



*"Your Voice, Your Care, Your Support, Your Independence"*

## Phone numbers and contact details for support for Island residents:

**Please only use the most recent edition and check with all providers before travelling.  
The information contained in this document is as most recently provided to People Matter IW by each organisation.**

**Updated 30<sup>th</sup> November 2023**

<b>Organisation:</b>	<b>Contact:</b>	<b>Help offered:</b>
Healthwatch Isle of Wight	Phone: 01983 608608 email: <a href="mailto:enquiries@healthwatchisleofwight.co.uk">enquiries@healthwatchisleofwight.co.uk</a>	Information, advice and signposting service for people relating to health and social care. Share your views and help make local NHS services better.

<p>'Find Your Care'</p>	<p>For more information, charges and options for this service please contact:</p> <p>Find Your Care c/o 'PARES' The Independent Support Centre 1 and 2 Bernard Way Newport Isle of Wight PO30 5YL</p> <p>Phone: 01983 685348</p> <p>Email: <a href="mailto:findyourcare@peoplesmatteriw.org">findyourcare@peoplesmatteriw.org</a></p> <p>Website: <a href="http://www.peoplesmatteriw.org">www.peoplesmatteriw.org</a></p> <p>Face-to-face appointments available by prior arrangement only</p>	<p>People Matter IW now provide a service to help people who are self-funding. It enables them to access Care and Support in a person-centred and timely way.</p> <p>This provides choice and control for self-funders and their families. It gives information and advice to ensure they get the support they choose.</p> <p>Are you or someone you know looking for a Personal Assistant? Home Care Agency? Or a Care or Residential Home?</p> <p>Ring 685348 for more details.</p>
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People Matter IW and The Island's User-Led Organisation	<p>Phone: 01983 685348</p> <p>email: <a href="mailto:admin@peoplesmatteriw.org">admin@peoplesmatteriw.org</a></p>	People Matter IW is here for any local person, from birth to end of life and without discrimination, who defines themselves as having support needs.
IW Council Safeguarding Team	<p>Worried that an adult who is vulnerable may be at risk of or experiencing abuse or neglect?</p> <p>Please contact the Adult Safeguarding Team at the Isle of Wight Council on 01983814980, or email <a href="mailto:safeguardingconcerns@iow.gov.uk">safeguardingconcerns@iow.gov.uk</a></p>	Contact us if you are worried about an adult who is vulnerable and may be at risk of or experiencing abuse or neglect
Samaritans	<p>Tel: 116123 or e mail: <a href="mailto:jo@samaritans.org">jo@samaritans.org</a>.</p> <p><a href="http://www.samaritans.org/branches/isle-of-wight/">www.samaritans.org/branches/isle-of-wight/</a></p> <p>The Samaritans provide 24 hours a day confidential service.</p>	Support for people who are experiencing feelings of distress or despair, including those which may lead to suicide.

<p>Learning Disability Support Centre IW</p>	<p>The Learning Disability Support Centre IW is in Newport.</p> <p>Our centre offers training and qualifications that specifically help and support our students to grow the skills for learning, skills for employment and skills for life. 1:1 sessions can be arranged by application or referral.</p> <p>We offer short courses through our ASDAN project and provide support that enables our students to gain the skills to better accomplish day to day activities and integrate with the community.</p> <p>Contact details.</p> <p>Telephone: 01983 685348</p> <p>Lines open: Monday – Thursday 10am – 4pm</p> <p>Email: <a href="mailto:LDSC@peoplesmatteriw.org">LDSC@peoplesmatteriw.org</a></p> <p>Website: <a href="http://www.peoplesmatteriw.org">www.peoplesmatteriw.org</a></p>	<p>People Matter IW introduces The Isle of Wight Learning Disability Support Centre - a fresh and dynamic centre for adults with a Learning Disability.</p> <p>If you have a learning disability and want to know how we can support you, find out more about the services we offer and book an assessment.</p>
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<p>Hampshire &amp; Isle of Wight Fire &amp; Rescue Service - Safe &amp; Well Service</p>	<p><a href="https://www.hantsfire.gov.uk/safety/home-safe-home/safe-and-well/safe-well-visit-referral">https://www.hantsfire.gov.uk/safety/home-safe-home/safe-and-well/safe-well-visit-referral</a></p> <p>If you meet any of the criteria below or you know somebody that does, then please make a referral</p> <p><b>HIWFRS Community Safety:</b>02380 626751</p> <p><a href="mailto:community.firesafety@hantsfire.gov.uk">community.firesafety@hantsfire.gov.uk</a></p> <ul style="list-style-type: none"> <li>• Anyone who is over 65.</li> <li>• There is evidence of fire risk concerns eg. burn marks on bedding, furniture.</li> <li>• There are signs of hoarding.</li> <li>• There are signs of unsafe cooking practices.</li> <li>• You/they would not hear the smoke detector if it went off.</li> <li>• You/they would not know what to do if the smoke detector sounded.</li> <li>• You/they would be unable to get out if the smoke detector/alarm activated.</li> <li>• Anyone who is substance or alcohol dependant.</li> </ul>	<p><b>Safe and Well home fire safety visit)</b></p> <p>Safe and Well is a free home fire safety visit, tailored to an individual's needs that can support members of our community to help protect them and their home from fire.</p>
<p>Paragon Isle of Wight</p>	<p>Tel no': 08002346266</p> <p><a href="mailto:ParagonIOW@theyoutrust.org.uk">ParagonIOW@theyoutrust.org.uk</a></p>	<p>Paragon is the local charity to contact if anyone is suffering Domestic Abuse and in need of a Refuge.</p>

