

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

**For further information: Carers Support Waverley, Brightwells Gostrey Centre, Brightwells Road, Farnham, Surrey GU9 7SB Telephone 01252 718166**

**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, Rowleys, Victoria Road Cranleigh, Surrey, GU6 8NT Telephone 01483 548812**

**Citizens Advice Bureau** - The Citizens Advice service is independent and provides free, confidential and impartial advice to everybody.

**Further information - Telephone 0844 848 7969**

**BRAMLEY – Village Hall, Hall Road, Bramley, Surrey GU5 0AX**

**CRANLEIGH, Village Way, Cranleigh, Surrey GU6 8AF**

**FARNHAM, Montrose House, South Street, Farnham, Surrey GU9 7RN**

**GODALMING, New Montrose House, 36 Bridge Street, Godalming, Surrey GU7 1HP**

**HASLEMERE, Well Lane House, Well Lane, High Street, Haslemere Surrey GU27 2LB**

**Waverley 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: (01428) 642055**

## **Centres for Older People**

There are five day centres in Waverley which offer a range of services and activities. Day Centres allow people to make new friends, learn new things or just relax.

The Day Centres are located at

- The Clockhouse, Chapel Lane, Milford - 01483 420668
- Rowleys, Victoria Road, Cranleigh - 01483 277155
- Age Concern at Haslewey, Lion Green, Haslemere - 01428 648716
- Brightwells Gostrey, East Street, Farnham - 01252 725330
- Farncombe day centre, St Johns Street, Farncombe - 01483 426685

## **In an emergency**

**Community Alarms (Careline)** - Careline is a 24 hour emergency call system run by Waverley Borough Council that can be easily installed in your home. There is a special base unit and a pendant with a button that can be worn discreetly around your neck or on a wrist strap. In an emergency, whether a person is in the house or garden as soon as the pendant is pressed the base unit will automatically call the Care Centre. This enables the person to speak to trained operators without getting to the phone and you can be heard from another room. Even if the person is unable to speak or the call centre can't hear you, the operator will know who is calling and send help. They act immediately to alert your relatives, neighbours or emergency services. Anyone living in Waverley can subscribe to the service.

A person is eligible to use the system if they are elderly, have a disability, have recently been discharged from hospital or live alone and feel vulnerable - but there is no limit on who can benefit. There is a 12 week free trial of the system if the person has recently been discharged from hospital.

**For further information - Telephone 01428 661487**

**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:

**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 01483 533645**

### **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 01252 718166**

During the year Carers Support Waverley hold a number of groups for Carers and training and information days which are both enjoyable and stimulating.

**Godalming Carers Support Group** - meet 3rd Thursday of the month from 10:30am to 12:30pm. For a programme of events and venues in Godalming or for further information contact Carers Support Waverley - **Telephone 01252 718166**

**Cranleigh Carers Support Group** - meet 1st Tuesday of the month from 10:30am to 12:30pm. For programme of events and varying venues contact Marian Weatherley on 01252 718166

**Farnham Carers Support Group** - meet 1st Tuesday of the month at Brightwells Gostrey Centre, Farnham, from 2:00pm to 4:00pm. Contact Sally Burton on 01252 718166 for further details.

### **Alzheimer's Support Groups**

**(Farnham)** held every Thursday at Farnham Hospital between 12pm and 3pm

**(Godalming)** held on the 3rd Monday of every month at the Salvation Army Hall, Mint Street, Godalming between 12pm and 3pm

**(Cranleigh)** held every Monday in the Lounge at Rowland House Sheltered Housing between 10:00am and 3pm

**(Haslemere)** held on the 2nd Thursday of every month at Marjorie Gray Hall, Grayswood Road, Haslemere between 7:30pm and 9:30pm

**Supper Evening** 1st Wednesday of each month for people with dementia and their families at Marjorie Grey Hall 6pm

**Lunch Group** for younger people with dementia and their families 2nd Tuesday of each month 12:30 onwards for a pub lunch at different locations around Waverley

For further information on Alzheimer's Support Groups call The Alzheimer's outreach workers on 01428 642055

## **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 with a disability to continue to live there. Please be aware this is a discretionary 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 their only or main residence throughout the grant period which is currently five years. 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

If you are awarded a Disabled Facilities Grant it will not affect any benefits you are receiving.

