

Factsheet

Help with getting around

If you're disabled, or have a long-term health condition or mobility problems, travelling can be difficult. However, you have certain rights and there is help available to make getting around easier.

This factsheet includes information about the Blue Badge scheme, community transport, help with costs and accessible travel.



Call free on **0800 319 6789**

Visit **www.independentage.org**

About Independent Age

Whatever happens as we get older, we all want to remain independent and live life on our own terms. That's why, as well as offering regular friendly contact and a strong campaigning voice, Independent Age can provide you and your family with clear, free and impartial advice on the issues that matter: care and support, money and benefits, health and mobility.

A charity founded over 150 years ago, we're independent so you can be.

The information in this factsheet applies to England only.

If you're in Wales, contact Age Cymru
(0800 022 3444, ageuk.org.uk/cymru)
for information and advice.

In Scotland, contact Age Scotland
(0800 12 44 222, ageuk.org.uk/scotland).

In Northern Ireland, contact Age NI
(0808 808 7575, ageuk.org.uk/northern-ireland).

In this factsheet, you'll find reference to our other free publications. You can order them by calling **0800 319 6789** or by visiting **www.independentage.org/publications**

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1. Are you claiming all the benefits you're entitled to?

If you have a disability or a long-term health condition, you may be entitled to certain benefits, depending on your circumstances. It's worth finding out if you can claim. As well as providing extra money, these benefits may help you to get other concessions and benefits, such as a Blue Badge to help with parking, a free bus pass or support to lease mobility equipment.

Attendance Allowance

You can apply for Attendance Allowance (AA) if you've reached State Pension age and you have a long-term disability or health condition that means you need frequent help with personal care or supervision. AA isn't means-tested, so your income and savings aren't taken into account. You can spend it however you want – you don't have to use it to pay for a care worker – so you could choose to spend it on taxis, for example, to help you get around.

See our guide **Attendance Allowance** for information about the eligibility criteria and how to claim.

Personal Independence Payment

Personal Independence Payment (PIP) is a disability benefit for people under State Pension age. If you have difficulties with daily living activities or mobility because of a disability or long-term mental or physical health condition, you may be eligible. You can claim PIP no matter how high your income is, whether you're getting other benefits, have savings or you're working.

See our factsheet **Personal Independence Payment and Disability Living Allowance** for more information.



To find out if you can claim these or any other benefits, contact Independent Age to arrange a benefits check (**0800 319 6789**, [independentage.org](https://www.independentage.org)) or try our online benefits calculator ([independentage.org/benefit-calculator](https://www.independentage.org/benefit-calculator)).

2. Getting a Blue Badge

If you have a disability or health condition that affects your walking, or you have a hidden disability such as dementia, autism or Parkinson's, you may be able to get a Blue Badge from your local council.

A Blue Badge can help you park closer to your destination. If you're a Blue Badge holder travelling either as a driver or passenger, you can park for free in disabled parking bays and you may be exempt from other parking restrictions. It lasts for up to three years.

A Blue Badge usually gives you parking concessions such as:

- free parking at parking meters and pay and display bays
- parking on some single or double yellow lines for up to three hours unless there is a 'no loading' restriction. You'll receive a parking clock along with the badge and you'll have to display it on the dashboard where there are time limits.

You can use a Blue Badge with any car, including taxis.



Good to know

A Blue Badge is intended for on-street parking. Places like hospital and supermarket car parks have their own rules. There may be other restrictions in your area, so contact your council to find out about local rules.

Some central London boroughs run their own schemes, with badges in a different colour. You may be able to use a Blue Badge in those areas, but you should check first.

You may be exempt from paying the Congestion Charge in London if you're disabled. Contact Transport for London for details ([0343 222 1234](https://tfl.gov.uk/modes/driving/congestion-charge/discounts-and-exemptions), tfl.gov.uk/modes/driving/congestion-charge/discounts-and-exemptions).

