

**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 03456 009 009. Surrey County Council also has local offices which are listed below

**Social Care Services for older people and people with a physical, sensory or cognitive disability:**

Banstead Social Care Team, The Squirrels, The Horseshoe, Bolters Lane, Banstead, SM7 2BQ. Telephone 0300 200 1005

Reigate, Redhill and Horley Social Care Team, Surrey County Council East Area Office, Omnibus, Lesbourne Road, Reigate, RH2 7JA. Telephone 0300 200 1005

**Social Care Services for people with a learning disability:**

East Surrey Community Services Team, Surrey County Council East Area Office, Omnibus, Lesbourne Road, Reigate RH2 7JA Telephone 0300 200 1005

Mid Surrey Community Services Team, 2 Oakglade, Chertsey Lane, Epsom KT19 8NW. Telephone 01372 202141 /2

**Social Care Services for people with mental health problems:**

Epsom, Ewell and Banstead Primary Care Mental Health Team, Farmside, West Park, Horton Lane, Epsom, KT19 9UZ Telephone 01372 204000

Redhill, Reigate and Horley Community Mental Health Team, Shaws Corner, Blackborough Road, Reigate RH2 7DG Telephone 01737 272301

**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 01737 645636 or 01737 642656**

**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: 0870 126 4009**

**Horley CAB (at Horley Help Shop), 4 Victoria Square, Consort Way, Horley RH6 7AF**  
**Telephone: 0844 477 9394 (new clients), 0844 499 4692 (existing clients)**

**Redhill, Reigate and Banstead CAB, 24 Cromwell Road, Redhill, RH1 1RT**  
**Tel: 0844 477 9394 (new clients), 0844 499 4692 (existing clients)**

**East Surrey Baranch 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](http://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: 01372 819090**

**Carers Emergency Registration** – Surrey County Council can register details on a Carers Emergency Registration Scheme. The scheme operates in case a Carer suddenly becomes incapacitated. Once registered on the scheme the county council will then respond wherever possible should there be an emergency.

**For further information Telephone 03456 009**

## **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 729937**

**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](http://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](http://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 03456 009 009**

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.

Community Alarms – an emergency alarm system provided by the Borough council. It is linked to a control centre manned 24 hours every day by trained staff. For further information

**Telephone 01737 276000**

**Website: [www.reigate-banstead.gov.uk](http://www.reigate-banstead.gov.uk)**

## **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 01883 745057 or 01372 722269**

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. Please look down the list of events to see if you may be interested in coming along to one or more!

**Redhill and Reigate** meets at: The Methodist Church, Gloucester Road, Redhill.  
Every third Tuesday of the month 10.30am - 12.30pm

**Horley** meets at: The Methodist Hall, Victoria Road, Horley every last Thursday of the Month from 10:00am – 12:30pm - 12:00

**Men's Group** meets at: The Plough, Bletchingley -. The meetings are intended to be an informal get together for a chat and a chance to talk about what kind of things you might be interested in doing in the future. (From 7pm) For further information on this group:  
**Telephone 01883 745057**

**All the above groups are run by East Carers Support Association for further information about these groups Telephone 01883 745057**

**Banstead Drop-ins:** Meet on the 1st Tuesday of every month, Café Italia, from 1.30 to 3.00pm, 49 High Street, Banstead.  
For further information contact **Carers of Epsom on 01372 722269**

## **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](http://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 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 If you move to live with the person you are caring for 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 practice 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 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](http://www.acsurrey.org.uk)**

**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.

**For further information Telephone 03456 009 009**

**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.linkleisure.co.uk](http://www.linkleisure.co.uk)**

## **Transport**

**Buses 4U Reigate & Banstead (Daytime)** – 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 01372 20 45 40**

**Buses 4U Reigate & Banstead (Evenings)** - Anyone may use this Buses 4U service but if there is another bus service which meets your journey requirements you are requested to use that service. Area covered anywhere with Reigate & Banstead Borough north of M25. Epsom, Ewell, Redhill and Reigate available as destinations from this area. There is a charge for the service.

**For further information Telephone 01372 20 45 40**

**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 370 078**

**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**

**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 03456 009 009**

**Disabled Persons Bus Pass** - Disabled persons' passes are accepted on bus services at any time in the county of Surrey and on services commencing in Surrey and crossing into other areas including London. It is also valid throughout England on bus services departing between 9.30am and 11pm Monday to Friday and anytime at weekends and public holidays. There may be local variations to the National Scheme - enquire at the time of boarding or at the local Borough or district Council offices.

**For further details Telephone 03456 009 009**

**Companion Bus Pass** - If your permit is endorsed '+C' and 'Surrey Scheme' a companion may travel with you free of charge on bus services anywhere within Surrey or commencing in Surrey and crossing into another district. Your companion may have to pay for the return journey on such services - ask at the time of boarding. Surrey companion permits are not generally valid outside of Surrey - ask at the time of boarding.

**For further details Telephone 03456 009 009**

**The Queen Elizabeth Foundation Mobility Centre** – Based in Carshalton provides driving tuition for novice drivers, 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 0208 770 1151**

**Website: [www.qefd.org](http://www.qefd.org)**

**While you are out** - RADAR is the UK's largest disability campaigning organisation, with a membership of over 900 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](http://www.radar.org.uk)**

**Disabled Persons Rail Card** – If the person you care for finds it difficult to travel by train 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 of around £18\* for a one year rail card and £48\* for a three year railcard.

**Telephone 0845 605 0525**

**Website: [www.disabledpersons-railcard.co.uk](http://www.disabledpersons-railcard.co.uk)**

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