Surrey Carers Information Pack
By Borough
Elmbridge
Local Services that may be able to help

There are many services which may be able to help you care, and Social Care Teams across Surrey are one of the key organisations to contact as soon as possible in order to help. 
In the first instance call the Surrey County Council Contact Centre on 0300 200 1005.

Carers Support Elmbridge - Provides support to Carers across the borough in a number of different ways such as advocacy, information etc
For further information : Case House, 85-89 High Street, Walton On Thames, Surrey KT12 1DZ Telephone: 01932 235770

Age Concern Surrey - Age Concern Surrey is an independent registered charity that provides pro active outreach services and practical support to enable older people to remain living in their own home.
For further information Age Concern Surrey ,Rex House,William Road, Guildford,Surrey GU1 4QZ Telephone: 01483 503414

Citizens Advice Bureau - The Citizens Advice service is independent and provides free, confidential and impartial advice to everybody regardless of race, gender, disability, sexual orientation, nationality, religion or age.
For further information:
Hersham - The Day Centre, Queens Road, Hersham, Surrey, KT13 8DB
Walton Weybridge & Hersham Citizens Advice Bureau, Elm Grove, Hersham Road, Walton-On-Thames Surrey,KT12 1LH T 01932 248660

Weybridge - The Day Centre, Churchfield Road, Weybridge, Surrey KT12 4AB

Cobham - The Day Centre, Oakdene Road,COBHAM, KT11 2LY

Joseph Palmer Centre, 319 Walton Road, MOLESEY, KT8 1QG

Esher & District Citizens Advice Bureau, Harry Fletcher House, High Street
Esher, Surrey, KT10 9RN Telephone 01372 464770

The Spelthorne and West Elmbridge Alzheimer's Society is a branch of The Alzheimer's Society, the UK's leading care and research charity in the field of dementia. We use our commitment and creativity to improve the quality of life for people with dementia, their families and their carers.
For further information: Alzheimer's Society, Community Link, Knowle Green, Staines, Middlesex TW18 1XA Telephone: 01784 444214
Centres for Older People
There are 7 centres run by Community Support Services which are open to all retired people. The Centres aim to promote an active and full life for retired people living in Elmbridge, offering a range of leisure activities, opportunities for learning new skills and services including showering/bathing facilities and information and advice. The Centres offer an innovative programmes of activities, three course meals and comprehensive coffee bar facilities. Activities include arts and crafts classes, computer classes, exercise classes, alternative therapies and beauty treatments, reflexology, aromatherapy, reiki, snooker and darts, outings and theatre trips, health promotion and information, bathing and showering. All centres are managed by Elmbridge Borough Council for further details:

Elmbridge Borough Council, Civic Centre, High Street, Esher, Surrey, KT10 9SD
Telephone: 01372 474552
Website: www.elmbridge.gov.uk

Centre Contact Details

The Cobham Centre for Retired People, Oakdene Road, Cobham, Surrey, KT11 2LY
Telephone: 01932 596031

The Claygate Centre for Retired People, Elm Road, Claygate, Surrey, KT10 0EH
Telephone: 01372 463476

The Hersham Centre for Retired People, Queens Road, Hersham, Surrey, KT12 5LU
Telephone: 01932 246267

The Molesey Centre for Retired People, Molesey Centre, School Road, East Molesey, Surrey, KT8 2PB
Telephone: 020 8979 5773

The Walton Centre for Retired People, Manor Road, Walton on Thames, Surrey KT12 2PB
Telephone: 01932 247549

Thames Ditton Centre, Mercer Close, Thames Ditton, Surrey KT7 0BS
Telephone 0208 398 5921

The Weybridge Centre for Retired People, Churchfield Place, Off Churchfield Road, Weybridge, Surrey KT13 8DB
Telephone: 01932 844391

In an emergency
Community Alarms
By pressing the pendant, the alarm is activated and a call is automatically made to a care centre, this is staffed 24 hours a day, every day of the year. Without having to get to the phone, the caller can then speak to a specially trained operator, who will respond to their needs and organise appropriate assistance. There is a charge for this service which can either be paid weekly or quarterly. However there are some exemptions for this charge. The Community Alarm Service can also help with falls prevention by providing falls sensors and with home safety through smoke and flood alarms linked to the main community alarm system. The Community Alarm service is working in partnership with Surrey County Council and other Borough and District Councils to provide a community alarm free of charge to people aged 65 and over on discharge from hospital. The service is offered for a 12 week
recuperative period. After the 12 week period the normal weekly fee as charged by the Council becomes payable. There is no obligation to keep the alarm after this free period and if it is not wanted then it will be uninstalled at no cost to the user.

For further details contact the Community Alarm Team 01372 474560
Website: www.elmbridge.gov.uk

Carers Emergency Registration & Carers Emergency Card – There is a Carer Emergency Registration System which operates in Surrey by Surrey County Council. The Council can register details of people who would not be able to manage on their own if their Carer became suddenly incapacitated or unable to care because of family emergencies. This means that if an emergency happened, the council will then be able to respond to the emergency in a decisive and effective way. A Surrey-wide Emergency Card is available for Carers who are in Surrey. This card aims to provide peace of mind for both the Carer and the person who is being cared for, in case of the Carer being involved in an accident or becoming ill while they are away from the person they care for.

For further information telephone 0300 200 1005

Useful Equipment
There are a multitude of different pieces of equipment that may be able to help both the person you care for and you as a Carer.

If you need the equipment for just a few months – some items can be borrowed for a maximum of twelve weeks. These pieces of equipment can include bed blocks, bed cradles, back rests, commodes, wheelchairs, bed pans and urinals etc. This equipment and other pieces can be borrowed from:
Red Cross Medical Loan Office – Telephone 01932 254739
Website: www.redcross.org.uk

Voluntary Association of Surrey Disabled – Offers equipment on short term loan or purchase. For further information: Telephone 01306 741500
Website: www.vasd.org.uk

If you need long term use - these items can vary from the very small, such as specially shaped cutlery or pens for people suffering from various conditions to lifts, hoists or special beds. Some of these items are expensive so before purchasing the items yourself it is wise to get proper independent advice about the most appropriate equipment for your needs. Some of this equipment may also be available from statutory authorities for free.

Who can help to advise you? – There are many people who may be able to advise you on the best type of equipment which is best for your situation:

Occupational Therapist – contact this person through your local social care team or through the Surrey County Council Contact Centre telephone 0300 200 1005

District Nurse - this person is based within your GP surgery and can be useful to give advice on nursing aids etc

Physiotherapist - This person can be contacted through your GP Surgery and gives advice on mobility and recommended aids as well as treatment.

Back Care – Back Care Advisors provide information and advice and training to Carers on all aspects of moving and handling.
For further details Telephone 01932 577993 or 01932 577992 or 01372 729947 (East Elmbridge)
Carers Local Information Pack for Elmbridge  updated May 11

Carer Support Groups

Carers Support – aims to help Carers in the local area. They provide information, Advocacy, emotional support, training, support groups and social events as well as regular newsletters and help obtaining services. For further information telephone 01932 235770

There are a number of Carer Support Groups which you can attend if you wish too. The groups provide mutual support to Carers who attend and are a good place to talk to Carers who may be in a similar situation as you may find yourself in. For further information about these groups contact Carers Support Elmbridge on 01932 235770 Website: www.carersupportelmbridge.org.uk

Molesey Group – The group takes place on the first Wednesday of the month from 11am to 12 noon at The The Poyntz Arms, 85 Walton Road, East Molesey

 Walton – The group takes place on the first Tuesday of the month from 11am to midday at The Nobel Vine, Walton High Street (opposite Clintons)

Evening Social Group for Carers and Former Carers – The Group takes place on the second Monday of the month from 7:30pm until 9:30pm at the Ashley Park Hotel Bar (opposite Walton Train Station)

Elmbridge Parents Support Group (For parents of children with disabilities) – Held on the second Tuesday of the month 10am until midday at The Burhill Childrens Centre, Pleasant Place (entrance via New Berry Road) Hersham

Elmbridge Carers Rethink Group – RETHINK is the leading national mental health charity. The group meets at The Leatherhead Clubhouse, 23 The Cresent, Leatherhead at 7:45pm every other month on a Monday. For further details call Marjorie Hudson on 01306 888281 or Alicia Makin on 01372 843516

Housing

Care and repair - If you live in Elmbridge and own your home or rent from a private landlord and: you are living on a low income, receiving a means tested benefit ,or you have a physical or mental disability, or you are aged 70 or over and in need of repairs or adaptations to your home, Care and Repair Elmbridge can assist you:. The service can repair or adapt your home including specifying work and technically supervising it to completion by providing advice, information, advocacy and assistance by helping to access funding through grants, loans, charities and equity release or by self funding by helping to find building contractors, by helping to improve the security of your home, by helping to improve the energy efficiency of your home, by helping via our Handyperson Scheme, by helping to apply for disability and means tested benefits. Some of their services are provided free of charge to you. All advice is free. For further information telephone 01372 474645 Website: www.elmbridge.gov.uk
Disabled Facilities Grant - A Disabled Facilities Grant is a local council grant to help towards the cost of adapting your home to enable a person with disabilities continue to live there. A grant is paid when the council considers that changes are necessary to meet your needs, and that the work is reasonable and practical. You, or the person on whose behalf you are applying, are either the owner or tenant (including licensees) of the property you can certify that you, or the person on whose behalf you are applying, intend to occupy the property as your/their only or main residence throughout the grant period - currently five years.

For further information telephone 01372 474474
Website: www.elmbridge.gov.uk

Reduction of Council Tax - You may be entitled to a reduction in your Council Tax if you are caring for a disabled person. If you and the person you are caring for live in the same property. You may also be entitled to a Council Tax reduction if you provide at least 35 hours a week of care. Also, the person you care for must have one of the following: higher rate of the care component of Disability Living Allowance, higher rate of Attendance Allowance, an increased Disablement Pension, an increased Constant Attendance Allowance. The person you are caring for can't be your spouse, partner or child under 18 years old. If you leave your own property to care for someone and you move to live with the person you are caring for you may be exempt from paying Council Tax.

For further information telephone 01372 474474
Website: www.elmbridge.gov.uk

Meals on Wheels
The Meals-on-Wheels service provides hot meals to older and disabled people in the community who are unable to prepare meals or to heat frozen meals. Referrals for the service can only be accepted from Health and Adult and Community Care professionals including: GPs, district nurses, hospital discharge co-ordinators. There is a cost for the meals, the cost will depend if a person just has a main course or a dessert as well.

For further information telephone 01372 474552

Frozen Meals Service
A complete Frozen Meal delivery service is available for older and disabled people living within Elmbridge. The service provides quality frozen meals and desserts delivered to your door. You decide when and what you would like to eat by choosing from an extensive menu. Simply choose your order - there is a wide range of meals available from 3 different ranges and a wide choice of hot and cold desserts. The meals range in price depending what you choose. The meals are cooked straight from the freezer either in the oven or microwave. Elmbridge Borough Council will refer residents to a frozen meal service which is provided by Wiltshire Farm Foods.

For further information telephone 01372 474552

Short Term Breaks

Crossroads – A Crossroads Service is about giving time – improving the lives of carers by giving them a break from their caring responsibilities. The aim is to provide a reliable tailored service for each carer and the person they care for. The local scheme provides practical support where and when it is most needed – usually in the home. A trained Carer Worker will take over from the carer to give them ‘time to be themselves’.

For further details contact 01372 469942
Website: www.elmbridge-crossroads.org.uk
Elmbridge Relief Carers Scheme - The Scheme offers counselling on everyday problems including emotional support. Advice on obtaining benefits, entry to special care homes and other services available. A paid Sitting Service to provide regular breaks is available to those suffering from any disability or frailty and day care for those with a dementing illness is available in local Centres for Retired People. For those with a dementing illness the scheme offers day care in small, friendly groups in an informal setting at various local venues in Elmbridge under the guidance of trained staff.

For further information contact 01372 474547

Transport

Elmbridge Dial-a-Ride is a door-to-door Transport Service using specially adapted vehicles for people of any age with limited mobility who are unable to use conventional public transport and are residents in Elmbridge. The service operates in and around the borough. The dial a ride service will not accept booking for people needing to go to hospital or doctor appointment. To become a Dial-a-Ride member there is an annual membership fee and a fare for each journey undertaken. Dial-a-Ride buses operate between 08.30 and 17.00, Monday - Friday and bookings are accepted up to two weeks in advance on a first-come, first-served basis.

For further details contact the dial a ride service on 01372 474551 lines are open 9.30am until 1:30pm
Website: www.elmbridge.gov.uk

Care in Walton & Hersham - Residents of Walton-On-Thames and Hersham who are unable to use public transport and are not eligible for hospital transport may use the service. The Volunteer Drivers will take people to medical appointments and occasional shopping etc.. People who use the service can make donations.

For further information telephone 07570 919 883

Oxshott Care – Anyone in need who lives in Oxshott can use this service. Transport is provided for people who have to go to hospital, Gp’s, day clubs, shopping etc. People who use the service can make a donation

For further information telephone 07950 478 329

Motability - is a national charity to assist disabled people with their mobility needs. The scheme enables disabled people to obtain cars, powered wheelchairs, scooters simply by using their government funded mobility allowance.

For further information contact: telephone 0845 456 4566
minicom 0845 675 0009 website www.motability.co.uk

Blue Badge Scheme - Surrey County Council operates a blue badge scheme. The badge helps registered blind people and people with certain disabilities park closer to shops etc. The badge applies whether they are a driver or a passenger in the vehicle.

For further details telephone 0300 200 1005

Disabled Persons Bus Pass - To qualify for a disabled person's bus pass the person must be aged 5 or over and live in the county of Surrey. The person must be: blind or partially sighted or; profoundly or severely deaf or; without speech or; suffering from a permanent disability or injury, which has a substantial and long term adverse effect on the ability to walk or; without the use of both arms or; have a learning disability as defined in the Transport Act 2000 or; refused or likely to be refused a driving licence on medical grounds;

For further details telephone 0300 200 1005
Companion Permit - If the person you care for has difficulty travelling they could be entitled to travel with a companion. To get a Companion Permit (identified by a C+ on your own pass) they will need to provide a letter from the local Social Care Team stating that they require assistance in order to travel. This pass entitles you and your companion to travel free within Surrey. If you travel outside Surrey the companion may be asked to pay.

For further details telephone 0300 200 1005
Website: www.surreycc.gov.uk

The Queen Elizabeth Foundation Mobility Centre – Based in Carshalton provides driving tuition for those returning to driving after a break or people changing to a different method of vehicle control. They also offer driving assessments, practical advice and information on the selection and use of scooters and wheelchairs and other equipment for disabled drivers and their passengers. They can also advise on the fitting of car adaptations for both drivers and passengers with disabilities.

For further information telephone 01372 841100
Website: www.qefd.org.uk

While you are out - RADAR is the UK’s largest disability campaigning organisation, with a membership of over 800 disability organisations and individual campaigners. They run a national key scheme for toilets for disabled people. Usually standard locks are fitted and keys to these locks can be obtained from RADAR for a small fee. There is also a booklet available which will list the disabled toilets which operate across the UK.

For further information telephone 0207 250 3222
Website www.radar.org.uk

Disabled Persons Rail Card – If the person you care for finds it difficult to travel by train because of a disability they might qualify for a Disabled Persons Railcard. The card allows them to get a third off of most rail fares throughout Great Britain. If you as the Carer travel with the person you also get the same discount. There is a cost for a railcard

For further information telephone 0845 605 0525
Website: www.disabledpersons-railcard.co.uk
Epsom & Ewell
Local Services that may be able to help

There are many services which may be able to help you care, and Social Care Teams across Surrey are one of the key organisations to contact as soon as possible in order to help. In the first instance call the

**Surrey County Council Contact Centre on 0300 200 1005.**

**Carers of Epsom** Provides support to Carers across the borough in a number of different ways such as advocacy, information etc

For further information: Carers of Epsom, The Old Town Hall, The Parade, Epsom, Surrey KT18 5AG
Telephone 01372 722269
Website: www.carersofepsom.co.uk

**Epsom and Ewell Borough Council** – Provides a number of local services

All departments, Epsom and Ewell Borough Council, Town Hall, The Parade, Epsom, KT18 5BY Telephone 01372 732000
Website: www.epsom-ewell.gov.uk

**Age Concern** - Age Concern is an independent registered charity that provides pro active outreach services and practical support to enable older people to remain living in their own home.

For further information Age Concern Epsom and Ewell, The Old Town Hall, The Parade, Epsom, Surrey KT18 5AG Telephone: 01372 732456
Age Concern Surrey, Rex House, William Road, Guildford, Surrey, GU1 4QZ Telephone: 01483 503414

**Age Concern (Epsom & Ewell)** – Age Concern provides a variety of services within the borough. For further information
Telephone 01372 728758
Website: www.ageconcernepsom.org.uk

**Citizens Advice Bureau** - The Citizens Advice service is independent and provides free, confidential and impartial advice to everybody regardless of race, gender, disability, sexual orientation, nationality, religion or age.

For further information: Epsom and Ewell Citizens Advice Bureau, The Old Town Hall, The Parade, Epsom, KT18 5AG Telephone 0844 411 1444
Website: www.epsomwellcab.org.uk

**Epsom and Ewell Club for the Blind** - Provides a social afternoon with entertainment by groups and speakers. For further information Swail House, Ashley Road, Epsom
Telephone 01372 723057
Talking Newspaper – offers an edited version of the local newspaper on a cassette tape.
For further information telephone 01372 721519

Epsom and Ewell Hard of Hearing Group – Meets on the second Friday of the month 2pm until 4pm at Longmead Centre, Sefton Road, Epsom
For further information telephone 01372 274675

Home Service Officer – will visit your home assess your personal, medical or financial needs and will assist you in getting help from the council and other organisations. This service is available to any elderly or disabled resident of the borough.
For further information telephone 01372 732000
Website: www.epsom-ewell.gov.uk

Assisted Bathing Service – The service is based at Longmead Centre, Sefton Road, Epsom. The service offers older and disabled people the facility of an ease of access bath. The service includes hair washing and shaving.
For further information telephone 01372 732456

Hometime – This service from Age Concern is a domestic agency that can help with a variety of chores.
For further information telephone 01483 302 116

Shopping Service – The service provides a home shopping delivery service for residents of the borough who have difficulties in doing their own shopping. Referrals must be made through a GP, Health Visitor or Social Services.
For further information telephone 01372 732000

Centres for Older People
The centres welcome anyone over 55 who is retired and who would like to take part in a range of recreational and social activities in a warm and welcoming environment. The Centres for Older People only accept people who are physically independent and mentally alert. The annual membership fee ranges depending on your circumstance and if you live within the borough or outside. Lunch is served at the centres and the Cox Lane and Wells Centres open on alternate Sundays between 10am to 3pm.

