

Services that may be able to help

Contacting your local social care centre

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

For further information : Carers Support Woking Room 1, 15A Monument Way East Woking ,Surrey ,GU21 5LY Telephone 01483 727277

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 Woking, Fire Station, Church St West, Woking, GU21 6HD 01483 770753

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 further information: Provincial House, 26 Commercial Way, Woking, Surrey, GU21 6EN Telephone 0844 375 2975

Woking Branch Alzheimer's Society The UK's leading care and research charity in the field of dementia. Their commitment and creativity to improve quality of life for people with dementia, their families and their carers.

For further information Telephone: 01483 753651

Woking Counselling Service – Telephone 01483 465496

Patient Advice and Liaison Service (PALS) – Surrey Primary Care Trust, Woking Community Hospital, Heathside Road, Woking GU22 7HS Telephone 01483 846212

Woking Community Furniture Project – Provides second hand furniture for those on benefits. **For further information Telephone 01483 750005**

Woking Information and Disability Enquires (WIDE) – Offer information about support benefits, equipment, transport, leisure, holidays & education etc. **Telephone 01483 747400**

Centres for older people

The council manages four Community Centres within the Borough that offer a full programme of activities and events for everyone. For the over 50's there are many events organised during the day Monday – Friday. There are many services on offer such as salsa, line dancing, sequance and creative exercise, aromatherapy, massage, yoga,tai chi, hairdressing, podiatry, drama, arts and crafts, short mat bowls, darts, choir, handbells. There are also small coffee shops.

For further details contact the centres:

St Marys, Stream Close, Byfleet, Surrey KT14 7LZ

Telephone 01483 743877

Moorcroft, Old School Place, Westfield, Woking, GU22 9LY

Telephone 01483 743373

The Vyne, Broadway, Knaphill, Woking, GU21 2SP

Telephone 01483 743558

**Parkview Centre for The Community, Off Blackmore Crescent, Sheerwater, Woking
GU21 5NZ Telephone 01483 743974**

In an emergency

Community Alarms –The Careline Alarm service is a 24 hour emergency call system that can be installed into your home. In an emergency , whether you are in your house or garden press the pendant and the base unit will call the care centre. This enables you to speak to trained operators even if you are not near to the telephone. Even if you are unable to speak the opoportator can hear you, the operator will know who is calling and send help. Telecare sensors can also be linked to the Careline Alarm. This can monitor smoke detectors, bed and chair occupancy sensors, pill dispenser, fall detecor, flood detector, property exit sensor, carbon monoxide detector, gas detector. There is a cost to this service

For further information Telephone 01483 743647

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.

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

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.

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. These are the Carers groups and workshops that take place in Woking. Carers are frequently given the opportunity to go out for the day with other Carers, free of charge.

For further information telephone 01483 727277

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 - Homelink 01483 743668

Reduction of Council Tax - You may be entitled to a reduction in your Council Tax if you are caring for a disabled person. You may 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 01483 755855

Homelink – Provides support, advice and assistance with maintenance, improvements and adaptations to the home. Homelink also provide a handy person scheme to carry out small repairs and adaptations to the homes of older, disabled and vulnerable residents living within the Woking Borough.

For further details Telephone: 01483 743668

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 Council. The Meals on Wheels service is available for residents of the borough who may find it difficult to cook a meal or who may have difficulty remembering to eat each day.

For further information Telephone 01483 770777

Short Term Breaks

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 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 and other similar schemes offer a variety of services from shopping, transport, collecting prescriptions and visiting. Each group offers slightly different services. For further details contact:

Byfleet Community Action	01932 355503
Goldsworth Care	0775 1801587
Horsell Care	01483 730740
Knaphill Care	07792 514166
South Woking Help at Hand	07767 874809

Carers Support Woking – provides Take a Break Days on a regular basis for Carers.

For further information Telephone 01483 727277

Passport to Leisure The Key – The Key card provides access to leisure opportunities within Woking. If you live in the Borough of Woking and receive Carers Allowance, Income Support, Job Seekers Allowance, Disability Living Allowance, Housing Benefit, Working Tax Benefit or Council Tax Benefit, in full time education then you may qualify for Key Concession Card

For further details Telephone 01483 771122 or 01483 755855

Sailability at Papercourt Ripley - The aim of Sailability is to give disabled people of all ages and abilities the opportunity to enjoy the fun and freedom of sailing.

For further information email info@papercourt-sc.org.uk

Transport

Community Transport - Woking Community Transport or Bustler is available to anyone living in the Borough of Woking who cannot use other transport because of mobility difficulties. The Bustler buses provide a door to door transport service to both younger and older people whether their mobility difficulty is as a result of permanent or temporary disability, age, accident or illness. You do not have to be registered disabled. If you need extra assistance an escort may travel with you. Fares are comparable with normal standard bus services..

For further information Telephone: 01483 744800

Horsell Care – people with disabilities or illness, family crisis, elderly or need and are residents of Horsell may use the service. The service can be used for Medical appointments, shopping, pension collection, hospital visiting and to local activities. The areas covered are Horsell West and East Wards. People who use the service may make voluntary donations

For further information Telephone 01483 730 740

Knaphill Care – people who have medical appointments or need shopping, pension collection, need to go to day centres or collect prescriptions may use this service. People who use the service may make voluntary donations

For further information Telephone 07792 514166

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 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