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Your rights to social care

Information for people with or affected by motor neurone disease and Kennedy's disease.

If you are living with motor neurone disease (MND) or caring for someone who has been diagnosed, you may qualify for support from your local authority. Being aware of your rights can help you get an assessment, to access the support and information you may need.

This information sheet includes the following sections:

- 1: What are my rights in England?**
- 2: What are my rights in Wales?**
- 3: What are my rights in Northern Ireland?**
- 4: Do I have rights to other types of support?**
- 5: How do I find out more?**

As a charity, we support people affected by MND in England, Wales and Northern Ireland. The following information looks at your rights to social care in these countries. If you live in Scotland, please contact MND Scotland for guidance. You can find the contact details in section 5: *How do I find out more?*

 This symbol is used to highlight **our other publications**. To find out how to access these, see *Further information* at the end of this sheet.

 This symbol is used to highlight **quotes** from other people with or affected by MND.



The MND Association has been certified as a producer of reliable health and social care information.

www.england.nhs.uk/tis

What do the words mean?

Advocate:	Someone who supports you to have your say. This can be someone you choose, such as a friend or family member, or a professional advocate, as arranged by a local authority, health and social care trust or other organisation.
Assessment:	A process where an assessor, such as a social worker, helps to work out the type of support you need.
Care and support plan:	A record of your needs and how they are going to be met. Sometimes known as a support plan or a care plan.
Carer:	You are a carer if you provide unpaid support to a friend or family member who is ill or disabled.
Care worker:	Someone who is paid to provide care in someone's home, or in a residential or nursing home.
Direct payment:	Payments from the local authority for you to arrange and pay for your own care and support services.
Duty:	Something that the local authority must do as expected within the law.
Eligible needs:	Needs that qualify someone for support from a local authority or health and social care trust.
Eligibility criteria:	Rules about how to assess your eligible needs.
Financial assessment:	Used to work out how much you may have to pay towards any agreed care and support, depending on your income and savings.
Health and social care (HSC) trust:	These trusts provide health and social care services In Northern Ireland.
Local authority:	A name for local government departments (often known as a council) that provide services in England and Wales, including adult social care.
Ombudsman:	A senior official who investigates complaints that are not resolved by a local authority or health and social care trust.
Outcomes:	The goals you wish to achieve.

Personal budget: The cost of the support a local authority believes will meet your needs, and sets out how much they will pay towards it.

Review: When your care and support plan is checked to make sure it is working well and meeting your needs.

Social care: This type of support, guided by local authorities or health and social care trusts, helps people maintain independence or improves their quality of life.

 This information sheet focuses on your rights to social care, but you may have further questions about how to access support. See *Further information* in section 5: *How do I find out more?* for a list of our relevant publications. They provide more detail about assessment and provision of social care, including information for young carers under the age of 18.

1: What are my rights in England?

If you live in England, the Care Act 2014 sets out your legal right to assessment and support. This applies if you need support because of illness or disability, or if you are a carer. It came into force in April 2015 and is being introduced in stages.

The information in this section may be subject to change and will be updated regularly to ensure its accuracy. This overview explains the main points of the Care Act 2014, but you can find the full Act online. Search for Care Act 2014 at: www.legislation.gov.uk

The Act places new duties on local authorities in meeting the social care needs of people living in their area. You can find details of your local authority in the telephone directory or by visiting www.gov.uk/find-your-local-council

There is a legal duty for local authorities to promote your wellbeing every time a decision is made about you. Under the Act, wellbeing includes:

- personal dignity
- physical and mental health
- emotional wellbeing
- protection from abuse and neglect
- control over your own day-to-day life
- participation in work, education, training or recreation
- social and economic wellbeing
- domestic, family and personal relationships
- suitable living accommodation
- contribution to society.

Do I have a right to information about social care?



“You need to be as well informed as possible about how to access services”

The Care Act 2014 sets out a new duty for local authorities in England to provide detailed information and advice about social care and support in their area. They should be able to tell you about:

- the way their systems work
- the types of care and support available
- who can provide different services
- how to access independent financial advice, including guidance about benefits and financial support
- how to raise concerns about a person’s safety or wellbeing.

Do I have a right to an assessment?

If you are living with MND:

You have the right to a needs assessment if you appear to need care or require support to complete activities in your daily life.

This is your right regardless of your financial situation, the amount of support you already receive or whether your local authority think you will qualify for support.