Who can get a Blue Badge?

Some people qualify automatically. You may also qualify through the assessment process carried out by your local council, but you'll have to provide additional information.

People who qualify automatically

You automatically qualify for a Blue Badge if at least one of the following applies to you:

- you get the higher rate of the mobility component of Disability Living Allowance (DLA)
- you get Personal Independence Payment (PIP) because you can't walk more than 50 metres (a score of 8 points or more under the 'moving around' activity of the mobility component)
- you get the mobility component of PIP and scored 10 points specifically for descriptor E under the 'planning and following journeys' activity
- you're certified blind (severely sight impaired)
- you receive a War Pensioner's Mobility Supplement (WPMS)
- you've received a lump sum benefit from the Armed Forces Compensation Scheme (AFCS) (tariff levels 1–8) and you've been certified as having a permanent and substantial disability which affects your walking.

People who may qualify

You may be eligible if one of the following applies:

- you cannot walk at all
- you can't walk unless you have help from someone else or use mobility aids
- you find walking or the result of walking very difficult because of breathlessness, pain or the time it takes
- walking is dangerous to your health and safety
- you have a terminal illness (see page 9)

- you drive regularly and have a severe disability in both arms which means you can't operate pay and display parking machines
- you're always a significant risk to yourself or others near vehicles, in traffic or car parks
- you find it impossible to control your actions and you're not aware of the impact you could have on others
- you have severe difficulty planning or following a journey
- you often become extremely anxious or fearful of public or open spaces.

This list doesn't cover every situation. You can find more information about who may be able to get a Blue Badge on the Gov.uk website ([gov.uk/government/publications/blue-badge-can-i-get-one](https://www.gov.uk/government/publications/blue-badge-can-i-get-one)) or ask your local council. Your council will decide if you're eligible.

How to apply for a Blue Badge

You can apply online at [gov.uk/apply-blue-badge](https://www.gov.uk/apply-blue-badge) or contact your local council for a paper version of the form ([gov.uk/find-local-council](https://www.gov.uk/find-local-council)). Don't apply for a Blue Badge from anywhere else. If another organisation is offering a Blue Badge, it may be a scam.

When you apply for or renew a Blue Badge, you will need:

- the details of your current Blue Badge (if you have one)
- a recent digital or signed photo showing your head and shoulders
- your National Insurance number
- proof of identity, such as a birth or marriage certificate, passport, ID card or driving licence
- proof of your address – for example, a GP or hospital letter, driving licence, Council Tax bill or a utility bill from the past three months
- recent proof of benefits (see page 8)
- a Certificate of Vision Impairment, if relevant. You can get this from your eye specialist. Contact the RNIB for more information ([0303 123 9999](tel:03031239999), [rnib.org.uk](https://www.rnib.org.uk)) or speak to your GP.

Providing evidence

If you're receiving benefits, you'll need the decision letter that confirms your eligibility. This will be from the Department for Work and Pensions (for PIP and DLA) or the Ministry of Defence (for AFCS or WPMS). For PIP, you'll need to include the scores from your mobility assessment. For DLA, you'll need your mobility rating. If you've lost your decision letter, you can ask for a replacement.

When you apply online, you can upload a photo or scan of your documents. If you make a paper application, send copies of any documents, not the originals.

If you're not receiving any of the qualifying benefits, you'll have to provide extra information. This might include details of:

- your medication
- treatments that you receive or you're going to receive
- healthcare or other professionals involved in your treatment.

You'll have to answer questions about how your condition affects your walking or, if you have a hidden condition such as autism or anxiety, how it affects journeys between your vehicle and where you're going. You may have to send copies of prescriptions and letters from the people treating you.

It can take up to three months to process your application, depending on your council and whether you need further assessment. Ask them how long it's likely to take.

