



**CARERS SUPPORT
SPELTHORNE**

www.CarersSupportSpelthorne.co.uk
Registered Charity No. 1061488

**USEFUL INFORMATION
FOR CARERS**

Our History

Carers Support Spelthorne (CSS) is an independent registered charity formed in 1995, working for Carers who live in the Spelthorne area. By continually developing the services offered to Carers, we help improve the quality of their lives. We do this in a number of ways including, providing a number of support groups: ADHD/ADD; ASD; Aspergers; Carers Together; Male Carers Network. **CSS** organises information and training days and is able to help with the completion of a variety of forms, including Benefits. The Support Workers attend meetings with professionals, with or without the Carers, and may act on their behalf as an advocate. **CSS** send out newsletters every quarter to all the Carers on the database together with a variety of outings organised for Carers.

Jacqui MacLean is the **Team Leader** providing support to all who work with her and she is also the **Parent Carers Support Worker**. Jacqui provides support for Parent Carers who have children from birth to 24 years of age who have a disability and/or special needs.

Jacqui works Monday to Friday, 9am-2pm - **01784 444233**

Celia MacKay is a **Carers Support Worker** and shares her job with Rayner Ward. She provides support for anyone with a last name beginning with L-Z, and who is caring informally for an adult who is aged 24 plus.

Celia works Monday to Wednesday, 9:30am- 5pm - **01784 446234**

Rayner Ward is a **Carers Support Worker** and shares her job with Celia MacKay. She provides support for anyone with a last name beginning A-K, and who is caring informally for an adult who is aged 24 plus.

Rayner works Monday to Friday, 10am-2pm - **01784 444229**

Nicole Williams (temporary) Carers Activities Co-ordinator. She organises the outings and social activities for Carers.

Nicole works Thursday/Friday - **01784 446234**

Julie Barrett is the **Office Co-ordinator** providing administrative back up to Jacqui, Celia, Rayner and Nicole by monitoring the CSS database, looking after the finances, co-ordinating mailshots and dealing with the day-to-day running of the office. She is based in the office and offers a listening ear to callers when her colleagues are out of the office.

Julie works Monday to Friday, 9am-1pm - **01784 446234**

So, if you are a Carer and would like some help from Carers Support Spelthorne, please feel free to call the office on any of the above numbers.

The Staff are available to guide you through your problems and be a 'listening ear' when you need it.

- **CARING FOR SOMEONE IS VERY DEMANDING**
- **SOMETIMES YOU MAY NEED HELP TO FULFIL YOUR ROLE AS A CARER**
- **MANY TASKS BECOME EASIER WITH THE RIGHT HELP**
- **YOU MAY NEED INFORMATION, ADVICE, OR PRACTICAL ASSISTANCE**
- **YOU MAY JUST NEED TO TALK TO SOMEONE ABOUT YOUR “ROLE” AS A CARER**

The Carers and Disabled Children’s Act 2000 states:

- **AS A CARER YOU ARE ENTITLED TO AN ASSESSMENT OF YOUR OWN NEEDS**

In this folder
you will find some useful information on a variety of topics.

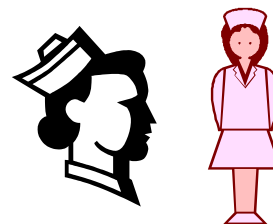
IF YOU CANNOT FIND EXACTLY WHAT YOU WANT, OR NEED PLEASE DO NOT HESITATE TO PHONE US AS WE HAVE A LARGE LIBRARY OF INFORMATION AVAILABLE TO US IN THE OFFICE AND WE WILL DO OUR BEST TO HELP YOU.

Don’t forget to view our website which has links to many useful organisation: www.CarersSupportSpelthorne.co.uk

Contents

- Nursing Help
- Support Groups / Resources
- Benefits
- Equipment
- Taking a Break
- Practical Help in the Home
- Personalisation Agenda & Self-Directed Support
- General Information
- Carers Registration Form

NURSING HELP



Community Matron

The Community Matron's role is to meet the health needs of people who have complicated and complex health conditions and are generally over 65 years of age. The service provides a link between health care professionals, social services and the voluntary sector.