Your right to an assessment also means your wishes must be taken into consideration when exploring how to help you achieve your day-to-day goals.

If you are a carer:

You should be offered an assessment once your local authority identifies you as a carer. If not, you can ask for an assessment. Contact adult social care services through your local authority or, in Northern Ireland, your local health and social care trust.

It is your right to be assessed regardless of:

- the type of care tasks you do
- how many hours of caring you provide
- the amount of income or savings you have, or whether you own your home
- whether or not you live with the person you support
- whether or not the person you support has had a needs assessment.



For more detail about support for carers, see our guide:
Caring and MND: support for you

What are my rights during an assessment?

Whether you are living with MND or are a carer, an assessment must be carried out by an appropriately trained person, for example a social worker or care manager from adult social care services.

At each stage of the process, the assessor must consider your individual needs, views and wishes to involve you as fully as possible in any decisions made. As the best person to judge your own wellbeing, you must be treated as an equal partner in the design and delivery of your support.

Your assessment should consider:

- the outcomes that matter to you and what you want to achieve in your life
- how your needs and circumstances may change (for example, as MND progresses, more support may be needed)
- how services will respond in urgent situations (for example, if a carer can no longer provide support).

Do I have the right to receive support?

If you are living with MND:

You will only qualify for support if your wellbeing is significantly affected by being unable to achieve two or more of the following:

- managing and maintaining your nutrition and personal care
- maintaining a habitable home environment and being able to use your home safely
- developing and maintaining family or other personal relationships
- accessing and engaging in work, training, education or volunteering
- making use of facilities or services in your local community
- carrying out any responsibilities you have for a child.

The local authority must ensure that care and support is provided to meet your eligible needs and must work with you to produce a care and support plan. This will only apply to eligible needs that are not already being met, either by a carer who is willing and able

to continue providing this or by other support such as a voluntary organisation. If you have eligible needs, a personal budget will be agreed, which is an amount to cover the cost of any services in your care and support plan. You will be financially assessed to work out how much you may need to contribute and how much the local authority will pay. Your income and savings will be taken into account.

You can accept services as arranged by the local authority. You also have the right to ask for some or all of your personal budget to be paid to you as a direct payment, which allows you to arrange and pay for the support yourself. This means taking responsibility for record keeping, so ensure you are fully informed before making this decision.

Depending on how you plan use your budget, you may have additional responsibilities, for example as an employer if you choose to recruit your own staff.

 For more information about direct payments and personal budgets, see: Information sheet 10B - *Direct payments and personalisation*

If you are a carer:

If providing care affects your wellbeing, you are eligible for support. Your wellbeing as a carer might be affected in various ways, such as not getting time to eat well or not being able to use recreational facilities you previously enjoyed. The assessment must consider whether you are willing and able to continue providing the care.

Not all local authorities charge for support to carers, but they can if they want to. This means you will be financially assessed in the same way as someone with MND. Your income and savings will be taken into account to work out how much you may need to contribute and how much the local authority will pay.

Carers cannot be charged for care supplied directly to the person they support, such as respite care.

Do I have a right to a review?

If you are living with MND:

The Act states your care and support plan must be reviewed so you can reflect on how your care is working for you. The guidance suggests that a review may take place 6-8 weeks after your personal budget and plan have been signed off.

After this, scheduled reviews will take place. How often depends on your individual needs and circumstances and the amount of your personal budget, although your plan should be reviewed at least once every 12 months. You have a right to ask for a review if your circumstances change.

If you are a carer:

There is no automatic time for review after a carer's assessment. If your circumstances change you can ask for your assessment to be done again.

This is particularly important if you can no longer provide the same level of care or if the needs of the person you support have changed. If you need to be assessed again, let adult social care services know as soon as possible.

What are my rights if support is not agreed and I wish to appeal?

If you are not eligible for support, your local authority must give you advice and information about other services more suitable for your needs. They should also provide guidance on how to remain as independent, active and healthy as possible.

If you disagree with their decision, try to resolve the issue with the person or team you have been dealing with. You may need to provide additional evidence about your needs. If this fails, you may wish to appeal against the decision.

Your local authority must give you a copy of its formal complaints procedure if you ask for this.

They must investigate your complaint as quickly and efficiently as possible. The person investigating your complaint may be employed by the local authority or may be an independent investigator, but they must not be involved in any aspect of your complaint.