<p>The Blue Lamp Trust</p>	<p><a href="https://www.bluelamptrust.org.uk/bobby-scheme-landingpage/">https://www.bluelamptrust.org.uk/bobby-scheme-landingpage/</a></p> <p>0300 7770157</p> <p>The service is available to anyone who is vulnerable due to:</p> <ul style="list-style-type: none"> <li>• Circumstance e.g. domestic abuse, hate crime, dementia, serious health condition (18+)</li> <li>• Physical or Mental disability (18+)</li> <li>• Victim or repeat victim of crime (18+)</li> <li>• Age (over 60)</li> </ul>	<ul style="list-style-type: none"> <li>• Practical security and safety advice</li> <li>• Fit security equipment</li> <li>• Fire safety check</li> <li>• Fit smoke alarms</li> <li>• Gas safety advice</li> <li>• Fit Carbon Monoxide detectors</li> <li>• Fraud and scam advice</li> <li>• Advice on crime prevention</li> </ul>
<p>Isle of Wight Positive Minds (Two Saints/Mind District)</p>	<p>Contact the Isle of Wight Safe Haven on 01983 520168 during their normal opening hours: Monday to Friday – 5pm – 10 pm, Weekends and Bank Holidays - 10am – 10 pm</p>	<p>Support around mental health and wellbeing</p>
<p>Stroke Association</p>	<p>If you or someone you care for has had a stroke, ring: Stroke Association Helpline: 0303 3033 100</p> <p><b>Helpline from a textphone: 18001 0303 3033 100</b></p> <p>Website: <a href="http://www.stroke.org.uk">www.stroke.org.uk</a></p>	<p>We offer support to stroke survivors and their close network.</p>

<p>Alzheimer's Society</p>	<p>Dementia Connect Support Line - 0333 150 3456 9am – 8pm Monday – Wednesday: 9am – 5pm Thursday and Friday, 10am -4pm Saturday and Sunday</p> <p>Our local activity/friendship group for people with dementia and a carer/helper runs in The Riverside Centre, The Quay, Newport PO33 2QR on the 3rd Wednesday morning of the month from 10:30 – 12:30. Information and Advice Drop-In Ryde Library George St, Ryde PO33 2JE on 2<sup>nd</sup> Friday of the month 11:00am – 1:00pm "</p> <p>Please call 02392 892035 for information or email <a href="mailto:HIP@alzheimers.org.uk">HIP@alzheimers.org.uk</a></p>	<p>Advice, information and support by phone or email to anyone affected by dementia; people living with a diagnosis, carers or family.</p>
<p>Isle of Wight Prostate Cancer Support Group</p>	<p>Phone: 07568245124</p> <p>Email: <a href="mailto:secretary@iwpcsg.org">secretary@iwpcsg.org</a> Website: <a href="http://www.iwpcsg.org">www.iwpcsg.org</a></p> <p>Talk to people who have been through diagnosis, treatment and after care.</p>	<p>Information, advice and signposting support and services.</p> <p>Advice about claiming ferry transport costs.</p> <p>Free PSA blood tests.</p> <p>Check the website for the next available PSA event. Book via the IWPCSG website.</p>

