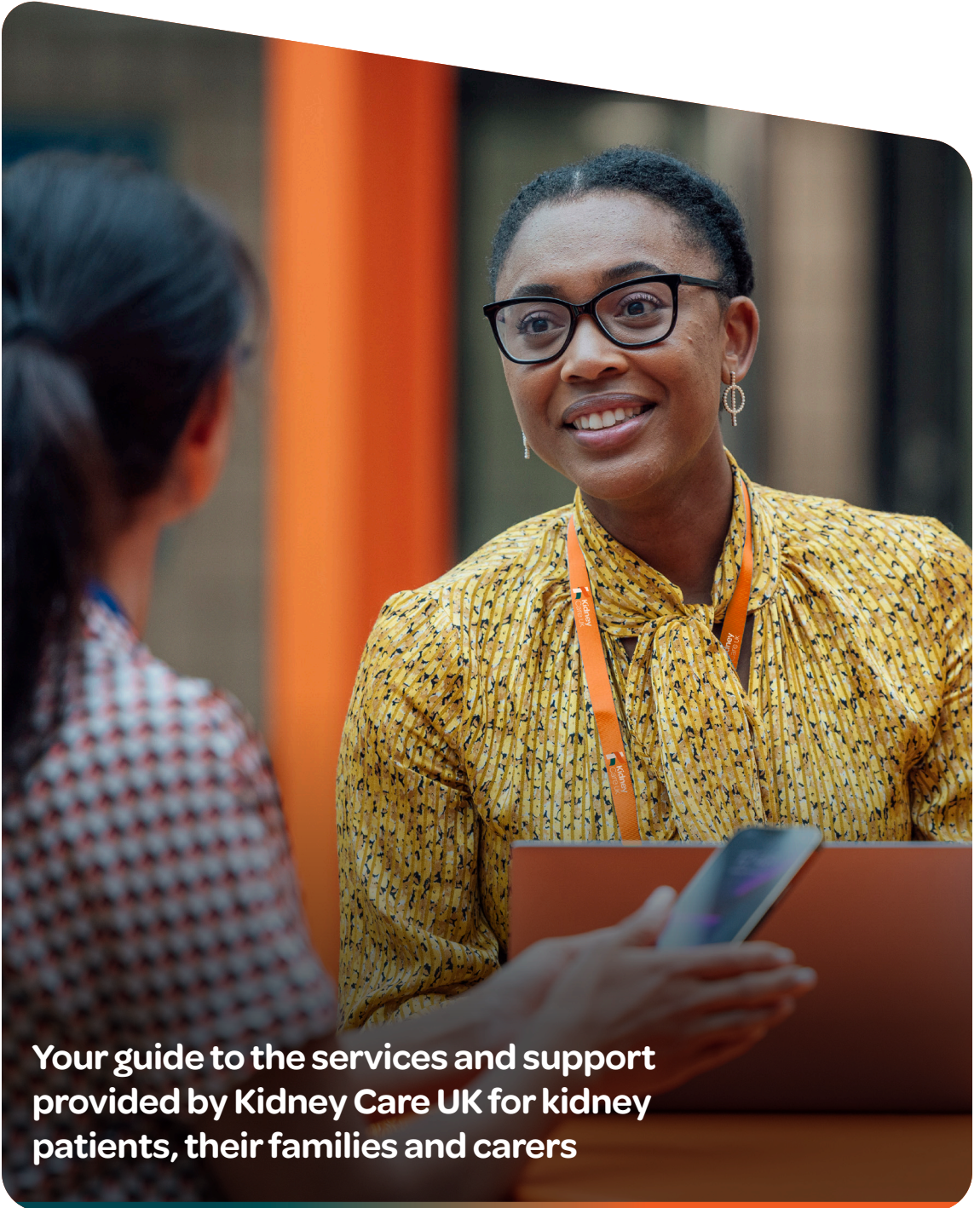


# We're here for you

Support for kidney patients and their families



**Your guide to the services and support  
provided by Kidney Care UK for kidney  
patients, their families and carers**



## About Kidney Care UK

We know that living with a long-term illness like chronic kidney disease can turn anyone's world upside down. We're here to support you with trusted information, a listening ear, and practical ways to help.