Contact: 01932 722915

Community Nurse (CN) (previously called District Nurse)

CN's are qualified nurses with the expertise to provide nursing care to people in their own home, at doctors' surgeries and health centres. They also visit residential homes and day centres to carry out treatment as and when required.

Contact: Through your GP / Health Centre

Community Psychiatric Nurse (CPN)

CPN's are concerned with people's emotional well-being including those suffering from dementia. They work with families or individuals in health centres and at home.

Referral: Through your consultant, GP or Community Nurse.

Continence Advisor

The Continence Advisor can give specialist advice on coping with incontinence, alleviating the problem and providing aids that can help.

Contact: Old Ward 2, St. Peter's Hospital, Guildford Road, Chertsey, KT16 0YZ

Referral: 01932 722641 or 01932 722939 or through your GP or Community Nurse

Dentist

Dental access service centre to help those unable to get an NHS dentist.

Surrey Dental Helpline: 0845 271 2040 **Home Dentistry:** 0845 555 4488

Diabetes Specialist Nurses

The Diabetes Specialist Nurses provide support, advice and education for patients and Carers.

Contact: Tracey Bushell and Rosie Neve 01932 723315

Health Visitor (HV)

HV's are linked to doctors' surgeries. They are particularly concerned with preventative health care, and they are always willing to discuss social and health problems.

Contact: Through your GP / Health Centre

Hospitals

Ashford 01784 884488 Adults only walk-in centre and GP practice
St. Peter's 01932 872000 Full Accident and Emergency Service
Walton 01932 220060 Rehabilitation and Minor Injury Unit
(open 9am - 3pm Monday to Saturday)
Weybridge 01932 826013 NHS Walk-in-Centre
(open 7am - 10pm Monday to Friday; 9am - 10pm Saturday and Sunday)

Hospital Discharge Policy

The process of hospital discharge states it is essential to recognise the role of Carers who are entitled, in their own right, to a Carers Needs Assessment and to support. The policy states the needs and concerns of the Carer must be taken into consideration when planning the discharge of a patient. For more information:

Contact: 01784 446234

MacMillan Nurse

The MacMillan Nurse provides support and advice to patients and Carers in the last stages of illness, especially cancer.

Referral : is through your GP, DN or hospital team.

Multiple Sclerosis Support Worker

Contact Steve Mills on 01784 257857 or Christine Lynch on 07944 143482

NHS Direct

24 hour helpline providing advice and information on:

- What to do if you are feeling ill
- Health concerns for you and your family
- Local health services
- Self help and support organisations

You don't need to be ill to use the service, it's there to help you stay healthy as well.

Contact: 0845 4647 **website:** www.nhs.direct.nhs.uk

Parkinsons Disease Nurses

The Parkinson's Disease Nurses act as a skilled resource for all people with Parkinsons Disease and their Carers. They provide support, counselling, education, and disease management for all patients and their Carers, in all phases of their disease process, from diagnosis, maintenance, complex and palliative care.

Contact: Viv Nicholas and Val Martin 01932 722920

Physiotherapist

Outpatient physiotherapy services may be accessed by referral from your GP to the department at Ashford Hospital or Walton Hospital.

Contact: Through your GP or hospital

Private Nursing Agencies

Many local agencies provide a range of nursing support services from a few hours to 24 hour care. Try to get a personal recommendation and always ask about fees and charges in advance. For more information or advice please contact CSS.

Stroke Personal Budget Support Worker

Support for people who have had a stroke, and also their Carers, post discharge from hospital. Self or third party referrals taken.

Carolyn Cheetham – Tel: 07515 596968

Helpline Tel. No: 0303 303 3100

Twilight Nursing Service

These nurses provide continuity of care with the day district nursing service for the elderly infirm, chronically sick or terminally ill patients from 6pm–10pm.

Referral: Through your Community Nurse

SUPPORT GROUPS / RESOURCES



- The various Support Groups offer you an opportunity informally to meet other people who may be experiencing the same or similar uncertainties to yourself.