<p>IW Family Centres – Barnardo's</p>	<p>Email <a href="mailto:iowfamilycentres@barnardos.org.uk">iowfamilycentres@barnardos.org.uk</a> or phone between 9am – 4.30pm</p> <ul style="list-style-type: none"> <li>• Ryde Family Centre 01983 617617</li> <li>• East Newport Family Centre 01983 529208</li> <li>• Sandown Family Centre 01983 408718</li> </ul> <p>Facebook page – Isle of Wight Family Centres</p> <p>Website for Information – Barnardo's Family Space: <a href="https://www.isleofwightfamilycentres.org.uk">https://www.isleofwightfamilycentres.org.uk</a></p>	<p>Information advice and guidance for parents of children 0 – 19 years.</p> <p>Get in touch if needing advice or support or more information.</p>
<p>Working Towards Wellbeing</p>	<p><a href="http://www.workingtowardswellbeing.org.uk">www.workingtowardswellbeing.org.uk</a></p> <p>FB page – workingtowardswellbeingIW</p> <p>Email: <a href="mailto:iow.wtwb@nhs.net">iow.wtwb@nhs.net</a>.</p> <p>WTW are also on the the Isle of Wight Community Mental Health Support Hub website.</p> <p><a href="https://www.iwmentalhealth.co.uk/local-support-adult-mental-health">https://www.iwmentalhealth.co.uk/local-support-adult-mental-health</a></p> <p>You can refer yourself to this service either through their website or by using a referral form.</p>	<p>Support in retaining employment.</p> <p>Support in finding employment.</p> <p>Support to find volunteering and/or education</p> <p>Advice and guidance surrounding benefits for those getting back into work.</p> <p>There is also a service available for employers.</p>



Wight Sense – the  
Island’s Sensory  
Service

Wight Sense is very happy to receive self-referrals or referrals from family and friends.

The service is also happy to take referrals from any statutory or voluntary sector service who is working with a person who may benefit from this specialist support, provided they have the person’s consent.

You can access the service by emailing  
[info@wightsense.org.uk](mailto:info@wightsense.org.uk)

or by ringing 01983 240222.

Please do not hesitate to get in touch for further information.

Wight Sense provides specialist sensory support for local people with sensory loss.

This includes assessments, individual home-based visits, mobility training, practical help and advice and help for people, with sensory loss, to remain independent and confident in their daily lives.

Anyone with any level of hearing or sight loss, or both, may access the service.

<p>'No Limits – Space 4U'</p> <p>(Isle of Wight mental health crisis helpline for children and young people)</p>	<p>Space 4U now accessible by phone or webchat on: Monday 5pm to 8pm, Tuesday 11am to 1pm, Wednesday 5pm to 8pm, Friday 10am to midday.</p> <p>To speak to a youth worker in these times, call 0774 1665182 or visit <a href="https://nolimitshelp.org.uk">nolimitshelp.org.uk</a> to speak to a youth worker on webchat.</p> <p>For further details, phone 02380 224224, email <a href="mailto:enquiries@nolimitshelp.org.uk">enquiries@nolimitshelp.org.uk</a> or visit <a href="https://nolimitshelp.org.uk/get-help/support-groups/">https://nolimitshelp.org.uk/get-help/support-groups/</a></p>	<p>Support for young people (11 to 17yrs) to de-escalate emotional crisis and promote positive mental health.</p>
<p>AIM – Autism Inclusion Matters</p>	<p>Telephone 07498500607</p> <p>Facebook @aimisleofwight</p> <p>Email <a href="mailto:support@aimisleofwight.co.uk">support@aimisleofwight.co.uk</a></p> <p>Our face-to-face groups have reopened in the community to provide advice and support where needed. You can find dates and times of groups at:</p> <p><a href="https://bookwhen.com/aimisleofwight">https://bookwhen.com/aimisleofwight</a></p>	<p>Peer support.</p> <p>Talk to people with lived experience and who understand.</p> <p>For Autistic adults and their families and parents/carers of autistic children and young people</p>

