

Carers Local Information Pack for Spelthorne

updated May 2011

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 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 / 203

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**

**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**

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

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. There is a yearly membership fee. 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**

**The Benwell Centre, Downside, Sunbury on Thames, TW16 6RT
Phone 01932 784232**

**Staines Community Centre, Thames Street, Staines, TW18 4EA
Phone 01784 463073**

**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 & 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. Wherever possible, help in an emergency. 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

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

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 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. 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

Telephone 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. You will need to confirm you 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 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 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 446251

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 Care 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

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

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 and journey fee. 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 01372 474550

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. People who use the service may make voluntary donations.

For further information Telephone 07785 540269

Sunbury Neighbours - People can use the service if they have a Disability, infirmity, family crisis, financial, emergency or need. People who use the service may make voluntary donations.

For further information Telephone 01932 779867.

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 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 the person and their 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