ADHD/ADD Support Group

(Attention Deficit Hyperactivity Disorder / Attention Deficit Disorder)

Feel free to drop in for a coffee, chat and to share information at our monthly meetings. 10 – 12 noon.

Contact: 01784 444233

Alzheimers Society - Spelthorne and West Elmbridge Branch

About one in five people over 80 years have dementia. One in 1,000 under the age of 65 years will have early onset dementia.

Contact: 01784 444214

Asperger's Support Group

Feel free to drop in for a coffee, chat and to share information at our monthly meetings. 10 – 12 noon.

Contact: 01784 444233

ASD Support Group (Autistic Spectrum Disorder)

Feel free to drop in for a coffee and chat and to share information at our bi-monthly meetings. 10 – 12 noon.

Contact: 01784 444233

Bradbury Centre

Facilitates a monthly meeting for Carers and Professionals. For more information contact Lorna Brown or Jackie Ballerino on 01932 226698.

Carers Together

Feel free to drop in for a coffee, chat and to share information at our monthly meetings. 11am – 1pm

Contact: 01784 446234

Cameo

Provides social activities for people who have Alzheimer's Disease/Confusion or early stages of dementia to give their Carer a break. There are three centres

Ashford - Tuesday and Thursday

Shepperton - Monday and Wednesday

Echelforde Residential Home – Friday

(group for the more active person with Dementia)

Referral: Annette Pointon – 07941 758784

Contact a Family

This organisation provides information to families who have a child with disabilities.

Contact: Local representative – Caroline Hunter – 01784 460842

CREST

This local cancer information and support centre, bridges the gap between home and hospital, and offers therapies, emotional support and signposting.

Contact: 01784 446298

Employment

Action for Carers & Employment offer advice and information about Carers rights in employment or for those wishing to return to work.

Contact: 01483 565874

Focus

Forum of Carers and People who use Services from Surrey and Borders Partnership NHS Foundation Trust, Mental Health and Learning Disability Services.

Contact: Janet Fevrier on 01372 204053

Forums

- **SCAN/Spelthorne Physical & Sensory Disabilities**
- **Spelthorne Older People**
- **Children With Disabilities Forum**
- **Carers Forum**

The above Forums are held quarterly in the Spelthorne area and are open to both professionals and unpaid carers. For more information on dates and venues of these meetings please see the latest edition of the CSS Carers Count Newsletter, which is also available on our website.

Homestart

Home-Start offers free support, friendship and practical help to families with at least one child under five.

Contact: 01784 463200

Hope Club

Social Club for people who have had a stroke.

Contact: 01932 223511

Males Carers Network

Feel free to drop in for a coffee, chat and to share information at our meetings. These are held between 11am–1pm and the dates are always advertised in the CSS Carers Count Newsletter.

Contact: 01784 446234

Matrix

This organisation provides advocacy, supporting people with mental health needs to speak for themselves.

- People with Mental Health issues aged 18 and over
- People with drugs issues

Contact: 08456 436317

Mencap

Mencap offers advice, information and support for people with learning disabilities and/or their partners and Carers.

Contact: 01932 226152 or 01932 221184

Multiple Sclerosis (MS) Society

This Society provides support, information and outings.

Contact: 01932 569320 or 01784 257857

One to One

This group provides social activities, meetings and outings for people over 18 years old who have learning disabilities.

Contact: 01784 446279

Parkinsons Nurse

They act as a skilled resource for all people with Parkinsons Disease and their Carers. They provide support, counselling, education, and disease management for all patients and their Carers, in all phases of their disease process, from diagnosis, maintenance, complex and palliative care.

Contact: Val Martin – 01932 722920

RETHINK

Offers support, a listening ear and information to individual Carers who are caring for a relative or friend with a mental health problem.

Contact: Lynn Dossiter – 01483 724244

SAVI (Surrey Association for Visual Impairment)

This Association provides advice and information for people who are visually impaired.

Contact: 01372 377701

Stroke Advice Forum

Valerie Hodgson is the PA to the Service Improvement Manager and can be contacted on 01932 723123 or via email at valerie.hodgson@surreypct.nhs.uk

Surrey Law Centre**Contact:** 01483 215000**Website:** www.surreylawcentre.org**TALK**

This organisation supports stroke recoverers with dysphasia.