If you have a terminal illness

You may be able to get a Blue Badge if you have a terminal illness that means you can't walk or you find walking very difficult. You'll need to ask your GP or consultant to complete a DS1500 form, giving information about your condition. Your application may be fast-tracked.

What you can do if you're turned down

If your application is turned down, your council will write to you to explain why. You can write and ask for a review, explaining why you think the decision is wrong. Ask your council what you need to do, as each one has a different review process. You should give as much detail as possible and include anything you forgot to mention when you applied or any new information. Your local Citizens Advice can help you write your letter (**03444 111 444**, citizensadvice.org.uk).

Renewing your Blue Badge

Your Blue Badge is valid for three years and you must reapply before it expires. Your council should send you a reminder three months before it runs out.



Remember

You must return your Blue Badge if you no longer need it or when you get a new one, and you should let your council know if your situation changes – for example, if your condition improves or your entitlement to benefits changes. If you don't, you could be fined up to £1,000.

The badge is for your use only. Someone else can use it if they're picking you up or dropping you off, but you can't lend it to someone to go and do shopping for you, for example. For more information about your rights and responsibilities, ask your council or visit gov.uk/government/publications/the-blue-badge-scheme-rights-and-responsibilities-in-england.

3. Mobility equipment

If you get certain disability benefits, you can apply to the Motability Scheme to hire, buy or adapt an electric wheelchair, scooter or car. You'll need to be receiving one of the following:

- higher rate mobility component of Disability Living Allowance
- enhanced rate mobility component of Personal Independence Payment
- Armed Forces Independence Payment
- War Pensioners' Mobility Supplement.

Your qualifying benefit must usually have a minimum of 12 months still to run.

If you're eligible, you can exchange your benefit allowance for suitable mobility equipment. Your payment goes directly to Motability. You may have to make additional payments depending on your agreement. The agreement covers insurance, servicing, maintenance, breakdown cover and repairs. Contact Motability for more information (**0300 456 4566**, [motability.co.uk](https://www.motability.co.uk)).

If you aren't eligible for the Motability scheme, you could consider renting, buying or adapting a mobility scooter or electric wheelchair privately. Before you do this, it's a good idea to get an assessment from a physiotherapist or an occupational therapist. Contact your GP for advice.

There are many different types of scooter and powered wheelchair, so you'll need to do some research. A good starting place is the Research Institute for Disabled Consumers, an independent consumer research organisation for older and disabled people (**0330 223 5355**, [ridc.org.uk/features-reviews/out-and-about](https://www.ridc.org.uk/features-reviews/out-and-about)). You could also contact the Disabled Living Foundation (**0300 999 0004**, [livingmadeeasy.org.uk/mobility](https://www.livingmadeeasy.org.uk/mobility)).

For more information on mobility equipment, see our factsheet **Choosing disability equipment**.

4. Help with travel costs

Travel can be expensive but there are ways you can reduce the costs.

Travel discounts

You may be eligible to buy a Disabled Persons Railcard, which gives you a third off rail fares for you and a friend. You'll qualify if you receive certain benefits, have a sensory impairment, or buy or lease a vehicle through the Motability scheme. For more information contact National Railcards (**0345 605 0525**, disabledpersons-railcard.co.uk).

You may also be able to get a Disabled Coachcard (**0871 781 8181**, nationalexpress.com/en/offers/coachcards/disabled).

You're entitled to free bus travel if you're disabled and meet the eligibility criteria. Contact your local council for information and to find out how to apply or visit gov.uk/apply-for-disabled-bus-pass. You can use your pass anywhere in England if it comes from a council in England. There are some time restrictions.

Healthcare Travel Costs Scheme

You may be able to claim back the cost of travel to and from hospital if you or your partner are getting certain benefits, such as Guarantee Pension Credit. See our factsheet [Help with health costs](#) for more information.

