

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

For further information : Carers Support Guildford, Howard Building 69 -71 Burpham Lane, Burpham, Guildford, GU4 7NB

Telephone 01483 458123

Borough Council – Provides a number of local services

All departments, Guildford Borough Council, Millmead House, Millmead, Guildford

Surrey GU2 4BB Telephone 01483 505050

Website: www.guildford.gov.uk

Age UK - Age UK 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.

Age UK Surrey ,Rex House,William Road,Guildford, Surrey, GU1 4QZ

Telephone: 01483 503414

Website: www.acsurrey.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: Guildford Citizens Advice Bureau, 15-21 Haydon Place, Guildford GU1 4LL

Telephone 01483 576699

www.adviceguide.org.uk

Epilepsy Action Guildford Branch - Meets 1st Wednesday of each month at the St Saviours Church Hall, Woodbridge Road, Guildford, Surrey GU1 4QD

For further information: Tel: 01306 880205 or email gsmccluskey@hotmail.co.uk

Guildford Hard of Hearing Support Group - provides a social meeting point for individuals with hearing impairment (and their partners) together with Lip Reading instruction and assistance with Hearing Aid problems. An audio loop system is used to facilitate hearing.

For further information telephone 01276 64916

Guildford ME Support Group - Offers ME sufferers and their carers a chance to meet up once a month or to exchange phone numbers to support each other at home.

For further information email: GuildfordME@hotmail.co.uk

SeeAbility – Supports adults who are visually impaired with multiple disabilities including; learning, physical and mental health disabilities, acquired brain injuries and degenerative conditions, to explore their potential. **SeeAbility House, 1a Hook Road, Epsom, Surrey, KT19 8SQ. Tel: 01372 755 000.**

Surrey Association for Visual Impairment (SAVI) – provides services for children and adults, including those with a combined sight and hearing loss in Surrey. SAVI can provide professional Rehabilitation Assessment of needs: everyday living skills advice: equipment to help people to manage in their homes: a Resource Centre including low vision services: Children's Recreation, providing varied leisure activities for children including outdoor pursuits and theatre visits. **Rentwood, School Lane, Fetcham Surrey KT22 9JX. Telephone 01372 377701. or www.surreywebsight.org.uk**

The Canterbury Centre – is run for those with mental health problems, providing social support and practical assistance. The centre is open Mondays from 10am – 4pm and Thursdays and Fridays from 10am – 1pm. **Christchurch Rooms, Church House, 23 Waterden Road, Guildford. Telephone: 01483 577020.**

Centres for Older People

Guildford Borough Council operates two Day Centres for people aged 55 or over who live within the Borough. The centres offer an opportunity for older people to meet friends, socialise in a welcoming environment and to take advantage of the services offered. Each Centre has a coffee shop providing light refreshments and a dining area which provides hot and cold lunches at reasonable prices. The majority of dietary requirements can be met.

The main facilities offered include:

- bathing service
- chiropody
- hairdressing
- a programme of leisure and recreational activities
- adult education

The Manager of each centre will be able to provide you with information about opening hours, charges and facilities offered in the centre. They can be contacted using the details below:

Park Barn Centre, Park Barn Drive, Guildford, Surrey
Telephone : 01483 458055

Shawfield Centre, Shawfield Road, Ash
Telephone : 01252 326304

In an emergency

Community Alarms –The service helps elderly or vulnerable people living in the Guildford Borough area. An easily installed alarm unit linked to your telephone can help you in the event of an emergency. By a simple press of a button, you send an alarm call to the Alarm Centre, which is staffed 24 hours a day, 365 days a year, to answer your call. Trained and experienced operators can identify the source of the call, and arrange for the most appropriate assistance, even if you are unable to speak. There is a charge for this service, which includes connection, monitoring and maintenance. You will continue to be responsible for your telephone bill. A wide range of other equipment and sensors are available at a small extra charge, to provide a comprehensive monitoring service, tailored to your individual needs. For further information on Community Alarms, please contact:

Emergency Communications Service, 1st floor Suite, Park Barn Centre, Park Barn Drive, Guildford, Surrey, GU2 8EN
Telephone: 01483 502334

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 the

Red Cross Medical Loan Office – Telephone 01483 - 429238
Website: www.redcross.org.uk

Voluntary Association of Surrey Disabled – Self Catering Holidays – 3 fully accessible self catering properties available for independent holidays. Also equipment shop and equipment on short term loan or purchase. For further information

telephone 01306 741500 or 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.

Equipment for the Physically Challenged – This is a company run by disabled people able to give first hand advice. For further details:

Telephone **01252 547939**

Website: epc-wheelchairs.co.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 01483 533645**

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 01483 458123** During the year Carers Support Guildford hold a number of 'Time Out' events for Carers and 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! Please click here to download current events: Also don't hesitate to contact us if.....

- You need help with transport
- You can offer a life to other Carers in your area on the day
- You need funding to cover the cost of someone to look after the person you care for while you come to the event
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Any enquires contact Carers Support Guildford at: Carers Support Guildford, Howards Building, 69 - 71 Burpham Lane, Guildford. Surrey GU4 7NB or email at carersguildford@tiscali.co.uk

Telephone 01483 458123

Ash Carers Group: (Room adjoining Ash Library)

Central Guildford Carers Group contact: Karen Lewis on 01483 458123

For further information contact: Sylvia Cunningham on 01483 458123

Carers of people with confusion: contact David Drew on 07971 610988

Rethink – Carers of people with mental health problems: Contact Sue Mohamad On 01483 451020

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/her, the work that is necessary and appropriate to enable the disabled person to remain safely within his or her home. A grant cannot be paid for any work, which has started or which was completed prior to grant approval.