There are also a number of activities that people can take part in such as short mat bowling, keep fit classes, bingo, ballroom dancing etc. For further information contact the centres below:
The Longmead Social Centre, Sefton Road, Epsom, Surrey, KT19 9HG
Telephone 01372 720563
The Wells Social Centre, Spa Drive, Epsom, KT18 7LR
Telephone 01372 724614

Luncheon Club – The club takes place at Servite House on a Tuesday (10am to 2pm) and Friday (11am to 4pm)
For further information telephone 01372 720563
Website www.epsom-ewell.gov.uk
In an emergency

Community Alarms - The ability to call for help, at the touch of a button, can provide many people who feel vulnerable with reassurance, a feeling of security and freedom from the worry of being isolated in a crisis. The Scheme does just that, resulting in more people being able to live in the community, perhaps on their own, with greater confidence. The special Helpline operates from a normal phone with an emergency alarm feature and is connected to a permanently-staffed control centre, where help can be summoned quickly once the Helpline is activated by a button, either on the telephone itself or on a special neckpendant or wristband. Regular follow up visits are made by the Council's staff.

For further information telephone 01372 732000
Website: www.epsom-ewell.gov.uk

Carers Emergency Registration & Carers Emergency Card – There is a Carer Emergency Registration System which operates in Surrey by Surrey County Council. The Council can register details of people who would not be able to manage on their own if their Carer became suddenly incapacitated or unable to care because of family emergencies. This means that if an emergency happened, the council will then be able to respond to the emergency in a decisive and effective way. A Surrey-wide Emergency Card is available for Carers who are in Surrey. This card aims to provide peace of mind for both the Carer and the person who is being cared for, in case of the Carer being involved in an accident or becoming ill while they are away from the person they care for.

For further information telephone 0300 200 1005

Useful Equipment

There are a multitude of different pieces of equipment that may be able to help both the person you care for and you as a Carer.

If you need the equipment for just a few months – some items can be borrowed for a maximum of twelve weeks. These pieces of equipment can include bed blocks, bed cradles, back rests, commodes, wheelchairs, bed pans and urinals etc. This equipment and other pieces can be borrowed from:

Red Cross Medical Loan Office – Telephone 01483 723 473
Website: www.redcross.org.uk

Voluntary Association of Surrey Disabled – Offers 2 specially adapted bungalows for disabled people also equipment on short term loan or purchase. For further information:
Telephone 01306 741500
Website: www.vasd.org.uk

If you need long term use - these items can vary from the very small, such as specially shaped cutlery or pens for people suffering from various conditions, to lifts, hoists or special beds. Some of these items are expensive so before purchasing the items yourself it is wise to get proper independent advice about the most appropriate equipment for your needs. Some of this equipment may also be available from statutory authorities for free.
Who can help to advise you? – There are many people who may be able to advise you on the best type of equipment which is best for your situation:

Occupational Therapist – contact this person through your local social care team or through the Surrey County Council Contact Centre telephone 0300 200 1005

District Nurse- this person is based within your GP surgery and can be useful to give advice on nursing aids etc

Physiotherapist - This person can be contacted through your GP Surgery and gives advice on mobility and recommended aids as well as treatment.

Back Care – Back Care Advisors provide information and advice and training to Carers on all aspects of moving and handling. For further details Telephone 01372 729947

Carer Support Groups
Carers Support – aims to help Carers in the local area. They provide information, Advocacy, emotional support, training, support groups and social events as well as regular newsletters and help obtaining services. For further information telephone 01372 722269

Carers of Epsom organise Carers groups around the Borough. One such group is the: Epsom Drop In’s held throughout the borough. There are also a number of other events which Carers are invited too from quiz mornings, Carers lunches, coffee mornings, theatre trips and a Pamper Day.
For further information contact Carers of Epsom , The Old Town Hall, The Parade, Epsom, Surrey KT18 5AG
Telephone 01372 722269
Website: www.carersofepsom.co.uk

Housing

Disabled facilities Grant - If you or someone living in your home is disabled you may qualify for a disabled facilities grant towards the cost of providing adaptations or improvements to enable the disabled person to continue living there. All grant applications will be subject to a test of the financial resources of the disabled person and their spouse or partners, which assesses how much, if anything they must contribute to the costs of the work. The type of work for which a grant may be given are: stairlifts, door widening, ramps, replacing baths with level access showers, provision of bath and toilet on ground floor and improvement of lighting and heating. As part of the service an Occupational Therapist will visit the disabled person in the home to agree with him or her the works that are necessary and appropriate to enable the disabled person to remain safely within his or her home. A grant cannot be paid for work, which has started or completed prior to grant approval. For further details telephone 01372 732000

Reduction of Council Tax - You may be entitled to a reduction in your Council Tax if you are caring for a disabled person, if you and the person you are caring for live in the same property. You may also be entitled to a Council Tax reduction if you provide at least 35 hours a week of care, also, the person you care for must have one of the following: higher rate of care component of Disability Living Allowance, higher rate of Attendance Allowance, an increased Disablement Pension, an increased Constant Attendance Allowance. The person you are caring for can’t be your spouse, partner or child under 18 years old. If you move to live with the person you are caring for you may be exempt from paying Council Tax. For further information telephone 01372 732000
Handyman Service – If you have a number of small jobs to do around your home for example fixing a leaky tap, replacing an old light fitting, gardening, small paint jobs etc., you may benefit from this service. To be eligible for a free or reduced cost service applicants must be either disabled and on a means tested benefit or aged 65 or over and a resident of Epsom & Ewell borough Council
For further information telephone 01372 732000

Meals on Wheels
The Meals on Wheels service delivers a choice of tasty and nutritious meals to vulnerable residents of the borough who are unable to cater for themselves. This service you may need for a long or short term. There is a charge for this service depending what meal you have. The meals range from sandwiches to A la carte. To use the service the person must be referred by Social Services, GP or another healthcare professional. As a carer you can also refer a person to the meals on wheels service. Meals are delivered between 11am and 2pm Monday to Friday. Frozen meals can also be provided for weekends.
For further information telephone 01372 727583

Shopping Service – The service provides a home shopping delivery service for residents of the borough who have difficulties in doing their own shopping. Referrals must be made through a GP, Health Visitor or Social Services.
For further information telephone 01372 732000

Short Term Breaks & Practical Help

Crossroads – A Crossroads service is about giving time - improving the lives of carers by giving them a break from their caring responsibilities. The aim is to provide a reliable, tailored service, for each carer and the person they care for. The local scheme provides practical support where and when it is most needed - usually in the home. A trained Care Worker will take over from the carer to give them ‘time to be themselves’.
For further details contact 01372 363300
Website: www.midsurreycrossroads.org

Home Care - A number of agencies can help with personal care tasks such as getting the person you care for up, washing, dressing, or indeed helping to prepare them for bed. For further information speak to your local social services centre.

Hometime (Age Concern Cleaning Service) This is a service for the elderly and disabled. The service helps people with housework, laundry, shopping, pension and prescription collection & preparation of light snacks etc.
For further details telephone 01483 454646
website: www.acsurrey.org.uk

Transport
RouteCall – is a transport service for older people in the borough who have difficulties using other forms of transport. People who wish to use the service have to become a member. The service operates Monday to Friday between 8:45am to 4pm and Saturday mornings. A person may use the service as a resident of the borough, aged 60 and above and finds it difficult or impossible to use public transport. People under the age of 60 may also use the service who find it impossible or difficult to use public transport by reason of disability or have been referred to the borough council.
For further information telephone 01372 732448
Website: www.epsom-ewell.gov.uk
Motability - is a national charity to assist disabled people with their mobility needs. The scheme enables disabled people to obtain cars, powered wheelchairs & scooters simply by using their government funded mobility allowance.
For further information contact: telephone 0845 456 4566
Website: www.motability.co.uk

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Website: www.qefd.org.uk

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For further information telephone 0207 250 3222
Website www.radar.org.uk

Disabled Persons Rail Card – If the person you care for finds it difficult to travel by train because of a disability they might qualify for a Disabled Persons Railcard. The card allows you to get a third off of most rail fares throughout Great Britain. If you as the Carer travel with the person you also get the same discount. There is a cost for a railcard
For further information telephone 0845 605 0525
Website: www.disabledpersons-railcard.co.uk

The inclusion of any organisation is purley for information and therefore we cannot advise on the suitability of the services offered. Much care has been taken to ensure the details contained within this publication are accurate. We cannot accept any liability whatsoever for any errors, inaccuracies or omissions, or for any matter concerning or arising out of this publication. To inform us of any inaccuracies in this publication please contact 01483 519146
Local Services that may be able to help

There are many services which may be able to help you care, and Social Care Teams across Surrey are one of the key organisations to contact as soon as possible in order to help. In the first instance call
The Surrey County Council Contact Centre on 0300 200 1005.

Carers Support Guildford Provides support to Carers across the borough in a number of different ways such as advocacy, information etc
For further information: Carers Support Guildford, Howard Building 69 -71 Burpham Lane, Burpham, Guildford, GU4 7NB
Telephone 01483 458123

Borough Council – Provides a number of local services
All departments, Guildford Borough Council, Millmead House, Millmead, Guildford
Surrey GU2 4BB Telephone 01483 505050
Website: www.guildford.gov.uk

Age UK - Age UK is an independent registered charity that provides pro active outreach services and practical support to enable older people to remain living in their own home.

Age UK Surrey, Rex House, William Road, Guildford, Surrey, GU1 4QZ
Telephone: 01483 503414
Website: www.acsurrey.org.uk

Citizens Advice Bureau - The Citizens Advice service is independent and provides free, confidential and impartial advice to everybody regardless of race, gender, disability, sexual orientation, nationality, religion or age.
For further information: Guildford Citizens Advice Bureau, 15-21 Haydon Place, Guildford GU1 4LL
Telephone 01483 576699

www.adviceguide.org.uk

Epilepsy Action Guildford Branch - Meets 1st Wednesday of each month at the St Saviours Church Hall, Woodbridge Road, Guildford, Surrey GU1 4QD
For further information: Tel: 01306 880205 or email gsmcluskey@hotmail.co.uk

Guildford Hard of Hearing Support Group - provides a social meeting point for individuals with hearing impairment (and their partners) together with Lip Reading instruction and assistance with Hearing Aid problems. An audio loop system is used to facilitate hearing.
For further information telephone 01276 64916
**Guildford ME Support Group** - Offers ME sufferers and their carers a chance to meet up once a month or to exchange phone numbers to support each other at home.  
*For further information email: GuildfordME@hotmail.co.uk*

**SeeAbility** – Supports adults who are visually impaired with multiple disabilities including; learning, physical and mental health disabilities, acquired brain injuries and degenerative conditions, to explore their potential.  
*SeeAbility House, 1a Hook Road, Epsom, Surrey, KT19 8SQ. Tel: 01372 755 000.*

**Surrey Association for Visual Impairment (SAVI)** – provides services for children and adults, including those with a combined sight and hearing loss in Surrey.  
SAVI can provide professional Rehabilitation Assessment of needs: everyday living skills advice: equipment to help people to manage in their homes: a Resource Centre including low vision services: Children’s Recreation, providing varied leisure activities for children including outdoor pursuits and theatre visits.  
*Rentwood, School Lane, Fetcham Surrey KT22 9JX. Telephone 01372 377701. or www.surreywebsight.org.uk*

**The Canterbury Centre** – is run for those with mental health problems, providing social support and practical assistance.  
The centre is open Mondays from 10am – 4pm and Thursdays and Fridays from 10am – 1pm.  
*Christchurch Rooms, Church House, 23 Waterden Road, Guildford. Telephone: 01483 577020.*

**Centres for Older People**

Guildford Borough Council operates two Day Centres for people aged 55 or over who live within the Borough. The centres offer an opportunity for older people to meet friends, socialise in a welcoming environment and to take advantage of the services offered. Each Centre has a coffee shop providing light refreshments and a dining area which provides hot and cold lunches at reasonable prices. The majority of dietary requirements can be met.  
The main facilities offered include:

- bathing service
- chiropody
- hairdressing
- a programme of leisure and recreational activities
- adult education

The Manager of each centre will be able to provide you with information about opening hours, charges and facilities offered in the centre. They can be contacted using the details below:

**Park Barn Centre, Park Barn Drive, Guildford, Surrey**  
*Telephone : 01483 458055*

**Shawfield Centre, Shawfield Road, Ash**  
*Telephone : 01252 326304*
In an emergency

Community Alarms – The service helps elderly or vulnerable people living in the Guildford Borough area. An easily installed alarm unit linked to your telephone can help you in the event of an emergency. By a simple press of a button, you send an alarm call to the Alarm Centre, which is staffed 24 hours a day, 365 days a year, to answer your call. Trained and experienced operators can identify the source of the call, and arrange for the most appropriate assistance, even if you are unable to speak. There is a charge for this service, which includes connection, monitoring and maintenance. You will continue to be responsible for your telephone bill. A wide range of other equipment and sensors are available at a small extra charge, to provide a comprehensive monitoring service, tailored to your individual needs. For further information on Community Alarms, please contact:

Emergency Communications Service, 1st floor Suite, Park Barn Centre, Park Barn Drive, Guildford, Surrey, GU2 8EN
Telephone: 01483 502334

Carers Emergency Registration & Carers Emergency Card – There is a Carer Emergency Registration System which operates in Surrey by Surrey County Council. The Council can register details of people who would not be able to manage on their own if their Carer became suddenly incapacitated or unable to care because of family emergencies. This means that if an emergency happened, the council will then be able to respond to the emergency in a decisive and effective way. A Surrey-wide Emergency Card is available for Carers who are in Surrey. This card aims to provide peace of mind for both the Carer and the person who is being cared for, in case of the Carer being involved in an accident or becoming ill while they are away from the person they care for. For further information telephone 0300 200 1005

Useful Equipment
There are a multitude of different pieces of equipment that may be able to help both the person you care for and you as a Carer.

If you need the equipment for just a few months – some items can be borrowed for a maximum of twelve weeks. These pieces of equipment can include bed blocks, bed cradles, back rests, commodes, wheelchairs, bed pans and urinals etc. This equipment and other pieces can be borrowed from the

Red Cross Medical Loan Office – Telephone 01483 - 429238
Website: www.redcross.org.uk

Voluntary Association of Surrey Disabled – Self Catering Holidays – 3 fully accessible self catering properties available for independent holidays. Also equipment shop and equipment on short term loan or purchase. For further information telephone 01306 741500 or Website: www.vasd.org.uk

If you need long term use - these items can vary from the very small, such as specially shaped cutlery or pens for people suffering from various conditions to lifts, hoists or special beds. Some of these items are expensive so before purchasing the items yourself it is wise to get proper independent advice about the most appropriate equipment for your needs. Some of this equipment may also be available from statutory authorities for free.
Who can help to advise you? – There are many people who may be able to advise you on the best type of equipment which is best for your situation:

Occupational Therapist – contact this person through your local social care team or through the **Surrey County Council Contact Centre telephone 0300 200 1005**

District Nurse- this person is based within your GP surgery and can be useful to give advice on nursing aids etc

Physiotherapist - This person can be contacted through your GP Surgery and gives advice on mobility and recommended aids as well as treatment.

**Equipment for the Physically Challenged** – This is a company run by disabled people able to give first hand advice. For further details:
Telephone 01252 547939
Website: epc-wheelchairs.co.uk

**Back Care** – Back Care Advisors provide information and advice and training to Carers on all aspects of moving and handling.
For further details **Telephone 01483 533645**

**Carer Support Groups**

**Carers Support** – aims to help Carers in the local area. They provide information, Advocacy, emotional support, training, support groups and social events as well as regular newsletters and help obtaining services. **For further information telephone 01483 458123**

During the year Carers Support Guildford hold a number of ‘Time Out’ events for Carers and training and information days which are both enjoyable and stimulating. Please look down the list of events to see if you may be interested in coming along to one or more! Please click here to download current events: Also don't hesitate to contact us if.....

- You need help with transport
- You can offer a life to other Carers in your area on the day
- You need funding to cover the cost of someone to look after the person you care for while you come to the event

Any enquires contact Carers Support Guildford at: Carers Support Guildford, Howards Building, 69 - 71 Burpham Lane, Guildford. Surrey GU4 7NB or email at carersguildford@tiscali.co.uk
Telephone 01483 458123
Ash Carers Group: (Room adjoining Ash Library)

Central Guildford Carers Group contact: Karen Lewis on 01483 458123
For further information contact: Sylvia Cunningham on 01483 458123
Carers of people with confusion: contact David Drew on 07971 610988

Rethink – Carers of people with mental health problems: Contact Sue Mohamad on 01483 451020
Housing

Disabled Facilities Grant - If you or someone living in your home is disabled you may qualify for a disabled facilities grant towards the cost of providing adaptations or improvements to enable the disabled person to continue living there. All grant applications will be subject to a test of the financial resources of the disabled person and their spouse or partners, which assesses how much, if anything they must contribute to the costs of the work. The type of work for which a grant may be given are: stairlifts, door widening, ramps, replacing baths with level access showers, provision of bath and toilet on ground floor and improvement of lighting and heating. As part of the service an Occupational Therapist will visit the disabled person in the home to agree with him/her, the work that is necessary and appropriate to enable the disabled person to remain safely within his or her home. A grant cannot be paid for any work, which has started or which was completed prior to grant approval.