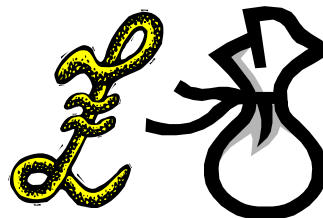
Contact: 01372 471088**Referral:** GP; Speech Therapist or Self**Young Carers Projects**

(Young people under the age of 18 who have someone close to them who has an illness or disability)

These projects provide the chance for Young Carers to benefit from meeting other young carers, having a break and some fun.

Contact: 01483 568269

BENEFITS



Benefits National Advice Line: 0800 882200

Carers Allowance Benefits Claim Forms: 0845 608 4321

DLA / AA Benefits Claim Forms: 0845 712 3456

We provide Benefits Advice to our registered Carers and can visit your home or arrange a meeting in the office to assist in the completion of Benefits Forms.

1. **Attendance Allowance**

- Is a benefit for someone who is over 65 and who is physically or mentally disabled and needs help with personal care or needs supervision to remain safe.
- The applicant must have been in need of care for 6 months before an award can begin but you can claim before the 6 months are up.
- It is tax free and non means tested.

2. **Benefits After A Bereavement**

You can get practical help and advice from a funeral director, GP, Solicitor, Religious organisation, Social Services or CAB. If you receive certain benefits, e.g. ESA, Council Tax Benefit, Child Tax Credits, you may be able to get help from the Social Fund for funeral expenses. You will need Form SF200 which you can get from Job Centre Plus and you must claim within 3 months of the date of the funeral.

3. **Carers Allowance**

- You must be caring for one person for at least 35 hours per week
- There is a maximum earning limit per week
- The person you care for must be in receipt of a qualifying benefit.

4. **Child Tax Credit**

- This is a means tested or income related payment for people, regardless of employment, who are responsible for children.

5. **Council Tax Benefit**

- There are 3 different schemes for reducing Council Tax
 - a) Disability reduction scheme
 - b) Severely, Mentally Impaired scheme
 - c) Single Occupancy scheme
- Rules apply
- You could be entitled to more than one discount
Please contact Spelthorne Council Tax Office at Knowle Green for further Information on 01784 446428.

- 5. Disability Living Allowance:** This is a benefit for:
- anyone who has a disability and is under 65 when claiming
 - it is tax free and non means tested

It has two parts:

- Care - for help with personal care needs
- Mobility - for help with getting around

NB. This benefit may change in the near future

6. Employment Support Allowance

This is paid to people whose ability to work is limited by ill health or disability and replaces Incapacity Benefit. There are two elements to this benefit:

- Contributory – linked to National Insurance Contributions
- Income Related – means tested and provides for basic living expenses

7. Housing Benefit: 01784 446299

- This benefit helps people with their rent
- It is means tested and you have to be over 16 years old
- There are maximum allowances for privately rented properties

8. Income Support

- Is a means tested or income related benefit to provide basic living expenses
- You need to be over 16 years old and under 60 to claim
- You must not be working over 16 hours per week
- There is a maximum savings limit

8. Pension Credit

There are two different schemes:

- Guarantee Credits - this tops up your income to a guaranteed level
- Savings Credits - this means you may receive benefits even if you have savings or other income on top of your basic pension.

For more information, please call 0845 606 0265

9. Social Fund Discretionary

- Provides grants and interest-free loans:
 - a) Community Care Grants
 - b) Budgeting Loans
 - c) Crisis Loans
- Eligibility rules apply for each type of payment and loans must be repaid

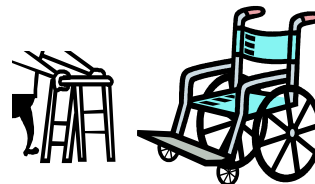
10. Winter Fuel Payments

A lump sum is paid if you reach pensionable age by a certain date. Under 80's receive £250 and Over 80's receive £400. You should automatically get payment without making a claim.

11. Working Tax Credit

- This is a means tested or income related payment, for those in low paid work. The amount you get depends on income and family circumstances.

