

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 maintenance, 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 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'. 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 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

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

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 details:

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

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

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