

Encephalitis International Support Services

General overview

Encephalitis International provides support to all people affected by encephalitis, their families, carergivers and those professionals involved in their care and support worldwide. Whether you need information about encephalitis, advice about recovery or rehabilitation, signposting to appropriate services or if you simply want to talk to someone who understands this condition, we are here for you.

We do not provide individual medical advice and counselling and unfortunately, we cannot fund treatments and therapies. If you are looking for a second opinion, we may be able to recommend some specialists, but this depends on health services provided in your location.

We have robust processes for processing your personal information. If you require detailed information about confidentiality and data protection policies, please visit our website on www.encephalitis.info/privacy-policy or request a copy of the policy from our office.

Please see below how we support you and how you can access our support services.

Get in touch

TELEPHONE/ZOOM

To get in touch, simply call +44(0)1653 699599. Our support team are available from 9am to 5pm (BST/GMT), Monday to Thursday, and 9am to 4.30pm (BST/GMT) on Fridays. We try to be flexible and can pre-arrange telephone appointments out-of-hours if that helps, particularly for people in other time zones around the world. If you would like to use Zoom please email support@encephalitis.info to book an appointment.

EMAIL AND ONLINE FORM

If you would like to get in touch with us online, you can send an email to support@encephalitis.info or fill in an online support form at www.encephalitis.info/contact-our-helpline

If you have not used the support service before, please help the team by including in your inquiry as much information as possible.

We try to respond to all our emails and online enquiries promptly. If you haven't had a response within 48 hours, it may be a technical issue, so please contact us.

WEBSITE ONLINE CHAT INSTANTLY TRANSLATED IN YOUR OWN LANGUAGE

When a member of our team is available for instant messaging, a bar saying "talk to a member of staff" will be visible in the bottom right-hand corner of all pages of our website. You can talk to us and ask us questions here. If staff are not available, you can leave us a message and we will come back to you as soon as possible.



Information about encephalitis

We have various information resources about encephalitis and its consequences available under the 'What is encephalitis' tab on our website www.encephalitis.info or as electronic (PDFs) and hardcopy format from our Support Service.

support@encephalitis.info

We also have a YouTube channel, a blog section and a series of podcasts featuring experts in encephalitis.

[@encephalitisinternational](https://www.encephalitisinternational.org)

www.encephalitis.info/news

www.encephalitis.info/the-encephalitis-podcast

Connect with others

CONNECTION SCHEME

Through our Connection Scheme, we put participants similarly affected by encephalitis and its outcomes in touch with each other to share their experiences. You can sign up or find out more about the service through the link below.

www.encephalitis.info/connection-scheme

ENCEPHALITIS SUPPORT FORUM

We have a community (much like a forum) on Health Unlocked. Health Unlocked is a social network specifically designed for peer-to-peer support, where people can connect and help each other on health concerns. Users are anonymous and you can post questions or share your experiences with the wider encephalitis community.

www.encephalitis.info/health-unlocked

PEER SUPPORT GROUPS

Encephalitis International and Team Encephalitis Volunteers hold virtual meetings (and occasionally in-person) for people affected and their families/caregivers via Zoom (video chat platform). This is a brilliant way for people to come together without the need to leave their home. You can join to hear about other people's experiences, ask questions, help others or just have a chat. To register and find out dates and times please visit

www.encephalitis.info/online-peer-support-groups



Events

Please note that this is a general overview of our events. For current updates of all our events, including dates, availability and bookings please see the events website page www.encephalitis.info/events or contact our office on admin@encephalitis.info Tel: +44(0)1653 692583

FAMILY EVENT

Each year, we hold an event dedicated exclusively to children affected, siblings of those affected or children whose parents were affected by encephalitis. Depending on funding, this can be a part of My Brain My Story event or a separate event. The activities will be aimed at both children and their families.

MY BRAIN MY STORY

This is a one-day hybrid (in-person and virtual) event held in different locations across the UK, usually in the Autumn. At this event, participants can listen to the stories of members of our encephalitis community as well as connect with one another and hopefully build some lasting friendships.

MY BRAIN AND MEDICINE

This event is held annually virtual and/or in-person in different locations worldwide. Various professionals involved in the care of people affected by encephalitis are holding short presentations on different types of encephalitis and its after-effects. Lived experiences of people affected by encephalitis worldwide are presented. There are also opportunities to connect with these professionals and other people affected who are attending.

WEBINARS

A few times a year, we hold webinars on specific types of encephalitis or specific effects of encephalitis to enable people to learn more about these and find out any advances in the field. These can be accessed virtually.

Other people's stories

If you are not ready to talk to us or other people affected, you may want to read or hear about other experiences of encephalitis. Before reading, it is important to consider whether the time is right for you. You can find these stories on our website, our YouTube channel or our newsletter (please see the links below)

[@encephalitisinternational](https://www.encephalitisinternational.org/)

www.encephalitis.info/your-stories





Social Media

You can also find us and our community on various social media platforms. These provide an opportunity to connect online with us and other people with similar experiences, find out our news, latest encephalitis research, how to get involved with our activities, and more importantly that you are not alone on your encephalitis journey.

Facebook: /encephalitisinternational

Instagram: /encephalitisinternational

TikTok: @encephalitisint

Keep in touch with us

To subscribe to our newsletter and communications please fill in the form
www.encephalitis.info/keep-in-touch

**We hope you find some of the above resources and activities useful.
If you have any feedback or suggestions about our services, we would
love to hear from you!**

Encephalitis International

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Registered charity number (England and Wales): 1087843

Registered charity number (Scotland): SCO48210

Registered company number: 04189027

Encephalitis International is a Named Fund member of the Chapel & York US Foundation, Inc. The Chapel & York US Foundation, Inc. is a 501(c)(3) tax-exempt organization.



**Encephalitis
International**
The brain inflammation non-profit