EQUIPMENT



- **Short Term Use** - some items which are required for less than 3 months can be borrowed from the local Red Cross, including bed blocks, bed cradles, back rests, commodes, wheelchairs, bedpans and urinals.
- **Long Term Use** - these items can vary from the very small, such as specially shaped cutlery or pens for people with arthritis, to special lifts, hoists or beds. Some are very expensive, so before buying anything try to get advice, both about the most appropriate equipment for your needs and the possibility of obtaining it free, or with the aid of a grant.

Age UK Runnymede & Spelthorne

This organisation has wheelchairs that can be loaned for a short time for a small fee.

Contact: 01784 444200

Disabled Living Foundation

They offer information and advice. You can also view/try equipment for disabled people in their showroom which is open five days a week.

Contact: 380-384 Harrow Road, London W9 2HU **Tel:** 0207 289 6111

Helpline Tel: 0870 603 9177 **Local rate Helpline:** 0845 130 9177

Email: info@dlf.org.uk

Hewerdine

Provide mobility aids for people with disabilities.

Contact: 01784 451258

Occupational Therapist (O/T)

The O/T's assist people to maintain independence at home and can advise on equipment and adaptations to make life easier at home.

Referral: Through the Social Services Contact Centre 03456 009 009

Owen Hearing & Mobility (formerly Keep Able)

For the purchase of various equipment for people with disabilities. They are located at 11-17 Kingston Road, Staines.

Contact: 01784 440044

Red Cross

Contact: Walton Branch on 01932 254739

Shopmobility

To help you shop in Staines town centre, wheelchairs; motorised wheelchairs and scooters are all available for hire at a small charge.

Contact: 01784 459416

SID (Social Information on Disability)

This organisation has second-hand disability equipment to buy and sell. It also provides information on day-to-day living with a disability.

Contact: 0800 043 9395

Website: www.asksid.org.uk

Surrey Information Point

Information, support and advice on complex enquiries regarding the purchase of equipment from catalogues and local suppliers.

Contact: Epsom Hub at 131 High Street, Epsom.

Voluntary Association for Surrey Disabled (VASD)

VASD arranges small group holidays for disabled and elderly people. All holidays are accompanied by volunteer helpers who 'fill the gaps' for the disabled guest.

VASD also provide Clubs; Holiday Bungalow; Disability Shop; Mobile Shop; Equipment Loan; Transport; Meeting Room

Contact: 01306 741500 / 741600

There are a number of local shops that sell disability associated aids and equipment.

TAKING A BREAK



Carers Support Spelthorne

We have a variety of outings throughout the year. Look out for our flyers and information leaflets sent out with our quarterly newsletter "Carers Count".

Contact: 01784 446234

Care Quality Commission (CQC)

The Commission – registers, inspects, and reports on adult social care services in England. Their job is to improve social care and stamp out bad practice. They have a number of web sites, one of which will enable you to read the latest report on a care home you may be considering for your loved-one.

Look: www.cqc.org.uk

Crossroads Care Surrey – Spelthorne Branch

An organisation offering a trained Care Attendant to be in your home to enable you the Carer to have a few hours to yourself. An annual £20 administration charge may be applicable.

Contact: 01784 446294

Day Care Services - Young Physically Disabled People; People with Learning Disabilities and or Mental Health Problems

For a comprehensive list of facilities

Contact: Social Services Department - 03456 009 009

Day Care Services - Older People

Day Centres provide a variety of activities for older people, but cannot usually cope with those who have nursing needs.

Contact: Social Services Department – 03456 009 009

Age Concern - 01784 444200

Spelthorne Borough Council - 01784 451499

Holidays in Great Britain and Ireland

Royal Association of Disability and Rehabilitation (**RADAR**) have published "A Guide for Disabled People" that gives details of holidays in Great Britain and Ireland. It covers accessibility and services for disabled people in a wide range of accommodation. This book is available for browsing through or on short-term loan from Carers Support Spelthorne.

Contact: 01784 446234

The Kiloran Trust

Provides Residential Breaks in London for those who look after someone at home as a Carer.

Contact: 0207 602 7404

London Care

Offer a sitting service within the Shepperton area.