If your complaint is still not satisfied after this stage, you may want to take it further. You can complain to the Local Government Ombudsman. This body investigates unresolved issues with local government services. See section 5: *How do I find out more?* for contact details.

2: What are my rights in Wales?

Social care in Wales is being reformed under the Social Services and Wellbeing (Wales) Act 2014. The Act will come into effect on 6 April 2016. The information in this section may be subject to change and will be updated regularly to ensure its accuracy.

Social care in Wales is arranged by your local authority. You can find details of your local authority in the telephone directory or by visiting: www.gov.uk/find-your-local-council

The Act aims to promote the wellbeing of people who need care and support, and carers who need support, in relation to any of the following:

- physical and mental health and emotional wellbeing
- protection from abuse and neglect
- domestic, family and personal relationships
- contribution made to society
- securing rights and entitlements
- social and economic wellbeing
- suitability of living accommodation
- control over day to day life
- participation in work education, training and recreation.

Do I have a right to information about social care?

Local authorities have a duty to provide you with information about:

- how the care and support system operates in your area
- the types of care and support available
- how to access care and support
- how to raise concerns about the wellbeing of a person with care and support needs.

You have the right to accessible information you can understand, including in different formats such as audio, easy read or Welsh language. You have the right to a one-to-one support worker to help you access information if needed.

Do I have a right to an assessment?

Whether you are a carer or a person with MND, you have a right to an assessment by your local authority if they are aware you may need care and support, regardless of your financial situation or the level of support you need. You have the right to be involved in making decisions about your life, and you have the right to be supported by friends, family, or an independent advocate if necessary.

If you are a carer:

You currently need to provide regular and substantial care but this is likely to change under the new reforms. The reforms will also give a broader definition of a carer to include anyone who provides or intends to provide care, and a stronger duty will be placed on local authorities to offer an assessment to any carer they identify with support needs.



For more detail about support for carers, see:
Caring and MND: support for you

What are my rights during an assessment?

If you are living with MND:

Local authorities must view you as the best person to judge your own wellbeing and treat you as an equal partner in the design and delivery of your support.

During your assessment, the local authority will work with you to understand your needs, strengths and the resources you have available to you. The assessment must focus on what you wish to achieve and how care and support could help you achieve these outcomes.

They must consider:

- your individual circumstances
- your personal wellbeing outcomes
- any barriers to achieving those outcomes
- any risks to you or others if those outcomes are not achieved
- your strengths and capabilities.

The assessment must recognise your needs and how these may change over time. For example, your symptoms will progress with MND.

Currently, if you have eligible needs that are being met by a carer, the local authority has no duty to meet the need. However, the local authority must consider how to respond quickly if a carer can no longer provide support.

If you are a carer:

The assessment must consider whether you are willing and able to continue providing the care.

Do I have the right to receive support?

Whether you are a carer or a person with MND, your needs must relate to one or more of the following to qualify for care and support from the local authority:

- carrying out self-care or household tasks
- communication
- protection from abuse or neglect
- involvement in work, education, leisure and your community
- maintaining or developing family, social or other personal relationships
- caring for a child.

If you are living with MND:

If the assessment finds that you have eligible needs, the local authority has a legal duty to arrange or provide services for you, where help cannot be found elsewhere. For example, if you are already receiving willing support from a carer or voluntary organisation, then the local authority does not have to arrange to meet that care need. Any agreed services will be written into your care and support plan and you should be given a copy.

Support may be given in the form of a direct payment from the local authority, so you can purchase your own choice of care and support.



For more information about direct payments, see:
Information sheet 10B - *Direct payments and personalisation*

The local authority will carry out a financial assessment to work out how much you should contribute towards the cost of your care. Your income and savings will be taken into account. For more detailed information about the financial assessment, contact your local authority.

If you are a carer:

You should be eligible for support if your needs result from providing support, and if you cannot meet the need either with the support of others or with the assistance of services that you already have access to.

Do I have a right to a review?

Local authorities have a duty to review your support if your circumstances change. Contact your local authority if you would like to arrange a review.

What are my rights if support is not agreed and I wish to appeal?

A local authority must promote wellbeing for people who need care and support, including people who do not meet the eligibility criteria. For example, they should provide information, advice and other services to help you to avoid or delay needing social care services and to stay independent for as long as possible. The types of services vary in each area, but can include assistive equipment, falls prevention services, benefits advice etc.

