

**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.**

**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 Bureau, 1<sup>st</sup> Floor Library Building, 14 Gresham Road, Oxted RH8 OBQ. Telephone: 01883 730259**

**Lingfield & East Grinstead – Telephone 0844 4771171**

**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 740010**

**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 the person you care for is over 55, the Douglas Brunton Centre may be the place for them. 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. 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.

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.

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 722000**

**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 the

**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 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 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. 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.

**For further information 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 providing 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.

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

**Home Repair Assistance** – is available for eligible persons over 60 and for persons under 60 years of age verified as having a long term disability who receive a means tested benefit or who are on low income. Help is available for essential repairs, energy efficiency measures, fire detection and security installation

**For further information Telephone 01883 732818**

**Household equity release scheme** – offers access to loans designed to meet the needs of older or disabled home owners who need repairs or alterations to their homes. The council is able to contribute to the cost of works in appropriate circumstances and will supervise the projects if required.

**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. 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 01883 732900**

### **Meals On Wheels**

Referrals to use the service must be made via GP's, Social Worker, District Nurse, Health Visitor or hospital. The borough council 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 Appetito meal packed at the Douglas Brunton Centre and delivered to your door by a volunteer; or a meal delivered to your door by

the 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 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 722000**

### **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 01883 714641**

### **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 Elect 01342 305275**

**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 01483 503414**

**Age Concern Hurst Green Club** – Meet every Thursday from 10am to midday at Fairholme Flats, off Coldshott in Hurst Green

**For further information Telephone 01483 503414**

**Age Concern Oxted**, – 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 01483 503414**

**North Tandridge Centre** – is located at The Community Centre, Caterham on the Hill on Wednesdays from 11am to 2:30pm

**For further information Telephone 01483 503414**

**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 less 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 0300 200 1005**

**Disabled Persons Bus Pass** - To qualify for a disabled person's bus pass the must be aged 5 or over and live in the county of Surrey. The person 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 the companion to travel free within Surrey. If you travel outside Surrey your companion may be asked to pay.

**For further details telephone 03456 009 009**

**Website: [www.surreycc.gov.uk](http://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](http://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](http://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](http://www.disabledpersons-railcard.co.uk)**