<p>Mencap - Learning Disability Helpline (national)</p>	<p>You can call the Learning Disability Helpline on <a href="tel:08088081111">0808 808 1111</a>, we're here from 9am to 3pm, Monday to Friday.</p> <p>Or you can <a href="#">fill in our online form</a> or email us at <a href="mailto:helpline@mencap.org.uk">helpline@mencap.org.uk</a>.</p>	<p>At the moment a lot of people are worried about a lot of things. We have been asked lots of questions about Covid and what it still means for people with a learning disability. You can also ask us questions about things that aren't to do with Covid.</p>
<p>Bodster Equine Assisted (Community Interest Company)</p>	<p>Mr Giles Boddington Or Mrs Jo Boddington On</p> <p>07887876138</p> <p>Open 9am-5pm Monday to Friday</p> <p>Website: <a href="http://www.eaqbodster.co.uk">www.eaqbodster.co.uk</a></p> <p>Email: <a href="mailto:joandgi@googlemail.com">joandgi@googlemail.com</a></p>	<p>Support for people with depression/ Mental health needs through spending time with our ponies on the ground (No riding involved)</p> <p>Support to: complete Mindfulness activities complete courses to increase positive mental health</p>

Isle of Wight Community Mental Health Support Hub (Website only)	<a href="http://iwmentalhealth.co.uk">iwmentalhealth.co.uk</a>	Self-help, links to apps, videos and workshops, helpline numbers, local support services
Footprint Trust	01983 822282 E mail: <a href="mailto:info@footprint-trust.co.uk">info@footprint-trust.co.uk</a>  Website: <a href="http://www.footprint-trust.co.uk">www.footprint-trust.co.uk</a>	Help and advice around fuel poverty Guidance on energy matters
Citizens Advice	<b>Adviceline: 0800 144 88 48</b> and <b>Textphone: 18001 0800 144 8884</b>  <a href="https://www.citizensadviceiw.org.uk/">https://www.citizensadviceiw.org.uk/</a>	Money, benefits, housing or employment issues
Wessex Cancer Support, Isle of Wight	Help line is operational 10 am – 2 pm Tue – Fri on 01983 524186.  You can also email enquiries to:  <a href="mailto:isleofwight@wessexcancer.org.uk">isleofwight@wessexcancer.org.uk</a>	Support line for people affected by cancer or those supporting somebody affected by cancer

Carers IW

**Carers IW Helpline – 533173** – 7 days  
8am - 8pm Monday – Friday and 10am – 4pm  
Saturday and Sunday (Urgent or working carer  
calls) Email: [info@carersiw.org.uk](mailto:info@carersiw.org.uk)

Carers Lounge Supporting Carers at St Mary's  
822099 ext. 2568 or email  
[carerslounge@carersiw.org.uk](mailto:carerslounge@carersiw.org.uk)

Carers Lounge Supporting Carers at  
Sevenacres  
822099 ext. 2401 or email  
[carerslounge@carersiw.org.uk](mailto:carerslounge@carersiw.org.uk)

We are seeing carers **face to face** at the  
centre and all our groups and home visits are  
up and running. Training and groups are  
running. Carers IW **Video Calls** – we can use a  
variety of technology to have a video call with  
you.

Carers IW **Carers Assessments** We will offer  
these via a visit or the telephone, video call or  
a pre-booked appointment at the Centre. We  
offer a variety of support from emotional  
support, gym, craft, self-care café, training,  
quiet days, RITA sessions, dementia forum,  
male carers evening social, mental health  
carers drop in, information & Advice.

Advice and support for  
unpaid Carers.

If you feel the need to  
have a regular telephone  
call with us, please do  
ask.

For carers caring for  
those with high anxiety  
or dementia, it may be  
beneficial to avoid  
watching the news so to  
reduce their anxieties.

If you are struggling with  
any aspect of their  
illness, please do ring us.