If you are unhappy with a decision about your assessment, you can make an appeal. New arrangements for handling complaints came into force on 1 August 2014. They state that everyone who makes a complaint about social services in Wales has a right to be listened to.

The local authority must discuss your complaint with you within 10 working days. If you are still dissatisfied, you have the right to ask for a formal review by an independent investigator, who will produce a report with recommendations.

If you are still dissatisfied at this stage, you can take your complaint to the Public Services Ombudsman for Wales. This body investigates unresolved issues with local government services. See Useful organisations in section 5: How do I find out more? for contact details.

3: What are my rights in Northern Ireland?

Social care in Northern Ireland is based on a number of Acts and Orders, but your local health and social care trust decides if you are entitled to receive services. This is done by comparing your needs with eligibility criteria set regionally by the Department of Health, Social Services and Public Safety (DHSSPSNI). You can find out more about this department at: www.dhsspsni.gov.uk

Legislation for health and social care is under reform in Northern Ireland. The information in this section may be subject to change and will be updated regularly to ensure its accuracy.

Social care services in Northern Ireland are managed by five regional health and social care (HSC) trusts. To find your local trust visit www.nidirect.gov and search for 'Health and social care trusts'. You can also search for health and social care to find out more about access to assessment and support.

Do I have a right to information about social care?

Under the Disability Discrimination Act 1995, organisations providing services to the public, including Trusts, must make reasonable adjustments to make it easier for people with disabilities to use their services. For example, where needed, they should provide information in alternative formats, such as audio, Braille or large print.

Do I have a right to an assessment?

If you are living with MND:

Your HSC trust must assess you if it can be shown that you may need services. The assessment is about finding out what your needs are and how the HSC trust can offer support. You have the right to an assessment regardless of whether you can afford to pay for services or not, or whether they think you will qualify for support.

If you are a carer:

Unpaid carers are entitled to an assessment of their own needs if they are providing, or intend to provide, regular and substantial care. There is no set definition of 'regular and substantial care'. However, if the support you provide affects you because of your age, health, work, studies, other activities or commitments, you may need to be assessed. Carers can request an assessment of their own needs, even if the person they are caring for is not being assessed or receiving any help from the HSC trust.



For more detail about support for carers, see:
Caring and MND: support for you

How long do I have to wait for assessment?

There are no guidelines on how long people should expect to wait for an assessment, but health and social care trusts should publish their estimated timescales. If the wait appears unreasonable, you can complain to the Trust concerned.

There may be situations where two Trusts dispute which of them is responsible for a person's care, and this could delay the assessment. In law, the Trust where the person lives at that time has the responsibility.

What are my rights during an assessment?

At assessment, a specialist will look at your individual needs and discuss them with you, so the right support can be provided where necessary.

If you are living with MND:

All aspects of daily life should be considered by the assessor, including personal care, involvement in family and community life, and domestic chores. This should include how your needs may change over time, for example due to the way your symptoms progress with MND. The views of your family and the professionals involved in your care will also be taken into account.

If you are a carer:

Under the Carers and Direct Payments Act 2002, carers aged 16 or over who provide a regular and substantial amount of care for someone aged 18 or over have the right to an assessment of their needs as a carer.

The assessment should focus on the impact caring has on you, and what services may be able to help you. The person you care for does not need to be involved in your assessment. If there is more than one carer providing regular care, you are both entitled to an assessment.

Do I have the right to receive support?

If the assessment finds that you qualify for support, your HSC trust has a duty to provide support to ensure your needs are met. If necessary, local health and social services teams will work with you to plan your support.

They will discuss this with you and write a care plan. This may include services from both private and voluntary organisations. If you need other support, such as housing or benefits advice, you will be put in touch with the relevant services.



For more information about direct payments, see:
Information sheet 10B – Direct payments and personalisation

HSC trusts may charge for some of the services they provide depending on your individual income and savings. Only the person receiving the services will be financially assessed.

The HSC trust must give you details of how they have calculated the charge. For more detailed information about the financial assessment, contact your local HSC trust.

Sometimes the HSC trust will not be able to provide an assessed service due to financial constraints. In these cases, they should provide the service within a reasonable period of time.