For further information - 01483 444302
Website: www.guildford.gov.uk

Reduction of Council Tax - You may be entitled to a reduction in your Council Tax if you are caring for a disabled person, if you and the person you are caring for live in the same property. You may also be entitled to a Council Tax reduction if you provide at least 35 hours a week of care. Also, the person you care for must have one of the following: higher rate of care component of the Disability Living Allowance, higher rate of Attendance Allowance, an increased Disablement Pension, an increased Constant Attendance Allowance. The person you are caring for can't be your spouse, partner or a child under 18 years of age. If you move to live with the person you are caring for you may be exempt from paying Council Tax.

For further information telephone 01483 444884
Website: www.guildford.gov.uk

Meals On Wheels

Meals on Wheels offers a two tier service providing hot and/or frozen meals to elderly or disabled residents of Guildford Borough. The aim of the service is to encourage people to remain independent and able to remain in their own home. The service is operated from the Park Barn Centre. Frozen meals are loaded in purpose built vans, they are then cooked in the oven and when ready for delivery the meals are held at a constant temperature.

Hot Meals
The hot meals consist of a main course & dessert, they are provided to people who cannot cook for themselves or do not have anyone available to cook for them. The hot meals are delivered between 11:30am and 2pm. The hot meals service only operates Monday to Friday. Clients may be referred by health care professionals, family or friends and they will then be assessed according to their needs.

The Frozen Meal Service
Wiltshire Farm Foods (WFF) are the company who provide the frozen meals service for the Guildford Service. They are delivered directly to your home fortnightly. Payment is due on delivery. You can choose your own meals from an extensive menu. If you are not suitable for the hot meal service you may be offered the frozen service instead. Your details (with permission) will be passed on to WFF. After this you will deal directly with WFF. All clients will continue to be monitored by the delivery drivers. If there are any concerns from either the client, relatives or staff member, the service will re-assess the client to see if their needs have changed.

For further information: Meals On Wheels Service, Park Barn Centre, Park Barn Drive, Guildford, Surrey, GU2 8EN
Telephone: 01483 503010
Short Term Breaks

Crossroads – A Crossroads service is about giving time – improving the lives of carers by giving them a break from their caring responsibilities. The aim is to provide a reliable, tailored services, for each carer and the person they cared for. The local scheme provides practice support where and when it is most needed – usually in the home. A trained Care Worker will take over from the carer to give them ‘time for themselves’.

For further details contact 01252 313323

The Leisure Discount Card for Carers- There is a leisure discount card within Guildford for Carers which may give you discount at the Spectrum

For further information telephone Carers Support Guildford on 01483 458123

Home Care - A number of agencies can help with personal care tasks such as getting the person you care for up, washing, dressing, or getting them ready for bed in the evening. For further information speak to your local social services centre.

Hometime (Age Concern Cleaning Service) This is a service for the elderly and disabled. The service helps people with housework, laundry, shopping, pension and collection of prescriptions, preparation of light snacks

For further details telephone 01483 454646
website: www.acsurrey.org.uk

Home Support Service (Guildford) – Providing housework, Home support and Gardening for the elderly frail, disabled, housebound and carers.
Telephone 01483 454331

Family Link and Befriending Scheme – provides support to families who have a child or young person with a disability. The aim of the scheme is to link these families with other local families who help share the care of their child.
Telephone 01737 226817

Link Leisure – Supports children and adults with learning disabilities within groups and sporting activities and also run play schemes during the school holidays for children aged four years and over. Also, provides short breaks for the cared for and carers for young adults and some families.
For further details telephone 01483 770037
Website: www.linkleisure.co.uk

Transport

Guildford Dial-a-Ride is a door to door transport service. It uses specially adapted minibuses to carry passengers with or without wheelchairs. All vehicles have steps, handrails and passenger lifts to assist in gaining access to the minibuses. The service is available to any resident with a mobility problem who lives in the Guildford Borough area.
For further information: , Park Barn Centre, Park Barn Drive, Guildford
Telephone: 01483 458052
Website: www.guildford.gov.uk
Age UK Ash & District – The service is for people who are ill, those who are elderly, those who have an emergency or who need to go to Medical appointments, shopping, pension collection etc.. The areas covered are Ash, Ash Vale and Tongham. There is a charge for this service
For further information Telephone 01252 331 352? Waiting to hear back from them.

Care for Guildford – The service is for people who have a disability, illness, family crisis, elderly, financial or need. The person must reside in the old Borough of Guildford. The service will take you to Medical appointments, shopping, pension collection etc. People who use the service may make donations
For further information Telephone 01483 566 635
Website: www.careforguildford.org.uk

Fairwood Helpers – The service takes people to Medical appointments, shopping, pension collection, hospital visiting and prescriptions. The areas covered are Worplesdon including Wood Street, Fairlands and Perry Hill. There is a charge for this service.
For further details Telephone 01483 237 619 Contact Monday – Friday 10am – 12 pm
Website: www.woodstreetvillage.info

Puttenham & Wanborough Community Group – The service is for people with Disability, illness, family crisis, elderly, emergency or need. The service will take people to medical appointments, pension collection, hospital visits, prescription collections and visiting. People who use the service may make donations
For further details Telephone: 01483 810 875 Contact Monday – Friday 10am – 12 pm

Ripley Good Neighbours – The service is for people with Disability, infirmity, family crisis, elderly or need to go to Medical appointments, shopping, pension collection, hospital visiting, day centres, prescription collection or visiting. Areas covered are Ripley and Send Marsh. There is a donation system which is based on mileage.
For further information 01483 210 007 Contact Monday – Friday 10am – 12 pm

Stag Good Neighbour Scheme – The service is for the elderly, those in financial difficulty or need to go to Medical appointments, shopping, pension collection, hospital visiting, day centres, prescriptions, visiting. Areas covered Seale, Tongham and Ash Green. There is a charge for this service
For further information Telephone 07932 214 412 Contact Monday – Friday 10am – 12 pm

West Horsley Wheel of Care - The service is for people who are ill, have a family crisis, the elderly or in need to go to Medical appointments, shopping, pension collection, hospital visiting, day centres, prescription collections, visiting. The areas covered are Horsely, Guildford and surrounding areas. There is a charge for this service
For further information Telephone 01483 281 703 Contact Monday – Friday 10am – 12 pm

Motability is a national charity to assist disabled people with their mobility needs. The scheme enables disabled people to obtain cars, powered wheelchairs, scooters simply by using their government funded mobility allowance.
For further information contact: Telephone 0845 456 4566
Website: www.motability.co.uk

Blue Badge Scheme - Surrey County Council operates a blue badge scheme. The badge helps registered blind people and people with certain disabilities park closer to shops etc. The badge applies whether they are a driver or a passenger in the vehicle.
For further details telephone 0300 200 1005
Disabled Persons Bus Pass - To qualify for a disabled person's bus pass the person must be aged 5 or over and live in the county of Surrey. The person must be: blind or partially sighted or; profoundly or severely deaf or; without speech or; suffering from a permanent disability or injury, which has a substantial and long term adverse effect on the ability to walk or; without the use of both arms or; have a learning disability as defined in the Transport Act 2000 or; refused or likely to be refused a driving licence on medical grounds;

For further details telephone 0300 200 1003

Companion Permit - If the person you care for has difficulty travelling they could be entitled to travel with a companion. To get a Companion Permit (identified by a C+ on your own pass) they will need to provide a letter from the local Social care team stating that they require assistance in order to travel. This pass entitles you and your companion to travel free within Surrey. If you travel outside Surrey the companion may be asked to pay.

For further details telephone 0300 200 1005
Website: www.surreycc.gov.uk

The Queen Elizabeth Foundation Mobility Centre – Based in Carshalton provides driving tuition for those returning to driving after a break and people changing to a different method of vehicle control. They also offer driving assessments, practical advice and information on the selection and use of scooters and wheelchairs and other equipment for disabled drivers and their passengers. They can also advise on the fitting of car adaptations for both drivers and passengers with disabilities.

For further information telephone 01372 841100
Website: www.quf.org.uk

While you are out - RADAR is the UK’s largest disability campaigning organisation, with a membership of over 800 disability organisations and individual campaigners. They run a national key scheme for toilets for disabled people. Usually standard locks are fitted and keys to these locks can be obtained from RADAR for a small fee. There is also a booklet available which will list the disabled toilets which operate across the UK.

For further information telephone 0207 250 3222
Website www.radar.org.uk

Disabled Persons Rail Card – If the person you care for finds it difficult to travel by train because of a disability they might qualify for a Disabled Persons Railcard. The card allows you to get a third off of most rail fares throughout Great Britain. If you as the Carer travel with the person you also get the same discount. There is a cost for a railcard

For further information telephone 0845 605 0525
Website: www.disabledpersons-railcard.co.uk
Mole Valley
Local Services that may be able to help

There are many services which may be able to help you care, and Social Care Teams across Surrey are one of the key organisations to contact as soon as possible in order to help.

In the first instance call the Surrey County Council Contact Centre on 0300 200 1005.

Mole Valley Carers Support - Provides support to Carers across the Borough in a number of different ways such as advocacy, information etc
For further information: Mole Valley Carers Support Project, Medwyn Centre, 1st Floor, Reigate Road, Dorking, Surrey, RH4 1SD Telephone: 01306 640020

Mole Valley District Council – 01306 885001

Age Concern Dorking and District - Age Concern Dorking and District is an independent registered charity that provides pro-active outreach services and practical support to enable older people to remain living in their own home.
For further information Age Concern Dorking & District, Friends Meeting House, South Street, Dorking, Surrey, RH4 2LE Telephone: 01306-889493

Citizens Advice Bureau - The Citizens Advice service is independent and provides free, confidential and impartial advice to everybody regardless of race, gender, disability, sexual orientation, nationality, religion or age. For their policy on equality and diversity:
For further information: Dorking Citizens Advice Bureau, Lyons Court, Dorking, Surrey RH4 1AB, Tel: 08444 111 444
Leatherhead Citizens Advice Bureau, The Georgian House, Swan Mews, High Street, Leatherhead, Surrey KT22 8AE Tel: 08444 111 444

Dorking and District Branch Alzheimer's Society The UK's leading care and research charity in the field of dementia. We use our commitment and creativity to improve quality of life for people with dementia, their families and their carers.
For further information Telephone: 01372 729988

Bookham Support Group for the Hard of Hearing.
For further information Telephone 01372 454897

Bookham Talking Newspaper for the Blind
For further information Telephone 01372 453565

Dorking and District Talking Newspaper
For further information Telephone 01306 883699

Dyscover – Rehabilitation for Stroke Victims – Provides support, encouragement and hope to people with dysphasia. The charity helps them to adjust to living with dysphasia on a long term basis
Leatherhead Swan Club - This club meets at Leatherhead Leisure Centre. They provide and assist in the provision of facilities for the recreation, education, sport and other leisure time activities for disabled people
For further information Telephone 01306 875058

Mencap - Mencap work with people with a learning disability and provide a number of different activities and services
For further information Telephone 01737 353953

Mid Surrey Young Carers - Provides information, activities and support to young carers in the area.
For further information Telephone 01306 881900

Shopmobility Leatherhead – Equipment loaned for those with mobility problems whilst shopping in Leatherhead.
For further information Telephone 01372 362400

Centres for Older People

Mole Valley District Council operates social centres for active retired people living within the Mole Valley area. A wide range of services, facilities and activities are shared between the two easily accessible centres, close to the main towns' shopping centres. Freshly cooked lunches, a tea bar for drinks and snacks, hairdressing, chiropody, aromatherapy, Tai Chi, bridge, bingo and musical entertainment are just some examples of what is regularly available within their friendly and welcoming environments. Knitting yarn, fresh eggs and greetings cards are on sale daily.

A membership scheme provides for attendance at both the Fairfield Centre in Leatherhead and the Mayflower Centre in Dorking. The membership year runs to 31 March.

For further information Contact.

The Mayflower Centre, Lyons Court, Dorking, RH4 1AB
Telephone: 01306 884718
The Fairfield Centre, Leret Way, Leatherhead, KT22 8AH
Telephone: 01372 376058

In an emergency

Telecare (Community Alarms) – Direct access to emergency help, available 24 hours a day, 365 days a year. Telecare is the name given to a range of equipment that can be used to summon help in emergency situations, raising alerts manually or automatically. The equipment is designed to assist vulnerable people to live more independently by monitoring safety around the home. The basic package consists of a main alarm unit incorporating an emergency button with a second button on a pendant that can be worn around the person's neck or wrist. The pendant will work even if they are in a different room to the main unit or in your garden (within a range of about 80 feet). The main unit is linked to the phone line and plugged into a nearby 13-amp power socket.

There is also optional extra monitored equipment such as fall detector, Bed / chair occupancy sensor, Smoke alarm, Gas Detector, Flood detector – Multi purpose adaptor, Pill dispenser.
Anyone can request the service. You do not have to wait to be referred. You will not be 'means tested'.
Charges are normally payable monthly by direct debit but quarterly or annual invoicing is also available. As a guide, the charge for the basic package of an alarm unit and pendant is around £4* per week. By monthly direct debit all calls are handled by a modern and fully automated Care Centre, equipped with state-of-the-art technology. Your details – and those of your contacts – are immediately available when the emergency call arrives. The operators are highly trained professionals who are able to help you in an emergency. All information held by our Care Centre is held securely and confidentially at all times.

For more information  Telephone: 01372 204500

* The charge for this service may be higher than stated

Carers Emergency Registration & Carers Emergency Card – There is Carer Emergency Registration System which operates in Surrey by Surrey County Council. The Council can register details of people who would not be able to manage on their own if their Carer became suddenly incapacitated or unable to care because of family emergencies. This means that if an emergency happened, the council will then be able to respond to the emergency in a decisive and effective way. A Surrey-wide Emergency Card is available for Carers who are in Surrey. This card aims to provide peace of mind for both the Carer and the person who is being cared for, in case of the Carer being involved in an accident or becoming ill while they are away from the person they care for.

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There are a multitude of different pieces of equipment that may be able to help both the person you care for and you as a Carer.

If you need the equipment for just a few months – some items can be borrowed for a maximum of twelve weeks. These pieces of equipment can include bed blocks, bed cradles, back rests, commodes, wheelchairs, bed pans and urinals etc. This equipment and other pieces can be borrowed from:

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District Nurse- this person is based within your GP surgery and can be useful to give advice on nursing aids etc.

Physiotherapist - This person can be contacted through your GP Surgery and gives advice on mobility and recommended aids as well as treatment.

Voluntary Association of Surrey Disabled – Offers 2 specially adapted bungalows for disabled people also equipment on short term loan or purchase. For further information Telephone 01306 741500

Back Care – Back Care Advisors provide information and advice and training to Carers on all aspects of moving and handling.

For further details Telephone 01372 729947
Carer Support Groups

Carers Support – aims to help Carers in the local area. They provide information, Advocacy, emotional support, training, support groups and social events as well as regular newsletters and help obtaining services. For further information telephone 01306 640020

Walking Group – for Carers with organised walks in the local area every month. For further information call 01306 640020

Coffee mornings for carers and ex-carers - take place on the first Tuesday in the month at Starbucks, Leatherhead from 10am to midday

For further details: Carers Support Project, Medwyn Centre, 1st Floor, Reigate Road, Dorking, Surrey RH4 1SD
Telephone: 01306 640020

Housing

Disabled facilities Grant - If you or someone living in your home is disabled you may qualify for a disabled facilities grant towards the cost of providing adaptations or improvements to enable the disabled person to continue living there. All grant applications will be subject to a test of the financial resources of the disabled person and their spouse or partners, which assesses how much, if anything they must contribute to the costs of the work. The type of work for which a grant may be given are: stair lifts, door widening, ramps, replacing baths with level access showers, provision of bath and toilet on ground floor and improvement of lighting and heating. As part of the service an Occupational Therapist will visit the disabled person in the home to agree with him or her works that are necessary and appropriate to enable the disabled person to remain safely within his or her home. A grant cannot be paid for work, which has started or completed prior to grant approval. For further information - 01306 885001

Reduction of Council Tax - You may be entitled to a reduction in your Council Tax if you are caring for a disabled person. If you and the person you are caring for live in the same property. You may also be entitled to a Council Tax reduction if you provide at least 35 hours a week of care. The person you care for must have one of the following: higher rate of the care component of Disability Living Allowance, higher rate of Attendance Allowance, an increased Disablement Pension, an increased Constant Attendance Allowance. The person you are caring for can't be your spouse, partner or child under 18 years old. If you leave your own property to care for someone you may be exempt from paying Council Tax. For further information Telephone 01306 885001

Handyman Service – This service is there to specifically to help local disabled older people to live safely and independent at home. The service helps you with smaller jobs within your home, this can be anything from supplying and fitting key safes, extra stair handrails, door chains, replacing light bulbs, changing tap washers, clearing blocked internal drains, replacing curtain tracks and hanging curtains etc There is a charge for this service and an additional charge made for all parts supplied. For further information teplate 01372 204503
Meals On Wheels

For further details of meals on wheels for Mole Valley contact 0300 200 1005

Short Term Breaks

All of us need a break from time to time. This is especially the case if you are caring for someone a few hours a day or full time. You may need to attend an appointment or wish to pursue an interest or hobby. You may need to take a break for a few hours, a few days or a week or so. This need for a break may be on an occasional basis or a more regular break may be needed. Don’t forget Surrey County Council may be able to provide Carer Break Vouchers and Carer Direct Payments.

For further information contact 0300 200 1005

Crossroads – A Crossroads service is about giving time - improving the lives of carers by giving them a break from their caring responsibilities. The aim is to provide a reliable, tailored service, for each carer and the person they care for. The local scheme provides practical support where and when it is most needed - usually in the home. A trained Carer Worker will take over from the carer to give them 'time to be themselves'.

