

**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 of Epsom** Provides support to Carers across the borough in a number of different ways such as advocacy, information etc

**For further information: Carers of Epsom, The Old Town Hall, The Parade, Epsom, Surrey KT18 5AG**

**Telephone 01372 722269**

**Website: [www.carersofepsom.co.uk](http://www.carersofepsom.co.uk)**

**Epsom and Ewell Borough Council** – Provides a number of local services

**All departments, Epsom and Ewell Borough Council, Town Hall, The Parade, Epsom, KT18 5BY Telephone 01372 732000**

**Website: [www.epsom-ewell.gov.uk](http://www.epsom-ewell.gov.uk)**

**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 Epsom and Ewell** , The Old Town Hall, The Parade, Epsom, Surrey KT18 5AG **Telephone: 01372 732456**

**Age Concern Surrey** ,Rex House,William Road,Guildford, Surrey, GU1 4QZ

**Telephone: 01483 503414**

**Age Concern (Epsom & Ewell)** – Age Concern provides a variety of services within the borough. For further information

**Telephone 01372 728758**

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

**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 further information: Epsom and Ewell Citizens Advice Bureau, The Old Town Hall, The Parade, Epsom, KT18 5AG**

**Telephone 0844 411 1444**

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

**Epsom and Ewell Club for the Blind** - Provides a social afternoon with entertainment by groups and speakers. For further information Swail House, Ashley Road, Epsom

**Telephone 01372 723057**

**Talking Newspaper** – offers an edited version of the local newspaper on a cassette tape.  
**For further information telephone 01372 721519**

**Epsom and Ewell Hard of Hearing Group** – Meets on the second Friday of the month 2pm until 4pm at Longmead Centre, Sefton Road, Epsom  
**For further information telephone 01372 274675**

**Home Service Officer** – will visit your home assess your personal, medical or financial needs and will assist you in getting help from the council and other organisations. This service is available to any elderly or disabled resident of the borough.  
**For further information telephone 01372 732000**  
**Website: [www.epsom-ewell.gov.uk](http://www.epsom-ewell.gov.uk)**

**Assisted Bathing Service** – The service is based at Longmead Centre, Sefton Road, Epsom. The service offers older and disabled people the facility of an ease of access bath. The service includes hair washing and shaving.  
**For further information telephone 01372 732456**

**Hometime** – This service from Age Concern is a domestic agency that can help with a variety of chores.  
**For further information telephone 01483 302 116**

**Shopping Service** – The service provides a home shopping delivery service for residents of the borough who have difficulties in doing their own shopping. Referrals must be made through a GP, Health Visitor or Social Services.  
**For further information telephone 01372 732000**

### **Centres for Older People**

The centres welcome anyone over 55 who is retired and who would like to take part in a range of recreational and social activities in a warm and welcoming environment. The Centres for Older People only accept people who are physically independent and mentally alert. The annual membership fee ranges depending on your circumstance and if you live within the borough or outside. Lunch is served at the centres and the Cox Lane and Wells Centres open on alternate Sundays between 10am to 3pm.

There are also a number of activities that people can take part in such as short mat bowling, keep fit classes, bingo, ballroom dancing etc. For further information contact the centres below:

**The Longmead Social Centre, Sefton Road, Epsom, Surrey, KT19 9HG**  
**Telephone 01372 720563**  
**The Wells Social Centre, Spa Drive, Epsom, KT18 7LR**  
**Telephone 01372 724614**

**Luncheon Club** – The club takes place at Servite House on a Tuesday (10am to 2pm) and Friday (11am to 4pm)  
**For further information telephone 01372 720563**  
**Website [www.epsom-ewell.gov.uk](http://www.epsom-ewell.gov.uk)**

### **In an emergency**

**Community Alarms** -The ability to call for help, at the touch of a button, can provide many people who feel vulnerable with reassurance, a feeling of security and freedom from the worry of being isolated in a crisis. The Scheme does just that, resulting in more people being able to live in the community, perhaps on their own, with greater confidence. The special Helpline operates from a normal phone with an emergency alarm feature and is connected to a permanently-staffed control centre, where help can be summoned quickly once the Helpline is activated by a button, either on the telephone itself or on a special neckpendant or wristband. Regular follow up visits are made by the Council's staff.

**For further information telephone 01372 732000**

**Website: [www.epsom-ewell.gov.uk](http://www.epsom-ewell.gov.uk)**

**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.

**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.

**Back Care** – Back Care Advisors provide information and advice and training to Carers on all aspects of moving and handling. For further details **Telephone 01372 729947**

### **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 01372 72269**

**Carers of Epsom organise Carers groups around the Borough. One such group is the:** Epsom Drop In's held throughout the borough. There are also a number of other events which Carers are invited too from quiz mornings, Carers lunches, coffee mornings, theatre trips and a Pamper Day.

For further information contact **Carers of Epsom , The Old Town Hall, The Parade, Epsom, Surrey KT18 5AG**  
**Telephone 01372 72269**  
**Website: [www.carersofepsom.co.uk](http://www.carersofepsom.co.uk)**

### **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 details telephone 01372 732000**

**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 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 move to live with the person you are caring for you may be exempt from paying Council Tax.

**For further information telephone 01372 732000**

**Handyman Service** – If you have a number of small jobs to do around your home for example fixing a leaky tap, replacing an old light fitting, gardening, small paint jobs etc., you may benefit from this service. To be eligible for a free or reduced cost service applicants must be either disabled and on a means tested benefit or aged 65 or over and a resident of Epsom & Ewell borough Council

**For further information telephone 01372 732000**

### **Meals on Wheels**

The Meals on Wheels service delivers a choice of tasty and nutritious meals to vulnerable residents of the borough who are unable to cater for themselves. This service you may need for a long or short term. There is a charge for this service depending what meal you have. The meals range from sandwiches to A la carte. To use the service the person must be referred by Social Services, GP or another healthcare professional. As a carer you can also refer a person to the meals on wheels service. Meals are delivered between 11am and 2pm Monday to Friday. Frozen meals can also be provided for weekends.

**For further information telephone 01372 727583**

**Shopping Service** – The service provides a home shopping delivery service for residents of the borough who have difficulties in doing their own shopping. Referrals must be made through a GP, Health Visitor or Social Services.

**For further information telephone 01372 732000**

### **Short Term Breaks & Practical Help**

**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 Care Worker will take over from the carer to give them 'time to be themselves'.

For further details contact **01372 363300**

Website: [www.midsurreycrossroads.org](http://www.midsurreycrossroads.org)

**Home Care** - A number of agencies can help with personal care tasks such as getting the person you care for up, washing, dressing, or indeed helping to prepare them for 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 etc.

**For further details telephone 01483 454646**

**website: [www.acsurrey.org.uk](http://www.acsurrey.org.uk)**

### **Transport**

**RouteCall** – is a transport service for older people in the borough who have difficulties using other forms of transport. People who wish to use the service have to become a member. The service operates Monday to Friday between 8:45am to 4pm and Saturday mornings. A person may use the service as a resident of the borough, aged 60 and above and finds it difficult or impossible to use public transport. People under the age of 60 may also use the service who find it impossible or difficult to use public transport by reason of disability or have been referred to the borough council.

**For further information telephone 01372 732448**

**Website: [www.epsom-ewell.gov.uk](http://www.epsom-ewell.gov.uk)**

**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**

**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 0300 200 1005**

**Disabled Persons Bus Pass** - To qualify for a disabled person's bus pass the must be aged 5 or over and live in the county of Surrey. The person 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 the companion to travel free within Surrey. If you travel outside Surrey the 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)**