

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

Tandridge Social Care Team, Surrey County Council Local Office, Station Road East, Oxted, RH8 0BT **Telephone 0300 200 1005**

Services for people with learning disability

East Surrey Community Services Team, Bracketts Resource Centre, 116 Station Road East, Oxted RH8 0QA **Telephone 01737 737 242**

Services for people with mental health problems

North Tandridge Community Mental Health Team, Conifers Mental Health Resource Centre, Church Road, Caterham on the hill, CR3 5RA **Telephone 01883 385481**

Services for people with mental health problems

South Tandridge Community Mental Health Team, Langley House, Church Lane, Oxted, RH8 9LH **Telephone 01883 388301**

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

For further information : East Surrey Carers Support Association 78a High Street Bletchingly Surrey RH1 4PA Telephone 01883 745057

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, 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: Soper Hall, Harestone Valley Road, Caterham CR3 6YN. Telephone: 01883 344777

Oxted & District Citizens Advice Bureaux, The Portacabin, Ellice Road Car Park, Oxted RH8 0PY. Telephone: 01883 715525

East Surrey 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 01883 383919

Centres for older people

Tandridge has two Centres for older people in the District: The Douglas Brunton Centre, Caterham, The Lingfield Day Centre, Lingfield

If you are over 55, the Douglas Brunton Centre may be the place for you. It is open from 9.30am to 4pm. Pop in and meet the staff and see what is on offer. If you can phone first to arrange an appointment then staff can ensure they are free to show you round and assess your needs. The Centre is open on Mondays to Fridays between 9.30am and 4.00pm. Activities on offer include bingo, an art club, exercise classes, IT facilities, outings and holidays. The Centre has its own hairdressing salon, snack bar, shop and library. A chiropody service is available for those referred by their GPs. Lunches are served every weekday. There is a choice of menu and Members are charged for a meal. Themed lunches are also arranged throughout the year.

The computer room is open each weekday 9.30am - 3.30pm to all members of the general public. There is no charge to use the computer apart from a nominal charge for printing and stationery. Sessions can be booked in advance and training is available. The public can use the Internet, send an email or use the computer to type a letter or document. The centre also welcomes enquires from organisations wishing to hire the room.

For more information :

The Douglas Brunton Centre, Caterham Telephone 01883 347230

The Lingfield Day Centre, Lingfield. Telephone : 01342 834445

In an emergency

Community Alarms - A community alarm is an easily installed unit, which is plugged into your telephone line, giving you a 24-hour access to a Care Centre in Leatherhead. The unit is supplied with a pendant, which can be pressed during an emergency, activating the unit and calling through to the Care Centre. An operator will talk to you to find out what is wrong even if you are unable to reach the telephone. Immediate action can then be taken to provide you with help, be it an ambulance, a doctor's visit or help from a relative. Tandridge District Council make no charge for installation, but charges per week for equipment, rental and call monitoring. In certain circumstances, a community alarm and other sensors are available free of charge for 12 weeks (e.g. to aid hospital discharge). If you would like someone to visit you to discuss the Community Alarm Service and to give a free demonstration, please telephone the Community Alarm Team on 01883 716636.

The Council also provides a comprehensive telecare service, based on a community alarm with additional sensors e.g. smoke alarms, fall detectors, wandering client and extreme temperature detectors to name but a few..

For further information Telephone 01883 716636

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

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 01737 226586**

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 01883 745057**

During the year a number of events and groups for Carers are held. These range from 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!

**North Tandridge group meets at: The Lounge, Rosedale, Park Road, Caterham, Surrey
Monday afternoons from 1:30pm – 3:30pm**

**Mens group meets at: The Plough, Bletchingley
They are intended to be an informal get together for a chat and a chance to talk about what kind of things you might be interested in doing in the future. (from 7pm)**

**Oxted group meets at: The Community Room, Eastlands Close, off Eastlands Way, Oxted
Tuesday Mornings from 10.30 - 12.00**

**Lingfield group, meets at, The Community Room, Gunpit Road, Lingfield
Thursday afternoons from 1:30pm – 3:00pm**

All these meetings are organised by East Surrey Carers Support Association. For further details Telephone 01883 745057

Housing

Disabled Facilities Grant – A Disabled Facilities Grant is a local council grant to help towards the cost of adapting your home to enable a person to continue to live there. A grant may be paid when your local council considers that changes are necessary to meet needs, and the work is reasonable and practical. Please be aware this is a discretionally grant You can ask to be considered for a Disabled Facilities Grant if you or someone living in the property is disabled and you or the person on whose behalf you are applying, are either the owner or tenant of the property. You also need to prove that you or the person on whose behalf you are applying intend to occupy the property as your or their only or main residence throughout the grant period which is currently five years. A landlord may also apply on behalf of a disabled tenant. A grant can be used for adaptations to give the person with a disability better freedom of movement into and around the home. There are a number of pieces of work which a Disabled Facilities Grant may be able to help with such as

- Widening door and installing ramps
- providing or improving access to rooms and facilities - for example, by installing a stair lift or providing a downstairs bathroom
- improving or proving a heating system which is suitable for your needs
- adapting heating or lighting controls to make them easier to use
- improving access to and movement around the home to enable you to care for another person who lives in the property, such as a child

When applying for a Disabled Facilities Grant you will have a financial assessment this will have a direct bearing on any Disabled Facilities Grant which may be awarded. If you are awarded a Disabled Facilities Grant it will not affect any benefits you are receiving. The maximum grant you can be awarded is £30,000 per application less any assessed contribution from you

For further information - Tandridge District Council, Station Road East, Oxted, Surrey, RH8 0BT Telephone : 01883 732818

Handy Person Scheme - The Handypersons undertake essential repairs and maintenance that are too small for general contractors to price but are too difficult for older and disabled clients to tackle on their own. Typical jobs will take less than two hours and include the installation of grab rails, smoke detectors, minor carpentry, shelving and securing loose carpets. There is a charge for this service, please contact us for details. Please be aware that we cannot offer a same day service, although priority will be given to urgent cases where health and safety is an issue. If the job is too large for the handyperson to undertake, it will be referred back to the Agency where staff will assist in finding another solution

For further information Telephone 01883 732818

Help with larger jobs -

Even if you are not entitled to any grants, Tandridge Council can give technical advice and manage larger jobs on your behalf. In these cases, you will have to pay for the work, along with a fee based upon the total cost of the works, usually 10% or 12% of the cost of works .