For further details contact 01372 363300

Home Care – A number of agencies can help with personal care tasks such as getting the person you care for up, washing, dressing, going to bed. For further information speak to your local social services centre

Link Leisure - Supports children and adults with learning disabilities within groups and sporting activities and also run play schemes during school holidays for children aged four years and over. They also provide short breaks for the cared for and caters for young adults and some families

For further details Telephone 01483 770037
Website www.linklesiure.co.uk

Transport

Dial A Ride - Is a minibus service for all residents with mobility problems. If you have a disability and cannot use public transport and are a resident of Mole Valley, you may qualify to use the service. If you are aged over 60 and require Day Centre transport and are a resident of Mole Valley, you also qualify. The service covers travel within Mole Valley and to neighbouring areas such as Epsom, Cobham, Reigate, Redhill, Crawley, Horsham and Guildford. Dial-A-Ride is a versatile service designed to support your independence. For instance, you may use it to take you shopping, for medical appointments, visits to Day Centres, going to Church, visiting friends, etc. To use Dial-A-Ride you will have to become a member at a cost. The service operates every day 9 a.m. - 5 p.m.

For further information Telephone 01372 383333.
**Ashtead Good Neighbours** - Anyone in need can use the service that lives in Ashtead. Prior registration is required before using the service. There is a charge for this service.

For further information Telephone 01372 277 350

**Bookham Help Your Neighbour Scheme** – People who are elderly but also disabled or temporarily incapacitated. Residents of Great and Little Bookham may use the service. Areas covered 15 mile radius and St.Georges, Tooting occasionally. People who use the service may make donations.

For further information Telephone 01372 457 330

**Brockham Wheels 4 U** - Residents of the Parish of Brockham unable to drive or use public transport. Under 18 year olds to be accompanied by a responsible adult may use the service to go to Hospitals, doctors, dentists, opticians etc. Local amenities e.g. library, shops, vet. Social visits e.g. local functions, visiting relatives. NOT school or airport runs. People who use the service may make voluntary donations.

For further information Telephone 07944 591 717

**Buses 4U Mole Valley** – Transport is available for anyone who is unable to make their required journey because of a lack of available public transport or because they are unable to use available public transport. The areas covered are from the M25 in the north down to the West Sussex/Surrey border in the south and from the A24 in the west across to the A23 in the east. Also available as a destination Leatherhead, Dorking, Reigate, Redhill, Horley and East Surrey Hospital. There is a charge for this service

For further information Telephone 01372 20 45 40

**Dorking Good Neighbours** – transport is available to Anyone unable to use public transport to attend a medical appointment. Areas covered are from Dorking to local and district hospitals and clinics. There is a charge for this service

For further information Telephone 07948 568 906

**Motability** is a national charity to assist disabled people with their mobility needs. The scheme enables disabled people to obtain cars, powered wheelchairs, scooters simply by using their government funded mobility allowance.

For further information contact: Telephone 0845 456 4566

**Blue Badge Scheme** Surrey County Council operates a blue badge scheme. The badge helps registered blind people and people with certain disabilities park closer to shops etc. The badge applies whether they are a driver or a passenger in the vehicle.

For further details Telephone 0300 200 1005

**Disabled Persons Bus Pass** - To qualify for a disabled person's bus pass the person must be aged 5 or over and live in the county of Surrey. They must be: blind or partially sighted or; profoundly or severely deaf or; without speech or; suffering from a permanent disability or injury, which has a substantial and long term adverse effect on the ability to walk or; without the use of both arms or; have a learning disability as defined in the Transport Act 2000 or; refused or likely to be refused a driving licence on medical grounds;

For further details telephone 0300 200 1005

**Companion Permit** - If the person you care for has difficulty travelling they could be entitled to travel with a companion. To get a Companion Permit (identified by a C+ on your own pass) they will need to provide a letter from the local Social care team stating that they require assistance in order to travel. This pass entitles you and your companion to travel free within Surrey. If you travel outside Surrey your companion may be asked to pay.

For further details telephone 0300 200 1005

Website: www.surreycc.gov.uk
The Queen Elizabeth Foundation Mobility Centre – Based in Carshalton provides driving tuition for those returning to driving after a break and people changing to a different method of vehicle control. They also offer driving assessments, practical advice and information on the selection and use of scooters and wheelchairs and other equipment for disabled drivers and their passengers. They can also advise on the fitting of car adaptations for both drivers and passengers with disabilities.

For further information telephone 01372 841100  
Website: www.qefd.org.uk

While you are out - RADAR is the UK’s largest disability campaigning organisation, with a membership of over 800 disability organisations and individual campaigners. They run a national key scheme for toilets for disabled people. Usually standard locks are fitted and keys to these locks can be obtained from RADAR for a small fee. There is also a booklet available which will list the disabled toilets which operate across the UK.

For further information telephone 0207 250 3222  
Website www.radar.org.uk

Disabled Persons Rail Card – If the person you care for finds it difficult to travel by train because of a disability they might qualify for a Disabled Persons Railcard. The card allows you to get a third off of most rail fares throughout Great Britain. If you as the Carer travel with the person you also get the same discount. There is a cost for a railcard.

For further information telephone 0845 605 0525  
Website: www.disabledpersons-railcard.co.uk
Reigate & Banstead
Local Services that may be able to help

There are many services which may be able to help you care, and Social Care Teams across Surrey are one of the key organisations to contact as soon as possible in order to help.

In the first instance call the Surrey County Council Contact Centre on 0300 200 1005.

**East Surrey Carers Support Association** Provides support to Carers across the Borough in a number of different ways such as advocacy, information etc

For further information: East Surrey Carers Support Association 78a High Street Bletchingly, Surrey RH1 4PA Telephone 01883 745057

**Age Concern** - Age Concern is an independent registered charity that provides pro active outreach services and practical support to enable older people to remain living in their own home.

For further information: Age Concern Banstead, Banstead Centre, The Horseshoe, Banstead, SM7 2BQ Telephone 01737 352156

Age Concern Merstham, Redhill & Reigate, The Merstham Centre, Weldon Way Merstham, Surrey, RH1 3QB Telephone 01737 645636

**Citizens Advice Bureau** - The Citizens Advice service is independent and provides free, confidential and impartial advice to everybody regardless of race, gender, disability, sexual orientation, nationality, religion or age. For our policy on equality and diversity,

For further information: Banstead CAB, The Horseshoe, Banstead, SM7 2BQ Telephone: 08444 111 444

Horley CAB (at Horley Help Shop), 4 Victoria Square, Consort Way, Horley RH6 7AF Telephone: 08444 111 444

Redhill, Reigate CAB, 24 Cromwell Road, Redhill, RH1 1RT Telephone: 08444 111 444

**East Surrey Branch Alzheimer's Society** The UK's leading care and research charity in the field of dementia. We use our commitment and creativity to improve quality of life for people with dementia, their families and their carers.

For further information: Telephone: 01883 740010
**Centres for Older People**

There are a number of centres which operate in the borough. There are a range of activities which take place in each centre. Lunches are also provided at a small charge as well as tea and coffee. The centres are a good way for people over the age of 55 to socialise and take an active part in some or all of the activities that take place in the centres. Even if the person does not want to take part in activities and just wants to relax in a chair with a cup of tea the centre may just be what is needed.

**For further information**

The Banstead Centre, The Horseshoe, Bolters Lane, Banstead, SM7 2BQ
Telephone: 01737 361712

Regent House Community Centre, Albert Road, Horley, Surrey, RH6 7JA
Telephone: 01293 774770 / 772240

Woodhatch Community Centre, Whitebeam Drive, Reigate, RH2 7LS
Telephone: 01737 221030
www.reigate-banstead.gov.uk

**In an emergency**

**Lifeline (Community Alarms)** – Direct access to emergency help, available 24 hours a day, 365 days a year. Telecare is the name given to a range of equipment that can be used to summon help in emergency situations, raising alerts manually or automatically. The equipment is designed to assist vulnerable people to live more independently by monitoring safety around the home. The basic package consists of a main alarm unit incorporating an emergency button with a second button on a pendant that can be worn around the person's neck or wrist. The pendant will work even if they are in a different room to the main unit or in your garden (within a range of about 80 feet). The main unit is linked to the phone line and plugged into a nearby 13-amp power socket.

**For more information** Telephone: 01737 276000

**Carers Emergency Registration & Carers Emergency Card** – There is a Carer Emergency Registration System which operates in Surrey by Surrey County Council. The Council can register details of people who would not be able to manage on their own if their Carer became suddenly incapacitated or unable to care because of family emergencies. This means that if an emergency happened, the council will then be able to respond to the emergency in a decisive and effective way. Wherever possible, help in an emergency A Surrey-wide Emergency Card is available for Carers who are in Surrey. This card aims to provide peace of mind for both the Carer and the person who is being cared for, in case of the Carer being involved in an accident or becoming ill while they are away from the person they care for.

**For further information** telephone 0300 200 1005
Useful Equipment

There are a multitude of different pieces of equipment that may be able to help both the person you care for and you as a Carer.

Back Care – Back Care Advisors provide information and advice and training to Carers on all aspects of moving and handling. For further details
Telephone 01737 226586 or 01372 729947

If you need the equipment for just a few months – some items can be borrowed for a maximum of twelve weeks. These pieces of equipment can include bed blocks, bed cradles, back rests, commodes, wheelchairs, bed pans and urinals etc. This equipment and other pieces can be borrowed from:

Red Cross Medical Loan Office – Telephone 01483 723 473
Website: www.redcross.org.uk

Voluntary Association of Surrey Disabled – Offers 2 specially adapted bungalows for disabled people also equipment on short term loan or purchase. For further information
Telephone 01306 741500
Website: www.vasd.org.uk

If you need long term use - these items can vary from the very small, such as specially shaped cutlery or pens for people suffering from various conditions to lifts, hoists or special beds. Some of these items are expensive so before purchasing the items yourself it is wise to get proper independent advice about the most appropriate equipment for your needs. Some of this equipment may also be available from statutory authorities for free.

Who can help to advise you? – There are many people who may be able to advise you on the best type of equipment which is best for your situation:

Occupational Therapist – contact this person through your local social care team or through the Surrey County Council Contact Centre Telephone 0300 200 1005

District Nurse- this person is based within your GP surgery and can be useful to give advice on nursing aids etc

Physiotherapist - This person can be contacted through your GP Surgery and gives advice on mobility and recommended aids as well as treatment.

Carer Support Groups

Carers Support – aims to help Carers in the local area. They provide information, Advocacy, emotional support, training, support groups and social events as well as regular newsletters and help obtaining services. During the year a number of events and groups for Carers are held. These range from training and information days which are both enjoyable and stimulating

For further information telephone  01883 745057
**Housing**

**Disabled facilities Grant** - If you or someone living in your home is disabled you may qualify for a disabled facilities grant towards the cost of providing adaptations or improvements to enable the disabled person to continue living there. All grant applications will be subject to a test of the financial resources of the disabled person and their spouse or partners, which assesses how much, if anything they must contribute to the costs of the work. The type of work for which a grant may be given are: stairlifts, door widening, ramps, replacing baths with level access showers, provision of bath and toilet on ground floor and improvement of lighting and heating. As part of the service an Occupational Therapist will visit the disabled person in the home to agree with him or her the works that are necessary and appropriate to enable the disabled person to remain safely within his or her home. A grant cannot be paid for work, which has started or completed prior to grant approval.

For further information - 01737 276000
Website: www.reigate-banstead.gov.uk

**Reduction of Council Tax** - You may be entitled to a reduction in your Council Tax if you are caring for a disabled person. If you and the person you are caring for live in the same property. You may also be entitled to a Council Tax reduction if you provide at least 35 hours a week of care. The person you care for must have one of the following: higher rate of the care component of Disability Living Allowance, higher rate of Attendance Allowance, an increased Disablement Pension, an increased Constant Attendance Allowance. The person you are caring for can't be your spouse, partner or child under 18 years old. If you leave your own property to care for someone you may be exempt from paying Council Tax.

For further information Telephone 01737 276000

**Meal Delivery**

For information about meal delivery services in the area contact the Surrey County Council, Shared Service Centre on 0300 200 1005.

**Short Term Breaks**

**Crossroads** – A Crossroads service is about giving time – improving the lives of carers by giving them a break from their caring responsibilities. The aim is to provide a reliable, tailored services, for each carer and the person they cared for. The local scheme provides practical support where and when it is most needed – usually in the home. A trained Care Worker will take over from the carer to give them ‘time for themselves’

For further details contact 01883 714641

**Home Care** - A number of agencies can help with personal care tasks such as getting the person you care for up, washing, dressing, going to bed. For further information speak to your local social services centre.

**Hometime (Age Concern Cleaning Service)** This is a service for the elderly and disabled. The service helps people with housework, laundry, shopping, pension and prescription collection, preparation of light snacks.

For further details Telephone 01483 454646
website: www.acsurrey.org.uk
**Link Lesiure** – Supports children and adults with learning disabilities within groups and sporting activities and also run plays schemes during the school holidays for children aged four years and over. Also provides short breaks for the cared for and caters for young adults and some families.

For further details Telephone 01483 770037
Website: www.linkeisure.co.uk

**Transport**

**Buses 4U Reigate & Banstead** – People can use the service if they are Elderly, unable to use public transport, or live in a remote area with no public transport (must be resident of the Borough) to go to Medical appointments, shopping, pension collection, day centres, visiting, leisure/social outings. Areas covered are Reigate & Banstead Borough. There is a charge for this service.

For further information Telephone 01883 732 791

**Age Concern Banstead** – People with a disability, illness and the elderly can use the service to go to medical appointments, shopping, holidays, hospital visiting, day centres, visiting and leisure outings. The areas covered are Banstead, Woodmansterne, Hooley, Chipstead, Kingswood, Walton-on-the-Hill, Tadworth, Burgh Heath, Tattenham Corner and Nork. There is a charge for this service.

For further information Telephone 01737 352156

**Age Concern Merstham, Redhill & Reigate** - People with disabilities, the elderly or in need to go to Shopping, day centres and leisure outings. There is a charge for this service.

For further information Telephone 01737 642 656 / 01737 645 636

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For further information contact: Telephone 0845 456 4566

**Blue Badge Scheme** Surrey County Council operates a blue badge scheme. The badge helps registered blind people and people with certain disabilities park closer to shops etc. The badge applies whether they are a driver or a passenger in the vehicle.

For further details Telephone 0300 200 1005

**Disabled Persons Bus Pass** - To qualify for a disabled person's bus pass the person must be aged 5 or over and live in the county of Surrey. They must be: blind or partially sighted or; profoundly or severely deaf or; without speech or; suffering from a permanent disability or injury, which has a substantial and long term adverse effect on the ability to walk or; without the use of both arms or; have a learning disability as defined in the Transport Act 2000 or; refused or likely to be refused a driving licence on medical grounds;

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Website: www.surreycc.gov.uk
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For further information telephone 01372 841100  
Website: www.qefd.org.uk

While you are out - RADAR is the UK’s largest disability campaigning organisation, with a membership of over 800 disability organisations and individual campaigners. They run a national key scheme for toilets for disabled people. Usually standard locks are fitted and keys to these locks can be obtained from RADAR for a small fee. There is also a booklet available which will list the disabled toilets which operate across the UK.

For further information telephone 0207 250 3222  
Website www.radar.org.uk

Disabled Persons Rail Card – If the person you care for finds it difficult to travel by train because of a disability they might qualify for a Disabled Persons Railcard. The card allows you to get a third off of most rail fares throughout Great Britain. If you as the Carer travel with the person you also get the same discount. There is a cost for a railcard

For further information telephone 0845 605 0525  
Website: www.disabledpersons-railcard.co.uk
Runnymede
Local Services that may be able to help

There are many services which may be able to help you care, and Social Care Teams across Surrey are one of the key organisations to contact as soon as possible in order to help.

In the first instance call the Surrey County Council Contact Centre on 0300 200 1005.

**Carers Support** – aims to help Carers in the local area. They provide information, advocacy, emotional support, training, support groups and social events as well as regular newsletters and help obtaining services. There are a number of Carer Support Groups which you can attend if you wish too. The groups provide mutual support to Carers who attend and are a good place to talk to Carers who may be in a similar situation as you may find yourself in. There is also a former Carers group which meets regularly. The groups are all held in the Runnymede area...For further information about these groups contact Carers Support Runnymede on 01932 564446

**Runnymede Borough Council** – 01932 838383

**Age UK Runnymede** - Age UK (formally Age Concern) Runnymede is an independent registered charity that provides pro active outreach services and practical support to enable older people to remain living in their own home.

For further information Age Concern Runnymede, The Orchard, Staines Lane, Chertsey, Surrey KT16 8PS.
Telephone 01932 566040

**Citizens Advice Bureau** - The Citizens Advice service is independent and provides free, confidential and impartial advice to everybody regardless of race, gender, disability, sexual orientation, nationality, religion or age. For our policy on equality and diversity,

For further information:
- **Addlestone CAB**, The Old Library, Church Road, Addlestone, Surrey KT15 1RW
  Telephone 01932 842666
- **Egham**, Manor Farm Day Centre, Manor Farm Lane, Egham, Surrey TW20 9HR
  (Appointments Only)
  Telephone 01932 827187
- **Abraham Cowley Unit**, Holloway Hill, Chertsey, Surrey KT16 0AE (Only for users of Mental Health Services)
  Telephone 01932 874766

**The Runnymede Alzheimer's Society** is a branch of The Alzheimer's Society, the UK's leading care and research charity in the field of dementia. They use their commitment and creativity to improve quality of life for people with dementia, their families and their carers.

For further information Runnymede Alzheimer's Society, Brockhurst, Brox Road, Ottershaw, KT16 0HQ
Telephone: 01932 875342
Centres For Older People

Runnymede Borough Council operates four Centres specifically for people of retirement age and over. They are very warm and friendly places, allowing you the opportunity to join in with one of the many activities on offer. All the Centres have a lively atmosphere and provide support and the opportunity to meet people and so make new friends. They all organise a wide range of activities and events throughout the year. Not all Centres, however, provide the same services, so make sure you give your local centre a ring if you are looking for a particular activity.:

Location of Centres:
Eileen Tozer, Crouch Oak Lane, Addlestone KT15 2AN  
Telephone: 01932 841088

The Orchard, Staines Lane, Chertsey KT16 8PS  
Telephone: 01932 565189

Woodham & New Haw, Amis Avenue, The Broadway, New Haw  KT15 3ET  
Telephone 01932 355707

Should you wish any general information regarding the Centres in Runnymede, please call 01932 838383.

