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- Anti-epileptic drugs and osteoporosis
- Coeliac disease and osteoporosis
- Complementary and alternative therapies and osteoporosis
- Complex regional pain syndrome and osteoporosis
- Drug treatments for osteoporosis
- Exercise and osteoporosis
- Glucocorticoids and osteoporosis
- Healthy bones – facts about food
- Hip protectors and osteoporosis
- Hormone therapy in men and women and osteoporosis
- Living with broken bones – making life easier after fracture
- Osteoarthritis and osteoporosis
- Osteogenesis imperfecta and osteoporosis
- Osteoporosis in children
- Parathyroid disease and osteoporosis
- Percutaneous vertebroplasty and balloon kyphoplasty and osteoporosis
- Pregnancy and osteoporosis
- Scans and tests and osteoporosis
- The contraceptive injection (Depo Provera) and osteoporosis
- Thyroid disease and osteoporosis
- Transsexualism and osteoporosis

 **0845 130 3076** (general enquiries)

 **0845 450 0230** (Helpline)

 **www.nos.org.uk**

 **Camerton, Bath BA2 0PJ**



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Welfare rights, benefits and services

What is osteoporosis?

Osteoporosis literally means 'porous bones'. It occurs when the struts which make up the mesh-like structure within bones become thin causing bones to become fragile and break easily following a minor bump or fall. These broken bones are often referred to as fragility fractures. The terms 'fractures' and 'broken bones' mean the same thing. Although fractures can occur in different parts of the body, the wrists, hips and spine are most commonly affected. It is these broken bones or fractures which can lead to the pain associated with osteoporosis. Spinal fractures can also cause loss of height and curvature of the spine.



**Strong
dense
bone**



**Fragile
osteoporotic
bone**

This leaflet covers specific information on welfare rights, benefits and services. If you would like more general information on osteoporosis, please ask us for a copy of our publication *All About Osteoporosis*.

Useful organisations

The National Osteoporosis Society is often asked for information about welfare benefits, rights and services that may be available to people disabled as a result of broken bones caused by osteoporosis. Although we do not provide expertise in these areas ourselves, this leaflet is designed to provide information on organisations that may be able to help with such queries.

Accessing financial help

Benefits Enquiry Line (BEL)

The Benefit Enquiry Line is a benefits helpline for people with disabilities, their carers and representatives. BEL is part of the Department for Work and Pensions. They offer confidential advice and information on benefits and how to claim them.

201 Red Rose House
Lancaster Road
Preston
Lancashire PR1 1HB

Tel: 0800 882200 (8.30am-6.30pm,
Monday-Friday; 9am-1pm, Saturday)

Textphone: 0800 243355

Email: Bel-Customer-Services@dwp.gsi.gov.uk
www.dwp.gov.uk

Disability Alliance (DA)

Disability Alliance, publishers of the Disability Rights Handbook, is a leading authority on social security benefits for disabled people. They provide regularly updated information about benefits, tax credits and community care.

The Disability Rights Handbook is updated each year. It contains information on social security benefits, tax credits and related services for disabled people. It currently costs £17 (£14 if on benefits) and is available from the address below.

Universal House
88/94 Wentworth Street
London E1 7SA

Tel: 020 7247 8776

www.disabilityalliance.org

Email: office.da@dial.pipex.com

Your rights and the law

Equality and Human Rights Commission

The Equality and Human Rights Commission gives information and guidance on discrimination and human rights issues including disability. There are offices in Manchester, London, Cardiff and Glasgow.

Equality and Human Rights Commission
Helpline (England)
Freepost RRL- GHUX-CTRX
Arndale House
Arndale Centre
Manchester M4 3EQ

Tel: 0845 604 6610 (Helpline open 9am-5pm
Mon, Tues, Thurs and Fri; 9am-8pm Wed)

Textphone: 0845 604 6620

www.equalityhumanrights.com

Advicenow

Advicenow is a web-based resource which provides links to information and the law and your rights in England and Wales. It does not provide advice itself.