Contact: 01932 260850

Millenium After School Club (MASC)

Provides activities after school and in term time only for children who have a disability.

Referral: Gill Tuck 01932 567131

Private Residential and Nursing Homes

There are many private care homes in Surrey providing a range of care and nursing for a variety of disabilities. Some may provide short term respite, but not all.

You are advised to visit any home in advance, ask about fees and charges to reassure yourself that they can provide everything necessary for the person you care for. Costs through Social Services are means tested.

Look: in your 'Yellow Pages' under 'Nursing/Nursing Agencies' or ask your Social Services Department – 03456 009 009

Respite Care and Residential Breaks

These breaks are available for people who may need short stay care, either for rehabilitation, after a hospital stay or to allow the Carer a break. The cost is means tested.

Contact: GP; Health Visitor
Social Services Department - 03456 009 009

Respite Care for Children with Complex Needs

Respite care for young children can be arranged and for a comprehensive list of facilities

Contact: Social Services Department - 01372 833533
Through your GP

Respite Care for Elderly People

Residential Homes and Resource Centres provide respite care, usually as part of a planned programme, but they can also help in emergencies.

Referral: Social Services Department - 03456 009 009

Respite Care for People with Learning Disabilities

Contact: Social Services - 01932 794490
Mencap - 01932 226152 / 0808 808 1111

Respite for People with Mental Health Problems

Contact: Social Services - 01784 440204

Respite Care for People who have Physical Disabilities
Contact: Social Services Contact Centre - 03456 009 009
Through your GP

Surrey Care Services Directory

This directory provides Care Home listings; Information and advice about residential and nursing homes in Surrey. Available from CSS or online.

(See also **Private Residential and Nursing Homes for Elderly People** above)

Website: www.surreycc.gov.uk

Vitalise (Formerly 'Winged Fellowship')

Holidays for disabled people and breaks for Carers.

Contact: 0845 3451970

Voluntary Association for Surrey Disabled (VASD)

Arrange small group holidays for disabled and elderly people. All holidays are accompanied by volunteer helpers who 'fill the gaps' for the disabled guest.

VASD also provide Clubs; Holiday Bungalow; Disability Shop; Mobile Shop; Equipment Loan; Transport; Meeting Room

Contact: 01306 741500 / 741600

PRACTICAL HELP IN THE HOME



If Carers wish to source their own cleaning help a local person is usually best, get a friend or relative to make enquiries for you. It is always advisable to obtain your own references for the person you appoint and to ensure that you have the correct insurance in place.

Cleaning - Age UK Runnymede & Spelthorne (Hometime)

Help with housework, laundry, shopping, pension and prescription collection and the preparation of light snacks is also available. There is an administrative charge as well as the cost of the cleaner, but all cleaners are vetted with references etc.

Contact: 01932 248192

Clinical Waste

You can arrange for a special collection of clinical waste from the Refuse Department. There is a minimum load requirement to qualify for this service.

Contact: 01784 446326

Disabled Facilities Grant

This is a local scheme which helps people, who own their own home or are renting, with alterations to their home to meet their needs i.e. downstairs toilet; walk-in shower; ramp. They have access to funding and grants which may help with costs, but these are means-tested. Contact prior to any work being undertaken is essential.

Contact: A2 Housing - 0800 432 0077

Good Neighbour Schemes

(For information please see '**General information**')

Meals on Wheels (Independent Living)

A two course meal can be delivered to your home if you find it difficult to prepare your own. A frozen meal is also available. Referrals are usually made by your GP or Social Services Department. Frozen meals can also be purchased privately.

Contact: 01784 444265

Personal Care Assistance in the Home

Home Care Assistants can help the person you care for with personal care tasks such as getting up, washing, going to bed and essential shopping. Priority is given to those who live alone, but if you are caring for a heavily dependent person don't be afraid to ask for help.

There may be a means-tested charge for this service.

Contact: Social Services Department's Advisory Officer – 03456 009 009

SPAN – Spelthorne Personal Alarm Network

This is an emergency phone alarm network for elderly or disabled people. Individuals are supplied with an alarm unit and pendant which can be pressed in an emergency to raise help.

