

## Frequently Asked Questions

### **Q1. What services is HemiHelp still providing?**

**Support:** We will continue to manage our [Facebook group](#) and make sure that it keeps growing while it remains the safe and supportive space that it is today. You can use the Facebook group if you need support or talk through worries and concerns. Adults with hemiplegia and parents share information, practical tips and personal experiences.

**Information:** We will also continue to manage our [website](#) to make sure you have access to reliable information and guidance.

You can also buy our education packs and the Hemiplegia Handbook from our [website](#).

If you need support with talking to others about the way hemiplegia affects you, you can use our free online tool My HemiCheck <http://myhemicheck.hemihelp.org.uk> and download a customised 'checklist' that you can use to talk to teachers, employers or others in your community.

### **Q2. What services is HemiHelp no longer providing?**

We are no longer running our Helpline, home and school visits. If you need information or support please contact:

- Practical information and advice on hemiplegia – HemiHelp Facebook group [www.facebook.com/groups/5512952137](http://www.facebook.com/groups/5512952137)
- If you live in Derbyshire you can get in touch with the local group HEMIHearts [www.hemihearts.org.uk](http://www.hemihearts.org.uk)
- Urgent emotional support: the Samaritans 116 123
- Support relating to SEND: IPSEA - [www.ipsea.org.uk](http://www.ipsea.org.uk)
- Benefits: Disability Rights UK - [www.disabilityrightsuk.org](http://www.disabilityrightsuk.org)
- Stroke or acquired hemiplegia – Headway [www.headway.org.uk](http://www.headway.org.uk) and The Stroke Association [www.stroke.org.uk](http://www.stroke.org.uk)
- Disability in general: Scope - [www.scope.org.uk](http://www.scope.org.uk)
- Practical advice and information – Contact a Family [www.cafamily.org.uk](http://www.cafamily.org.uk) and Cerebra <http://w3.cerebra.org.uk>

## Events

To find events taking place in your area please visit:

- Our Facebook group is a great place to start if you want to meet up with people in the real world – many of our members have organised meet ups all over the UK so why not ask if anyone is interested? [www.facebook.com/groups/5512952137](http://www.facebook.com/groups/5512952137)
- If you live in Derbyshire you can get in touch with the local group HEMIHearts [www.hemihearts.org.uk](http://www.hemihearts.org.uk)
- HemiChat [www.hemichat.org](http://www.hemichat.org)
- For sports events please visit [www.cpsport.org](http://www.cpsport.org)

## Printed Magazine

Our members will receive a digital version of the HemiHelp Magazine. You can also read about personal stories of hemiplegia on our Facebook group or watch videos on our YouTube channel - [www.youtube.com/hemihelp](http://www.youtube.com/hemihelp)

### **Q3. Why is HemiHelp reducing its services?**

As we have highlighted earlier this year, HemiHelp has experienced financial challenges and we haven't been able to secure the funding that we need. We are reviewing our core services and are consolidating what we can offer while we look at the services that are needed by people with hemiplegia and their families. In addition, we will ensure that any services we provide can be covered by income that is already secured.

### **Q4. How is HemiHelp using the money I have raised?**

All the money raised so far has helped deliver our services and will continue to deliver information and support as explained above (see question 1).

### **Q5. I would like to fundraise for HemiHelp, what should I do?**

We need funds to continue to deliver our core information and support, as well as our future services. Please talk to our fundraisers and we can explain what your funding will help support. For ideas on how to fundraise please visit our website.

### **Q7. Is there any other organisation that can help me?**

Yes, see the list of organisations above (see question 2)

### **Q8. When is HemiHelp going to re-launch its services?**

Our main services are still running although in a slightly different way. This summer we will be reevaluating what services are needed and how we deliver them to ensure they are fit for purpose and delivered at the highest quality. We will keep you up-to-date with any progress.

### **Q9. Who is running HemiHelp?**

HemiHelp has a Board of Trustees who will be developing HemiHelp's new strategy as well as two part-time members of staff who will help deliver our core services.

### **Q10. How can I contact HemiHelp?**

Please contact us by email at [support@hemihelp.org.uk](mailto:support@hemihelp.org.uk) and we will get back to you as soon as possible. If you want to speak with a member of staff please send us your contact details and we will call you as soon as we can.

### **Q11. Can I become a HemiHelp Member?**

Yes, HemiHelp receives no government funding and relies entirely on voluntary income. By becoming a Member you are helping us provide vital information and support to people with hemiplegia and their families, and you will have better access to our future events, information and support services.

### **Q13. What can I do to help?**

HemiHelp receives no government funding and relies entirely on voluntary income. Please help us to continue to provide vital information and support by [making a donation](#) or fundraising for the charity.

We also need help updating our website and reviewing our membership offer including looking at our database. All support, advice and practical help in those areas would be gratefully received. Please contact our CEO for further information – [cara@hemihelp.org.uk](mailto:cara@hemihelp.org.uk)