For further information - 01483 444302

Website: www.guildford.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 care component of the 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 a child under 18 years of age. If you move to live with the person you are caring for you may be exempt from paying Council Tax.

For further information telephone 01483 444884

Website: www.guildford.gov.uk

Meals On Wheels

Meals on Wheels offers a two tier service providing hot and /or frozen meals to elderly or disabled residents of Guildford Borough. The aim of the service is to encourage people to remain independent and able to remain in their own home. The service is operated from the Park Barn Centre. Frozen meals are loaded in purpose built vans, they are then cooked in the oven and when ready for delivery the meals are held at a constant temperature.

Hot Meals

The hot meals consist of a main course & dessert, they are provided to people who cannot cook for themselves or do not have anyone available to cook for them. The hot meals are delivered between 11:30am and 2pm. The hot meals service only operates Monday to Friday. Clients may be referred by health care professionals, family or friends and they will then be assessed according to their needs.

The Frozen Meal Service

Wiltshire Farm Foods (WFF) are the company who provide the frozen meals service for the Guildford Service. They are delivered directly to your home fortnightly. Payment is due on delivery. You can choose your own meals from an extensive menu. If you are not suitable for the hot meal service you may be offered the frozen service instead. Your details (with permission) will be passed on to WFF. After this you will deal directly with WFF.

All clients will continue to be monitored by the delivery drivers. If there are any concerns from either the client, relatives or staff member, the service will re-assess the client to see if their needs have changed.

For further information: Meals On Wheels Service, Park Barn Centre, Park Barn Drive, Guildford, Surrey, GU2 8EN

Telephone: 01483 503010

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 01252 313323

The Leisure Discount Card for Carers- There is a leisure discount card within Guildford for Carers which may give you discount at the Spectrum

For further information telephone Carers Support Guildford on 01483 458123

Home Care - A number of agencies can help with personal care tasks such as getting the person you care for up, washing, dressing, or getting them ready for bed in the evening. 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 collection of prescriptions, preparation of light snacks

For further details telephone 01483 454646

website: www.acsurrey.org.uk

Home Support Service (Guildford) – Providing housework, Home support and Gardening for the elderly frail, disabled, housebound and carers.

Telephone 01483 454331

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.

Telephone 01737 226817

Link Leisure – Supports children and adults with learning disabilities within groups and sporting activities and also run play schemes during the school holidays for children aged four years and over. Also, provides short breaks for the cared for and carers for young adults and some families.

For further details telephone 01483 770037

Website: www.linkleisure.co.uk

Transport

Guildford Dial-a-Ride is a door to door transport service. It uses specially adapted minibuses to carry passengers with or without wheelchairs. All vehicles have steps, handrails and passenger lifts to assist in gaining access to the minibuses. The service is available to any resident with a mobility problem who lives in the Guildford Borough area.

For further information: ,Park Barn Centre, Park Barn Drive, Guildford

Telephone: 01483 458052

Website: www.guildford.gov.uk

Age UK Ash & District – The service is for people who are ill, those who are elderly, those who have an emergency or who need to go to Medical appointments, shopping, pension collection etc.. The areas covered are Ash, Ash Vale and Tongham. There is a charge for this service

For further information Telephone 01252 331 352? Waiting to hear back from them.

Care for Guildford – The service is for people who have a disability, illness, family crisis, elderly, financial or need. The person must reside in the old Borough of Guildford. The service will take you to Medical appointments, shopping, pension collection etc. People who use the service may make donations

For further information Telephone 01483 566 635

Website: www.careforguildford.org.uk

Fairwood Helpers – The service takes people to Medical appointments, shopping, pension collection, hospital visiting and prescriptions. The areas covered are Worplesdon including Wood Street, Fairlands and Perry Hill. There is a charge for this service.

For further details Telephone 01483 237 619 Contact Monday – Friday 10am – 12 pm

Website: www.woodstreetvillage.info

Puttenham & Wanborough Community Group – The service is for people with Disability, illness, family crisis, elderly, emergency or need. The service will take people to medical appointments, pension collection, hospital visits, prescription collections and visiting. People who use the service may make donations

For further details Telephone: 01483 810 875 Contact Monday – Friday 10am – 12 pm

Ripley Good Neighbours – The service is for people with Disability, infirmity, family crisis, elderly or need to go to Medical appointments, shopping, pension collection, hospital visiting, day centres, prescription collection or visiting. Areas covered are Ripley and Send Marsh. There is a donation system which is based on mileage.

For further information 01483 210 007 Contact Monday – Friday 10am – 12 pm

Stag Good Neighbour Scheme – The service is for the elderly, those in financial difficulty or need to go to Medical appointments, shopping, pension collection, hospital visiting, day centres, prescriptions, visiting. Areas covered Seale, Tongham and Ash Green. There is a charge for this service

For further information Telephone 07932 214 412 Contact Monday – Friday 10am – 12 pm

West Horsley Wheel of Care - The service is for people who are ill, have a family crisis, the elderly or in need to go to Medical appointments, shopping, pension collection, hospital visiting, day centres, prescription collections, visiting. The areas covered are Horsely, Guildford and surrounding areas. There is a charge for this service

For further information Telephone 01483 281 703 Contact Monday – Friday 10am – 12 pm

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

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. 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 1003

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 the companion may be asked to pay.

For further details telephone 0300 200 1005

Website: 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.quf.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 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