If you regularly drive to hospital and have to pay parking charges, it might be worth checking whether the hospital has any parking concession schemes. Some hospitals have special schemes for carers or people with frequent outpatient appointments, for example. Contact the Patient Advice and Liaison Service (PALS) at the hospital or ask your GP surgery where to find your nearest PALS office.

Vehicle tax exemption

If you're receiving the higher rate mobility component of Disability Living Allowance or the enhanced rate mobility component of Personal Independence Payment (PIP), you should receive an exemption certificate, so you don't have to pay vehicle tax (also known as car tax or road tax).

If you're receiving Armed Forces Independence Payment or War Pensioners' Mobility Supplement, you need to apply for an exemption certificate through Veterans UK (**0808 1914 218**, [gov.uk/government/organisations/veterans-uk](https://www.gov.uk/government/organisations/veterans-uk)).

If you get the standard rate mobility component of PIP, you're entitled to a 50% reduction in vehicle tax. You claim the exemption at the same time as you apply for vehicle tax. Make your claim at the Post Office. If you rent or buy a vehicle from the Motability scheme, they will arrange tax for your car.



Remember

You still need to apply for vehicle tax even if you don't have to pay it.

Other concessions

You may not have to pay the full fare at some bridges, tunnels and river crossings if you're disabled. In most cases, you'll have to apply in advance to get the concession and it may only be available to people living in the area. You can find out more at [gov.uk/toll-concessions](https://www.gov.uk/toll-concessions).

You may be exempt from congestion charging in London and Durham if you're disabled.

5. Community transport and other help to get around

Getting out and about is important for our wellbeing. You can get help to carry on driving, and there are other services if you want to stay mobile.

Driving

You must tell the DVLA if you develop a medical condition or disability that could affect your driving, or if an existing condition has got worse. If you're not sure whether you need to tell them, it's best to check. Contact the DVLA drivers' medical helpline on **0300 790 6806** or check the list of conditions at [gov.uk/health-conditions-and-driving](https://www.gov.uk/health-conditions-and-driving). You should also tell your insurance provider.

If you're unsure whether you should still be driving, speak to your GP or ask your family and friends what they think. You could have a driver assessment to check that you're driving safely. You can find more information on the Older Drivers website [olderdrivers.org.uk](https://www.olderdrivers.org.uk). Or, you can contact Driving Mobility to find an assessment centre near you (**0800 559 3636**, [drivingmobility.org.uk](https://www.drivingmobility.org.uk)).

Our website has more information about driving safely and whether you need to consider giving up driving ([independentage.org/driving-later-life](https://www.independentage.org/driving-later-life)).

Travelling by train

All licensed train companies must have an Accessible Travel Policy. They should be able to tell you:

- what services and facilities are available
- how you can get assistance, including when there are disruptions to services.

You can book assistance by contacting Passenger Assist or the train company you're planning to travel with (**0800 022 3720**, nationalrail.co.uk/stations_destinations/disabled_passengers.aspx). The National Rail Enquiries website has a 'stations made easy' tool, so you can check station facilities and accessibility (nationalrail.co.uk/stations_destinations/default.aspx).

If you're travelling with a wheelchair or powered scooter, you should book a space in advance. Train companies have different policies about what they can take. You can find out more by visiting nationalrail.co.uk/44969.aspx or contacting the relevant train company.

Bus and coach travel

Bus and coach drivers must give reasonable assistance to disabled people. For example, they must help you to get on and off a bus or coach. This doesn't include lifting you or heavy mobility equipment.

If you're travelling by coach, you should ask for any help you need when you book your ticket.

You can get more information about your rights and how to make a complaint if things go wrong from Bus Users UK (**0300 111 0001**, bususers.org/passengers/your-rights). If you're in London, contact

London TravelWatch (**020 3176 2999**, londontravelwatch.org.uk/home).

Taxis

In some areas, such as London and other large cities, licensed taxis must be wheelchair accessible. Some may also have induction loops or intercoms to help if you have hearing loss. Contact the taxi licensing office at the local council to find out if there are accessible taxis in the area (gov.uk/find-local-council).