In return Tandridge Council will assist in identifying a solution after visiting your home and liaising with other professionals as appropriate, prepare a proposed schedule of repairs for you to consider, seek competitive estimates, although you may wish to use a contractor of your choice , monitor the progress of works - a technical officer will visit to view completed jobs before the final payment is made to the contractor, help you deal with any disruption that may be caused or unexpected snags that may arise during the course of the works . You will be responsible for employing the contractor concerned - the Council will merely be acting in an advisory capacity on your behalf. The contract for the works will be between you and the firm concerned. However, the Council will be willing to assist should any disputes arise. The Council will tell you if you have to make payments before we commit you to any charges and our advice is always free

For further information Telephone 01883 732818

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 01483 444864

Meals On Wheels

Referrals to use the service must be made via GP's, Social Worker, District Nurse, Health Visitor or hospital. We are unable to accept clients requiring a "frozen meals only" service. People wishing to use the service must be

- Housebound and unable to shop for a meal
- Unable to cook for themselves
- At risk of malnutrition, not motivated to cook
- Unaware of time and /or need for regular meals, where there is clear evidence of confusion.

Depending on where you live, you will either receive a hot Apetito meal packed at the Douglas Brunton Centre and delivered to your door by a volunteer; or a meal delivered to your door by our mobile Apetito service. A full five-day hot service is available and frozen meals are available for weekends and Bank Holidays. The Lingfield area is covered by a voluntary project, which offers a freshly cooked meal service on Mondays to Thursdays only.

Meals supplied from the Douglas Brunton Centre and the mobile Apetito service are priced reasonably. There may be an increased fee for some special diets. Special meals are available for Diabetic, Vegetarian and special dietary requirements. Regrettably, personal preferences cannot be catered for.

The price of meals supplied by the Lingfield voluntary project is set by the Volunteer Committee and the costs are varied from time to time. Information about this particular scheme can be obtained by telephoning 01342 834445 (Monday to Thursdays am only). The Apetito service provides meals in the Lingfield area on Fridays.

For general information Telephone 01883 732836 or 01883 732833

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 01883 714641

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 details 01483 770037

Transport

Dial A Ride – The dial a ride service operates in the area. The service provides a low cost, door-to-door Community Transport service to the residents within the area .All the vehicles provide accessibility for those with mobility difficulties and wheelchair users.

For further details Telephone: East Surrey 01883 349001

EGDART 01342 328080 (East Grinstead area)

Age Concern Bletchingley – Anyone who is over retirement age who live in Bletchingley can use the service to go to doctors/hospital /chiropractors or to visit close relatives. Transport to East Surrey Hospital , East Grinstead hospital and as demand calls but within reason. People who use the service may make donations.

For further information Telephone 01883 744 871

Age Concern Godstone – Anyone over the age of 50 may use the service to go to Oxted clinic, Oxted Woodhouse Centre, Caterham Dene, East Surrey Hospital, Chiroprody Clinics. There is a charge for this service.

For further information Telephone 01883 742 493

Age Concern Oxted, Limpsfield & District – people who are Resident of Oxted, Hurst Green, Limpsfield or Limpsfield Chart. Mobile enough to use bus for shopping lunch clubs etc. Aread covered Oxted, Hurst Green, Limpsfield & Limpsfield Chart. Not provided for other areas or for hospital. People who use the service may make donations.

For further information Telephone 01883 713 899

Buses 4U Tandridge - Transport 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 Anywhere within Tandridge District and Netherne-on-the-Hill. Also available as a destination New Addington tram station, Westerham, Edenbridge, East Grinstead, Horley, Redhill, Reigate and East Surrey Hospital. There is a charge for this service

For further information Telephone: 01372 20 45 40

"Care" in East Grinstead & Lingfield – The service is for those people who are unable to obtain help elsewhere to go to Hospitals, doctor's surgeries, other medical appointments, shopping for the elderly and infirm and other occasions where help is needed. Areas covered East Grinstead & Lingfield. People who use the service may make donations.

For further information Telephone 01342 410 086

Caterham Volunteer Bureau – The service is for elderly, frail and lless mobile people within the community to go to Hospital appointments, dentists, shopping, visiting etc. Areas covered Caterham, Whyteleafe, Warlingham, Woldingham and Godstone. There is a charge for this service.

For further information Telephone 01883 344 444

East Grinstead Dial-a-Ride - The area covered by the service is East Grinstead and surrounding villages. There is a charge for this service.

For further information Telephone 01342 305 275

Oxted & District Link Association - Anyone who needs transport can use this service. The area covered is the RH8 postcode. There is a charge for this service
For further information Telephone 01883 732 174 Minibus service or 01883 713 333
Volunteer car service

Tatsfield Helpline – people with a disability , the elderly or people who have an emergency may use the service to go to Medical appointments, shopping, pension collection, hospital visiting and prescriptions. The area covered is a 50 mile radius of Tatsfield. There is a charge for this service.
For further details Telephone 01959 577 625

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 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

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