CAN Mezzanine
32-36 Loman Street
London SE1 0EH

www.advicenow.org.uk

Patients Association

The Patients Association provides information and advice on access to health services, complaints procedure and patients' rights.

PO Box 935
Harrow
Middlesex HA1 3YJ

Tel: 0845 608 4455 (Helpline open
10am-4pm, Monday-Friday)
www.patients-association.com

Accessing aids and adaptations

Disabled Living Foundation (DLF)

The DLF helps older and disabled people find equipment solutions that enable them to lead independent lives.

380/384 Harrow Road
London W9 2HU

Tel: 0845 130 9177 (Helpline open
10am-4pm, Monday-Friday)
Textphone: 020 7432 8009
www.dlf.org.uk

Assist UK

Assist UK can provide information on disabled living centres around the country. A Disabled (or Independent) Living Centre

(DLC) is a place where you can get free information and advice about products which can increase disabled or older people's choices about how they live. At a DLC you can see and try out products.

Redbank House
4 St Chad's Street
Cheetham
Manchester M8 8QA

Tel: 0870 770 2866
Textphone: 0870 770 5813
www.assist-uk.org

Dial UK

Dial UK is a national organisation for a network of 160 local Disability Information and Advice Line services (DIALs) run by and for disabled people. They provide information and advice to disabled people and others on all aspects of living with a disability within their own area.

St Catherine's
Tickhill Road
Doncaster
South Yorkshire DN4 8QN

Tel: 01302 310123 (Helpline open 9am-5pm
Monday-Thursday; 9am-4pm Friday)
Textphone: 01302 310123
(Please use voice announcer)
www.dialuk.org.uk

Mobilise

Mobilise is a national charity specialising in the mobility needs of all disabled people.

National HQ
Ashwellthorpe
Norwich NR16 1EX

Tel: 01508 489449
www.mobilise.info

Dial-a-Ride

Dial-a-Ride is a door-to-door service for disabled people who cannot use public transport. There are no national contact details but you may like to look in your local telephone directory for your local service.

Accessing services

Carers UK

Carers UK's Carers Line provides information and advice on all aspects of caring for both carers and professionals working with carers. Topics covered include welfare rights, benefits and community care issues.

20 Great Dover Street
London SE1 4LX

Tel: 020 7378 4999
Tel: 0808 808 7777 (Carers Line open 10am-12noon, 2pm-4pm, Wednesday-Thursday)
www.carersuk.org

Counsel and Care

Counsel and Care provides advice and information to older people, their relatives and carers. Topics covered include community care, housing with care and care in a home (particularly paying for and choosing care homes).

Twyman House
16 Bonny Street
London NW1 9PG

Tel: 0845 300 7585 (Helpline open 10am-4pm, Monday-Friday; 10am-1pm Wednesday)
www.counselandcare.org.uk

General

National Association of Citizens Advice Bureaux (CAB)

The Citizens Advice Bureau service offers free confidential advice on subjects such as debt, benefits, housing, employment, consumer issues and employment.

Myddelton House
115/123 Pentonville Road
London N1 9LZ

Tel: 020 7833 2181 (This is not an advice line but provides details of local offices)
www.adviceguide.org.uk

Help the Aged

Help the Aged advice services provide reliable information for older people and their carers.

207-221 Pentonville Road
London N1 9UZ

Tel: 020 7278 1114
www.helptheaged.org.uk

This leaflet is meant as a useful guide to enable you to explore other possible sources of information. The National Osteoporosis Society does not recommend or endorse the services covered in this leaflet.

Join the National Osteoporosis Society today

Become a member and support the only UK-wide charity dedicated to improving the diagnosis, prevention and treatment of osteoporosis.

You can join today for just £15.

Either call us or visit our website:

 **01761 473119**

 **www.nos.org.uk**

Our publications are free of charge but we would welcome a donation

You can support the work of the National Osteoporosis Society by making a single or regular donation:

 **01761 473138**

 **www.nos.org.uk**

