

**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

**Services for Older People and people with physical, sensory or cognitive disability**

For Cobham and Molesey – Esher Social Care Team, Civic Centre, High Street, Esher, KT10 9SD

Telephone: 0300 200 1005

For Walton – Weybridge Social Care Team, Weybridge Hospital, 22 Church Street, Weybridge, KT13 8SY

Telephone 0300 200 1005

**Services for people with a learning disability**

Mid Surrey Community Services Team, AC Court, High Street, Thames Ditton KT7 0QA

Telephone: 020 8541 9694

**Services for people with Mental Health Problems**

East Elmbridge Community Mental Health Team, Joseph Palmer Centre, 319a Walton Road, West Molesey, KT8 2QG

Telephone 020 8873 4300

West Elmbridge Community Mental Health Team, Napier House, 62 –64 Bridge Street,

Walton On Thames KT12 1AP

Telephone 01932 266900

**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 our policy on equality and diversity,

**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 474474**

**Website: [www.elmbridge.gov.uk](http://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 / 244129**

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

**The Ember Centre, Vera Fletcher Hall, Embercourt Road, Thames Ditton,  
Surrey KT7 0LQ  
Telephone: 020 8398 9870**

### **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](http://www.elmbridge.gov.uk)**

**Carers Emergency Registration** – Surrey County Council can register detail 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 009 009**

### **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.

**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)**

**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)**

**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.

### **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](http://www.carersupportelmbridge.org.uk)**

**Molesey Group** – The group takes place on the first Wednesday of the month from 11am to 12 noon at The Palazzo Restaurant, 98 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 Wednesday of the month 10am until midday at St Andrews United Reform Church, Hersham Road, Walton

**Elmbridge Carers Forum** – The forum meets four times a year for a couple of hours and its aim is to influence service providers to make life better for all Carers. The forum is run by and for local Carers. For further information call Carers Support Elmbridge on 01932 235770

## **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](http://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 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 (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 telephone 01372 474474**

**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](http://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 474474**

**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 can also supply steam heaters, which are economical and easy to use if required. They also have small freezers for hire.

**For further information telephone 01372 474474**

**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](http://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 474474**

**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 and will also take members up to 5 miles outside 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. Dial-a-Ride members can also take advantage of shopping trips organised weekly at £2.50 per trip, as follows:

**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](http://www.elmbridge.gov.uk)**

**Care in Walton & Hershaw** - People who are ill or who have a family crisis or emergency may use the service to go to medical appointments, hospital visiting, day centres and collection of prescriptions. Mainly medical, others only occasionally. The areas covered are Walton, Chertsey, Guildford, Kingston, Woking. Other areas may be considered. People who use the service can make donations.

**For further information telephone 01932 253 251**

**Care in Weybridge** – People who are in need may use this service to go to Medical appointments, shopping, pension collection, hospital visiting, day centres, collection of prescriptions and visiting. The area covered is mainly Weybridge. People who use the service can make donations.

**For further information telephone 01932 857 146**

**Dittons and Weston Green Neighbourcare** – People who have a disability, illness or in need may use the service to go to medical appointments, occasional shopping and prescriptions. The areas covered are Parishes of St.Nicholas, Thames Ditton & All Saints, Weston Green, St.Marys Long Ditton. There is a charge for this service

**For further details telephone 0208 398 8600**

**Esher Care & Car Service** – People who are ill, elderly or in financial need may use the service to go to Medical appointments, shopping & collection of prescriptions. The areas covered are Esher and immediate vicinity. There is a charge for this service.

**For further information telephone 01372 465 755 (general) 01372 467 003 (shopping etc)**

**Molesey Care** – The service covers people who live in East and West Molesey and helps anyone who has transport difficulties irrespective of age. Transport is provided for medical appointments, shopping, pension collection etc.. People who use the service can make a donation

**For further information telephone 07891 321 986**

**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:**

**minicom 0845 675 0009**

**telephone 0845 456 4566**

**website [www.motability.co.uk](http://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 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**

**Website: [www.surreycc.gov.uk](http://www.surreycc.gov.uk)**

**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 7701151**

**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 £16\* for a one year rail card and £48\* for a three year railcard.

**For further information telephone 0845 605 0525**

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