If you are living with MND:

Your needs will each be banded as critical, substantial, moderate or low. Only those banded as substantial or critical will qualify for immediate support. Other needs may be placed on a register to be met at a later time. The type of support offered to you will depend on your assessed needs.

If you have been assessed as eligible for a service, HSC trusts are under a duty to make direct payments if you ask for this, providing you are eligible and certain criteria are met.

 For more information about direct payments, see:
Information sheet 10B – *Direct payments and personalisation*

If you are a carer:

Following the assessment meeting, you should be notified in writing of the support needs that have been identified and how these will be addressed.

If the trust has decided that help is going to be provided there are two ways that this can be done:

- through support to the disabled person which in turn could benefit you, for example respite care
- through direct support to you, for example through a direct payment.

 For more information about direct payments, see:
Information sheet 10B – *Direct payments and personalisation*

Do I have a right to a review?

Your support should be reviewed regularly. It should be written in your care plan how often this should take place. There is no need to wait until your review is due – you can request a review if your needs or circumstances change or your services are not meeting your needs. The HSC trust should review all of your needs and support, even if they don't provide those services.

What are my rights if support is not agreed and I wish to appeal?

If you do not meet the criteria, your HSC trust might consider meeting any needs that were banded low or medium, depending on their financial situation at the time. They do not have to meet those needs. They should offer you information and advice about other ways you can meet your needs.

If you are unhappy with the decisions made about your needs, discuss this with the person you have been in contact with so far. You can also write to your HSC trust to explain your circumstances in more detail. If you need help with this, a professional advisor or advice agency can write on your behalf. If this is unsuccessful, you can make a formal complaint.

Contact the complaints department at your local HSC trust, as they will be able to guide you through the process. The Patient and Client Council can provide you with advice and support if you wish to make a complaint. See *Useful organisations* in section 5: *How do I find out more?* for contact details.

If the problem is still not solved this stage, you can take your complaint to the Northern Ireland Ombudsman. See *Useful organisations* in section 5: *How do I find out more?* for contact details.

4: Do I have rights to other types of support?

What are my rights if my needs become complex?

If you have health needs that are difficult to manage or are changing quickly, you may be entitled to NHS Continuing Healthcare. The NHS funds this care and you will not have to pay towards nursing care or other support.

 For more information about NHS Continuing Healthcare, see: Information sheet 10D – *NHS Continuing Healthcare*

What are my rights at work?

Whether you are a person with MND or a carer, you may have questions about your employment rights if you are currently working. You have the same employment rights as other employees, but there are additional rights for disabled workers and carers.

 For information about employment rights as a carer or person with MND, see: Information sheet 10E – *Work and MND*

What are my rights if English is not my first language?

If you are having a care assessment or carer's assessment in England or Wales, ask adult social care services about interpreters. In Northern Ireland, ask your local HSC trust. In most cases they will try to make arrangements for this, to ensure your assessment is fair and meets your needs.

The MND Association offers a selection of our information in other languages and Braille. Contact the MND Connect to discuss your needs and find out more. See section 5: *How do I find out more?* for contact details.



For details, see:

Information sheet 1B: Information about MND in other languages or Braille

5: How do I find out more?

Useful organisations

We do not necessarily endorse any of the following organisations, but have included them to help you begin your search for further information.

The contact details are correct at the time of print, but may change between revisions. If you need help to find an organisation or have any questions, contact our MND Connect helpline (see Further information at the end of this sheet for details).

Adult social care services (sometimes called social services)

For adult social care contact your local authority through your area telephone directory, or search for local authorities on the government's website.

Website: www.gov.uk
www.nidirect.gov.uk (for Northern Ireland)

Carers Trust

Work to improve support, services and recognition for anyone living with the challenges of caring, unpaid, for a family member or friend.

Address: 32-36 Loman Street, London SE1 0EH
Telephone: 0844 800 4361
Email: support@carers.org
Website: www.carers.org

Carers UK

Advice, information and support for carers.

Address: 20 Great Dover Street, London SE1 4LX
Telephone: 0808 808 7777
Email: advice@carersuk.org
Website: www.carersuk.org

Citizens Advice Bureau (CAB)

Help you to resolve legal, money and other problems through free, independent and confidential advice. Contact your local bureau for support.

Telephone: 03444 111 444 (for England, or contact your local CAB branch)
03444 77 20 20 (for Wales)

Website: www.citizensadvice.org.uk
www.citizensadvice.org.uk/nireland (for Northern Ireland)

Disability Law Service

Information, advice and assistance to those with disabilities and their carers.