In an emergency

Community Alarms (Careline)  
Runnymede Borough Council, as part of their Community Services, provides a specially developed, simple to use system, which offers security to those most at risk, and peace of mind to the relatives and friends of those living alone. The system is easy to install, it simply links into the telephone point, and plugs into a 13-amp power supply within your home. A lightweight pendant is the prime means of summoning help. Within a short time of pressing the button, the centre will answer your call. Experienced staff are on hand at the Safer Runnymede Control Centre in Addlestone 24 hours a day to receive calls and to give help and advice. They will contact relatives, friends, or the emergency services as required. There is a cost to use this system. There is also additional telecare equipment which is available such as sensors and movement alarms as well as pill boxes etc.

For further information Telephone 01932 425865

Carers Emergency Registration & Carers Emergency Card – There is a Carer Emergency Registration System which operates in Surrey by Surrey County Council. The Council can register details of people who would not be able to manage on their own if their Carer became suddenly incapacitated or unable to care because of family emergencies. This means that if an emergency happened, the council will then be able to respond to the emergency in a decisive and effective way. A Surrey-wide Emergency Card is available for Carers who are in Surrey. This card aims to provide peace of mind for both the Carer and the person who is being cared for, in case of the Carer being involved in an accident or becoming ill while they are away from the person they care for.

For further information telephone 0300 200 1005
Useful Equipment
There are a multitude of different pieces of equipment that may be able to help both the person you care for and you as a Carer.

Back Care – Back Care Advisors provide information and advice and training to Carers on all aspects of moving and handling.
For further details Telephone 01932 577993 or 01932 577992

If you need the equipment for just a few months – some items can be borrowed for a maximum of twelve weeks. These pieces of equipment can include bed blocks, bed cradles, back rests, commodes, wheelchairs, bed pans and urinals etc. This equipment and other pieces can be borrowed:
Red Cross Medical Loan Office – Telephone 01483 723 473
Website: www.redcross.org.uk
Voluntary Association of Surrey Disabled – Offers 2 specially adapted bungalows for disabled people also equipment on short term loan or purchase. For further information Telephone: 01306 741500
Website: www.vasd.org.uk

If you need long term use - these items can vary from the very small, such as specially shaped cutlery or pens for people suffering from various conditions to lifts, hoists or special beds. Some of these items are expensive so before purchasing the items yourself it is wise to get proper independent advice about the most appropriate equipment for your needs. Some of this equipment may also be available from statutory authorities for free.

Who can help to advise you? – There are many people who may be able to advise you on the best type of equipment which is best for your situation:

Occupational Therapist – contact this person through your local social care team or through the Surrey County Council Contact Centre Telephone 0300 200 1005
District Nurse - this person is based within your GP surgery and can be useful to give advice on nursing aids etc
Physiotherapist - This person can be contacted through your GP Surgery and gives advice on mobility and recommended aids as well as treatment.

Carer Support Groups

Housing

Care and Repair – If the person is 60 and over or is disabled who live in the borough, own or privately rent your home and repairs or adaptations are needed, Care and Repair may be able to help to advise you. Care and Repair is a free advice service providing support to clients to assist them in maintence, improvement or adapting the home to suit the needs of the disabled person.
For further information Telephone 01932 425880
**Disabled Facilities Grant** - A Disabled Facilities Grant is a local council grant to help towards the cost of adapting your home to enable you to continue to live there. A grant is paid when the council considers that changes are necessary to meet the needs of a disabled person, and that the work is reasonable and practical. You, or the person on whose behalf you are applying, are either the owner or tenant (including licensees) of the property you can certify that you, or the person on whose behalf you are applying, intend to occupy the property as your/their only or main residence throughout the grant period - currently five years. A landlord may apply on behalf of a disabled tenant.

*For further information - 01932 838383*

**Reduction of Council Tax** - You may be entitled to a reduction in your Council Tax if you are caring for a disabled person. If you and the person you are caring for live in the same property. You may also be entitled to a Council Tax reduction if you provide at least 35 hours a week of care. Also, the person you care for must have one of the following: higher rate of the care component of Disability Living Allowance, higher rate of Attendance Allowance, an increased Disablement Pension, an increased Constant Attendance Allowance. The person you are caring for can't be your spouse, partner or child under 18 years old. If you leave your own property to care for someone you may be exempt from paying Council Tax.

*For further information Telephone 01932 838383*

**Meals on Wheels**
The service runs five days a week, for those who are housebound or unable to cook for themselves, this service can be provided on a permanent basis, or to cover short periods during illness etc... Referrals can be made on your behalf by your GP or through the local Social Services department. However, if you feel you meet the criteria to have this service provided, please contact the Community Meals Officer will arrange to visit you at home to discuss your needs.

*For further information Telephone 01932 425010*

**Short Term Breaks**

**Crossroads Service** is about giving time – improving the lives of carers by giving them a break from their caring responsibilities. The aim is to provide a reliable tailored service for each carer and the person they care for. The local scheme provides practice support where and when it is most needed – usually in the home. A trained Care Worker will take over from the Carer to give them 'time to be themselves'. The Crossroads Service is provided by one of three crossroads agencies depending on where you live in the borough.

*If your nearest Crossroads Service would be Woking call 01483 766336*
*If your nearest Crossroads Service would be Weybridge call 01372 469942*
*If your nearest Crossroads Service would be Staines call 01784 446294*

**Link Leisure** – Supports children and adults with learning disabilities within groups and sporting activities and also run plays schemes during the school holidays for children aged four years and over. Also provides short breaks for the cared for and caters for young adults and some families.

*For further details Telephone 01483 770037*
Transport

Dial a Ride uses low floor minibuses which are specially designed to be accessible for wheelchair users. All drivers are trained to ensure that the journey is comfortable and easy. Dial a Ride can take people to do shopping, to visit friends and relatives, or to one of the many leisure facilities in the area. It is a reliable, personal and friendly service, designed to help people to enjoy greater freedom and independence. Runnymede Borough Council also runs a series of special day trips for Dial Ride members to popular destinations throughout the year. With Runnymede Dial a Ride the person can be picked up and set down anywhere within the Borough of Runnymede. Dial a Ride can also take people to specific destinations such as Woking, Staines, Weybridge, Brooklands and West Byfleet for shopping, and the Leisure Centre’s at Woking and Staines. There is a joining fee and the fares you pay are just like an ordinary bus. The service is for Runnymede residents with mobility difficulties.

For any further advice please call: 01932 425050

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Telephone 0845 456 4566

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For further details Telephone 0300 200 1005

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For further details telephone 0300 200 1005

Website: www.surreycc.gov.uk

Good Neighbours – aim to provide practical help on a short term basis. They can give help with transport to hospital or to doctor’s appointments. They can also collect prescriptions, library books, pensions or help with shopping

Addlestone & Ottershaw Good Neighbours Telephone 01932 847345 (Monday to Friday 9:00am – 5pm)

New Haw & Woodham Good Neighbours Telephone 07855 680950 (book between 9am until midday Monday to Friday)

Chertsey Good Neighbours Telephone 01932 565146 (book between 9am to midday Monday to Friday)
Care in Egham and District Telephone 01784 431031 (book between 9am until 1pm Monday to Friday)

**Hospital Hopper Bus** – Free service to and from St Peters and Ashford Hospital main entrance

**The Queen Elizabeth Foundation Mobility Centre** – Based in Carshalton provides driving tuition for those returning to driving after a break or people changing to a different method of vehicle control. They also offer driving assessments, practical advice and information on the selection and use of scooters and wheelchairs and other equipment for disabled drivers and their passengers. They can also advise on the fitting of car adaptations for both drivers and passengers with disabilities.

For further information telephone 01372 841100
Website: www.qefd.org.uk

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For further information telephone 0207 250 3222
Website www.radar.org.uk

**Disabled Persons Rail Card** – If the person you care for finds it difficult to travel by train because of a disability they might qualify for a Disabled Persons Railcard. The card allows them to get a third off of most rail fares throughout Great Britain. If you as the Carer travel with the person you also get the same discount. There is a cost for a railcard

For further information telephone 0845 605 0525
Website: www.disabledpersons-railcard.co.uk
Local Services that may be able to help

There are many services which may be able to help you care, and Social Care Teams across Surrey are one of the key organisations to contact as soon as possible in order to help.

In the first instance call the Surrey County Council Contact Centre on 0300 200 1005.

**Carers Support Spelthorne** - Provides support to Carers across the Borough in a number of different ways such as advocacy, information etc

*For further information:* Community Link Centre, West Wing, Council Offices, Knowle Green, Staines, Middlesex TW18 1XB Telephone: 01784 446234 or 01784 444233

**Age Concern Spelthorne** - Age Concern Spelthorne is an independent registered charity that provides pro active outreach services and practical support to enable older people to remain living in their own home.

*For further information:* Age Concern Spelthorne, Community Link Centre, Knowle Green, Staines, Middlesex, TW18 1XA Telephone 01784 444200 / 203

**Citizens Advice Bureau** - The Citizens Advice service is independent and provides free, confidential and impartial advice to everybody regardless of race, gender, disability, sexual orientation, nationality, religion or age. For our policy on equality and diversity,

*For further information:*

- **Staines** Community Link, Knowle Green, Saines, Middlesex TW18 1XA Telephone 01784 444220
- **Stanwell Community Information** Centre, 65 Clare Road, Stanwell, Middlesex TW19 7QW
- **Sunbury & Shepperton Citizens Advice Bureau**, Sunbury Library, The Parade Staines Road West, Sunbury on Thames, Middlesex, TW16 7AB
- **The Spelthorne and West Elmbridge Alzheimer's Society** is a branch of The Alzheimer's Society, the UK's leading care and research charity in the field of dementia. We use our commitment and creativity to improve quality of life for people with dementia, their families and their carers.

*For further information:* Alzheimer's Society, Community Link, Knowle Green, Staines, Middlesex TW18 1XA Telephone: 01784 444214
**Centres for Older People**

There are four Centres for retired people in Spelthorne, all offering a number of activities. Activities include; computer courses, art groups, exercise classes, dancing and bingo but there are many other activities you can take part in. Some of the centres also provide on site hairdressing and chiropody at discounted rates. There is a yearly membership fee. To become a member simply go to your nearest centre. New members and volunteers are always welcome. All centres are managed by Spelthorne Borough Council for further details:

**Spelthorne Borough Council, Council Offices, Knowle Green, Staines, TW18 1XB**

**Telephone 01784 451 499**

**Centre Contact Details**

**The Fordbridge Centre, Clarendon Road, Ashford,TW15 2PU**  
**Phone: 01784 243880**

**The Greeno Centre, Glebeland Gardens, Shepperton, TW17 9DH**  
**Phone: 01932 246173**

**The Benwell Centre, Downside, Sunbury on Thames, TW16 6RT**  
**Phone 01932 784232**

**Staines Community Centre, Thames Street, Staines, TW18 4EA**  
**Phone 01784 463073**

**Lord Knyvett’s Hall, 112 High Street, Stanwell, TW19 7JS**  
**Phone: 01784 258654**

**In an emergency**

**Community Alarms**

SPAN (Spelthorne Personal Alarm Network) gives peace of mind to elderly and disabled people, 24 hours a day, 365 days a year. An individual linking in to SPAN has an emergency alarm which, at the touch of a button, will raise assistance very quickly. When the button or the pendant is pressed, the unit will make a telephone call to a Care Centre. The Care Centre is staffed 24 hours a day by friendly, efficient Operators who are trained to obtain help straight away.

**For further details contact SPAN 01784 444277**

**Carers Emergency Registration & Carers Emergency Card** – There is a Carer Emergency Registration System which operates in Surrey by Surrey County Council. The Council can register details of people who would not be able to manage on their own if their Carer became suddenly incapacitated or unable to care because of family emergencies. This means that if an emergency happened, the council will then be able to respond to the emergency in a decisive and effective way. Wherever possible, help in an emergency. A Surrey-wide Emergency Card is available for Carers who are in Surrey. This card aims to provide peace of mind for both the Carer and the person who is being cared for, in case of the Carer being involved in an accident or becoming ill while they are away from the person they care for.

**For further information telephone 0300 200 1005**
Useful Equipment
There are a multitude of different pieces of equipment that may be able to help both the person you care for and you as a Carer.

If you need the equipment for just a few months – some items can be borrowed for a maximum of twelve weeks. These pieces of equipment can include bed blocks, bed cradles, back rests, commodes, wheelchairs, bed pans and urinals etc. This equipment and other pieces can be borrowed from:
Red Cross Medical Loan Office – Telephone 01483 723 473
Website: www.redcross.org.uk

Voluntary Association of Surrey Disabled – Offers 2 specially adapted bungalows for disabled people also equipment on short term loan or purchase. For further information:
Telephone 01306 741500
Website: www. vasd.org.uk

If you need long term use - these items can vary from the very small, such as specially shaped cutlery or pens for people suffering from various conditions to lifts, hoists or special beds. Some of these items are expensive so before purchasing the items yourself it is wise to get proper independent advice about the most appropriate equipment for your needs. Some of this equipment may also be available from statutory authorities for free.

Who can help to advise you? – There are many people who may be able to advise you on the best type of equipment which is best for your situation:

Occupational Therapist – contact this person through your local social care team or through the Surrey County Council Contact Centre Telephone 0300 200 1005

District Nurse- this person is based within your GP surgery and can be useful to give advice on nursing aids etc

Physiotherapist - This person can be contacted through your GP Surgery and gives advice on mobility and recommended aids as well as treatment.

Back Care – Back Care Advisors provide information and advice and training to Carers on all aspects of moving and handling. For further details
Telephone 01932 577993 or 01932 577992

Carer Support Groups

Carers Support – aims to help Carers in the local area. They provide information, Advocacy, emotional support, training, support groups and social events as well as regular newsletters and help obtaining services. There are a number of Carer Support Groups which you can attend if you wish too. The groups provide mutual support to Carers who attend and are a good place to talk to Carers who may be in a similar situation as you may find yourself in. The groups are all held in the Spelthorne area. As well as general support for all Carers there are specific carers groups for a range of groups for those carers who provide care to someone with a specific illness or disability. There are also a number of groups set up for parent carers. For further information about these groups contact Carers Support Spelthorne on
Telephone 01784 446234 or 01784 444233
Housing

Disabled facilities Grant - A Disabled Facilities Grant is a local council grant to help towards the cost of adapting your home to enable you to continue to live there. A grant is paid when the council considers that changes are necessary to meet your needs, and that the work is reasonable and practical. You, or the person on whose behalf you are applying, are either the owner or tenant. You will need to confirm you intend to occupy the property as your/their only or main residence throughout the grant period - currently five years. A landlord may apply on behalf of a disabled tenant.

For further information Telephone 01784 451499

Reduction of Council Tax - You may be entitled to a reduction in your Council Tax if you are caring for a disabled person. If you and the person you are caring for live in the same property. You may also be entitled to a Council Tax reduction if you provide at least 35 hours a week of care. Also, the person you care for must have one of the following: higher rate of the care component of Disability Living Allowance, higher rate of Attendance Allowance, an increased Disablement Pension, an increased Constant Attendance Allowance. The person you are caring for can't be your spouse, partner or child under 18 years old. If you leave your own property to care for someone you may be exempt from paying Council Tax.

For further information Telephone 01784 451499

Houseproud Renewal Loans - The Borough of Spelthorne, in conjunction with many other local authorities and the Home Improvement Trust, a not-for-profit organisation, have developed the Houseproud Scheme. Home owners take out a loan secured against the value of their home, repayable usually on sale of the property. The scheme is targeted towards older homeowners who are equity rich but income poor and those households with a disabled resident of any age. There is a guarantee of no repossession. Applicants will be helped throughout the whole process. Homeowners who are under 60 and who have a disabled person in their household will also be eligible.

For further information Telephone 01784 446251

Meals on Wheels
Spelthorne Meal Service provides hot, nutritious meals five days per week for those who are housebound and unable to cook for themselves. A seven day service is available for high need customers.

For further information Telephone 01784 444265

Short Term Breaks

Crossroads A Crossroads service is about giving time - improving the lives of carers by giving them a break from their caring responsibilities. The aim is to provide a reliable, tailored service, for each carer and the person they care for. The local scheme provides practical support where and when it is most needed - usually in the home. A trained Care Worker will take over from the carer to give them 'time to be themselves'.

For further details contact 01784 446294

Home Care - A number of agencies can help with personal care tasks such as getting the person you care for up, washing, dressing, going to bed. For further information speak to your local social services centre.
Hometime (Age Concern Cleaning Service) This is a service for the elderly and disabled. The service helps people with housework, laundry, shopping, pension and prescription collection, preparation of light snacks. For further details Telephone 01483 454646 website: www.acsurrey.org.uk

Link Leisure – Supports children and adults with learning disabilities within groups and sporting activities and also run plays schemes during the school holidays for children aged four years and over. Also provides short breaks for the cared for and caters for young adults and some families For further details Telephone 01483 770037 Website: www.linkleisure.co.uk

Transport

Spelride - You can use Spelride if you are a disabled or elderly resident of Spelthorne, who cannot use conventional public transport. You can go anywhere within the Borough of Spelthorne. Spelride operates 9am to 11am and 2pm to 4pm to take people to and from day centres. Spelride also operates between these times (11am until 2pm daily for other trips. There is an annual membership fee and journey fee. If you are using a wheelchair please make sure that you are either seated in it when the driver arrives or you have arranged other help to get you in and out of the wheelchair at the start and end of each journey. The drivers are not permitted to lift or carry you in anyway. You must also ensure that your house is fitted with a ramp for ease of access with a wheelchair. For further information call Telephone 01372 474550

Care in Shepperton – People can use the service if they have a disability, illness, elderly, financial or need. They must live in Shepperton, Halliford, Charlton Village, Littleton and Shepperton Green. The service can be used for Medical appointments, shopping, pension collection, hospital visiting, prescriptions and visiting. People who use the service may make voluntary donations. For further information Telephone 01932 254 604

Stanwell Good Neighbours Scheme (SIGNS) - People can use the service if they have a Disability, infirmity, family crisis, financial, emergency or need. People who use the service may make voluntary donations. For further information Telephone 07785 540269

Sunbury Neighbours - People can use the service if they have a Disability, infirmity, family crisis, financial, emergency or need. People who use the service may make voluntary donations. For further information Telephone 01932 779867.

