Care and support
for adults in Surrey
Information for you or
someone you care for
Introduction

There are times when you may need extra support to do things like:

- cooking
- eating and drinking
- washing
- getting dressed
- moving around
- keeping safe.

Friends, family and neighbours

Friends, family and neighbours can often give you extra support.

If your friends, family or neighbours can’t give you the extra support you need, the information in this booklet will help you.
Some reasons why you may need extra support

You may need extra support because of your age.

You may need extra support because of an illness or injury.

You may need extra support because you have a disability.

Things may have changed at home and you now get less support.

Carers

You may be a carer who looks after someone else. You may need extra support to help you care or to have a break from caring.
Where to find information and advice

Surrey Information Point website

**Website:** www.surreyinformationpoint.org.uk

On the Surrey Information Point website you can search for local care and support services.

There is information about organisations who can help with things like transport, cooking, cleaning and shopping.

Get support from Age UK Surrey

**Contact Age UK Surrey for information and advice to help you stay well and safe.**

**Phone:** 01483 503414

**E-mail:** enquiries@ageuksurrey.org.uk

**Website:** www.ageuk.org.uk/surrey
You could visit one of the local information Hubs and speak to someone about the help you need.

The Hubs are in the centre of town. They are accessible for everyone.

Contact your local Hub to find out more:

There is a Hub in Addlestone, Camberley, Dorking, Godalming, Epsom, Redhill, Staines, Walton and Woking.

**West Surrey**

Phone: 01483 747400  
Text: 07561 392818

**East Surrey**

Phone: 01737 761614  
Text: 07704 288772

Website: www.thesurreyhubs.org.uk
Helping you to stay independent

New equipment or changes to your home can help you stay safe and independent.

There is help you can get with equipment and home adaptations.

Our Equipment Assessment Website

It is important to find the right equipment to help you stay independent at home.

Our website can help you find the right equipment. It also tells you where you can buy the equipment.

Website:  www.equip-yourself-surrey.org.uk
One Stop Surrey is a new service from a number of organisations, including Age UK Surrey. It can help you to get the right support you need to be independent at home.

You can find out information about lots of things, including:

- **domestic help**
- **befriending**
- **free loft insulation**

**Contact One Stop Surrey to find out more:**

**Website:** www.ageuk.org.uk/surrey

One Stop Surrey can be found in the ‘information and advice’ section.

**Phone:** 01483 503414

**Text:** 07584 314281

**E-mail:** onestopsurrey@ageuksurrey.org.uk
Local Wellbeing Centres in Surrey

People with dementia or memory loss can get advice and support from their local wellbeing centre.

Local wellbeing centres offer support and advice, ideas and equipment to help you remember important information such as dates, routines and when to take medication.

To find out more about your local wellbeing centre contact the Adult Social Care Helpline. See page 10 for contact details.

Your local district or borough council

Local councils provide support and services, including community transport, equipment and adaptations to your home.

See page 26 for the contact details of your local council.
Support to help you feel safe

Telecare Community Alarm System

Wearing a community alarm can help you feel safe at home.

If you need help, you press the alarm and it links to someone on the phone 24 hours a day, seven days a week.

For more information go to: www.surreytelecare.com

Or contact your local council (see page 26 for their contact details).

Free Home Fire Safety Visit

Surrey Fire and Rescue Service offers older and vulnerable people a FREE home fire safety visit.

Phone: 0800 085 0767 to arrange for firefighters to visit your home and advise you on fire safety.
If you, or someone you know, is at risk of abuse please report it.

Report it to the Adult Social Care helpline, or in an emergency phone 999.

**Adult Social Care Helpline (Surrey County Council)**

**Phone:** 0300 200 1005

**SMS:** 07527 182861

**Minicom:** 020 8541 8914

**E-mail:** contactcentre.adults@surreycc.gov.uk

**Website:** www.surreycc.gov.uk
Support for carers of all ages

Carers look after family, partners or friends in need of help because they are ill, frail or have a disability.

Carers are not paid for the support they provide.

Local Carer Support Schemes

There are 10 carer support schemes in Surrey. Your local carers support scheme is there to support you in your caring role.

Contact Action for Carers (Surrey) for more information about carers support schemes.

Action for Carers (Surrey)

Phone: 01483 302748

Website: www.actionforcarers.org.uk
Young Carers (aged 18 or under)

If there are children at home who help to look after someone, they may be a ‘young carer’.

Surrey Young Carers supports young carers, and offer a wide range of care, support and activities aimed at young people.

Contact Surrey Young Carers to find out more:

Website: www.surrey-youngcarers.org.uk
Phone: 01483 568269

Carer Assessments

Carers of all ages have a right to an assessment of their needs to see if they can have support.

Contact the Adult Social Care helpline to ask for an assessment. See page 10 for the contact details.

You can also request a carer’s information pack from the Adult Social Care helpline.
Support with money

Get WiSE is a FREE welfare benefits information, advice and support service for people in Surrey.

Get WiSE is a partnership of different organisations in Surrey. They will help to make sure you are claiming all the benefits you are entitled to.

How to contact GetWiSE

Phone: 0300 030 9432

Text: 07561 392 818

E-mail: info@getwisesurrey.org.uk

Website: www.getwisesurrey.org.uk
Independent financial advice about your care choices

Independent financial advice about your care choices is a good idea. People who pay for their own care without any support from Surrey County Council could find this helpful.