### What we do

- Our mission is to improve the quality of life for everyone affected by kidney disease.
- We provide practical, emotional and financial support to kidney patients and their families.
- We campaign at a national and governmental level to improve kidney health and care services.
- We fund patient-centred projects to help improve kidney care services throughout the UK.

### You don't have to face kidney disease alone

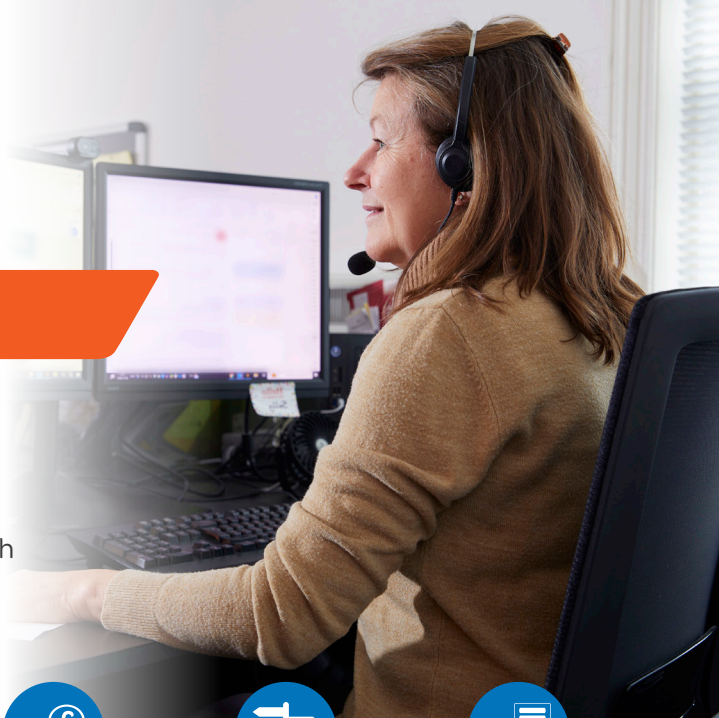
#### Talk to us

Our Support Line is free to call from across the UK. Our trained team are on hand to talk about kidney disease and explain how we can support you and your loved ones.

**0808 801 00 00**

[support@kidneycareuk.org](mailto:support@kidneycareuk.org)

[www.kidneycareuk.org](http://www.kidneycareuk.org)



# Practical support

Kidney Care UK supports kidney patients throughout England, Northern Ireland, Scotland and Wales. The Patient Support & Advocacy team work with patients, and their families or carers, to provide in-depth information, support, and representation across a range of topics:



**Chronic kidney disease (CKD)**



**Treatment options**



**Benefits, welfare & employment advice**



**Access to our patient support services**



**Emotional health & living well**

Find out more about our Patient Support & Advocacy service.

Visit [www.kidneycareuk.org/advocacy](http://www.kidneycareuk.org/advocacy), call **0808 801 00 00** or email [support@kidneycareuk.org](mailto:support@kidneycareuk.org) and we'll get you to the right person.

## Not sure what help you need?

Get in touch on 0808 801 00 00 and we'll find the right person for you to speak to



## Children and young adults



**infoKID** provides information for parents and carers about kidney conditions in babies, children and young people. Read about conditions, tests and treatments online or in downloadable leaflets.

[www.infokid.org.uk](http://www.infokid.org.uk)



For those aged 16-30, our **Young Adult Kidney Group** is a dedicated Facebook group to discuss the ins and outs of living with kidney disease and provide support for each other.

[www.kidneycareuk.org/YAKG](http://www.kidneycareuk.org/YAKG)



## Patient information

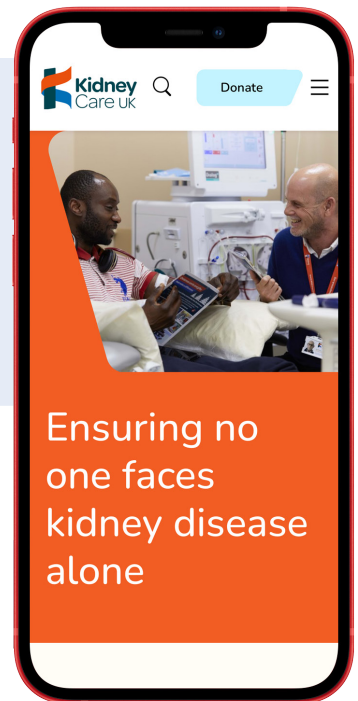


Kidney Care UK's patient information is produced on behalf of and with the kidney community, in partnership with the UK Kidney Association, which

represents kidney healthcare professionals in the UK. All our leaflets are free to read online or download, or you can order free printed copies to be delivered to you at home. We also produce free magazines - Kidney Matters is our quarterly magazine for everyone affected by CKD, and we work with kidney dietitians to produce our Kidney Kitchen recipe collections.

