

Statement of Service

This gives further information of what services we can offer you and what policies and procedures we are committed to

Complaints and Praise

We are always looking at ways we can improve our service and welcome any comments which will allow us to do this. We have a formal complaints procedure

Confidentiality & Data Protection

We have a confidentiality and data protection policy that means we safeguard your privacy

Equal Opportunities

We are committed to working to our equal opportunities policy

Please contact us if you would like a copy of these policies

Please post your affiliation form to:

Action for Carers (Surrey)
Astolat,
Coniers Way
Burpham
Guildford
Surrey GU4 7HL

www.carersnet.org.uk

The Website for Carers in Surrey

Carers Support in Surrey

Contact a Carers Support Worker in the following areas:

Elmbridge	01932 226064
Epsom/Ewell/Banstead	01372 722269
Guildford	01483 458123
Mole Valley	01306 640020
Redhill/Reigate/Horley	01883 347900
Runnymede	01932 722080
Spelthorne	01784 446234
Surrey Heath	01276 27390
Tandridge	01883 347900
Waverley	01252 718166
Woking	01932 355500
Mid Surrey Young Carers	01372 363618
East Surrey (Mental Health)	01737 277757
North Surrey (Mental Health)	01932 876609
South West Surrey (Mental Health)	01483 451010

Action for Carers (Surrey)

For details of Local support Groups or general advice, contact on or email:

01483 302748

ACS@actionforcarers.org.uk

Action for Carers (Surrey) projects:

***Surrey Young Carers** 01737 248111

East Surrey Project Workers 01737 248111

West Surrey Project Workers 01737 568259

***Action for Carers and Employment** 01483 565874

West Surrey Project Worker 01483 565874

East Surrey Project Workers 01737 244220

***Moving & Handling Back Care**

Moving & Handling Advice for Carers in Tandridge 01737 224935

Moving & Handling Advice for Carers in Redhill/Reigate 01737 226586

Other Carer Contacts:

Carers UK - National Carers Helpline 0808 808777

Carersnet - Information on the Internet for Surrey Carers www.carersnet.org.uk

Other useful Numbers:

Surrey Call Centre 0845 6009009

Samaritans (*emotional support 24hrs a day*) 0345 909090

Social Services Emergency Duty Team 01483 517898

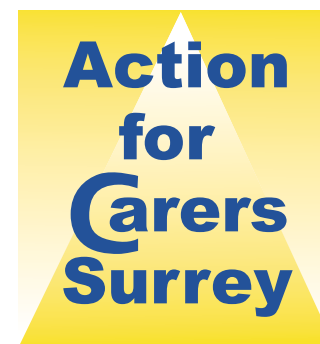
(*Emergencies 5pm-9am daily*) 01483 531308

AMIIS (for complaints advice) 01483 456558

S.U.N. (Surrey Users network) 01483 456558

NHS Direct 0845 4647

For people looking after someone in Surrey . . .



Who we are and what we do

in partnership with



The Princess Royal Trust
for Carers

affiliated to:

CARERS UK

Issue: Aug 2003

Registered Charity: 1064946

Action for Carers (Surrey) is ...

Led by Carers, run by an Executive Committee of Carers and supported by professionals of health, social care, voluntary and business sectors.

Action for Carers (Surrey) Aims to:

- Foster and promote the individuality, personal esteem and self worth of carers.
- Highlight the value of Carers' contribution to our society.
- Act as a two-way channel of "best practice" both in caring and in caring advice and information.

By promoting a common county approach for the:

- Sustainability of Carers' Support Schemes for Carers in every borough of Surrey
- Provision of services for Carers and those requiring care
- Education and training in health, social care, local councils, commercial and voluntary agencies and raise "carer awareness" in all departments.

Definition of a Carer...

If you look after a relative or a friend in an unpaid capacity who, because of their disability, state of health or the effects of old age, cannot manage without YOUR help, then YOU are a Carer

These are just some of our achievements to date:

We have

- Made sure that Carers' interests are considered in consultations at national and local levels, e.g. eligibility policies, welfare benefits, hospital discharge .
- Worked with social care, health, voluntary organisations and local Carers to develop local carers' strategies.
- Supported Carers to be involved in the planning and delivery of training programmes for Carers and in a carer awareness for professionals.
- Developed the Moving and Handling Carers' Back Care Project in Tandridge and Redhill and Reigate.
- Established the Action for Carers and Employment Project (ACE Surrey) to support Carers seeking or juggling work and training, with caring.
- Campaigned for carers' rights to be upheld in the assessment of their needs.
- Expanded the Surrey Young Carers Project to all parts of Surrey.
- Established a network of the local Carers Support Schemes supported by the Princess Royal Trust for Carers.

AFFILIATION FORM

Free Membership

- Is open to all carers aged 18 or over
- Gives you an opportunity to discuss carer issues and to elect members of the Executive Committee.

MEMBER: If you are a Carer, or former Carer (who ceased caring within the last five years and you agree with our aims, please sign below to become a Member.

Name

Signature

Address

.....**Post Code**

Tel. No.

Email address

SUPPORTER: If you are a professional, volunteer or former Carer (who ceased caring more than five years ago) and you agree with our aims, you are invited to be a non-voting Supporter.

Name

Signature

Address

.....**Post Code**

Tel. No.

Email address

My disability interest is: (please tick as appropriate)

Physical or Sensory Disability

Learning Disability Older People

Child with Special needs

Mental Health Concerns

Other Please state

Please return to the address overleaf.