There is a fee for this service.

Contact: 01784 450627

Wiltshire Farm Foods

One of the many companies which can deliver wholesome, well-balanced complete meals to your door.

For a catalogue please call 0800 773 773

Or visit their website www.wiltshirefarmfoods.com

Personalisation Agenda & Self Directed Support (Jargon Buster)

Self Directed Support – This is a new way of assessing, choosing and providing the support people need.

5 Steps of Self Directed Support are:

1. Supported Self Assessment
Collecting information about you and your needs.
2. Budget Allocation
Using the above information to work out your indicative budget. It gives you an idea of how much money is needed to provide the support required.
3. Support Planning
This document describes the way you would like your support needs to be met. When the plan is finished it needs to be agreed with you.
4. Arranging and Paying for your Support (your personal budget)
Once the Plan is agreed, the money will become available. You can decide how your personal budget will be available to you by:
Direct Payment – you get the money paid direct to a separate bank account
Surrey County Council – to arrange and pay for support
5. Review and On-Going Support
Your Care Manager will meet and review your Support Plan. This should be 3 months after the services start, thereafter yearly. However, should your needs change you can always ask for an earlier review date.

Carers Needs Assessments – This is to ensure your needs as a Carer are raised. You are entitled to this assessment if you are providing a regular or substantial amount of care. The assessment may be carried out with the person you care for or privately. These assessments are important as they can affect the amount of money in the budget allocation.

We would encourage all our Carers to have a private assessment to ensure they are able to talk freely about how caring affects their lives.

GENERAL INFORMATION



Action for Carers Surrey

Provides development of services for Carers in Surrey.
Provides education and training to raise Carers' awareness.

Contact: 01483 302748

Action for Carers and Employment (ACE)

Aims to address the barriers faced by Carers who wish to work, by providing training, funds, support, information and advice.

Contact: 01737 244220

Age UK Runnymede & Spelthorne

Offers a variety of services:

- Advice and Information Service
- Books on Wheels
- Community Support Service
- Gardening Service
- Handyperson Service
- Holidays and Outings
- Road to Recovery
- Information Officer based at GP surgeries
- Tradesman's List

Contact: 01784 444200

Blue Badge Scheme

This scheme provides parking priorities for people with severe walking difficulties who travel as a driver or passenger in a car. Certain rules apply.

Contact: 03456 009 009

Carers Direct

Can be contacted 7 Days a Week on Freephone: 0808 802 02 02 for information, advice and support for Carers. If you need out of hours support or advice they are available 8am-9pm Monday-Friday and 11am-4pm on weekends and Bank Holidays. More information is also available on their website: www.nhs.uk/carersdirect.

Changing GP / Dentist

The Primary Care Support Services (PCSS) identifies local GP's; NHS Dentists; Pharmacists; Opticians. If you want to register with, or to change your GP or Dentist the PCSS can provide you with a relevant list.

Contact: 0208 335 1400

Citizens Advice Bureau

Provides confidential advice and information on a wide range of issues. You will need to make an appointment.

Contact: Sunbury 01932 765041

Office of Fair Trading – 0845 722 4499 for consumer advice or www.offt.gov.uk

Consumer Direct (formerly Trading Standards) – 0845 404 0506

or www.consumeradvice.gov.uk

Councillors

- Spelthorne Borough Councillors **Contact:** 01784 451499
- Surrey County Councillors **Contact:** 03456 009 009

Good Neighbour Schemes

These local schemes provide local voluntary help to people who live in their area i.e. transport, shopping in a crisis situation. At present there is no service covering the Staines area.

Contact:	Ashford	01784 423222
	Shepperton	01932 254604
	Stanwell	07785 540269
	Sunbury	01932 779867

Helplines

- Alcohol 0800 917 8282
- Childline 0800 1111
- Domestic Violence 0845 125 22 22
- Drugs 0800 77 66 00
- Samaritans 01932 844444

MP Spelthorne

Kwasi Kwarteng

Contact: House of Commons, London, SW1A 0AA
0207 219 4017

or

55 Cherry Orchard,
Staines, Middx TW18 2SW

01784 453544

kwasi.kwarteng.mp@parliament.uk

Partnership with Parents

Provides advice, information and help to understand the Statementing process and much more.

