

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.

Mole Valley Carers Support - Provides support to Carers across the Borough in a number of different ways such as advocacy, information etc

For further information: Mole Valley Carers Support Project, Medwyn Centre, 1st Floor, Reigate Road, Dorking, Surrey, RH4 1SD Telephone: 01306 640020

Mole Valley District Council – 01306 885001

Age Concern Dorking and District - Age Concern Dorking and District 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 Dorking & District, Friends Meeting House, South Street, Dorking, Surrey, RH4 2LE Telephone: 01306-889493

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 their policy on equality and diversity:

For further information: Dorking Citizens Advice Bureau, Lyons Court, Dorking, Surrey RH4 1AB, Tel: 08444 111 444

Leatherhead Citizens Advice Bureau, The Georgian House, Swan Mews, High Street, Leatherhead, Surrey KT22 8AE Tel: 08444 111 444

Dorking and District Branch Alzheimer's Society The UK's leading care and research charity in the field of dementia. We use our commitment and creativity to improve quality of life for people with dementia, their families and their carers.

For further information Telephone: 01372 729988

Bookham Support Group for the Hard of Hearing

For further information Telephone 01372 454897

Bookham Talking Newspaper for the Blind

For further information Telephone 01372 453565

Dorking and District Talking Newspaper

For further information Telephone 01306 883699

Dyscover – Rehabilitation for Stroke Victims – Provides support, encouragement and hope to people with dysphasia. The charity helps them to adjust to living with dysphasia on a long term basis

Leatherhead Swan Club - This club meets at Leatherhead Leisure Centre. They provide and assist in the provision of facilities for the recreation, education, sport and other leisure time activities for disabled people

For further information Telephone 01306 875058

Mencap - Mencap work with people with a learning disability and provide a number of different activities and services

For further information Telephone 01737 353953

Mid Surrey Young Carers - Provides information, activities and support to young carers in the area.

For further information Telephone 01306 881900

Shoptmobility Leatherhead – Equipment loaned for those with mobility problems whilst shopping in Leatherhead.

For further information Telephone 01372 362400

Centres for Older People

Mole Valley District Council operates social centres for active retired people living within the Mole Valley area. A wide range of services, facilities and activities are shared between the two easily accessible centres, close to the main towns' shopping centres. Freshly cooked lunches, a tea bar for drinks and snacks, hairdressing, chiropody, aromatherapy, Tai Chi, bridge, bingo and musical entertainment are just some examples of what is regularly available within their friendly and welcoming environments. Knitting yarn, fresh eggs and greetings cards are on sale daily.

A membership scheme provides for attendance at both the Fairfield Centre in Leatherhead and the Mayflower Centre in Dorking. The membership year runs to 31 March.

For further information Contact.

The Mayflower Centre, Lyons Court, Dorking, RH4 1AB

Telephone: 01306 884718

The Fairfield Centre, Leret Way, Leatherhead, KT22 8AH

Telephone: 01372 376058

In an emergency

Telecare (Community Alarms) – Direct access to emergency help, available 24 hours a day, 365 days a year. Telecare is the name given to a range of equipment that can be used to summon help in emergency situations, raising alerts manually or automatically. The equipment is designed to assist vulnerable people to live more independently by monitoring safety around the home. The basic package consists of a main alarm unit incorporating an emergency button with a second button on a pendant that can be worn around the person's neck or wrist. The pendant will work even if they are in a different room to the main unit or in your garden (within a range of about 80 feet). The main unit is linked to the phone line and plugged into a nearby 13-amp power socket.

There is also optional extra monitored equipment such as fall detector, Bed / chair occupancy sensor, Smoke alarm, Gas Detector, Flood detector – Multi purpose adaptor, Pill dispenser.

Anyone can request the service. You do not have to wait to be referred. You will not be 'means tested'.

Charges are normally payable monthly by direct debit but quarterly or annual invoicing is also available. As a guide, the charge for the basic package of an alarm unit and pendant is around £4* per week. By monthly direct debit all calls are handled by a modern and fully automated Care Centre, equipped with state-of-the-art technology. Your details – and those of your contacts – are immediately available when the emergency call arrives. The operators are highly trained professionals who are able to help you in an emergency. All information held by our Care Centre is held securely and confidentially at all times.