Veterans Outreach Support	<p>If a veteran, their spouse or carer needs urgent support they can contact us directly on <b>02392 731 767</b>.</p> <p>Our local contact is:</p> <p>Tony Gear: 07584 308959  <a href="mailto:Tony.gear@vosuk.org">Tony.gear@vosuk.org</a></p>	Provision of welfare, wellbeing and mental health services for veterans. We are here to support them.
Priority Service Registers	<p>Electricity:  0800 316 5457 (0800 316 5457 text phone)  <a href="http://www.ssen.co.uk/PriorityServicesRegister/">www.ssen.co.uk/PriorityServicesRegister/</a></p> <p>Water: 0330 303 0277  <a href="http://www.southernwater.co.uk/register-for-individual-needs">http://www.southernwater.co.uk/register-for-individual-needs</a></p> <p>Gas: <a href="tel:08000728625">0800 072 8625</a> or <a href="tel:08002948604">0800 294 8604</a> if you're a Pay as You Go customer.</p> <p>Or you can contact by textphone on <a href="tel:1800108000728626">18001 0800 072 8626</a>.  <a href="https://www.britishgas.co.uk/Priority-Service-Register">https://www.britishgas.co.uk/Priority-Service-Register</a></p>	Ensures vulnerable people are prioritised in the event of water or electricity outage or problems with their gas supply.

<p>Ventnor Community Foodbank</p>	<p>We are open 10.00 am to 12.00 noon on Tuesday and Thursday at Baby Box, Victoria Street. Please call 07862 247694 for details. We are still here to help and do not require a voucher or a referral.</p> <p>Contact:  <a href="mailto:ventnorcommunityfoodbank@gmail.com">ventnorcommunityfoodbank@gmail.com</a></p>	<p>Help with foodstuffs for the people of Ventnor</p>
<p>Baby Box Isle of Wight</p>	<p>Contact: 07850 263477  Appointment system only at present</p> <p><a href="https://www.facebook.com/BabyBoxIOW">www.facebook.com/BabyBoxIOW</a>  No voucher or referral required</p>	<p>Baby Box provide clothing, nappies, baby food, wipes and other items to families on the Island</p>
<p>Daisy Bus services (information provided by Wessex Cancer Trust)</p>	<p>Running to revised timetables (meeting Red Funnel car ferry and Hovertravel) and free of charge. <b>Check all timings carefully.</b></p> <p>Please note: Call the minibus driver the day before travelling:</p> <p>Portsmouth: 0799 000 1072  Southampton: 0774 777 6874</p>	<p>Transport links for Island Cancer patients receiving treatment at QA Hospital, Portsmouth and Southampton General Hospital.</p> <p><b>Booking advised on Hovertravel</b></p>

<p>Cross Solent Travel Scheme (information provided by Wessex Cancer Trust)</p>	<p>Wightlink and Red Funnel car ferries now running to new, different timetables</p> <ul style="list-style-type: none"> <li>• FastCat - running a new timetable</li> <li>• Red Jet - running a new timetable</li> </ul> <p><a href="http://www.wightlink.co.uk">www.wightlink.co.uk</a> or by phone: Customer service: 0333 999 7333.</p> <p>If you would prefer to remain in a vehicle, email <a href="mailto:customerservices@redfunnel.co.uk">customerservices@redfunnel.co.uk</a> 10 days in advance of your journey.</p> <p>There are 2 free parking spaces at East Cowes for NHS patients travelling on the car ferry by foot. Call Red Funnel Customer Services on <a href="tel:02380248501">02380 248501</a> to request a space.</p>	<p>Cancer and Renal patients can claim refunds on car ferry travel Red Funnel: £10.60 return (day return or period return) for all NHS patients. Pre-book.</p> <p>Red Funnel staff are to ensure that patients travelling will be offered extra space on board. Ask any member of staff for this help.</p>
<p>Adult Social Care hotline for PAs for queries</p>	<p>01983 821000 extn 6322</p>	<p>Advice for Personal Assistants</p>



<p>Independent Arts (<i>a creative health charity</i>)</p>	<p>To see what is available, visit our website or pop into the Creative Hub to pick up a What's On Guide.</p> <p>These guides are also distributed via medical practices all across the Island.</p> <p>The Creative Hub, 48/49 High Street Newport PO30 1SE</p> <p>Tel: 01983 822437</p> <p>Email: <a href="mailto:info@independentarts.org.uk">info@independentarts.org.uk</a></p> <p>website: <a href="http://www.independentarts.org.uk">www.independentarts.org.uk</a></p>	<p>We are a charity that uses the arts to improve the health &amp; wellbeing of island residents, through tackling social isolation with creative activities.</p> <p>Our participants are all ages, and our programmes are targeted to specific age groups (older/younger) or by particular health needs: dementia, respiratory, mobility, depression, anxiety, ADHD and more.</p> <p>We are inclusive and some of our groups are intergenerational. We deliver into care homes, schools, community settings and from our own Creative Hub.</p> <p>Most of our programmes are free. Some funders expect us to invite a nominal donation from participants e.g. Dancemakers £2 per week.</p>
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## SWAN Advocacy

