

# Healthwatch Rotherham: Guide to local services



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# Your guide to Health and Social Care services in Rotherham:

Finding information about the service you need can often be overwhelming, or perhaps you don't even know which service is best for you.

We have produced this guide to help you find the right service for you.

## Healthwatch Rotherham:

We are the independent champion for people who use health and social care services.



Our sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

**Call:** 01709 717130 between the hours of 09:00 – 17:00  
Monday to Friday.

**Post:** Healthwatch Rotherham, 2 Upper Millgate,  
Rotherham, S60 1PF

**Email:** [info@healthwatchrotherham.org.uk](mailto:info@healthwatchrotherham.org.uk)

**healthwatch**  
Rotherham

## Primary Care:

### GP's:

GP's assess, manage, diagnose and treat illness.



### Registering with a GP:

Anyone in England can register with a GP Surgery for free. You can use the NHS 'Find a GP' tool to research GP's local to you. <https://www.nhs.uk/service-search/find-a-gp>

If you are struggling to register with a GP surgery, you can contact NHS England on: **0300 311 22 33**

### Pharmacies:

Pharmacists can offer clinical advice and over-the-counter medicines. You can also collect prescriptions here, access emergency contraception and stop smoking services.

### Dentistry:

You can register for a dentist in any area where appointments are available. You can find a dentist using the NHS 'Find a dentist' tool:

<https://www.nhs.uk/service-search/find-a-dentist>

If you cannot find a dentist accepting NHS patients, call NHS England on **0300 311 2233**.



## Emergency Care:

**999:**

**Call 999 in a medical or mental health emergency.**

You can contact emergency services via text if you are deaf or hearing impaired.

To register your phone, text 'register' to 999 and follow the instructions.

**If it's not life threatening, call NHS 111**

## Urgent Care:

**Urgent and Emergency Care Centre (UECC also known as A&E):**

Attend UECC when it is a life-threatening emergency. If you are unsure of what to do, please ring 111 who can advise you.

**Rotherham Hospital – Moorgate Road, S60 2UD**

**Northern General Hospital, Sheffield – Herries Road, S5 7AU**



## Urgent Care:

### NHS 111:

NHS 111 helps people get the right advice and treatment when they urgently need it.

NHS 111 is open 24 hours a day 7 days a week.

To get help from NHS 111, you can:

- Go online to [nhs.uk](https://nhs.uk) (for assessment of people aged 5 and over only).
- Call 111 for free from a landline or mobile phone.

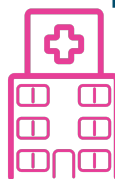
If you have difficulties hearing, you can use the NHS 111 British Sign Language Service:

<https://signvideo.co.uk/nhs111/>

### Minor injuries/walk-in centres closest to Rotherham:

**Montagu Hospital, Mexborough, S64 0AZ** – Features a Nurse-led urgent treatment centre – Open 9am–9pm 7 days a week.

**Sheffield Walk-In Centre – S1 3PB:** Open 8am–10pm, 7 days a week



## Sexual Health:

### Mesmac:

Yorkshire MESMAC offers a range of mental health and wellbeing services, including counselling, 1-2-1 support, group sessions and training.

**Email:** rotherham@mesmac.co.uk

**Telephone:** 01709 242202

**Website:** <https://www.mesmac.co.uk/>



Yorkshire  
MESMAC

### Rotherham Sexual Health Services:

**Address:** Rotherham Hospital C Level, Junction 3

**Telephone:** 01709 427777

### Pregnancy Advisory Service:

**Unplanned pregnancy:** If you're pregnant and unsure about what to do, please ring the Pregnancy Advisory Service to discuss whether having an abortion is the right choice for you. They are based in Rotherham Hospital and offer a confidential termination of pregnancy (abortion) service. You can call them directly on **01709 424542**.

# Mental Health:

## Urgent help:

### GP Surgery:

Contact your GP surgery and book an emergency doctor's appointment.

### Crisis Team – Rotherham:

Operates a 24/7 crisis telephone line accessible to all

**Telephone:** 0800 652 9571

**Hard of hearing? Text:** 07974 603610

### 999:

If you, or someone else is in **immediate danger** or requires serious or life-threatening immediate **emergency** mental or physical health assistance, **dial 999**.

### The Samaritans:

The Samaritans offer 24/7 listening and support to people and communities in times of need.

**Email:** [jo@samaritans.org](mailto:jo@samaritans.org)

**Telephone:** 116 123

**SAMARITANS**

### Shout:

Shout is the UK's first 24/7 text service, free on all major mobile networks, for anyone in crisis anytime, anywhere.

**Email:** [info@giveusashout.org](mailto:info@giveusashout.org)

**Text:** 85258

**Website:** <https://giveusashout.org/>



## Mental Health Services:

A full mental health directory is available on our website at:

<https://healthwatchrotherham.org.uk/mental-health-services-directory-local-and-national>

## Young People:

A directory of services available for young people is on our website at:

<https://healthwatchrotherham.org.uk/young-peoples-directory>

This contains information on:

- Mental, physical and sexual health
- Drugs, Alcohol & Gambling
- Bereavement
- Young carers
- Homelessness
- SEND
- LGBT+
- Cancer
- Volunteering
- General information and support

## Older People:

### Admiral Nurse Dementia Helpline:

The Admiral Nurses can help if you need information, advice and support with any aspect of dementia.