Motability is a national charity to assist disabled people with their mobility needs. The scheme enables disabled people to obtain cars, powered wheelchairs, scooters simply by using their government funded mobility allowance. For further information Telephone 0845 456 4566

Blue Badge Scheme Surrey County Council operates a blue badge scheme. The badge helps registered blind people and people with certain disabilities park closer to shops etc. The badge applies whether they are a driver or a passenger in the vehicle. For further details Telephone 0300 200 1005
**Disabled Persons Bus Pass** - To qualify for a disabled person's bus pass the person must be aged 5 or over and live in the county of Surrey. They must be: blind or partially sighted or; profoundly or severely deaf or; without speech or; suffering from a permanent disability or injury, which has a substantial and long term adverse effect on the ability to walk or; without the use of both arms or; have a learning disability as defined in the Transport Act 2000 or; refused or likely to be refused a driving licence on medical grounds;

*For further details telephone 0300 200 1005*

**Companion Permit** - If the person you care for has difficulty travelling they could be entitled to travel with a companion. To get a Companion Permit (identified by a C+ on your own pass) they will need to provide a letter from the local Social care team stating that they require assistance in order to travel. This pass entitles the person and their companion to travel free within Surrey. If you travel outside Surrey your companion may be asked to pay.

*For further details telephone 0300 200 1005*

**Website:** www.surreycc.gov.uk

**The Queen Elizabeth Foundation Mobility Centre** – Based in Carshalton provides driving tuition for those returning to driving after a break and people changing to a different method of vehicle control. They also offer driving assessments, practical advice and information on the selection and use of scooters and wheelchairs and other equipment for disabled drivers and their passengers. They can also advise on the fitting of car adaptations for both drivers and passengers with disabilities.

*For further information telephone 01372 841100*

**Website:** www.qefd.org.uk

**While you are out - RADAR** is the UK's largest disability campaigning organisation, with a membership of over 800 disability organisations and individual campaigners. They run a national key scheme for toilets for disabled people. Usually standard locks are fitted and keys to these locks can be obtained from RADAR for a small fee. There is also a booklet available which will list the disabled toilets which operate across the UK.

*For further information telephone 0207 250 3222*

**Website** www.radar.org.uk

**Disabled Persons Rail Card** – If the person you care for finds it difficult to travel by train because of a disability they might qualify for a Disabled Persons Railcard. The card allows you to get a third off of most rail fares throughout Great Britain. If you as the Carer travel with the person you also get the same discount. There is a cost for a railcard.

*For further information telephone 0845 605 0525*

**Website** www.disabledpersons-railcard.co.uk

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The inclusion of any organisation is purely for information and therefore we cannot advise on the suitability of the services offered. Much care has been taken to ensure the details contained within this publication are accurate. We cannot accept any liability whatsoever for any errors, inaccuracies or omissions, or for any matter concerning or arising out of this publication. To inform us of any inaccuracies in this publication please contact 01483 519146
Surrey Heath
There are many services which may be able to help you care, and Social Care Teams across Surrey are one of the key organisations to contact as soon as possible in order to help. In the first instance call the

**Surrey County Council Contact Centre on 0300 200 1005.**

**Surrey Heath Carers Support**  Provides support to Carers across the Borough in a number of different ways such as advocacy, information etc

*For further information: The Ian Goodchild Centre, Knoll Road, Camberley, Surrey GU15 3SY. Telephone: 01276 27390*

**Borough Council** – Provides a number of local services  
**All departments, Surrey Heath House, Knowell Road, Camberley, Surrey, GU15 3HD  Telephone 01276 707100**

**Age Concern** -  Age Concern is an independent registered charity that provides pro active outreach services and practical support to enable older people to remain living in their own home.

*For further information Age Concern Surrey Heath, Community Link, Surrey Heath House, Knoll Road, Camberley, Surrey, GU15 3HH, **Telephone: 01276 707585***

**Age Concern Surrey**, Rex House, William Road, GU1DFORD, Surrey, GU1 4QZ  
**Telephone: 01483 503414**

**Citizens Advice Bureau** - The Citizens Advice service is independent and provides free, confidential and impartial advice to everybody regardless of race, gender, disability, sexual orientation, nationality, religion or age. For our policy on equality and diversity,

*For further information: Rear of Library, Knoll Road, Camberley, Surrey, GU15 3SY  
**Telephone: 01276 684342***

**Blackwater Branch Alzheimer's Society**  The UK's leading care and research charity in the field of dementia. We use our commitment and creativity to improve quality of life for people with dementia, their families and their carers.

*For further information Telephone: 01276 670071*
Centres for older people

The Council provides a center which give Older People the opportunity to meet others, enjoy lunch and refreshments and participate in a range of activities. There are also a number of additional services operating at the centre. These services are open to the public and are not specifically for older people or members of the centre. These additional service include:

- Hairdressing (Tuesday to Friday by appointment. Please contact
- Chiropody (Alternate Tuesdays)
- Counselling

Contact details of centre

Windle Valley Centre, Park Street, Bagshot, Surrey, GU19 5AQ
Telephone: 01276 479185

In an emergency

Community Alarms - The ability to call for help, at the touch of a button, can provide many people who feel vulnerable with reassurance, a feeling of security and freedom from the worry of being isolated in a crisis. The Surrey Heath Helpline Scheme does just that, resulting in more people being able to live in the community, perhaps on their own, with greater confidence. The special helpline operates from a normal phone with an emergency alarm feature and is connected to a permanently-staffed control centre, where help can be summoned quickly once the Helpline is activated by a button, either on the telephone itself or on a special neckpendant or wristband. Regular follow up visits are made by the Council’s staff.
For further information Telephone 01276 707657

Carers Emergency Registration & Carers Emergency Card – There is a Carer Emergency Registration System which operates in Surrey by Surrey County Council. The Council can register details of people who would not be able to manage on their own if their Carer became suddenly incapacitated or unable to care because of family emergencies. This means that if an emergency happened, the council will then be able to respond to the emergency in a decisive and effective way. Wherever possible, help in an emergency A Surrey-wide Emergency Card is available for Carers who are in Surrey. This card aims to provide peace of mind for both the Carer and the person who is being cared for, in case of the Carer being involved in an accident or becoming ill while they are away from the person they care for.
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Useful Equipment
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If you need the equipment for just a few months – some items can be borrowed for a maximum of twelve weeks. These pieces of equipment can include bed blocks, bed cradles, back rests, commodes, wheelchairs, bed pans and urinals etc. This equipment and other pieces can be borrowed from the

Red Cross Medical Loan Office – Telephone 01483 723473

Website: www.redcross.org.uk
Voluntary Association of Surrey Disabled – Offers 2 specially adapted bungalows for disabled people also equipment on short term loan or purchase. For further information Telephone 01306 741500

Website: www.vasd.org.uk

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District Nurse- this person is based within your GP surgery and can be useful to give advice on nursing aids etc

Physiotherapist - This person can be contacted through your GP Surgery and gives advice on mobility and recommended aids as well as treatment.

Back Care – Back Care Advisors provide information and advice and training to Carers on all aspects of moving and handling. For further details Telephone 01932 577993 or 01932 577992 / 3

Carer Support Groups

Carers Support – aims to help Carers in the local area. They provide information, advocacy, emotional support, training, support groups and social events as well as regular newsletters and help obtaining services. Surrey Heath Carers Support organise Carers groups within the Borough. The groups allow Carers to meet other carers, and the carers support workers for a chat and a cup of tea or coffee. Second Monday of every month 10 am to 11:30am Carers Coffee Morning the meetings take place n The Drop In Room at the Ian Goodchild Centre, Knoll Road, Camberley.

For further information regarding these groups: Telephone: 01276 27390

Housing

Disabled facilities Grant - If you or someone living in your home is disabled you may qualify for a disabled facilities grant towards the cost of providing adaptations or improvements to enable the disabled person to continue living there. All grant applications will be subject to a test of the financial resources of the disabled person and their spouse or partners, which assesses how much, if anything they must contribute to the costs of the work. The type of work for which a grant may be given are: stairlifts, door widening, ramps, replacing baths with level access showers, provision of bath and toilet on ground floor and improvement of lighting and heating. As part of the service an Occupational Therapist from Surrey County Council Social Services department will visit the disabled person in the home to agree with him or her the works that are necessary and appropriate to enable the disabled person to remain safely within his or her home. A grant cannot be paid for work, which has started or completed prior to grant approval.

For further details Telephone 01276 707330
Reduction of Council Tax - You may be entitled to a reduction in your Council Tax if you are caring for a disabled person. If you and the person you are caring for live in the same property. You may also be entitled to a Council Tax reduction if you provide at least 35 hours a week of care Also, the person you care for must have one of the following: higher rate of the care component of Disability Living Allowance, higher rate of Attendance Allowance, an increased Disablement Pension, an increased Constant Attendance Allowance. The person you are caring for can't be your spouse, partner or child under 18 years old If you move to live with the person you are caring for you may be exempt from paying Council Tax.

For further information Telephone 01276 707121

Camberley Care and Repair Services – for small repairs and adaptations for elderly and disabled people. For further details Telephone 01276 707692

Meals on Wheels
People of all ages, who find it difficult or impossible to prepare at least one cooked meal a day, can benefit from the home-delivered meals service provided by the Surrey Heath Borough Council from the Ian Goodchild Centre, Camberley. The Meals on Wheels service is available for any resident of Surrey Heath who may find it difficult to cook a meal or who may have difficulty remembering to eat each day. The service consists of up to three courses (soup main meal and pudding) delivered to your door, cooked on specially built vehicles. The meals are hot and ready to eat on delivery. The meals are delivered at lunch (limited weekend service is currently provided) time, between the hours of 11.30 to 14.15. Meals can be delivered up to seven days a week but there is no requirement to order a minimum number of meals each week. There is also a frozen meal service available.

For further information Telephone 01276 707657

Short Term Breaks & Practical Help

Crossroads – Service is about giving time – improving the lives of carers by giving them a break from their caring responsibilities. The aim is to provide a reliable tailored service for each carer and the person they care for. The local scheme provides practical support where and when it is most needed – usually in the home. A trained Care Worker will take over from the Carer to give them ‘time to be themselves’. For further details contact 01483 766336

Home Care - A number of agencies can help with personal care tasks such as getting the person you care for up, washing, dressing, going to bed. For further information speak to your local social services centre.

Good Neighbour Services - The Good Neighbour Services offer a variety of services from shopping, transport, collecting prescriptions and visiting. Each group offer slightly different services. For further details contact:

Camberley Care  Telephone 01276 707696
Bagsot Care  Telephone 07973 560216  Lines open (10am to midday weekdays)
Windsheim Care  Telephone 01276 452900  (Lines open 10am to midday weekdays)
Lightwater Care  Telephone 07831 800456  (Lines open 10am to midday weekdays)
Chobham Care  Telephone 01276 856857  (Lines open 10am to midday weekdays)
Helping Hands  Telephone 07752 420470  (Lines open 10am to midday weekdays) covers Frimley Green, Mychet, Deepcut
Web Care  Telephone 07713 915393  (Lines open 10am to midday weekdays) covers West End and Bisley Care Group
Hometime (Age Concern Cleaning Service) This is a service for the elderly and disabled. For further details Telephone 01276 684583 lines open 9am to 2pm Monday, Tuesday and Thursday.

Home force – A subsidised domestic social support service for people on benefits who have just come out of hospital. For further details Telephone 01276 707350.

Take a Break Scheme for Carers in Surrey Heath – the scheme is aimed at low income families and offers financial help to enable the Carer to pay for a break or holiday- with or without the cared for person for a few days or a week or more. For further details Telephone Surrey Heath Carers Support on 01276 27390.

Link Leisure – Supports children and adults with learning disabilities within groups and sporting activities and also run plays schemes during the school holidays for children aged four years and over. Also provides short breaks for the cared for and caters for young adults and some families. For further details Telephone 01483 770037.

Transport

Dial a Ride - the service is operating six specially adapted minibuses and a small car conversion to provide a door to door service to residents who have mobility problems. The Dial a Ride service operates from 8:30am until 4:30pm Monday to Friday. The service provides door to door transportation in specially adapted minibuses that can also take wheelchairs and motorised scooters. Journeys can be single, return and multiple. The service can take a person to any location in Surrey Heath e.g. centres, clubs, shops, post offices, doctor, dentist and to visit friends. The service can also transport a person to similar locations outside the Borough e.g. Woking, Guildford, Bracknell etc. if the vehicle schedule permits. To use the service you must be a resident of Surrey Heath Borough and you are unable to access or use public or other transport.

For further information Telephone: 01276 707657.

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*For further information telephone 01372 841100*
Website: www.qefd.org.uk

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*For further information telephone 0845 605 0525*
Website: www.disabledpersons-railcard.co.uk

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Tandridge
Local Services that may be able to help

There are many services which may be able to help you care, and Social Care Teams across Surrey are one of the key organisations to contact as soon as possible in order to help.

In the first instance call the Surrey County Council Contact Centre on 0300 200 1005.

East Surrey Carers Support Association Provides support to Carers across the borough in a number of different ways such as advocacy, information etc
For further information: East Surrey Carers Support Association 78a High Street Bletchingly Surrey RH1 4PA Telephone 01883 745057

Age Concern - Age Concern is an independent registered charity that provides proactive outreach services and practical support to enable older people to remain living in their own home.
For further information Age Concern, William Road, Guildford, Surrey, GU1 4QZ Telephone 01483 503414

Citizens Advice Bureau - The Citizens Advice service is independent and provides free, confidential and impartial advice to everybody regardless of race, gender, disability, sexual orientation, nationality, religion or age. For our policy on equality and diversity,
For further information: Soper Hall, Harestone Valley Road, Caterham CR3 6YN. Telephone: 01883 344777
Oxted & District Citizens Advice Bureau, 1st Floor Library Building, 14 Gresham Road, Oxted RH8 OBQ. Telephone: 01883 730259
Lingfield & East Grinstead – Telephone 0844 4771171

East Surrey Branch Alzheimer's Society The UK’s leading care and research charity in the field of dementia. We use our commitment and creativity to improve quality of life for people with dementia, their families and their carers.
For further information Telephone 01883 740010

Centres for older people

Tandridge has two Centres for older people in the District: The Douglas Brunton Centre, Caterham, The Lingfield Day Centre, Lingfield

If the person you care for is over 55, the Douglas Brunton Centre may be the place for them. It is open from 9.30am to 4pm. Pop in and meet the staff and see what is on offer. If you can phone first to arrange an appointment then staff can ensure they are free to show you round. The Centre is open on Mondays to Fridays between 9.30am and 4.00pm. Activities on offer include bingo, an art club, exercise classes, IT facilities, outings and holidays. The Centre has its own hairdressing salon, snack bar, shop and library. A chiropody service is available.
for those referred by their GPs. Lunches are served every weekday. There is a choice of menu and Members are charged for a meal.

The computer room is open each weekday 9.30am - 3.30pm to all members of the general public. There is no charge to use the computer apart from a nominal charge for printing and stationery. Sessions can be booked in advance and training is available. The public can use the Internet, send an email or use the computer to type a letter or document. The centre also welcomes enquires from organisations wishing to hire the room.

For more information:
The Douglas Brunton Centre, Caterham  Telephone 01883 347230
The Lingfield Day Centre, Lingfield. Telephone : 01342 834445

In an emergency

Community Alarms - A community alarm is an easily installed unit, which is plugged into your telephone line, giving you a 24-hour access to a Care Centre in Leatherhead. The unit is supplied with a pendant, which can be pressed during an emergency, activating the unit and calling through to the Care Centre. An operator will talk to you to find out what is wrong even if you are unable to reach the telephone. Immediate action can then be taken to provide you with help, be it an ambulance, a doctor's visit or help from a relative. Tandridge District Council make no charge for installation, but charges per week for equipment, rental and call monitoring. In certain circumstances, a community alarm and other sensors are available free of charge for 12 weeks (e.g. to aid hospital discharge). If you would like someone to visit you to discuss the Community Alarm Service and to give a free demonstration, please telephone the Community Alarm Team.

The Council also provides a comprehensive telecare service, based on a community alarm with additional sensors e.g. smoke alarms, fall detectors, wandering client and extreme temperature detectors to name but a few..

For further information Telephone 01883 722000

Carers Emergency Registration & Carers Emergency Card – There is a Carer Emergency Registration System which operates in Surrey by Surrey County Council. The Council can register details of people who would not be able to manage on their own if their Carer became suddenly incapacitated or unable to care because of family emergencies. This means that if an emergency happened, the council will then be able to respond to the emergency in a decisive and effective way. A Surrey-wide Emergency Card is available for Carers who are in Surrey. This card aims to provide peace of mind for both the Carer and the person who is being cared for, in case of the Carer being involved in an accident or becoming ill while they are away from the person they care for.
For further information telephone 0300 200 1005

Useful Equipment
There are a multitude of different pieces of equipment that may be able to help both the person you care for and you as a Carer.

If you need the equipment for just a few months – some items can be borrowed for a maximum of twelve weeks. These pieces of equipment can include bed blocks, bed cradles, back rests, commodes, wheelchairs, bed pans and urinals etc. This equipment and other pieces can be borrowed from the

Red Cross Medical Loan Office – Telephone 01483 723 473

Website: www.redcross.org.uk
Voluntary Association of Surrey Disabled – Offers 2 specially adapted bungalows for disabled people also equipment on short term loan or purchase. For further information Telephone 01306 741500

Website: www. vasd.org.uk

If you need long term use - these items can vary from the very small, such as specially shaped cutlery or pens for people suffering from various conditions to lifts, hoists or special beds. Some of these items are expensive so before purchasing the items yourself it is wise to get proper independent advice about the most appropriate equipment for your needs. Some of this equipment may also be available from statutory authorities for free.