## Website

Get the most up to date information about living with kidney disease on our website. Visit [www.kidneycareuk.org](http://www.kidneycareuk.org) for health resources, tips, videos and details of how you can get involved with us as a charity.



Ensuring no one faces kidney disease alone



## Dialysis away from base

Kidney Care UK Dialysis Freedom is a free service, available to help anyone needing to access dialysis within the UK when spending time away from home, or away from their hospital unit.



**For more information**, contact the Kidney Care UK Dialysis Freedom team today:  
01509 808 668 | [info@dialysisfreedom.co.uk](mailto:info@dialysisfreedom.co.uk) | [www.dialysisfreedom.co.uk](http://www.dialysisfreedom.co.uk)



0808 801 00 00 | [support@kidneycareuk.org](mailto:support@kidneycareuk.org)



## Getting help with finances

We know that life can be hard when you're coping with a long-term condition like kidney disease, and it can affect your ability to work and to live life to the full. Ensuring that you are getting the benefits support that you are entitled to can make a real difference.

### Welfare and benefits support

It's easy to feel overwhelmed when applying for support due to the number of benefits available, and their requirements. Patient Support & Advocacy Officers (PSAOs) can give you advice on the benefits and entitlements available to you. They can also organise a free Welfare and Benefits Health Check to identify which benefits you could be claiming.

### Advice about money and energy

Working with the PSAOs, the Money & Energy Advice team can help you to check that you are getting all that you could be allowed. Our expert team know how CKD changes your life and can help you to navigate welfare benefits, grants, and other financial support.

They can also suggest ways you can cut costs through smarter energy usage, helping to make your home warmer and save you money.



### Online help

Our online tools can help check if you are receiving all the benefits you are entitled to and give advice on how to apply. You can also talk to your local Patient Support & Advocacy Officer to go through your situation.

**Contact our Support Line:** 0808 801 00 00 or email [support@kidneycareuk.org](mailto:support@kidneycareuk.org)  
We will put you in touch with your local team member who will talk through the options.



## Kidney Care UK grants



Financial grants can help you to avert a crisis, buy a necessity, or give you the chance to take a much-needed break.

Kidney Care UK grants are one-off payments towards some of the extra costs that kidney disease can cause. You don't need to pay back a grant. Grants are available for patients whose health and quality of life is being seriously affected by their condition (for example, dialysis patients on low incomes, transplant patients and those receiving conservative care).

Each application for a grant is assessed on a case-by-case basis, and while we can't guarantee every application will result in a grant, we do our best to help where we can. In 2023 alone, we awarded more than £800,000 in grants.

### We provide grants to give a helping hand for a variety of situations, such as:

- Replacing essential household items including furniture or kitchen appliances
- Enabling home dialysis by providing practical storage or comfortable seating
- Contributing towards mobility aids
- Helping with travel costs to specialist hospital appointments out of area
- Meeting additional needs to maintain a warm, safe home
- Contributing towards a much-needed holiday or respite break
- Supporting training, education or equipment to support your wellbeing or help you gain employment





I was struggling with my mental health and I felt things wouldn't get sorted and it would just get worse. Then I was introduced to Kidney Care UK, and since I've known my adviser, I've been feeling more positive about things.

## Emotional support

### Talking to a Kidney Care UK counsellor



Finding out that you have a chronic condition and living with the day-to-day impact can be very difficult. Family members can feel anxious and isolated too. Whether you are struggling to come to terms with having kidney disease, you are worried about treatment or you simply feel overwhelmed, our specialist kidney counsellors are here for patients and their families.

The counselling service is available via telephone or video call (such as Zoom) on Monday to Friday and is free to use. Following an initial counselling assessment, we provide up to six weekly sessions, usually lasting 50 minutes each.