If you travel with an assistance dog, a taxi must take you unless the driver has an exemption certificate. They should display this on their windscreen.

Community transport

If you don't drive and you can't or don't want to use public transport, some of the following may be available in your local area:

- pre-bookable accessible transport schemes such as Dial-a-Ride or community cars – contact your council or the Community Transport Association (**0161 351 1475**, ctauk.org) to find out what's available
- a local Taxicard scheme for subsidised taxi fares – contact your council for more information (gov.uk/find-local-council)
- your local Royal Voluntary Service may have a volunteer driving scheme to help you get out and about, and take part in social activities (**0330 555 0310**, royalvoluntaryservice.org.uk/our-services/getting-out-and-about).

Shopmobility

Shopmobility is a scheme that hires out mobility aids to people who need help accessing city centres and shopping areas. Each scheme offers a range of equipment for hire, including scooters and electric wheelchairs, as well as training on how to use it safely. Anyone with limited mobility can become a member – you don't have to be registered disabled or receive a disability benefit. There is usually a small fee to join and hire costs are low or even free. To find a Shopmobility scheme near you, call **01933 229644** or visit nfsuk.org.

Patient transport services

You may be eligible for free transport to and from hospital if your condition means that you need medical support during your journey or you find it difficult to walk. Speak to your GP or the healthcare professional who referred you to hospital to find out if you're eligible, and how to access patient transport services (PTS).

PTS may not be available in all areas. You may be able to get support to attend hospital appointments from your local Royal Voluntary Service (**0330 555 0310**, royalvoluntaryservice.org.uk/our-services/getting-out-and-about) or Age UK (**0800 169 6565**, ageuk.org.uk/services/in-your-area/transport).

Radar Keys

If you're travelling in the UK, it may be worth buying a Radar Key, which gives you independent access to locked toilets that are part of the National Key Scheme. Contact Disability Rights UK to find out more (**0330 995 0400**, disabilityrightsuk.org/radar-key). There is a similar scheme operating in Europe, called EuroKey.

Hearing loops

Hearing loops (also called induction loops) help people who use a hearing aid to hear more clearly by reducing background noise. They should be available in various public places, such as shops, banks and places of worship. They are also available for your phone and in your home. You need to have your hearing aid switched to a hearing loop setting.

Speak to your audiologist or contact RNID for more information (**0808 808 0123**, rnid.org.uk).

6. Accessible holidays

If you need a break, the social services department of your local council may be able to provide information about suitable accommodation or arranging transport. They can also tell you about charities that can help to fund holidays for people with disabilities. Contact Turn2Us (**0808 802 2000**, turn2us.org.uk) or see our factsheet **Extra help with essential costs if you're on a low income** for more information.

You can get information and advice about accessible holidays from Revitalise (**0303 303 0145**, revitalise.org.uk). You can also download a free **Rough Guide to Accessible Britain** from the Motability website (motability.co.uk/news/rough-guide-to-accessible-britain) or search online for holidays on tourismforall.co.uk.



Good to know

Charities that support people with specific conditions may also provide or be able to help you find supported holidays – see chapter 8.

When booking accommodation, be very clear about what your needs are and make sure that it really is accessible. Get confirmation in writing of any assistance offered. You might want to check whether they have:

- step-free access to all the main areas and toilets
- access to amenities such as swimming pools, bars, the beach
- charging facilities for equipment such as powered wheelchairs or scooters
- aids such as grab rails, ramps or special mattresses.

Find out about local public transport and any assistance that might be available. You might want to research contact details for taxi companies that can take a wheelchair, for example, and check that any places you want to visit are accessible.