Who can help to advise you? – There are many people who may be able to advise you on the best type of equipment which is best for your situation:

Occupational Therapist – contact this person through your local social care team or through the Surrey County Council Contact Centre Telephone 0300 200 1005

District Nurse- this person is based within your GP surgery and can be useful to give advice on nursing aids etc

Physiotherapist - This person can be contacted through your GP Surgery and gives advice on mobility and recommended aids as well as treatment.

Back Care – Back Care Advisors provide information and advice and training to Carers on all aspects of moving and handling. For further details Telephone 01737 226586

Carer Support Groups

Carers Support – aims to help Carers in the local area. They provide information, Advocacy, emotional support, training, support groups and social events as well as regular newsletters and help obtaining services. During the year a number of events and groups for Carers are held. These range from training and information days which are both enjoyable and stimulating.

For further information telephone 01883 745057

Housing

Disabled Facilities Grant – A Disabled Facilities Grant is a local council grant to help towards the cost of adapting your home to enable a person to continue to live there. A grant may be paid when your local council considers that changes are necessary to meet needs, and the work is reasonable and practical. Please be aware this is a discretionally grant You can ask to be considered for a Disabled Facilities Grant if you or someone living in the property is disabled and you or the person on whose behalf you are applying, are either the owner or tenant of the property. You also need to prove that you or the person on whose behalf you are applying intend to occupy the property as your or their only or main residence throughout the grant period which is currently five years. A landlord may also apply on behalf of a disabled tenant. A grant can be used for adaptations to give the person with a disability better freedom of movement into and around the home. There are a number of pieces of work which a Disabled Facilities Grant may be able to help with such as
Widening door and installing ramps
providing or improving access to rooms and facilities - for example, by installing a stair lift or providing a downstairs bathroom
improving or proving a heating system which is suitable for your needs
adapting heating or lighting controls to make them easier to use
improving access to and movement around the home to enable you to care for another person who lives in the property, such as a child

When applying for a Disabled Facilities Grant you will have a financial assessment this will have a direct bearing on any Disabled Facilities Grant which may be awarded. If you are awarded a Disabled Facilities Grant it will not affect any benefits you are receiving.

For further information - Tandridge District Council, Station Road East, Oxted, Surrey, RH8 0BT   Telephone: 01883 732818

Home Repair Assistance – is available for eligible persons over 60 and for persons under 60 years of age verified as having a long term disability who receive a means tested benefit or who are on low income. Help is available for essential repairs, energy efficiency measures, fire detection and security installation

For further information Telephone 01883 732818

Houseproud equity release scheme – offers access to loads designed to meet the needs of older or disabled home owners who need repairs or alterations to their homes. The council is able to contribute to the cost of works in appropriate circumstances and will supervise the projects if required.

For further information Telephone 01883 732818

Reduction of Council Tax - You may be entitled to a reduction in your Council Tax if you are caring for a disabled person. If you and the person you are caring for live in the same property. You may also be entitled to a Council Tax reduction if you provide at least 35 hours a week of care. The person you care for must have one of the following: higher rate of the care component of Disability Living Allowance, higher rate of Attendance Allowance, an increased Disablement Pension, an increased Constant Attendance Allowance. The person you are caring for can't be your spouse, partner or child under 18 years old. If you leave your own property to care for someone you may be exempt from paying Council Tax.

For further information Telephone 01883 732900

Meals On Wheels

Referals to use the service must be made via GP's, Social Worker, District Nurse, Health Visitor or hospital. The borough council are unable to accept clients requiring a "frozen meals only" service. People wishing to use the service must be

- Housebound and unable to shop for a meal
- Unable to cook for themselves
- At risk of malnutrition, not motivated to cook
- Unaware of time and /or need for regular meals, where there is clear evidence of confusion.

Depending on where you live, you will either receive a hot Apetito meal packed at the Douglas Brunton Centre and delivered to your door by a volunteer; or a meal delivered to your door by
the mobile Apetito service. A full five-day hot service is available and frozen meals are available for weekends and Bank Holidays. The Lingfield area is covered by a voluntary project, which offers a freshly cooked meal service Mondays to Thursdays only.

Meals supplied from the Douglas Brunton Centre and the mobile Apetito service are priced reasonably. There may be an increased fee for some special diets. Special meals are available for Diabetic, Vegetarian and special dietary requirements. Regrettably, personal preferences cannot be catered for.

The price of meals supplied by the Lingfield voluntary project is set by the Volunteer Committee and the costs are varied from time to time. Information about this particular scheme can be obtained by telephoning 01342 834445 (Monday to Thursdays am only. The Apetito service provides meals in the Lingfield area on Fridays.

For general information Telephone 01883 722000

**Short Term Breaks**

**Crossroads** – A Crossroads service is about giving time - improving the lives of carers by giving them a break from their caring responsibilities. The aim is to provide a reliable, tailored service, for each carer and the person they care for. The local scheme provides practical support where and when it is most needed - usually in the home. A trained Care Worker will take over from the carer to give them 'time to be themselves'.

For further details contact 01883 714641

**Transport**

**Dial A Ride** – The dial a ride service operates in the area. The service provides a low cost, door-to-door Community Transport service to the residents within the area. All the vehicles provide accessibility for those with mobility difficulties and wheelchair users.

For further details Telephone: East Surrey 01883 349001 Elect 01342 305275

**Age Concern Bletchingley** – Anyone who is over retirement age who live in Bletchingley can use the service to go to doctors/hospital /chiroprodists or to visit close relatives. Transport to East Surrey Hospital , East Grinstead hospital and as demand calls but within reason. People who use the service may make donations.

For further information Telephone 01483 503414

**Age Concern Hurst Green Club** – Meet every Thursday from 10am to midday at Fairholme Flats, off Coldshott in Hurst Green

For further information Telephone 01483 503414

**Age Concern Oxted,**– people who are Resident of Oxted, Hurst Green, Limpsfield or Limpsfield Chart. Mobile enough to use bus for shopping lunch clubs etc. Aread covered Oxted, Hurst Green, Limpsfield & Limpsfield Chart. Not provided for other areas or for hospital. People who use the service may make donations.

For further information Telephone 01483 503414

**North Tandridge Centre** – is located at The Community Centre, Caterham on the Hill on Wednesdays from 11am to 2:30pm

For further information Telephone 01483 503414
**Buses 4U Tandridge** - Transport for anyone who is unable to make their required journey because of a lack of available public transport or because they are unable to use available public transport. The areas covered are anywhere within Tandridge District and Netherne-on-the-Hill. Also available as a destination New Addington tram station, Westerham, Edenbridge, East Grinstead, Horley, Redhill, Reigate and East Surrey Hospital. There is a charge for this service.  
*For further information Telephone: 01372 20 45 40*

"Care" in East Grinstead & Lingfield – The service is for those people who are unable to obtain help elsewhere to go to Hospitals, doctor's surgeries, other medical appointments, shopping for the elderly and infirm and other occasions where help is needed. Areas covered East Grinstead & Lingfield. People who use the service may make donations.  
*For further information Telephone 01342 410 086*

**Caterham Volunteer Bureau** – The service is for elderly, frail and less mobile people within the community to go to Hospital appointments, dentists, shopping, visiting etc. Areas covered Caterham, Whyteleafe, Warlingham, Woldingham and Godstone. There is a charge for this service.  
*For further information Telephone 01883 344 444*

**East Grinstead Dial-a-Ride** - The area covered by the service is East Grinstead and surrounding villages. There is a charge for this service.  
*For further information Telephone 01342 305 275*

**Oxted & District Link Association** - Anyone who needs transport can use this service. The area covered is the RH8 postcode. There is a charge for this service.  
*For further information Telephone 01883 732 174 Minibus service or 01883 713 333  
Volunteer car service*

**Tatsfield Helpline** – people with a disability, the elderly or people who have an emergency may use the service to go to Medical appointments, shopping, pension collection, hospital visiting and prescriptions. The area covered is a 50 mile radius of Tatsfield. There is a charge for this service.  
*For further details Telephone 01959 577 625*

**Motability** is a national charity to assist disabled people with their mobility needs. The scheme enables disabled people to obtain cars, powered wheelchairs, scooters simply by using their government funded mobility allowance.  
*For further information contact: Telephone 0845 456 4566*

**Blue Badge Scheme** Surrey County Council operates a blue badge scheme. The badge helps registered blind people and people with certain disabilities park closer to shops etc. The badge applies whether they are a driver or a passenger in the vehicle.  
*For further details Telephone 0300 200 1005*

**Disabled Persons Bus Pass** - To qualify for a disabled person's bus pass the must be aged 5 or over and live in the county of Surrey. The person must be: blind or partially sighted or; profoundly or severely deaf or; without speech or; suffering from a permanent disability or injury, which has a substantial and long term adverse effect on the ability to walk or; without the use of both arms or; have a learning disability as defined in the Transport Act 2000 or; refused or likely to be refused a driving licence on medical grounds;  
*For further details telephone 0300 200 1005*

**Companion Permit** - If the person you care for has difficulty travelling they could be entitled to travel with a companion. To get a Companion Permit (identified by a C+ on your own pass)
Services that may be able to help

Contacting your local social care centre
There are many services which may be able to help you care, and Social Care Teams across Surrey are one of the key organisations to contact as soon as possible in order to help.
In the first instance call the Surrey County Council Contact Centre on 0300 200 1005.

Carers Support Woking Provides support to Carers across the Borough in a number of different ways such as advocacy, information etc
For further information: Carers Support Woking Room 1, 15A Monument Way East Woking, Surrey, GU21 5LY Telephone 01483 727277

Age Concern - Age Concern is an independent registered charity that provides proactive outreach services and practical support to enable older people to remain living in their own home.
For further information Age Concern Woking, Fire Station, Church St West, Woking, GU21 6HD 01483 770753

Citizens Advice Bureau - The Citizens Advice service is independent and provides free, confidential and impartial advice to everybody regardless of race, gender, disability, sexual orientation, nationality, religion or age.
For further information: Provincial House, 26 Commercial Way, Woking, Surrey, GU21 6EN Telephone 0844 375 2975

Woking Branch Alzheimer's Society The UK's leading care and research charity in the field of dementia. Their commitment and creativity to improve quality of life for people with dementia, their families and their carers.
For further information Telephone: 01483 753651

Woking Counselling Service – Telephone 01483 465496

Patient Advice and Liaison Service (PALS) – Surrey Primary Care Trust, Woking Community Hospital, Heathside Road, Woking GU22 7HS Telephone 01483 846212

Woking Community Furniture Project – Provides second hand furniture for those on benefits. For further information Telephone 01483 750005

Woking Information and Disability Enquires (WIDE) – Offer information about support benefits, equipment, transport, leisure, holidays & education etc. Telephone 01483 747400
Centres for older people

The council manages four Community Centres within the Borough that offer a full programme of activities and events for everyone. For the over 50's there are many events organised during the day Monday – Friday. There are many services on offer such as salsa, line dancing, sequence and creative exercise, aromatherapy, massage, yoga, tai chi, hairdressing, podiatry, drama, arts and crafts, short mat bowls, darts, choir, handbells. There are also small coffee shops.

For further details contact the centres:
St Marys, Stream Close, Byfleet, Surrey KT14 7LZ
Telephone 01483 743877
Moorcroft, Old School Place, Westfield, Woking, GU22 9LY
Telephone 01483 743373
The Vyne, Broadway, Knaphill, Woking, GU21 2SP
Telephone 01483 743558
Parkview Centre for The Community, Off Blackmore Crescent, Sheerwater, Woking GU21 5NZ Telephone 01483 743974

In an emergency

Community Alarms – The Careline Alarm service is a 24 hour emergency call system that can be installed into your home. In an emergency, whether you are in your house or garden press the pendant and the base unit will call the care centre. This enables you to speak to trained operators even if you are not near to the telephone. Even if you are unable to speak the operator can hear you, the operator will know who is calling and send help. Telecare sensors can also be linked to the Careline Alarm. This can monitor smoke detectors, bed and chair occupancy sensors, pill dispenser, fall detector, flood detector, property exit sensor, carbon monoxide detector, gas detector. There is a cost to this service
For further information Telephone 01483 743647

Carers Emergency Registration & Carers Emergency Card – There is a Carer Emergency Registration System which operates in Surrey by Surrey County Council. The Council can register details of people who would not be able to manage on their own if their Carer became suddenly incapacitated or unable to care because of family emergencies. This means that if an emergency happened, the council will then be able to respond to the emergency in a decisive and effective way. A Surrey-wide Emergency Card is available for Carers who are in Surrey. This card aims to provide peace of mind for both the Carer and the person who is being cared for, in case of the Carer being involved in an accident or becoming ill while they are away from the person they care for.
For further information telephone 0300 200 1005

Useful Equipment
There are a multitude of different pieces of equipment that may be able to help both the person you care for and you as a Carer.

Back Care – Back Care Advisors provide information and advice and training to Carers on all aspects of moving and handling. For further details
Telephone 01932 577993 or 01932 577992

If you need the equipment for just a few months – some items can be borrowed for a maximum of twelve weeks. These pieces of equipment can include bed blocks, bed cradles,
back rests, commodes, wheelchairs, bed pans and urinals etc. This equipment and other pieces can be borrowed from:

**Red Cross Medical Loan Office** – Telephone 01483 723 473
Website: www.redcross.org.uk

**Voluntary Association of Surrey Disabled** – Offers 2 specially adapted bungalows for disabled people also equipment on short term loan or purchase.
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Website: www.vasd.org.uk

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**Who can help to advise you?** – There are many people who may be able to advise you on the best type of equipment which is best for your situation:

Occupational Therapist – contact this person through your local social care team or through the **Surrey County Council Contact Centre Telephone 0300 200 1005**

District Nurse- this person is based within your GP surgery and can be useful to give advice on nursing aids etc

Physiotherapist - This person can be contacted through your GP Surgery and gives advice on mobility and recommended aids as well as treatment.

### Carer Support Groups

**Carers Support** – aims to help Carers in the local area. They provide information, advocacy, emotional support, training, support groups and social events as well as regular newsletters and help obtaining services. These are the Carers groups and workshops that take place in Woking. Carers are frequently given the opportunity to go out for the day with other Carers, free of charge.
For further information telephone 01483 727277

### Housing

Disabled facilities Grant - If you or someone living in your home is disabled you may qualify for a disabled facilities grant towards the cost of providing adaptations or improvements to enable the disabled person to continue living there. All grant applications will be subject to a test of the financial resources of the disabled person and their spouse or partners, which assesses how much, if anything they must contribute to the costs of the work. The type of work for which a grant may be given are: stairlifts, door widening, ramps, replacing baths with level access showers, provision of bath and toilet on ground floor and improvement of lighting and heating. As part of the service an Occupational Therapist from Surrey County Council Social Services department will visit the disabled person in the home to agree with him or her the works that are necessary and appropriate to enable the disabled person to remain safely within his or her home. A grant cannot be paid for work, which has started or completed prior to grant approval.
For further details Telephone - Homelink 01483 743668
Reduction of Council Tax - You may be entitled to a reduction in your Council Tax if you are caring for a disabled person. You may be entitled to a Council Tax reduction if you provide at least 35 hours a week of care, also, the person you care for must have one of the following: higher rate of the care component of Disability Living Allowance, higher rate of Attendance Allowance, an increased Disablement Pension, an increased Constant Attendance Allowance. The person you are caring for can't be your spouse, partner or child under 18 years old. If you leave your own property to care for someone you may be exempt from paying Council Tax.

For further information Telephone 01483 755855

Homelink – Provides support, advice and assistance with maintenance, improvements and adaptations to the home. Homelink also provide a handyperson scheme to carry out small repairs and adaptations to the homes of older, disabled and vulnerable residents living within the Woking Borough.

For further details Telephone: 01483 743668

Meals on Wheels
People of all ages, who find it difficult or impossible to prepare at least one cooked meal a day, can benefit from the home-delivered meals service provided by the Council. The Meals on Wheels service is available for residents of the borough who may find it difficult to cook a meal or who may have difficulty remembering to eat each day.

For further information Telephone 01483 770777

Short Term Breaks

Crossroads – Service is about giving time – improving the lives of carers by giving them a break from their caring responsibilities. The aim is to provide a reliable tailored service for each carer and the person they care for. The local scheme provides practical support where and when it is most needed – usually in the home. A trained care worker will take over from the carer to give them ‘time to be themselves’.

For further details contact 01483 766336

Home Care – A number of agencies can help with personal care tasks such as getting the person you care for up, washing, dressing, going to bed. For further information speak to your local social services centre.

Good Neighbour Services - The Good Neighbour Services and other similar schemes offer a variety of services from shopping, transport, collecting prescriptions and visiting. Each group offers slightly different services. For further details contact:

- Byfleet Community Action 01932 355503
- Goldsworth Care 0775 1801587
- Horsell Care 01483 730740
- Knaphill Care 07792 514166
- South Woking Help at Hand 07767 874809

Carers Support Woking – provides Take a Break Days on a regular basis for Carers.