SWAN Advocacy is commissioned by the local authority to provide Independent:

- Health Complaints Advocacy
- Mental Health Advocacy
- Mental Capacity Advocacy
- Care Act Advocacy

Address:

Riverside Centre  
The Quay  
Newport  
Isle of Wight  
PO30 2QR

Telephone:

[03333 447928](tel:03333447928)

Email: [IoW@swanadvocacy.org.uk](mailto:IoW@swanadvocacy.org.uk)

### Independent Health Complaints Advocacy:

support, including information and practical assistance to anyone wishing to make a complaint about the NHS, either about their own care or the care of a friend or relative.

### Independent Care Act

Advocacy: support for anyone when the local council is making decisions about their care.

### Independent Mental Health

Advocacy: support for anyone being detained under the Mental Health Act, to understand and exercise your rights and improve your care.

### Independent Mental Capacity

Advocacy: support for anyone lacking capacity when decisions are made about their long-term accommodation or serious medical treatment.

<p>Ventnor Community Pantry</p>	<p>Based at Baby Box, Victoria Street, Ventnor, PO38 1ET 07961959003.</p> <p>Opening hours are Tuesday 4.00 pm to 6.00 pm and Saturday 12.00pm to 2.00pm</p>	<p>The pantry is not means tested and you needn't be on benefits to attend.</p> <p>For £5.00 per visit members receive £15.00 worth of fresh, frozen, dry, or tinned food.</p>
<p>Ventnor Well-being Café</p>	<p>Based at the Green Room, Salisbury Gardens.</p> <p>Call 077916378</p> <p>The group meets four times per week &amp; provides a safe space for people with anxiety, are socially isolated or have mental health problems.</p> <p>Monday and Wednesday – 10.00 am to 2.00 pm and Tuesday and Friday – 12.00 noon to 4.00pm.</p>	<p>Members decide on activities – we have an allotment, do craft activities, arranging outdoor activities and trips.</p> <p>Lunch is provided on Tuesday and Friday.</p> <p>The Café is a self-help group &amp; does not require a referral.</p>

<p>Ventnor Warm Space – Our Place</p>	<p>Every Thursday at St. Catherine’s Church, Church Street, Ventnor.</p> <p>A free hot lunch served from 12.00 to 2.00 pm. On the fourth Thursday of the month from 10.30 am to 1.30 pm</p>	<p>A range of local and Island - wide agencies attend – including People Matter IW, Citizen’s Advice, Veteran’s Outreach, Baby Box, Barnardo’s and Sight for Wight and Living Well- Early Help</p>
<p>The Living Well and Early Help Service</p>	<p>Delivered as a partnership between Aspire Ryde, Pan Together, West Wight Sports &amp; Community Centre &amp; Ventnor Town Council.</p> <p>Telephone: 01983 240732</p> <p>Email: <a href="mailto:reception@lweh.org.uk">reception@lweh.org.uk</a></p> <p>Website: <a href="http://www.LWEH.org.uk">www.LWEH.org.uk</a></p> <p>The Living Well &amp; Early Help Service supports people to build on their strengths passions and capabilities enabling them to look for practical solutions wherever possible and focus on what they can do for themselves using their skills and experience rather than automatically looking for a service response.</p>	<p>The Service offers:</p> <p>Support to help prevent people reaching crisis and where people are in crisis enable them to find support information and advice to get through it services based in the community at established community hubs.</p> <p>Access to advice guidance and support for people and their families to live well maximise their well-being and maintain positive mental wellbeing.</p>

Living Well & Early  
Help Independent  
Living Support

Delivered as a partnership between Aspire  
Ryde, Pan Together, West Wight Sports &  
Community Centre & Ventnor Town Council.