**Email:** [helpline@dementiauk.org](mailto:helpline@dementiauk.org)

**Telephone:** 0800 888 6678

**Website:**

<https://www.dementiauk.org/information-and-support/how-we-can-support-you/admiral-nurse-dementia-helpline/>

### Age UK Rotherham:

A local charity working in the community to support older people, their families and carers.

**Email:** [info@ageukrotherham.org](mailto:info@ageukrotherham.org)

**Telephone:** 01709 835214

**Website:** <https://www.ageuk.org.uk/rotherham/>

### Alzheimers Society:

Offers support for anyone affected by dementia.

**Telephone:** 0333 150 3456

**Website:** <https://www.alzheimers.org.uk/>

## Older People:

### Crossroads Care:

A short term intervention service for carers of people living with dementia, providing information, advice and practical support with the aim to build carers' resilience.

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

**Telephone:** 01709 360272

**Website:** <https://crossroadsrotherham.co.uk/>

### Kashmiri and Yemini Older People's Group:

Holds a once weekly session for older people from the BME community with the aim to combat social isolation and increase social interaction within the BME communities.

**Email:** [kyopf@hotmail.com](mailto:kyopf@hotmail.com)

**Telephone:** 01709 720744

# Cancer Support Services:

## Local Services:

### Rotherham Cancer Advocacy Service:

Provides support and advice for people affected by cancer in Rotherham

**Email:** [advocacy2@citizensadvicerotherham.org.uk](mailto:advocacy2@citizensadvicerotherham.org.uk)

**Telephone:** 01709 515680

### Macmillan Welfare Rights:

**Support with:** Benefits, tribunal representation, accessing grants, applying for Blue Badges

**Website:** <https://www.rotherham.gov.uk/xfp/form/475>

### Rotherham Cancer Care:

Rotherham Cancer Care help people feel more in control and confident with what is to come. Services are free, and they work with the NHS to provide professional counselling services and complementary therapies.

**Email:** [enquiries@rotherhamcancercare.co.uk](mailto:enquiries@rotherhamcancercare.co.uk)

**Telephone:** 01709 375729

**Website:** <http://rotherhamcancercare.co.uk/>

# Healthy Living: Local Services



## **Rotherham Healthwave:**

The service supports the people of Rotherham to stop smoking, reduce their alcohol consumption, get more active, lose weight, and improve their overall health.

**Telephone:** 01709 718720

**Website:**

<https://rotherham-healthwave.connecthealthcarerotherham.co.uk/>

## **Rotherham United Community Sport Trust:**

The services provides fitness classes, weight loss support programmes and support groups

**Email:** [Community@ruct.co.uk](mailto:Community@ruct.co.uk)

**Telephone:** 01709 827 767

**Website:** <https://ruct.co.uk/>



## Social Care

### Local Services

#### **Making Space – Carers Dementia Service:**

Making Space staff offer information, advice and emotional support to people living with Dementia and their carers.

**Email:** rotherhamcarers@makingspace.co.uk

**Telephone:** 01709 910889

**Website:**

<https://makingspace.co.uk/rotherham-dementia-carer>

#### **Home Instead Rotherham – Home Care & Live-In Care:**

Provides home care services: companionship, home help and housekeeping and personal care.

**Telephone:** 01709 837170

**Website:** <https://www.homeinstead.co.uk/rotherham/>

#### **Rotherham Council:**

Report suspected abuse or neglect of an adult

**Telephone:** 01709 822330

**Website:**

<https://www.rotherham.gov.uk/adult-social-carer>



#### **Rotherham Hospice:**

Available to anyone over the age of 18 years affected by a terminal illness.

**Email:** reception@rotherhamhospice.org.uk

**Telephone:** 01709 308 900

**Website:** <https://www.rotherhamhospice.org.uk/>

Rotherham  
Hospice

## Social Care: Local Services:



### Barnardos:

Barnardos help children through the trauma of sexual abuse and exploitation.

**Email:** rotherhamyoungcarers@barnardos.org.uk

**Telephone:** 01709 377157

**Website:**

<https://www.barnardos.org.uk/get-support/services/rotherham-young-carers>

### Crossroads Care:

Crossroads provide flexible services to people of all ages and with a range of disabilities and health conditions

**Email:** info@crossroadsrotherham.co.uk

**Telephone:** 01709 360272

**Website:** <https://crossroadsrotherham.co.uk/>

### Beacon South Yorkshire Carer Support:

Beacon South Yorkshire provides a range of services supporting carers across South Yorkshire who are caring for people with disabilities, mental health, dementia, substance misuse, or who are elderly.

**Email:** info@beaconsy.org.uk

**Telephone:** 01709 285388

**Website:** <https://www.beaconsy.org.uk/>



# Foodbank support

## Local organisations:



### Rotherham Food Bank:

Rotherham Food Bank provide three days' nutritionally balanced emergency food and support to local people who are referred into the service in crisis.