For further information Telephone 01483 727277
Passport to Leisure The Key – The Key card provides access to leisure opportunities within Woking. If you live in the Borough of Woking and receive Carers Allowance, Income Support, Job Seekers Allowance, Disability Living Allowance, Housing Benefit, Working Tax Benefit or Council Tax Benefit, in full time education then you may qualify for Key Concession Card
For further details Telephone 01483 771122 or 01483 755855

Sailability at Papercourt Ripley - The aim of Sailability is to give disabled people of all ages and abilities the opportunity to enjoy the fun and freedom of sailing.
For further information email info@papercourt-sc.org.uk

Transport

Community Transport - Woking Community Transport or Bustler is available to anyone living in the Borough of Woking who cannot use other transport because of mobility difficulties. The Bustler buses provide a door to door transport service to both younger and older people whether their mobility difficulty is as a result of permanent or temporary disability, age, accident or illness. You do not have to be registered disabled. If you need extra assistance an escort may travel with you. Fares are comparable with normal standard bus services..
For further information Telephone: 01483 744800

Horsell Care – people with disabilities or illness, family crisis, elderly or need and are residents of Horsell may use the service. The service can be used for Medical appointments, shopping, pension collection, hospital visiting and to local activities. The areas covered are Horsell West and East Wards. People who use the service may make voluntary donations
For further information Telephone 01483 730 740

Knaphill Care – people who have medical appointments or need shopping, pension collection, need to go to day centres or collect prescriptions may use this service. People who use the service may make voluntary donations
For further information Telephone 07792 514166

Motability is a national charity to assist disabled people with their mobility needs. The scheme enables disabled people to obtain cars, powered wheelchairs, scooters simply by using their government funded mobility allowance.
For further information contact: Telephone 0845 456 4566

Blue Badge Scheme Surrey County Council operates a blue badge scheme. The badge helps registered blind people and people with certain disabilities park closer to shops etc. The badge applies whether they are a driver or a passenger in the vehicle.
For further details Telephone 0300 200 1005

Disabled Persons Bus Pass - To qualify for a disabled person's bus pass the person must be aged 5 or over and live in the county of Surrey. They must be: blind or partially sighted or; profoundly or severely deaf or; without speech or; suffering from a permanent disability or injury, which has a substantial and long term adverse effect on the ability to walk or; without the use of both arms or; have a learning disability as defined in the Transport Act 2000 or; refused or likely to be refused a driving licence on medical grounds;
For further details telephone 0300 200 1005
Companion Permit - If the person you care for has difficulty travelling they could be entitled to travel with a companion. To get a Companion Permit (identified by a C+ on your own pass) they will need to provide a letter from the local social care team stating that they require assistance in order to travel. This pass entitles the person and their companion to travel free within Surrey. If you travel outside Surrey your companion may be asked to pay.

For further details telephone 0300 200 1005
Website: www.surreycc.gov.uk

The Queen Elizabeth Foundation Mobility Centre – Based in Carshalton provides driving tuition for those returning to driving after a break and people changing to a different method of vehicle control. They also offer driving assessments, practical advice and information on the selection and use of scooters and wheelchairs and other equipment for disabled drivers and their passengers. They can also advise on the fitting of car adaptations for both drivers and passengers with disabilities.

For further information telephone 01372 841100
Website: www.qefd.org.uk

While you are out - RADAR is the UK’s largest disability campaigning organisation, with a membership of over 800 disability organisations and individual campaigners. They run a national key scheme for toilets for disabled people. Usually standard locks are fitted and keys to these locks can be obtained from RADAR for a small fee. There is also a booklet available which will list the disabled toilets which operate across the UK.

For further information telephone 0207 250 3222
Website www.radar.org.uk

Disabled Persons Rail Card – If the person you care for finds it difficult to travel by train because of a disability they might qualify for a Disabled Persons Railcard. The card allows you to get a third off of most rail fares throughout Great Britain. If you as the Carer travel with the person you also get the same discount. There is a cost for a railcard

For further information telephone 0845 605 0525
Website: www.disabledpersons-railcard.co.uk
they will need to provide a letter from the local social care team stating that they require assistance in order to travel. This pass entitles the person and the companion to travel free within Surrey. If you travel outside Surrey your companion may be asked to pay.

For further details telephone 03456 009 009
Website: www.surreycc.gov.uk

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For further information telephone 0845 605 0525
Website: www.disabledpersons-railcard.co.uk
Waverley
Local Services that may be able to help

There are many services which may be able to help you care, and Social Care Teams across Surrey are one of the key organisations to contact as soon as possible in order to help.

In the first instance call the Surrey County Council Contact Centre on 0300 200 1005

Carers Support Waverley - Provides support to Carers across the Borough in a number of different ways such as advocacy, information etc
For further information: Carers Support Waverley, Brightwells Gostrey Centre, Brightwells Road, Farnham, Surrey GU9 7SB Telephone 01252 718166

Age Concern - Age Concern is an independent registered charity that provides pro active outreach services and practical support to enable older people to remain living in their own home.
For further information Age Concern, Rowleys, Victoria Road Cranleigh, Surrey, GU6 8NT Telephone 01483 548812

Citizens Advice Bureau - The Citizens Advice service is independent and provides free, confidential and impartial advice to everybody.

Further information - Telephone 0844 848 7969

BRAMLEY – Village Hall, Hall Road, Bramley, Surrey GU5 0AX
CRANLEIGH, Village Way, Cranleigh, Surrey GU6 8AF
FARNHAM, Montrose House, South Street, Farnham, Surrey GU9 7RN
GODALMING, New Montrose House, 36 Bridge Street, Godalming, Surrey GU7 1HP
HASLEMERE, Well Lane House, Well Lane, High Street, Haslemere Surrey GU27 2LB

Waverley Branch Alzheimer’s Society - The UK’s leading care and research charity in the field of dementia. We use our commitment and creativity to improve quality of life for people with dementia, their families and their carers.
For further information - Telephone: (01428) 642055
Centres for Older People

There are five day centres in Waverley which offer a range of services and activities. Day Centres allow people to make new friends, learn new things or just relax.

The Day Centres are located at

- The Clockhouse, Chapel Lane, Milford - 01483 420668
- Rowleys, Victoria Road, Cranleigh - 01483 277155
- Age Concern at Haslewey, Lion Green, Haslemere - 01428 648716
- Brightwells Gostrey, East Street, Farnham - 01252 725330
- Farncombe day centre, St Johns Street, Farncombe - 01483 426685

In an emergency

Community Alarms (Careline) - Careline is a 24 hour emergency call system run by Waverley Borough Council that can be easily installed in your home. There is a special base unit and a pendant with a button that can be worn discreetly around your neck or on a wrist strap. In an emergency, whether a person is in the house or garden as soon as the pendant is pressed the base unit will automatically call the Care Centre. This enables the person to speak to trained operators without getting to the phone and you can be heard from another room. Even if the person is unable to speak or the call centre can't hear you, the operator will know who is calling and send help. They act immediately to alert your relatives, neighbours or emergency services. Anyone living in Waverley can subscribe to the service.

A person is eligible to use the system if they are elderly, have a disability, have recently been discharged from hospital or live alone and feel vulnerable - but there is no limit on who can benefit. There is a 12 week free trial of the system if the person has recently been discharged from hospital.

For further information - Telephone 01428 661487

Carers Emergency Registration & Carers Emergency Card – There is a Carer Emergency Registration System which operates in Surrey by Surrey County Council. The Council can register details of people who would not be able to manage on their own if their Carer became suddenly incapacitated or unable to care because of family emergencies. This means that if an emergency happened, the council will then be able to respond to the emergency in a decisive and effective way. A Surrey-wide Emergency Card is available for Carers who are in Surrey. This card aims to provide peace of mind for both the Carer and the person who is being cared for, in case of the Carer being involved in an accident or becoming ill while they are away from the person they care for.

For further information telephone 0300 200 1005

Useful Equipment

There are a multitude of different pieces of equipment that may be able to help both the person you care for and you as a Carer.

If you need the equipment for just a few months - some items can be borrowed for a maximum of twelve weeks. These pieces of equipment can include bed blocks, bed cradles, back rests, commodes, wheelchairs, bed pans and urinals etc. This equipment and other pieces can be borrowed from:

Red Cross Medical Loan Office - Telephone 01483 723 473
Website: www.redcross.org.uk
Voluntary Association of Surrey Disabled - Offers 2 specially adapted bungalows for disabled people also equipment on short term loan or purchase. For further information - Telephone 01306 741500
Website: www.vasd.org.uk

If you need long term use - these items can vary from the very small, such as specially shaped cutlery or pens for people suffering from various conditions to lifts, hoists or special beds. Some of these items are expensive so before purchasing the items yourself it is wise to get proper independent advice about the most appropriate equipment for your needs. Some of this equipment may also be available from statutory authorities for free.

Who can help to advise you? - There are many people who may be able to advise you on the best type of equipment which is best for your situation:

Occational Therapist - contact this person through your local social care team or through the Surrey County Council Contact Centre - Telephone 0300 200 1005

District Nurse - this person is based within your GP surgery and can be useful to give advice on nursing aids etc

Physiotherapist - This person can be contacted through your GP Surgery and gives advice on mobility and recommended aids as well as treatment.

Back Care - Back Care Advisors provide information and advice and training to Carers on all aspects of moving and handling. For further details - Telephone 01483 533645

Carer Support Groups

Carers Support - aims to help Carers in the local area. They provide information, Advocacy, emotional support, training, support groups and social events as well as regular newsletters and help obtaining services. For further information - Telephone 01252 718166

During the year Carers Support Waverley hold a number of groups for Carers and training and information days which are both enjoyable and stimulating.

Godalming Carers Support Group - meet 3rd Thursday of the month from 10:30am to 12:30pm. For a programme of events and venues in Godalming or for further information contact Carers Support Waverley - Telephone 01252 718166

Cranleigh Carers Support Group - meet 1st Tuesday of the month from 10:30am to 12:30pm. For programme of events and varying venues contact Marian Weatherley on 01252 718166

Farnham Carers Support Group - meet 1st Tuesday of the month at Brightwells Gostrey Centre, Farnham, from 2:00pm to 4:00pm. Contact Sally Burton on 01252 718166 for further details.

Alzheimer's Support Groups

(Farnham) held every Thursday at Farnham Hospital between 12pm and 3pm
(Godalming) held on the 3rd Monday of every month at the Salvation Army Hall, Mint Street, Godalming between 12pm and 3pm
(Cranleigh) held every Monday in the Lounge at Rowland House Sheltered Housing between 10:00am and 3pm
Carers Local Information Pack for Waverley

(Haslemere) held on the 2nd Thursday of every month at Marjorie Gray Hall, Grayswood Road, Haslemere between 7:30pm and 9:30pm

**Supper Evening** 1st Wednesday of each month for people with dementia and their families at Marjorie Grey Hall 6pm

**Lunch Group** for younger people with dementia and their families 2nd Tuesday of each month 12:30 onwards for a pub lunch at different locations around Waverley

For further information on Alzheimer’s Support Groups call The Alzheimer’s outreach workers on 01428 642055

**Housing**

**Disabled Facilities Grant** - A Disabled Facilities Grant is a local council grant to help towards the cost of adapting your home to enable a person with a disability to continue to live there. Please be aware this is a discretionary grant. You can ask to be considered for a Disabled Facilities Grant if you or someone living in the property is disabled and you or the person on whose behalf you are applying, are either the owner or tenant of the property. You also need to prove that you or the person on whose behalf you are applying intend to occupy the property as their only or main residence throughout the grant period which is currently five years. A grant can be used for adaptations to give the person with a disability better freedom of movement into and around the home. There are a number of pieces of work which a Disabled Facilities Grant may be able to help with such as

- Widening door and installing ramps
- Providing or improving access to rooms and facilities - for example, by installing a stair lift or providing a downstairs bathroom
- Improving or providing a heating system which is suitable for your needs
- Adapting heating or lighting controls to make them easier to use
- Improving access to and movement around the home to enable you to care for another person who lives in the property, such as a child

If you are awarded a Disabled Facilities Grant it will not affect any benefits you are receiving.

For further information - Waverley Borough Council, The Burys, Godalming, Surrey GU7 1HR - Telephone: 01483 523372

**Reduction of Council Tax** - You may be entitled to a reduction in your Council Tax if you are caring for a disabled person, if you and the person you are caring for live in the same property. You may also be entitled to a Council Tax reduction if you provide at least 35 hours a week of care. Also, the person you care for must have one of the following: higher rate of the care component of Disability Living Allowance, higher rate of Attendance Allowance, an increased Disablement Pension, an increased Constant Attendance Allowance. The person you are caring for can’t be your spouse, partner or child under 18 years old. If you move to live with the person you are caring for you may be exempt from paying Council Tax.

For further information - Telephone 01483 523275
Meals On Wheels

Eating at least one hot nutritious meal a day is very important for our health and well-being. Some people, due to illness or frailty, may find it difficult or impossible to shop, cook or heat a frozen meal. The home-delivered meals service may be the answer.

The service is run by the Women's Royal Voluntary Service (WRVS) operating from a kitchen in Farnham and meals are delivered at lunch times up to five days a week from Monday to Friday. There is a full range of meals to choose from. A referral from a health or social care professional is required. To find out more about meals on wheels or to refer someone for the service call 01428 661487

Short Term Breaks

Crossroads - A Crossroads service is about giving time - improving the lives of carers by giving them a break from their caring responsibilities. The aim is to provide a reliable, tailored service, for each carer and the person they care for. The local scheme provides practical support where and when it is most needed - usually in the home. A trained Carer Worker will take over from the carer to give them 'time to be themselves'.

For further details contact 01252 313323

Transport

Dial A Ride (Hoppa) The Hoppa provide a low cost, door-to-door Community Transport service to the residents of Waverley. All the vehicles provide accessibility for those with mobility difficulties and wheelchair users. The Hoppa covers the main centre's of population, Cranleigh, Farnham, Godalming, Haslemere and surrounding villages. The service is for people who cannot use conventional forms of public transport because of a disability. You must first register as a member, you can do this by either calling 01428 681701 and ask the team to post, email or fax you a registration form.

For further information: Waverley Hoppa Community Transport, Unit 8, Towergate Business Centre, Combe Lane, Wormley, Surrey, GU8 5SZ
Telephone 01428 681701

Care Farnham - Provides transport for people who have a disability, infirmity, family crisis, elderly, financial, emergency or need. The Service can take people to medical appointments, shopping, prescriptions and visiting. The area covered is the Farnham Town Council areas. The service charge is voluntary donation from people who use the service.

For further information - Telephone 01252 716655
**Cranleigh Village Care** - Provides transport for people who have need. The service can take people to medical appointments, shopping, pension, hospital, prescriptions and visiting. The areas covered are the Parish of Cranleigh. The service charge is voluntary donation from people who use the service.

For further information - Telephone 07908 976 394

**Ewcare** - Provides transport for people who have need. The service can take people to medical appointments, shopping, day centres and prescription collection. The areas covered are Ewhurst and Ellens Green. The service charge is voluntary donation from people who use the service.

For further information - Telephone 01483 277606

**Farnham Demand Responsive Transport** - Anyone who cannot access other public transport services can use the service but if there is another bus service that meets your journey requirements they may request that you use that service. The areas covered are Ash, Ash Green, Christmashie, Crooksbury Common, Dockenfield, Farnham (Martson Road area & Abbots Ride area), Frensham, Lower Bourne, Millbridge, Normandy, Puttenham, Runfold, Rushmoor, Sandy Cross, Seale, Shortfield Common, Speakley, The Sands, Tilford, Tongham and Wanborough. There is a standard charge for this service.

For further information - Telephone 01428 681701

**Milford & Witley Village Care** - Provides transport for people who live in Milford and who are in need. The service can take people to medical appointments, shopping, pension collection, hospital visiting, day centres and prescriptions. The area covered is Waverley. The service charge is voluntary donation from people who use the service.

For further information - Telephone 01483 424 393

**Shamley Green Village Care** - Provides transport for people who have a disability, ill or in financial difficulty. The service provides transport for Medical appointments, shopping, pension collection, hospital visiting, day centres and prescriptions. The areas covered are Shamley Green, Wonersh, Guildford and Cranleigh. The service charge is voluntary donation from people who use the service.

For further information - Telephone 01483 898 779

**Motability** is a national charity to assist disabled people with their mobility needs. The scheme enables disabled people to obtain cars, scooters or powered wheelchairs, simply by using their government funded mobility allowance.

For further information - Telephone 0845 456 4566

**Blue Badge Scheme** - Surrey County Council operates a blue badge scheme. The badge helps registered blind people and people with certain disabilities park closer to shops etc. The badge applies whether they are a driver or a passenger in the vehicle.

For further details - Telephone 0300 200 1005

**Disabled Persons Bus Pass** - To qualify for a disabled person's bus pass the person must be aged 5 or over and live in the county of Surrey. The person must be: blind or partially sighted or; profoundly or severely deaf or; without speech or; suffering from a permanent disability or injury, which has a substantial and long term adverse effect on the ability to walk or; without the use of both arms or; have a learning disability as defined in the Transport Act 2000 or; refused or likely to be refused a driving licence on medical grounds.

For further details telephone 0300 200 1005
Companion Permit - If the person you care for has difficulty travelling they could be entitled to travel with a companion. To get a Companion Permit (identified by a C+ on your own pass) they will need to provide a letter from the local Social care team stating that they require assistance in order to travel. This pass entitles the person and the companion to travel free within Surrey. If you travel outside Surrey the companion may be asked to pay.

For further details telephone 0300 200 1005
Website: www.surreycc.gov.uk

The Queen Elizabeth Foundation Mobility Centre – Based in Carshalton provides driving tuition for those returning to driving after a break and people changing to a different method of vehicle control. They also offer driving assessments, practical advice and information on the selection and use of scooters and wheelchairs and other equipment for disabled drivers and their passengers. They can also advise on the fitting of car adaptations for both drivers and passengers with disabilities.

For further information telephone 01372 841100
Website: www.qefd.org.uk

While you are out - RADAR is the UK’s largest disability campaigning organisation, with a membership of over 800 disability organisations and individual campaigners. They run a national key scheme for toilets for disabled people. Usually standard locks are fitted and keys to these locks can be obtained from RADAR for a small fee. There is also a booklet available which will list the disabled toilets which operate across the UK.

For further information telephone 0207 250 3222
Website www.radar.org.uk

Disabled Persons Rail Card – If the person you care for finds it difficult to travel by train because of a disability they might qualify for a Disabled Persons Railcard. The card allows you to get a third off of most rail fares throughout Great Britain. If you as the Carer travel with the person you also get the same discount. There is a cost for a railcard

For further information telephone 0845 605 0525
Website: www.disabledpersons-railcard.co.uk