOOTS - 01908 585882

14 Winchester Circle, Kingston, Milton Keynes MK10 0BA

Open: Mon-Sat 9am-9pm, Sun 10am-4pm

HOUGHTON REGIS PHARMACY - 01582 866315

Peel Street, Houghton Regis LU5 5EZ

Open: Mon-Fri 8.30am-9.30pm, Sat 9am-9pm, Sun 10am-4pm

QUEENSWAY PHARMACY - 01908 631699

143-145 Queensway, Bletchley MK2 2DY

Open: Mon-Sat 7am-10pm, Sun 10am-8pm

HOSPICES

These charities provide specialist medical and nursing care for members of the community suffering from life-limiting conditions or terminal illness. Referral is usually through your doctor.

FLORENCE NIGHTINGALE HOSPICE - 01296 332600

Stoke Mandeville Hospital, Mandeville Road, Aylesbury HP21 8AL

www.fnhospice.org.uk Email buc-tr.fnh@nhs.net

KEECH HOSPICE CARE - 01582 492339

Great Bramingham Lane, Streatley, Luton LU3 3NT

www.keech.org.uk Email info@keech.org.uk

SUE RYDER – ST. JOHNS HOSPICE CARE – 01767 642410

St John's Road, Moggerhanger, Bedford MK44 3RJ

www.sueryder.org Email stjohns@sueryder.org

WILLEN HOSPICE - 01908 663636

Milton Road, Willen Village, Milton Keynes MK15 9AB

www.willen-hospice.org.uk Email info@willen-hospice.org.uk

PERSONAL ALARMS AND AIDS TO MOBILITY

PERSONAL ALARM SERVICES

Help in an emergency – these provide a response and support service, which assists people to live independently with dignity, safety and reassurance and can give peace of mind to all concerned. There is a charge.

TAKING CARE - Age Co Personal Alarm Service - 0800 011 3846

Contact Mon-Fri 9am-6pm

Alarm services for the elderly, working with Age UK. “Independence when you want it, help when you need it”.

www.ageuk.org.uk/products/mobility-and-independence-at-home/personal-alarms/

INDEPENDENT LIVING COMMUNITY ALARM SERVICE - 0300 300 5904

(at present for existing customers only)

Emergency alarm service 24 hours a day

www.centralbedfordshire.gov.uk/info/19/adults_and_older_people/305/help_to_live_at_home/6

Email lifeline@centralbedfordshire.gov.uk

MEDEQUIP CONNECT – 0800 910 1390

24 Hour Monitored Service and Emergency Response

www.medequip-connect.com Email blmk@medequip-uk.com

THE DISABILITY RESOURCE CENTRE - 01582 470900

4 Mayfield Road, Dunstable LU5 4AP

Current opening hours are Mon-Thurs 10am-3pm.

Support and advice for people with disabilities and long-term health conditions, and their unpaid carers. They also offer a chat as well as a collection service for mobility equipment and aids from their centre.

www.drcbeds.org.uk Email info@drcbeds.org.uk

LOCAL AND NATIONAL SUPPORT SERVICES

Macmillan Cancer Support - 0808 808 0000

National helpline (free) 8am-8pm daily through the year.
Emotional, practical and financial support to anyone affected by cancer.
www.macmillan.org.uk

Parkinson's UK - 0808 800 0303

Opening hours: Mon-Fri 9am-6pm, Sat 10am-1pm
This charity supports every Parkinson's journey every step of the way.
www.parkinsons.org.uk

MND (Motor Neurone Disease) Association - 0808 802 6262

Opening hours: Mon-Fri 9am-5pm
The MND Association is for everyone affected by MND in England, Wales and Northern Ireland. Speak to their advisers, to find information, connect with others and find local support.
www.mndassociation.org.uk

Alzheimer's Society - 0333 150 3456

Opening hours: Mon-Wed 9am-8pm; Thurs and Fri 9am-5pm; Sat and Sun 10am-4pm.
This society offers a range of support services from a listening ear or a visit in person and to offer opportunities to connect with others.
www.alzheimers.org.uk

Carers in Bedfordshire - 0300 111 1919

This organisation provides support for young carers who look after a family member or friend with an illness, disability, dementia, a mental health condition or an addiction. The charity helps unpaid young carers to look after their own wellbeing through one-to-one support, groups, events and activities, as well as information advice, and access to Carer's Grants. (Carers in Bedfordshire will no longer be delivering Adult Carer Support Services* in Central Bedfordshire and Bedford Borough with the exception of the Henry Smith-funded wellbeing Support Services which will continue.)
www.carersinbeds.org.uk Email contact@carersinbeds.org.uk

Blue Sky Carers Support - 01234 681073

Blue Sky provides support for unpaid carers who look after a family member, friend or loved one. Whether you're new to caring or have been supporting someone for years, it helps you feel informed, confident and supported.
www.blueskycarerssupport.uk Email Info@blueskycarerssupport.uk

Cruse Bereavement Support - 0808 808 1677

Helpline and opening times: Mon, Wed, Thurs, Fri 9.30am - 5.00pm, Tue 1.0pm - 8.00pm. Their trained volunteers give support and information for the bereaved. Your GP may recommend Cruse.

www.cruse.org.uk

Hospice At Home Volunteers - 01525 854713

Support is offered to families caring for someone with a life-limiting illness, allowing carers a break and patients some new companionship.

www.hospiceathomevolunteers.org.uk Email info@hospiceathomevolunteers.org.uk

Citizens Advice Leighton Linslade (CALL) - Advice Line 01525 373878

Bossard House, West Street, Leighton Buzzard LU7 1DA.

