

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.

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

For further information: The Ian Goodchild Centre, Knoll Road, Camberley, Surrey GU15 3SY. Telephone: 01276 27390

Borough Council – Provides a number of local services **All departments, Surrey Heath House, Knowell Road, Camberley, Surrey, GU15 3HD Telephone 01276 707100**

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 Surrey Heath , Community Link, Surrey Heath House, Knoll Road, Camberley, Surrey, GU15 3HH, **Tellephone: 01276 707585**

Age Concern Surrey ,Rex House,William Road,GUILDFORD, Surrey, GU1 4QZ
Telephone: 01483 503414

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: **Rear of Library, Knoll Road, Camberley, Surrey, GU15 3SY**
Telephone: 01276 684342

Blackwater 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: 01276 670071

Centres for older people

The Council provides a center which give Older People the opportunity to meet others, enjoy lunch and refreshments and participate in a range of activities. There are also a number of additional services operating at the centre. These services are open to the public and are not specifically for older people or members of the centre. These additional service include

- Hairdressing (Tuesday to Friday by appointment. Please contact
- Chiropody (Alternate Tuesdays)
- Counselling

Contact details of centre

Windle Valley Centre, Park Street, Bagshot, Surrey , GU19 5AQ
Telephone: 01276 479185

In an emergency

Community Alarms -The ability to call for help, at the touch of a button, can provide many people who feel vulnerable with reassurance, a feeling of security and freedom from the worry of being isolated in a crisis. The Surrey Heath Helpline Scheme does just that, resulting in more people being able to live in the community, perhaps on their own, with greater confidence. The special helpline operates from a normal phone with an emergency alarm feature and is connected to a permanently-staffed control centre, where help can be summoned quickly once the Helpline is activated by a button, either on the telephone itself or on a special neckpendant or wristband. Regular follow up visits are made by the Council's staff.

For further information Telephone 01276 707657

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 the

Red Cross Medical Loan Office – Telephone 01483 723473

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 / 3

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. Surrey Heath Carers Support organise Carers groups within the Borough. The groups allow Carers to meet other carers, and the carers support workers for a chat and a cup of tea or coffee. .Second Monday of every month 10 am to 11:30am Carers Coffee Morning the meetings take place n The Drop In Room at the Ian Goodchild Centre, Knoll Road, Camberley.

For further information regarding these groups: Telephone: 01276 27390

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 from Surrey County Council Social Services department will visit the disabled person in the home to agree with him or her the 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 details Telephone 01276 707330

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

For further information Telephone 01276 707121

Camberley Care and Repair Services – for small repairs and adaptations for elderly and disabled people. For further details **Telephone 01276 707692**

Meals on Wheels

People of all ages, who find it difficult or impossible to prepare at least one cooked meal a day, can benefit from the home-delivered meals service provided by the Surrey Heath Borough Council from the Ian Goodchild Centre, Camberley. The Meals on Wheels service is available for any resident of Surrey Heath who may find it difficult to cook a meal or who may have difficulty remembering to eat each day. The service consists of up to three courses (soup main meal and pudding) delivered to your door, cooked on specially built vehicles. The meals are hot and ready to eat on delivery. The meals are delivered at lunch (limited weekend service is currently provided) time, between the hours of 11.30 to 14.15. Meals can be delivered up to seven days a week but there is no requirement to order a minimum number of meals each week. There is also a frozen meal service available.

For further information Telephone 01276 707657

Short Term Breaks & Practicle Help

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 practicle 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 01483 766336

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.

Good Neighbour Services - The Good Neighbour Services offer a variety of services from shopping, transport, collecting prescriptions and visitng. Each group offer slightly different services. For further details contact:

Camberley Care	Telephone 01276 707696
Bagshot Care	Telephone 07973 560216 Lines open (10am to midday weekdays)
Windlesham Care	Telephone 01276 452900 (Lines open 10am to midday weekdays)
Lightwater Care	Telephone 07831 800456 (Lines open 10am to midday weekdays)
Chobham Care	Telephone 01276 856857 (Lines open 10am to midday weekdays)
Helping Hands	Telephone 07752 420470 (Lines open 10am to midday weekdays) covers Frimley Green, Mytchett, Deepcut)
Web Care	Telephone 07713 915393 (Lines open 10am to midday weekdays) covers West End and Bisley Care Group

Hometime (Age Concern Cleaning Service) This is a service for the elderly and disabled. For further details **Telephone 01276 684583** lines open 9am to 2pm Monday, Tuesday and Thursday

Home force – A subsidised domestic social support service for people on benefits who have just come out of hospital. For further details **Telephone 01276 707350**

Take a Break Scheme for Carers in Surrey Heath – the scheme is aimed at low income families and offers financial help to enable the Carer to pay for a break or holiday- with or without the cared for person for a few days or a week or more. For further details **Telephone Surrey Heath Carers Support on 01276 27390**

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

Transport

Dial a Ride -the service is operating six specially adapted minibuses and a small car conversion to provide a door to door service to residents who have mobility problems. The Dial a Ride service operates from 8:30am until 4:30pm Monday to Friday. The service provides door to door transportation in specially adapted minibuses that can also take wheelchairs and motorised scooters. Journeys can be single, return and multiple. The service can take a person to any location in Surrey Heath e.g. centres, clubs, shops, post offices, doctor, dentist and to visit friends. The service can also transport a person to similar locations outside the Borough e.g. Woking, Guildford, Bracknell etc. if the vehicle schedule permits. To use the service you must be a resident of Surrey Heath Borough and you are unable to access or use public or other transport.

For further information Telephone: 01276 707657

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