Phone: 01983 716882

Email: [reception@lweh.org.uk](mailto:reception@lweh.org.uk)

Website: <https://lweh.org.uk>

The Living Well and Early Help Service provides free impartial advice and guidance is available on a wide range of daily living equipment and aids staff and volunteers may help residents choose the right product for their needs offering advice about specific disability aids equipment and services over the phone by email or in-person at one of its independent living support clinics held across the Island people have the opportunity to try items before committing to buying or hiring staff can also advise people on benefits grants and discounts they may be entitled to or ways to make energy saving changes to their home to reduce bills.

<p>Mountbatten Coordination Centre</p> <p>The Mountbatten Coordination Centre operates alongside and supports existing core services such as GPs, community nurses, specialist nurses and social care practitioners. It also acts as a single point of access for our specialist care service. A minority of patients and families who have highly complex physical, psychological, social and spiritual needs, will access this service.</p>	<p>Contact Details:</p> <p>Email: <a href="mailto:Coordinationcentre@mountbatten.org.uk">Coordinationcentre@mountbatten.org.uk</a></p> <p>Tel: 01983 533331</p> <p>Service Details:</p> <p>The Mountbatten Coordination Centre is a service for people who may be identified as being in the last five years of life or who have palliative care needs. It is for people living with any disease in which a deterioration may be life threatening.</p> <p>The service is for those living on the Isle of Wight and it operates out of Mountbatten.</p>	<p>The Mountbatten Coordination Centre supports choice by:</p> <ul style="list-style-type: none"> <li>• Improving the coordination and continuity of care and support for patients and their families/carers.</li> <li>• Introducing a central 24/7 contact telephone number 01983 533331, offering information and support and enabling direct access to support for health and social care professionals, patients and their families/carers</li> </ul>
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Age UK Isle of Wight offers a variety of services designed to work directly with older residents, their family, friends or carers to promote independence, support and health and wellbeing.

Good Neighbour Scheme	Vital assistance, friendship and reliable support for local older people who have no one to turn to.	<a href="mailto:GNS@ageukiw.org.uk">GNS@ageukiw.org.uk</a> 01983 525282
Information & Advice	Free and impartial information and advice for older people, carers and family members.	<a href="mailto:Info@ageukiw.org.uk">Info@ageukiw.org.uk</a> (01983) 525282
The Hospital Project	Crisis and community support working with St. Mary's hospital to provide support to older Island residents	(01983) 822099 Ext. 4052
Digital Inclusion	Offering workshops and drop-in sessions to support with all of your technology needs	<a href="mailto:digital@ageukiw.org.uk">digital@ageukiw.org.uk</a> (01983) 525282
Welfare Benefits Advice	A free and confidential service for anyone 50+ who requires help with their benefits	<a href="mailto:Info@ageukiw.org.uk">Info@ageukiw.org.uk</a> (01983) 525282
Dementia Care Navigation	Support to help you navigate the health and social care system and memory services	<a href="mailto:dementiacarenavigators@ageukiw.org.uk">dementiacarenavigators@ageukiw.org.uk</a> (01983) 525282
Just About You Home Help Support	Our friendly and trustworthy personal assistants help with a range of domestic tasks to help you live well at home	<a href="mailto:JAY@ageukiw.org.uk">JAY@ageukiw.org.uk</a> (01983) 301470
Daily Respite Service	Offering a little bit of time out for those caring for another. If you are a carer and want the opportunity to pop out to the shop, run errands or socialise we can help	<a href="mailto:JAY@ageukiw.org.uk">JAY@ageukiw.org.uk</a> (01983) 301470



*"Your Voice, Your Care, Your Support, Your Independence"*

**You can contact People Matter IW on 01983 685348. Face-to-face appointments remain available – preferably by prior arrangement.**

Lines open 9.00am – 4.00pm Monday to Thursday

Email: [admin@peoplesmatteriw.org](mailto:admin@peoplesmatteriw.org)

Web: [www.peoplesmatteriw.org](http://www.peoplesmatteriw.org)

**Please be aware that the information contained in this document is as most recently provided to People Matter IW by each relevant organisation.**

*People Matter IW does not accept responsibility for any incorrect information supplied by a third party. In every case, individual organisations should be contacted for more detailed information on their services.*

*People Matter IW Registered Charity Number: 1150937 (England and Wales).*