Contact: 01737 737300

R.A.D.A.R.

The National Key Scheme (NKS) for toilets for disabled people is available from RADAR for £5.00 or from local stores selling disability associated aids and equipment.

Contact: 0207 250 3222 (www.radar.org.uk/radarwebsite/tabid/41/default.aspx)

Social Services - Adults

- Will take referrals from anyone but the person in need of help must be aware of the referral
- You will first talk to a local Call Centre, then to an Advisory Officer who will give you advice and ascertain if they can provide any services

Please note all services can be subject to a charge based on a financial assessment.

Contact: 0300 200 1005

Social Services - Children With Complex Needs

West Surrey - Guildford (covers the Borough of Spelthorne)

Contact: 03456 009 009 or 01737 737828

Spelthorne Borough Council

Council Offices, Knowle Green, Staines, Middx, TW18 1XA

Contact: 01784 451499

Spelthorne Community Transport / SpelRide

A door to door transport service for people with mobility difficulties. Transport for shopping and leisure activities, **not medical appointments**. Annual registration fee applies.

Contact: 01372 474550

Surrey County Council

Council Offices, Penrhyn Road, Kingston-upon-Thames, Surrey, KT1 2DN

Contact: 03456 009 009

Vulnerable Adults

If you have any concerns you should contact the Report Line.

Contact: 0300 200 1005

Vulnerable Children

If you have any concerns you should contact the Report Line.

Contact: 0300 200 1006

White Lodge

Resource Centre for adults and children who have a disability, and their families/Carers in the Surrey area, by providing a range of flexible, creative and integrated services:

Children:

- Face to Face; Family Link; Little Stars; Holiday Playschemes; Overnight respite

Contact: 01932 567131

Adults:

- Headway

Contact: 01932 567134

Karten Centre (Computer Centre)

- Courses for Carers and people with disabilities

Contact: 01932 569684

CLIENT GUIDANCE INFORMATION

Carers Support Spelthorne is committed to a policy of equal opportunity and will not accept any form of discrimination in its work with, or for Carers. All of our clients will be treated in an equal manner irrespective of age, disability, ethnic origin, gender, marital status, political allegiance, race, religious belief or sexual orientation.

A full copy of the CSS Equal Opportunities Policy is available on written request.

Our staff expect to be treated with respect and any abusive or violent behaviour will result in CSS services being withdrawn.

The Management Committee may take the matter further.

CSS aims to help and support you in your caring role by:

WILL / CAN	WILL NOT / CANNOT
Turn up on time	Supply all the answers
Listen to you	Look after the person you care for
Keep confidentiality	Chase after you
Give information and advice	Tell you what to do or how to do things
Help focus on what's achievable	Be a friend
Make suggestions	Take responsibility for your actions
Refer you to other agencies if required	Make life easy for you
Enable you to find coping strategies	Guarantee you will like my questions or the answers I give.
Advocate on your behalf	Solve all your problems
Offer emotional support	Be there 24 hours a day, seven days a week
Give you the office contact details	Supply my personal details
Request you to provide a safe environment in your home	Accept being locked in your home without a safe exit. Come into your home if I deem it to be detrimental to my health and safety.

COMMENTS AND COMPLAINTS

CSS has a Comments and Complaints Policy.

CSS is committed to a policy of Equal Opportunities.

If you have any complaints about the service we provide, please contact:

Chairman
Carers Support Spelthorne
Spelthorne Borough Council
Room 241
Knowle Green
Staines, Middlesex
TW18 1XA

It would be appreciated if you could mark your envelope **Private and Confidential**.

We would also welcome any Comments or Suggestions regarding the service we provide. Please send these to the above address or email to spelthorne.css@googlemail.com

The Management Committee and Trustees of Carers Support Spelthorne would like to thank:

**Spelthorne Borough Council
for providing us with office space and facilities in the Spelthorne Council Offices.**

and

Surrey PCT and Surrey County Council who fund our scheme.

May 2011