See chapter 8 for organisations that may be able to advise on accessible travel. You can also find access information and reviews, written by and for disabled people, through:

- AccessAble – **01438 842 710**, [accessable.co.uk](https://www.accessable.co.uk)
- Euan's guide – **0131 510 5106**, [euansguide.com](https://www.euansguide.com)

7. Travelling abroad

Travelling abroad can be challenging but it shouldn't be impossible. You'll have to think about what you'll need at every stage of your journey. You can find advice on the Gov.uk website [gov.uk/guidance/foreign-travel-for-disabled-people](https://www.gov.uk/guidance/foreign-travel-for-disabled-people).

Disability organisations and forums can also be a good source of information and advice – see chapter 8.

The Association of British Travel Agents has a useful checklist to help you prepare (**020 3117 0599**, [abta.com/tips-and-advice/accessible-travel/checklist-for-disabled-and-less-mobile-passengers](https://www.abta.com/tips-and-advice/accessible-travel/checklist-for-disabled-and-less-mobile-passengers)).

Travelling with a wheelchair and other equipment

If you're travelling with a wheelchair, remember to take any equipment and spare parts that you might need, such as tools, inner tubes, a voltage converter and adaptor. If you're planning to fly with an electric wheelchair or scooter, contact the airline before you travel.

Attach instructions to your wheelchair or scooter so it can be handled properly – at the airport, for example. If there are any items that could become detached, such as cushions or parts, keep them with you.

Some airlines won't take certain types of batteries or oxygen cylinders and they might have special procedures for how to pack some items. Check the airline's policy on any equipment that you need to take with you.



Good to know

You can travel with up to two items of mobility equipment free of charge if you're disabled. This won't count as part of your baggage allowance.

If you need special equipment, such as hoists, find out if you can hire it locally rather than taking it with you. You may be able to get in touch with local disability groups for information about what's available.

Travelling with medication

You may need to make special arrangements if you're travelling abroad with medication. For example, if your medicine contains a controlled drug, you may need to apply for a licence if you're taking more than a three-month supply. There are also strict rules about what's allowed in different countries. You can find out more at [gov.uk/travelling-controlled-drugs](https://www.gov.uk/travelling-controlled-drugs) or contact the embassy of the country you're travelling to.

You should check with your airline or tour operator as well. For example, they may need information from your doctor or there may be rules about what containers you can use. Contact your GP for advice at least two months before you go. You can find more details on the NHS website ([nhs.uk/common-health-questions/medicines/can-i-take-my-medicine-abroad](https://www.nhs.uk/common-health-questions/medicines/can-i-take-my-medicine-abroad)).

Travel and mental health

Travel can be stressful. Changes of time zone, language barriers, culture shock and disruption to normal routines can all affect our mental health. Travel can bring on mental health problems, such as anxiety, or make an existing condition worse.

It's especially important to prepare well if you have a mental health condition:

- talk to your GP or health provider before you go
- research the place you're going to
- find out about local health services
- make sure you have comprehensive travel insurance that covers mental health issues.

You can find useful advice to help you prepare and stay well while you're abroad on the Gov.uk website ([gov.uk/guidance/foreign-travel-advice-for-people-with-mental-health-issues](https://www.gov.uk/guidance/foreign-travel-advice-for-people-with-mental-health-issues)). The International Association for Medical Assistance to Travellers also has a series of guides on travel and mental health on its website ([iamat.org/travel-stress](https://www.iamat.org/travel-stress)).



Good to know

If you need emergency help while you're in Europe, you can dial 112 and you'll be connected to local emergency services.

If you're flying

You should let the airline or tour operator know your specific requirements in advance, ideally when you book.

- Plan how you'll get to and from the airport.
- Carry documentation that explains your disability or health condition and your specific needs.
- Some airlines may ask for evidence, such as a medical certificate from your doctor, that you're fit to travel.
- Get written confirmation of any arrangements that you make with the airline.
- You must travel with a companion who can assist if you need help with things like feeding, breathing, using the toilet or taking medication.

