

## **Carers Local Information Pack for Spelthorne**

updated August 09

### **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**

Spelthorne Social Care Team, Burges Way, Knowle Green, Staines, Middlesex TW18 1YA  
**Telephone 0300 200 1005**

#### **Services for People with Learning Disability**

North Surrey Community Services Team, Absolute Building, Lyon Way, Frimley GU16 7ER  
**Telephone 0208 541 9694**

#### **Services for people with mental health problems**

Spelthorne Community Mental Health Team, Glenthorne, 33 Rookery Road, Staines TW18 1BT  
**Telephone 01784 440204**

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

**For further information: Community Link Centre, West Wing, Council Offices Knowle Green, Staines, Middlesex TW18 1XB Telephone: 01784 446234 or 01784 444233**

**Age Concern Spelthorne** - Age Concern Spelthorne 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 Spelthorne, Community Link Centre, Knowle Green, Staines, Middlesex, TW18 1XA Telephone 01784 444200 / 211**

**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:**

**Staines Community Link**, Knowle Green, Staines, Middlesex  
TW18 1XA **Telephone 01784 444220 (advice line) 01784 444215 (appointment line only)**

**Stanwell Community Information Centre**, 65 Clare Road, Stanwell, Middlesex  
TW19 7QW

**Sunbury & Shepperton Citizens Advice Bureau**, Sunbury Library, The Parade  
Staines Road West, Sunbury on Thames, Middlesex, TW16 7AB **Telephone: 01932 765041**

**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 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**

**Home Start** - is a support service for parents. If you have at least 1 child under 5 years of age you may be able to be supported by Home Start. They will visit you in your home if you need someone to talk to or perhaps read to your child.

**For further details Telephone 01784 463200**

### **Centres for Older People**

There are four Centres for retired people in Spelthorne, all offering a number of activities. Activities include; computer courses art groups, exercise classes, dancing and bingo but there are many other activities you can take part in. Some of the centres also provide on site hairdressing and chiropody at discounted rates. Membership is £8 a year for those who live in Spelthorne Borough and £12 a year for those who live outside of the Borough. To become a member simply go to your nearest centre. New members and volunteers are always welcome. All centres are managed by Spelthorne Borough Council for further details:

**Spelthorne Borough Council, Council Offices, Knowle Green, Staines, TW18 1XB Telephone 01784 451 499**

#### **Centre Contact Details**

**The Fordbridge Centre, Clarendon Road, Ashford, TW15 2PU  
Phone: 01784 243880**

**The Greeno Centre, Glebeland Gardens, Shepperton, TW17 9DH  
Phone: 01932 246173**

**Churchill Hall, Off Beechwood Avenue, Churchill Way, Sunbury, TW16 9DH  
Phone: 01932 784232**

**Lord Knyvett's Hall, 112 High Street, Stanwell, TW19 7JS  
Phone: 01784 258654**

### **In an emergency**

#### **Community Alarms**

SPAN (Spelthorne Personal Alarm Network) gives peace of mind to elderly and disabled people, 24 hours a day, 365 days a year. An individual linking in to SPAN has an emergency alarm which, at the touch of a button, will raise assistance very quickly. When the button or the pendant is pressed, the unit will make a telephone call to a Care Centre. The Care Centre is staffed 24 hours a day by friendly, efficient Operators who are trained to obtain help straight away.

**For further details contact SPAN 01784 444277**

**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)**

**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.

**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**

### 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 01784 446234**

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. The groups are all held in the Spelthorne area. As well as general support for all Carers there are specific carers groups for a range of groups for those carers who provide care to someone with a specific illness or

disability. There are also a number of groups set up for parent carers. For further information about these groups contact Carers Support Spelthorne on **01784 446234 or 01784 444233**

## **Housing**

**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 01784 451499**

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

**For further information Telephone 01784 451499**

**Houseproud Renewal Loans** - The Borough of Spelthorne, in conjunction with many other local authorities and the Home Improvement Trust, a not-for-profit organisation, have developed the Houseproud Scheme. Home owners take out a loan secured against the value of their home, repayable usually on sale of the property, the loan being. The scheme is targeted towards older homeowners who are equity rich but income poor and those households with a disabled resident of any age. There is a guarantee of no repossession Applicants will be helped throughout the whole process. Homeowners who are under 60 and who have a disabled person in their household will also be eligible.

**For further information Telephone 01784 451499**

## **Meals on Wheels**

Spelthorne Meal Service provides hot, nutritious meals five days per week for those who are housebound and unable to cook for themselves. A seven day service is available for high need customers.

**For further information Telephone 01784 444265**

## **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 01784 446294**

**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.

**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.

**For further details Telephone 01483 454646**

**website: [www.acsurrey.org.uk](http://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 Lesiure** – 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](http://www.linkleisure.co.uk)**

### Transport

**Spelride** -You can use Spelride if you are a disabled or elderly resident of Spelthorne, who cannot use conventional public transport. You can go anywhere within the Borough of Spelthorne. Spelride operates 9am to 11am and 2pm to 4pm to take people to and from day centres. Spelride also operates between these times (11am until 2pm daily for other trips. There is an annual membership fee of £8. Fares are £2.70 per journey and £4.20 return. Paid on the outward journey. If you are using a wheelchair please make sure that you are either seated in it when the driver arrives or you have arranged other help to get you in and out of the wheelchair at the start and end of each journey. The drivers are not permitted to lift or carry you in anyway. You must also ensure that your house is fitted with a ramp for ease of access with a wheelchair.

**For further information call Telephone 01784 446253**

**Care in Shepperton** – People can use the service if they have a disability, illness, elderly, financial or need. They must live in Shepperton, Halliford, Charlton Village, Littleton and Shepperton Green. The service can be used for Medical appointments, shopping, pension collection, hospital visiting, prescriptions and visiting. People who use the service may make voluntary donations.

**For further information Telephone 01932 254 604**

**Stanwell Good Neighbours Scheme (SIGNS) - People can use the service if they have a Disability, infirmity, family crisis, financial, emergency or need.** The service can be used for medical appointments, shopping, pension collection, holidays, hospital visiting, day centres, prescriptions, visiting, and leisure outings. The area the service operates in is Stanwell including Ashford Hospital and St Peter's Chertsey. People who use the service may make voluntary donations.

**For further information Telephone 07785 540269**

**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 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 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**

The inclusion of any organisation is purely for information and therefore we cannot advise on the suitability of the services offered. Much care has been taken to ensure the details contained within this publication are accurate. We cannot accept any liability whatsoever for any errors, inaccuracies or omissions, or for any matter concerning or arising out of this publication. To inform us of any inaccuracies in this publication please contact 01483 519146