

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 a physical, sensory or cognitive disability

Surrey County Council local office, Guildford Social Care Team, Surrey County Council South West area office, Grosvenor House, London Square, Cross Lanes, Guildford GU1 1FA

Telephone 0300 200 1005

Services for people with learning disabilities:

Surrey County Council local office, South West area office, Grosvenor House, London Square, Cross Lanes, Guildford GU1 1FA

Telephone 01483 517460

Services for people with mental health problems

Guildford Community Mental Health Team, Farnham Road Hospital, Farnham Road, Guildford, GU2 7LX

Telephone 01483 443551

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 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 Guildford , Friary St Guildford, GU1 4EH

Telephone 01483 458732

Age Concern 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

Freephone Benefits Enquiry Line - Advice and information for disabled people and carers on the range of benefits available. The person taking your call will not have your personal papers but will be able to give you general advice

Telephone 0800 882200

Website: www.direct.gov.uk

Epilepsy Action Guildford Branch - Meets 1st Wednesday of each month 7:30-9:30pm at St. Saviour's Centre, Woodbridge Road, Guildford.

Website: www.epilepsyguildford.org.uk

Guildford Centre for the Blind - A social club for the elderly sight impaired, meeting fortnightly, with music, various activities, occasional meals and outings. Run by volunteers, own fund-raising.

For further information telephone 01483 574351

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 01483 825570

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. We publish a quarterly newsletter.

For further information telephone 01428 684381

South West Surrey Association for Mental Health - promote mental health. To assist in relieving and rehabilitating personal suffering from mental health problems and conditions of emotional or mental distress

For further information telephone 01276 858 662

Centres for Older People

Guildford Borough Council operates three 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

North Place Centre, Haydon Place, Guildford, Surrey

Telephone : 01483 503567

Website: www.guildford.gov.uk

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 – 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 the

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

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**

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.

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

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

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)

For further information contact: Sylvia Cunningham 01483 458123

Carers of people with mental health problems: Contact Chris Todd 01483 451010

Carers of people with confusion: Contact David Drew 07971 610988

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 505050

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 505 050

Website: www.guildford.gov.uk

Meals On Wheels

Meals on Wheels offers a two tier service providing hot &/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, we 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 Carer 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

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.

For further information telephone 03456 009 009

Link Leisure – 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

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: Guildford Borough Council, Millmead House, Millmead, Guildford GU2 4BB

Telephone: 01483 458052

Website: www.guildford.gov.uk

Age Concern 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 01253 331 352**

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

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

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

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

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

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 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

Website: www.surreycc.gov.uk

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

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 770 1151

Website: 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

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 £18* for a one year rail card and £48* for a three year railcard

Telephone 0845 605 0525

Website: www.disabledpersons-railcard.co.uk