(Advice Line) 01525 373878 (Admin Line) 01525 374589

Mon-Thurs 10am-1pm, 2pm-4pm, Fri 10am-1pm

CALL provides free, confidential and independent advice on debt, welfare benefits, housing, employment, consumer and other issues. www.leightonlinsladedcab.org.uk

Leighton-Linslade Helping Hands - 07581 799273

This is a group of local residents who like to help the elderly, frail, sick or lonely people. If you leave your name and number on their answerphone, a volunteer will ring back.

www.leightonlinsladehelpinghands.org.uk

Leighton Linslade Community Agent - 07498 625526

These offer free support to patients, loved ones and carers with a range of issues such as identifying financial and practical help you may be entitled to, completing forms e.g. Blue Badge and benefit applications, advising on help for carers, signposting to other appropriate organisations. This service is part of Leighton-Linslade Town Council's 55Up Project.

Email leightonagent@bedsrcc.org.uk

Leighton Buzzard Voluntary Patient Transport (LBVPT) - 07873 497633

For patients who do not qualify for NHS non-emergency transport and who are unable to use public transport or obtain lifts from friends and family, vetted volunteer drivers can take you to outpatient appointments at Milton Keynes, Luton & Dunstable, Stoke Mandeville, High Wycombe, Amersham and Bedford Hospitals and many ancillary and associated clinics. To book a driver or for more information please telephone their friendly call handlers Mon to Fri from 9am–5pm.

www.lbvpt.co.uk

FINANCIAL SUPPORT SERVICES

Leighton Buzzard Jobcentre Support - 0800 169 0190

Mon - Fri 8am-6pm

Bossard House, West Street, Leighton Buzzard LU7 1DA

Citizens Advice Leighton Linslade - Advice Line 01525 373878

This is also at Bossard House, West Street, Leighton Buzzard, LU7 1DA. Although they don't currently offer a drop-in service, assistance is available via the telephone and email, plus face-to-face appointments are available by appointment. Their website is very clear and useful. www.leightonlinsladecab.org.uk

Central Bedfordshire Council - 0300 300 8000

You may qualify for a **Council Tax reduction** if someone substantially and permanently disabled lives in the house. To apply you must contact the council by email or by phone to tell them you want to apply. They will arrange to visit your home to complete the application. Email counciltax@centralbedfordshire.gov.uk

Deferred Payment Agreements (DPA), for care home fees, may be offered by the Council, where they pay your care costs and the debt is secured against your home, to be repaid later. This is a binding legal agreement and there are costs involved in setting it up. Phone them to get their advice on how to apply.

The Council offers other support which might help you. For example, as mentioned before, you can ask the Council for a Care Needs Assessment. Their website can direct you to helpful initiatives.

www.centralbedfordshire.gov.uk

Marie Curie Support – Helpline 01604 258 765

Though this charity has no local office it has an excellent website and an East of England helpline.

www.mariecurie.org.uk/information/money-and-work

Macmillan Cancer Support - 0808 808 0000

This charity provides support and guidance on how to deal with the financial impact of cancer. You can contact their national team of money advisers Monday to Friday, 8am to 6pm.

There are many support services attached to charities working with various conditions. There will almost certainly be one connected with your particular illness. Your hospital social services department or doctors' surgery might be able to suggest the right ones for you.

Priority Services Register If you have medical equipment that requires a power supply, you may be eligible *for extra help offered by energy suppliers*. One service is the Priority Services Register. To ensure you receive additional services, you need to sign up to your energy supplier's Priority Services Register. If you have different suppliers of electricity and gas, you will need to register with each. If you have a carer, they can register on your behalf. There is no charge and you can register for all or some of the services available. Free similar services are available in the water, telecoms and public transport sectors. Ask your providers about them. **For more information, contact the Citizens Advice consumer helpline on 0808 223 1133.**

FURTHER CONTACTS FOR BEREAVEMENT HELP AND SUPPORT

Bereavement Group - 01234 718150

St Marks Church, Calder Rise, Bedford MK41 7UY

Appointments Mon-Fri 10.00am-12.00am, 2.00pm-4.00pm

Child Bereavement - 0800 0288840

This charity supports children and young people under the age of 25yrs

www.childbereavementuk.org

Chums - Crisis Response Service – 07826 951526 (Caroline Holley)

Mental health and emotional wellbeing are supported by this service.

www.chums.uk.com

Cruse Bereavement Support - 0808 808 1677

Opening times - Mon, Wed, Thurs, Friday 9.30am-5pm, Tue 1pm-8pm

Trained volunteers give support and information for the bereaved.

www.cruse.org.uk

Reclaim Life - 01525 375740

6-8 Bridge Street, Leighton Buzzard, LU7 1AL

www.reclaimlife.net Email info@reclaimlife.net

Sands - Stillbirth and Neonatal Death - 0808 1643332

This charity supports parents and families who suffer the loss of a baby.

www.sands.org.uk

Scotty's Little Soldiers - 0800 09285571

A charity dedicated to support children and young people who have lost a parent serving in the British armed forces.

www.scottyslittlesoldiers.co.uk

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SECTION THREE – NOTES PAGES

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Hardcopies can only be provided to and via main distribution points, if you would like any further copies of this guide, please ask at your local Leighton Buzzard surgery, The White House or other medical outlets in our town.

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This guide is available online at

www.leightonlinlade-tc.gov.uk
www.bassettroadsurgery.co.uk
www.leightonroadsurgery.nhs.uk
www.salisburyhousesurgery.co.uk

Front cover drawing by Janet Carter

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