Address: The Foundry, 17 Oval Way, London SE11 5RR

Telephone: 020 7791 9800

Email: advice@dls.org.uk

Website: www.dls.org.uk

GOV.UK

Online government advice on a variety of welfare topics, including support for people with disabilities.

Email: email addresses are provided on the website, related to each enquiry

Website: www.gov.uk
www.nidirect.gov.uk (Northern Ireland)

Health in Wales

Information on NHS services in Wales, including a directory of the Welsh health boards.

Email: through the website contact page

Website: www.wales.nhs.uk

Local Government Ombudsman (LGO)

Investigates complaints about local authorities and other relevant public bodies (relevant to England and Northern Ireland – for Wales, see Public Services Ombudsman).

Address: PO Box 4771, Coventry CV4 0EH

Telephone: 0300 061 0614

Email: through the website contact page and enquiry form

Website: www.lgo.org.uk

MND Scotland

MND Scotland provides care, information and research funding for people affected by motor neurone disease in Scotland.

Address: 2nd Floor, City View, 6 Eagle Street, Glasgow G4 9XA

Telephone: 0141 332 3903

Email: info@mndscotland.org.uk

Website: www.mndscotland.org.uk

NHS Choices

The main online reference for the NHS, including information on continuing healthcare.
Email: through the website contact page.

Website: www.nhs.uk

NHS 111

The NHS online/telephone service if you need urgent, but not life-threatening medical help or advice. Available 24-hours a day, 365 days a year.

Telephone: 111 (England)

NHS Direct Wales

Health advice and information service for Wales.

Telephone: 0845 4647

Website: www.nhsdirect.wales.nhs.uk

NHS Northern Ireland

Information on health and social services in Northern Ireland. This is an online service only.

Email: through the website contact page

Website: www.hscni.net

NI Direct

Providing government information for Northern Ireland on a variety of welfare subjects, including health services and support for disability.

Email: through the website contact page

Website: www.nidirect.gov.uk

Patient and Client Council

Offer information and support about making complaints about health and social care services in Northern Ireland.

Address: 1st Floor, Ormeau Baths, 18 Ormeau Avenue, Belfast BT2 8HS

Telephone: 0800 917 0222

Email: info.pcc@hscni.net

Website: www.patientclientcouncil.hscni.net

Public Services Ombudsman for Wales

Investigates complaints about local authorities and other relevant public bodies (for England and Northern Ireland, see Local Government Ombudsman).

Address: 1 Ffordd yr Hen Gae, Pencoed CF35 5LJ

Telephone: 0300 790 0203

Email: via the website

Website: www.ombudsman-wales.org.uk

References

References used to support this information are available on request from
Email: infofeedback@mndassociation.org

or write to:

Care Information feedback, MND Association, PO Box 246, Northampton NN1 2PR

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Further information

You may find these information sheets from the MND Association helpful:

10A – *Benefits and entitlements*

10B – *Direct payments and personalisation*

10C – *Disabled Facilities Grants*

10D – *NHS continuing healthcare*

10E – *Work and motor neurone disease*

We also provide the following guides:

Living with motor neurone disease – our main guide to help you manage the impact of the disease

Caring and MND: support for you – comprehensive information for unpaid or family carers, who support someone living with MND

Caring and MND: quick guide – the summary version of our information for carers

You can download most of our publications from our website at www.mndassociation.org/publications or order in print from the MND Connect helpline, who can provide further information and support.

MND Connect can also help locate external services and providers, and introduce you to our services as available, including your local branch, group, Association visitor or regional care development adviser.



MND Connect

Telephone: 0808 802 6262

Email: mndconnect@mndassociation.org

MND Association, PO Box 246, Northampton NN1 2PR

MND Association website and online forum

Website: www.mndassociation.org

Online forum: <http://forum.mndassociation.org> or through the website

We welcome your views

Your feedback is really important to us, as it helps improve our information for the benefit of people living with MND and those who care for them.

If you would like to provide feedback on any of our information sheets, you can access an online form at: www.surveymonkey.com/s/infosheets_1-25

You can request a paper version of the form or provide direct feedback by email: infofeedback@mndassociation.org

Or write to:

Information feedback, MND Association, PO Box 246 Northampton NN1 2PR

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