

NHS continuing care volunteer support group

Alzheimer's Society has set up a support group for people who believe that they have wrongly been denied access to NHS continuing health care funding to help them challenge decisions. It is being championed by volunteers who have won continuing care cases after lengthy battles challenging the system.

How to get in touch with the group

If you are challenging a continuing care decision and would like to be put in touch with the network please email NHSCC@alzheimers.org.uk or call Alzheimer's Society dementia helpline on 0300 222 1122. Please provide the following information:

- Your name
- Your email address
- Your telephone number - please provide a landline number, whether it is a daytime or evening number, and what times are best to contact you
- The name of the Primary Care Trust where you have been refused NHS continuing healthcare
- Whether the person is in their own home or in a care home setting
- Whether an appeal or review date is due and the date of this if this is known
- If you are working with a solicitor or other fee reclaim agency



Members of the NHS Continuing Care Volunteer Support group are all volunteers who have successfully obtained NHS Continuing Care funding. They offer practical support and information

based on their own experience. They do not offer legal advice. The volunteers' time is given freely to help others and they offer support specifically to individuals who are challenging NHS Continuing Care funding decisions themselves. Whilst you do not need to engage a solicitor to do this you may decide to do so. We are sorry but our limited resources mean we cannot provide any additional support to those approaching a solicitor or other advisors.

Photo: Mike Pearce (right) receiving a William Brooks Volunteer Award for his work as volunteer for the NHS continuing care support group.

Alzheimer's Society National Dementia Helpline

England, Wales and Northern Ireland: 0300 222 11 22

9.00am-5.00pm Monday-Friday

10.00am-4.00pm Saturday-Sunday

Registered charity no. 296645. A company limited by guarantee and registered in England no. 2115499.