**For further information - Waverley Borough Council, The Burys, Godalming, Surrey GU7 1HR - Telephone: 01483 523372**

**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 01483 523275**

### **Meals On Wheels**

Eating at least one hot nutritious meal a day is very important for our health and well-being. Some people, due to illness or frailty, may find it difficult or impossible to shop, cook or heat a frozen meal. The home-delivered meals service may be the answer.

The service is run by the Women's Royal Voluntary Service (WRVS) operating from a kitchen in Farnham and meals are delivered at lunch times up to five days a week from Monday to Friday. There is a full range of meals to choose from.. A referral from a health or social care professional is required. **To find out more about meals on wheels or to refer someone for the service call 01428 661487**

### **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 01252 313323**

### **Transport**

**Dial A Ride (Hoppa)** The Hoppa provide a low cost, door-to-door Community Transport service to the residents of Waverley. All the vehicles provide accessibility for those with mobility difficulties and wheelchair users. The Hoppa covers the main centre's of population, Cranleigh, Farnham, Godalming, Haslemere and surrounding villages. The service is for people who cannot use conventional forms of public transport because of a disability. You must first register as a member, you can do this by either calling 01428 681701 and ask the team to post, email or fax you a registration form.

For further information: Waverley Hoppa Community Transport, Unit 8, Towergate Business Centre, Combe Lane, Wormley, Surrey, GU8 5SZ

**Telephone 01428 681701**

**Care Farnham** - Provides transport for people who have a disability, infirmity, family crisis, elderly, financial, emergency or need. The Service can take people to medical appointments, shopping, prescriptions and visiting. The area covered is the Farnham Town Council areas. The service charge is voluntary donation from people who use the service.

For further information - Telephone 01252 716655

**Cranleigh Village Care** - Provides transport for people who have need. The service can take people to medical appointments, shopping, pension, hospital, prescriptions and visiting. The areas covered are the Parish of Cranleigh. The service charge is voluntary donation from people who use the service

**For further information - Telephone 07908 976 394**

**Ewcare** - Provides transport for people who have need. The service can take people to medical appointments, shopping, day centres and prescription collection. The areas covered are Ewhurst and Ellens Green. The service charge is voluntary donation from people who use the service

**For further information - Telephone 01483 277606**

**Farnham Demand Responsive Transport** - Anyone who cannot access other public transport services can use the service but if there is another bus service that meets your journey requirements they may request that you use that service. The areas covered are Ash, Ash Green, Christmaspie, Crooksbury Common, Dockenfield, Farnham (Martson Road area & Abbots Ride area), Frensham, Lower Bourne, Millbridge, Normandy, Puttenham, Runfold, Rushmoor, Sandy Cross, Seale, Shortfield Common, Spreakley, The Sands, Tilford, Tongham and Wanborough. There is a standard charge for this service.

**For further information - Telephone 01428 681701**

**Milford & Witley Village Care** - Provides transport for people who live in Milford and who are in need. The service can take people to medical appointments, shopping, pension collection, hospital visiting, day centres and prescriptions. The area covered is Waverley. The service charge is voluntary donation from people who use the service

**For further information - Telephone 01483 424 393**

**Shamley Green Village Care** - Provides transport for people who have a disability, ill or in financial difficulty. The service provides transport for Medical appointments, shopping, pension collection, hospital visiting, day centres and prescriptions. The areas covered are Shamley Green, Wonersh, Guildford and Cranleigh. The service charge is voluntary donation from people who use the service.

**For further information - Telephone 01483 898 779**

**Motability** is a national charity to assist disabled people with their mobility needs. The scheme enables disabled people to obtain cars, scooters or powered wheelchairs, 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. 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 the companion may be asked to pay.

**For further details telephone 0300 200 1005**

**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)**