Information NOW
Information for people in Newcastle upon Tyne

Your benefits while you are in hospital or in residential care

Some benefits are affected when you go into hospital or residential care. This means the payment will stop or the amount you get changes.

What to do when you're going into hospital or residential care

1. Tell whoever pays your benefit the date of your admission before you go into care or hospital so they can make changes to your payment. This may be Jobcentre Plus, the Pension Service , Department for work and pensions (DWP) or Newcastle City Council Tax.
2. If you can't do this, let them know as soon as possible afterwards.
3. Let the people paying the benefit know when you return home, even if no benefits were stopped while you were away.

Which benefits are affected by a stay in hospital or residential care

Benefits that are not affected	Benefits that may be affected	Benefits that are affected
Armed forces independence payment	Council tax support	Attendance allowance
Bereavement support payment	Industrial injuries benefits	Carer's allowance
Child tax credit	Widowed parents allowance	Child benefit
Maternity allowance	Severe disablement allowance	Disability living allowance
State pension	War pensions	Employment and support allowance

Statutory adoption pay	Working tax credit (WTC)	Guardian's allowance
Statutory maternity pay		Housing benefit
Statutory paternity pay		Income support
Statutory shared parental pay		Jobseeker's allowance
Statutory sick pay		Pension credit
Widowed parents allowance		Personal independence payment
		Universal credit

Where to get benefits advice

You can get benefits advice from a local independent service. They can help guide you through the application process and explain how some benefits may impact upon another. Services in Newcastle include:

- **Citizens Advice Newcastle (CAN)**.
- **Newcastle Welfare Rights Service** have **self help material** on their website
- **Search Newcastle** give benefits advice to older people in the West of Newcastle
- **Disability North** give disability related benefit advice, help with appeals and representation at tribunals

Search for Benefits advice organisations

Location:
Postcode:
Search

Online benefits advice

- Visit **www.newcastle.gov.uk** for more benefit advice services available across Newcastle.
- **Money Advice Service** has online information on the full range of benefits that you may be entitled to.

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Useful Organisations

Citizens Advice Newcastle (CAN)

Email: citycab@newcastlecab.org.uk

Website: http://citizensadvice-newcastle.org.uk

Telephone: 0808 223 1133

Address: 4th Floor, City Library, NE1 8AX

Newcastle Welfare Rights Service

Email: welfare.rights@newcastle.gov.uk

Website: www.newcastle.gov.uk/welfarerights

Telephone: 0191 277 2627

Address: **POSTAL ADDRESS ONLY - No face-to-face advice is given here, NE7 7LX

Money Helper

Email: pensions.enquiries@moneyhelper.org.uk

Website: https://www.moneyhelper.org.uk/en

Address: Holborn Centre, EC1N 2TD

Jobcentre Plus

Email: contact-.dwp1@dwp.gsi.gov.uk

Website: https://www.gov.uk/contact-jobcentre-plus

Telephone: 0800 169 0190

Address: Newcastle City, NE1 1EE

Newcastle City Council

Website: www.newcastle.gov.uk

Telephone: 0191 278 7878

Address: Civic Centre, NE1 8QH

The Pension Service

Website: https://www.gov.uk/contact-pension-service

Telephone: 0800 731 0469

Address: The Pension Service 6, WV98 1AJ

Department for Work and Pensions (DWP)

Website: https://www.gov.uk/government/organisations/department-for-work-pensions

Citizens Advice Northumberland

Website: https://www.citizensadvicenorthumberland.org.uk/

Telephone: 0800 144 8848

Address: Post Office Chambers, NE63 8RH

Newcastle City Council: Council Tax Enquiries

Website: https://www.newcastle.gov.uk/counciltax

Telephone: 0191 278 7878

Address: Council Tax Section, NE1 8QH

Attendance Allowance Helpline

Website: https://www.gov.uk/attendance-allowance

Address: Freepost ,

Carer's Allowance Unit

Website: https://www.gov.uk/carers-allowance-unit

Telephone: 0800 731 0297

Address: Carers Allowance Unit , WV98 2AB

Related Articles

Carer’s Allowance

Disability Living Allowance (DLA)

Bereavement Benefit

Pension Credit

Housing Benefit

State Pension

Universal Credit

How to challenge a benefit decision