### Be part of the kidney community



Whether you want to chat with people in a similar situation to you, or discuss your kidney journey, our private Facebook support group has over 12,000 members who are all affected by kidney disease in some way. The group is moderated, so it is a safe place to discuss any issues you may have with people who understand.



**Want to speak to someone who gets it? Your Patient Support & Advocacy Officer can be a friendly listening ear.**



**When you just need someone outside of the family to listen to your worries, we're just a message or call away.**

Welcome to the

# Kidney Kitchen



We have worked with dietitians and food experts to create hundreds of delicious kidney-friendly recipes you can enjoy eating every day and at every stage of kidney disease.



Each recipe is carefully analysed and approved by the British Dietetic Association Renal Nutrition Specialist Group (RNG) and features nutritional information so you can select the recipes according to the dietary advice you have been given by your dietitian.

**With over 200 recipes, lots of useful hints and tips, kitchen skills videos and free recipe magazines to order, the Kidney Kitchen website has something for everybody to enjoy.**



Visit the Kidney  
Kitchen website



Subscribe to our  
YouTube channel







## Support from your utility companies

Anyone living with a long-term or serious illness, such as chronic kidney disease (CKD), is eligible to sign up to the Priority Services Register (PSR). It's completely free, and once you've signed up, you can stay on it for as long as you like.

The PSR is a free UK wide service which provides extra help during power cuts or when there's an interruption to your electricity, gas or water supply.

Joining the PSR helps your utility companies to provide adapted services, adjust communications and make amendments to keep you safe, such as setting up a password scheme and providing advance warning of planned interruptions to electricity, gas or water supplies.

Find out how to register here: [www.kidneycareuk.org/psr](http://www.kidneycareuk.org/psr)

### Working together

Kidney Care UK works with many different utility companies across the UK, to raise awareness of CKD and how living with the disease impacts people's lives.

## Keeping safe and warm

Everyone should feel safe and warm in their own home, but some people with long-term conditions, like kidney disease, may find it harder because they struggle to pay the bills or may be more frail due to their condition. Special types of advice and help can give you peace of mind at home.

Carbon monoxide is a colourless gas that is produced if fuels, such as natural gas, don't burn properly or rooms are not well ventilated to let the gas escape. A build-up of carbon monoxide in your home can be very dangerous, and you may be more at risk if you have chronic kidney disease or are older.

## How we can help

The Patient Support & Advocacy team will talk with you and your family about the risks and look at how these may be minimised with alarms, regular boiler maintenance and improved room ventilation. You may also be eligible for a free locking cooker valve, to help prevent gas leaks and fires.

**Get in touch to find out more - 0808 801 00 00  
or [support@kidneycareuk.org](mailto:support@kidneycareuk.org)**



## Saving you money

Are you struggling to keep on top of your electricity, gas or water payments?

With prices changing all the time it can be difficult to know if you're getting the best deal or using energy in the most efficient way.

We can offer valuable energy saving advice and guidance. Ask your Patient Support & Advocacy Officer for more information about tariff or grant options and navigating switching suppliers to reflect your circumstances.



## Getting involved

Most of the services we offer aren't available through the NHS, yet they are so vital in helping people with kidney disease to live their lives to the full and improve their quality of life.

We spend over £4.5million every year supporting kidney patients, their families and kidney healthcare professionals. We help over 3,000 individuals with counselling, debt advice and advocacy. Last year, we provided financial support of more than £800,000 to help people cope with unexpected bills and enabled families facing hardship to identify and claim more than £1.8m in extra benefits.

However, as a charity we receive **no funding** from the government and can only meet the growing demand for our critical patient support services with the help of our incredible supporters, so that we can continue to be here for everyone affected by kidney disease.

Every donation, no matter how large or small, makes a huge difference to our work. There are many different ways you, your family, friends and colleagues can get involved – simply scan the QR code below or visit our website to find out more.



**With your help, we can achieve our mission of improving life for those living with CKD and ensuring no one faces kidney disease alone.**



Kidney Care UK is the UK's leading kidney patient support charity. We offer emotional, financial and practical support to thousands of kidney patients and their families every year.



Find out how we can help you

**0808 801 00 00**

**support@kidneycareuk.org**

**www.kidneycareuk.org.**

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