Your rights

People travelling by plane to or from the EU have certain rights. Airlines and tour operators must not refuse to carry passengers or take bookings because of reduced mobility, except for safety reasons or because the size of the aircraft makes it impossible for you to board. If you're refused, they must offer you an acceptable alternative.

They should assist you from when you arrive at the airport to when you board your flight, and also when you return. If you're blind, partially sighted or deaf, information such as flight departures and in-flight safety should be available in alternative formats, such as Braille and audio.

If you don't get the help you're entitled to, you should complain to the airport or airline first. If you're still unhappy, you can complain to the Civil Aviation Authority (**0330 022 1500**, caa.co.uk). You

can find more advice about making a complaint on their website (caa.co.uk/Our-work/Make-a-report-or-complaint).

If your wheelchair or mobility equipment is lost or damaged during handling at the airport, you should be compensated.

If you need advice or support, contact the Equality Advisory and Support Service (EASS) (**0808 800 0082**, equalityadvisoryservice.com/app/home). The Equality and Human Rights Commission has produced a booklet about your rights when travelling by air, which you can download from their website (equalityhumanrights.com/en/publication-download/your-passport-smooth-journey-top-tips-disabled-and-less-mobile-air-passengers).

Travelling by train

In Europe, most rail companies should be able to offer assistance to disabled travellers, but the standards may vary and you'll need to organise it in advance. You can find contact details and information about passenger assistance on the Eurail website (eurail.com/en/help).

If you're travelling outside Europe, contact local rail companies to check what assistance is available before you travel.

Driving abroad

If you're travelling in Europe, you can use your Blue Badge to get the same concessions that are available to local citizens. There are no arrangements outside the EU, so you'll need to find out about local concessions before you go.

If you're hiring a car, make sure the hire company is aware of your specific needs and check the terms of any insurance. You may want to pay extra to ensure that you're fully covered.



Good to know

The UK has left the EU and some agreements with the EU may change, depending on negotiations. Check the latest guidance before you travel (gov.uk/visit-europe-1-january-2021).

8. Useful contacts

- Alzheimer's Society – advice and support for people living with dementia (**0333 150 3456**, [alzheimers.org.uk](https://www.alzheimers.org.uk))
- Carers UK – information and support for people who are caring for someone (**0808 808 7777**, [carersuk.org](https://www.carersuk.org))
- Dementia Adventure – supported holidays for people living with dementia (**01245 237548**, [dementiaadventure.co.uk](https://www.dementiaadventure.co.uk))
- Disabled Living Foundation – information and advice on independent living (**0300 999 0004**, [dlf.org.uk](https://www.dlf.org.uk))
- Mind – information and support for people living with mental health problems (**0300 123 3393**, [mind.org.uk](https://www.mind.org.uk))
- MS Society – advice and support for people with multiple sclerosis (**0808 800 8000**, [mssociety.org.uk](https://www.mssociety.org.uk))
- Parkinson's UK – advice and support for people with Parkinson's disease (**0808 800 0303**, [parkinsons.org.uk](https://www.parkinsons.org.uk))
- RNIB – advice and support for people affected by sight loss (**0303 123 9999**, [rnib.org.uk](https://www.rnib.org.uk))
- RNID – advice for people affected by hearing loss (**0808 808 0123**, [rnid.org.uk](https://www.rnid.org.uk))
- Scope – advice and support for disabled people (**0808 800 3333**, [scope.org.uk](https://www.scope.org.uk))
- Sense – support for deafblind people and people with complex disabilities (**0300 330 9256**, [sense.org.uk](https://www.sense.org.uk))
- Stroke Association – information, advice and support for people affected by stroke (**0303 3033 100**, [stroke.org.uk](https://www.stroke.org.uk))

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The sources used to create this publication are available on request. Contact us using the details below.

Thank you

Independent Age would like to thank those who shared their experiences as this information was being developed, and those who reviewed the information for us.

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