**Email:** [office@rotherham.foodbank.org.uk](mailto:office@rotherham.foodbank.org.uk)

**Telephone:** 07936935319

**Website:** <https://rotherham.foodbank.org.uk/>



### Social Supermarket:

As well as paying a visit to the shop, members can join activities, receive support in making positive life changes and find a new community to belong to

**Email:** [socialsupermarket@rotherhamminster.co.uk](mailto:socialsupermarket@rotherhamminster.co.uk)

**Telephone:** 07419 200405

**Website:** <https://rotherhamminster.co.uk/social-supermarket>

## National Organisations:

### FareShare:

FareShare is the UK's longest running food redistribution charity.

**Email:** [enquiries@fareshare.org.uk](mailto:enquiries@fareshare.org.uk)

**Telephone:** 020 7394 2468

**Website:** <https://fareshare.org.uk/>





# Homeless charities and organisations:

## Local organisations:

### Shiloh:

Shiloh offers support to adults who are homeless or at risk of becoming homeless.

**Telephone:** 01709 559504

**Website:** <https://www.shilohrotherham.org.uk/>

### Lighthouse Homes:

Lighthouse Homes offer immediate and long term accommodation to women and men who are homeless.

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

**Telephone:** 01709 364600 or 01709 374059

**Website:** <https://lighthousehomes.co.uk/>



### Action Housing:

Provides safe, secure, good quality accommodation and support services.

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

**Telephone:** 01709 364600 or 01709 374059

**Website:** <https://actionorg.uk/>

# Homeless charities and organisations:

## Local organisations:

### Rush House:

Provides a range of accommodation and support services to young people aged 16-25

**Telephone:** 01709 369295

**Website:** <https://www.rushhouse.co.uk/>

## National organisations:

### Crisis:

For people experiencing homelessness.

#### Website:

<https://www.crisis.org.uk/get-help/services/how-crisis-can-help-you/>



### Shelter:

Provide help for those with housing issues and homelessness

**Telephone:** 0808 8004444

**Website:** <https://england.shelter.org.uk/>



# Domestic violence organisations:

## Local services

### Hopian (previously known as Rotherham Rise):

This service provides support to Adults, Young People and Children affected by Domestic Abuse and Child Sexual Exploitation.

**Email:** [help@hopian.org.uk](mailto:help@hopian.org.uk)

**Telephone:** 0330 2020571

**Website:** <https://hopian.org.uk/>

### Rotherham Abuse Counselling Service:

This service provides both counselling and Independent Sexual Violence Advocacy (ISVA) support.

**Email:** [info@rothacs.org.uk](mailto:info@rothacs.org.uk)

**Telephone:** 01709 835482

**Website:** <https://www.rothacs.org.uk/>



### Apna Haq

The service supports black and minority ethnic (BME) women and girls in Rotherham who are experiencing any form of violence, including domestic violence.

**Email:** [apnahaq1@gmail.com](mailto:apnahaq1@gmail.com) or

[apnahaq2@gmail.com](mailto:apnahaq2@gmail.com)

**Telephone:** 07824 767170

**Website:** <https://apnahaq.org.uk/>

### Safe Spaces

You can use a safe space in whichever way works for you. They provide a safe way to reach out to friends and family, and contact specialist support services.

**Website:** <https://uksaysnomore.org/>

## Support and Complaints:



### Healthwatch Rotherham:

You can contact Healthwatch Rotherham for information and signposting on health and social care services both locally and nationally. We want to hear about your experiences, good or bad, and can pass these onto services as feedback to improve.

**Email:** [info@healthwatchrotherham.org.uk](mailto:info@healthwatchrotherham.org.uk)

**Telephone:** 01709 717130

**Website:** <https://healthwatchrotherham.org.uk/>

### Absolute Advocacy:

Absolute Advocacy is the Independent Advocacy Service for Rotherham. Their services are free and confidential and they can help find information, understand and uphold your rights, consider your options and get you the support you need.

**Telephone:** 01709 794294

**Website:**

<https://www.absoluteadvocacy.co.uk/contact-absolute-advocacy-rotherham/>

## Support and Complaints:

### Citizens Advice Rotherham and District:

Citizens Advice Rotherham offers free, confidential, independent and impartial advice to everyone. They can assist you with welfare benefits, employment, debt, housing and legal rights amongst other things.

**Telephone:** 0808 278 7911

**Website:** <http://www.citizensadvicerotherham.org.uk/>

### NHS England:

NHS England welcomes concerns, compliments and complaints as valuable feedback that will help them learn from your experiences and make improvements to the services they commission.

**Email:** [england.contactus@nhs.net](mailto:england.contactus@nhs.net)

**Telephone:** 0300 311 22 33

**Website:**

<https://www.england.nhs.uk/contact-us/complaint/complaining-to-nhse/>



England

### Parliamentary and Health Ombudsman:

Make final decisions on complaints that have not been resolved. They do this fairly and without taking sides. This service is free.

**Telephone:** 0345 015 4033

**Website:** <https://www.ombudsman.org.uk/>



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 [Facebook.com/HWRotherham](https://www.facebook.com/HWRotherham)