

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

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