For more information Telephone: 01372 204500

* The charge for the this service may be higher than stated

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

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.

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**

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 01306 640020**

Walking Group – for Carers with organised walks in the local area every month. For further information call **01306 640020**

Coffee mornings for carers and ex-carers - take place on the first Tuesday in the month at Starbucks, Leatherhead from 10am to midday

**For further details : Carers Support Project, Medwyn Centre, 1st Floor , Reigate Road , Dorking, Surrey RH4 1SD
Telephone: 01306 640020**

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: stair lifts, 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 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 information - 01306 885001

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. 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 01306 885001

Handyman Service – This service is there to specifically to help local disabled older people to live safely and independent at home. The service helps you with smaller jobs within your home, this can be anything from supplying and fitting key safes, extra stair handrails, door chains, replacing light bulbs, changing tap washers, clearing blocked internal drains, replacing curtain tracks and hanging curtains etc There is a charge for this service and a additional charge made for all parts supplied.

For further information telephone 01372 204503

Meals On Wheels

For further details of meals on wheels for Mole Valley contact **0300 200 1005**

Short Term Breaks

All of us need a break from time to time. This is especially the case if you are caring for someone a few hours a day or full time. You may need to attend an appointment or wish to pursue an interest or hobby. You may need to take a break for a few hours, a few days or a week or so. This need for a break may be on an occasional basis or a more regular break may be needed. Don't forget Surrey County Council may be able to provide Carer Break Vouchers and Carer Direct Payments.

For further information contact 0300 200 1005

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 363300

Home Care – A number of agencies can help with personal care tasks such as getting the person you care for up, washing, dressing, going to bed, For further information speak to your local social services centre

Link Leisure - Supports children and adults with learning disabilities within groups and sporting activities and also run play schemes during school holidays for children aged four years and over. They also provide 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

Dial A Ride - Is a minibus service for all residents with mobility problems. If you have a disability and cannot use public transport and are a resident of Mole Valley, you may qualify to use the service. If you are aged over 60 and require Day Centre transport and are a resident of Mole Valley, you also qualify. The service covers travel within Mole Valley and to neighbouring areas such as Epsom, Cobham, Reigate, Redhill, Crawley, Horsham and Guildford. Dial-A-Ride is a versatile service designed to support your independence. For instance, you may use it to take you shopping, for medical appointments, visits to Day Centres, going to Church, visiting friends, etc. To use Dial-A-Ride you will have to become a member at a cost. The service operates every day 9 a.m. - 5 p.m.

For further information Telephone 01372 383333.

Ashted Good Neighbours - Anyone in need can use the service that lives in Ashted. Prior registration is required before using the service. There is a charge for this service.

For further information Telephone 01372 277 350

Bookham Help Your Neighbour Scheme – People who are elderly but also disabled or temporarily incapacitated. Residents of Great and Little Bookham may use the service. Areas covered 15 mile radius and St.Georges, Tooting occasionally. People who use the service may make donations.

For further information Telephone 01372 457 330

Brockham Wheels 4 U - Residents of the Parish of Brockham unable to drive or use public transport. Under 18 year olds to be accompanied by a responsible adult may use the service to go to Hospitals, doctors, dentists, opticians etc. Local amenities e.g. library, shops, vet. Social visits e.g. local functions, visiting relatives. NOT school or airport runs. People who use the service may make voluntary donations.

For further information Telephone 07944 591 717

Buses 4U Mole Valley – Transport is available for anyone who is unable to make their required journey because of a lack of available public transport or because they are unable to use available public transport. The areas covered are from the M25 in the north down to the West Sussex/Surrey border in the south and from the A24 in the west across to the A23 in the east. Also available as a destination Leatherhead, Dorking, Reigate, Redhill, Horley and East Surrey Hospital. There is a charge for this service

For further information Telephone 01372 20 45 40

Dorking Good Neighbours – transport is available to Anyone unable to use public transport to attend a medical appointment. Areas covered are from Dorking to local and district hospitals and clinics. There is a charge for this service

For further information Telephone 07948 568 906

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

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

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

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