Making a life changing decision about care funding can be difficult, especially if you are not aware of all the choices you have.

The Society of Later Life Advisors can give you independent financial advice.

Some services The Society of Later Life Advisors can give you are free and some they charge money for.

How to contact The Society of Later Life Advisers (SOLLA)

Phone: 0845 303 2909

Website: www.societyoflaterlifeadvisers.co.uk
Keeping up to date

Disabled people can join the Surrey Disability Register.

There are benefits such as discounts and chances to have your say. They also send out a newsletter twice a year.

The register can also identify people who may need support in an emergency, such as flooding.

How to contact the Surrey Disability Register:

Phone: 0300 200 1005
Text: 07527 182861
E-mail: sdr@surreycc.gov.uk
Website: www.surreycc.gov.uk/saldr
Subscribe to the Living and Ageing Well e-newsletter

It's packed with news from across Surrey with details of events and activities to join.

Email: livingandageingwell@surreycc.gov.uk
When and how Adult Social Care helps

The Adult Social Care service is here to support three main groups of people:

- **People with longer term and more complex needs that stop them doing everyday things.**
- **Unpaid carers who are looking after a relative or friend.**
- **People who need help for a short time to get better after a stay in hospital or a mental illness.**
How to contact Surrey County Council Adult Social Care

Adult Social Care Helpline:

**Phone:** 0300 200 1005
**SMS:** 07527 182861
**Minicom:** 020 8541 8914
**E-mail:** contactcentre.adults@surreycc.gov.uk
**Website:** www.surreycc.gov.uk

Who can contact us

You can contact us yourself. Someone who thinks you need support can also contact us for you.
Working out what support you need

When you contact Adult Social Care we will first find out about the problems you are having.

This is called an ‘assessment of your needs’.

We will talk to you, or your carers, on the phone and we may visit you.

Things we will ask you about

We will ask you about lots of different things to do with your life and your wellbeing, including:

- caring for yourself
- staying safe
- being independent

This will help us to decide if Adult Care Services will be able to support you.
Some people may need extra help to understand information, communicate and make choices.

If you need extra help we will find an advocate to help you have your say.

Contact Surrey Disabled People’s Partnership to ask for an advocate:

An advocate is independent from Surrey County Council.

Phone: 0300 030 7333
Text: 07561 392818
E-mail: advocacy@sdpp.org.uk
Website: www.sdpp.org.uk
What happens if Adult Social Care can support you

You will be able to choose the support or services you want to meet your needs.

Support and services can include things like:

- home care
- day services
- short breaks
- personal assistant
- equipment
- home adaptations

Personal budget

Adult Social Care will work out how much money will be needed to provide the support and services you need.

This is called your personal budget.
Having a Direct Payment

We like to put you in charge of arranging your own support by giving you a Direct Payment.

A Direct Payment is when your personal budget is paid to you.

You can only spend your Direct Payment on support and services that meet your needs.

Managing your Direct Payment

We will usually help you to open a bank account to make managing your Direct Payment easy.

We will tell you about all the support there is to help you with your Direct Payment.

If you cannot manage a Direct Payment we will talk about other choices with you.
Choosing your support and services

There’s a huge choice of support available provided by many organisations in Surrey.

We will give you advice about choosing the right support.

We will regularly check that the support you have is right for you.

Will I have to pay for my support and services?

You do not have to pay for an assessment of your needs.

Some people may have to pay towards the cost of their support.
Who needs to pay towards their services and support?

We will look at your savings and income to see if you need to pay towards your services.

We will also check that you are receiving the right benefits.

Some support and services are free.

- **equipment**
- **services for carers**
- **minor adaptations**

How to find out more.

See our ‘Paying for Care’ leaflet for more information.
What if I do not agree with a decision made by Adult Social Care?

If you have concerns about the decision we have taken, first contact the person (or team) you have been dealing with. Let them know what your concerns are and ask them to review the decision.

For information about the complaints and appeals process, please contact the Adult Social Care Customer Relations Team.

**Address:** Adult Social Care Customer Relations Team, Surrey County Council, Millmead House, Millmead, Guildford, Surrey GU2 4BB.

**Email:** asc.customerrelations@surreycc.gov.uk

You can also talk to Healthwatch Surrey

Healthwatch Surrey is an independent organisation which monitors health and social care services on your behalf.

**Phone:** 0303 303 0023

**Text:** 07592 787533

**Website:** healthwatchsurrey.co.uk

**Email:** enquiries@healthwatchsurrey.co.uk
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<tr>
<th>Local councils in Surrey</th>
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<tbody>
<tr>
<td><strong>Elmbridge Borough Council:</strong></td>
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<tr>
<td>Phone: 01372 474474</td>
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<tr>
<td>Website: elmbridge.gov.uk</td>
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<tr>
<td><strong>Epsom and Ewell Borough Council:</strong></td>
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<tr>
<td>Phone: 01372 732000</td>
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<tr>
<td>Text: 07950 080202</td>
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<tr>
<td>Website: epsom-ewell.gov.uk</td>
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<tr>
<td><strong>Guildford Borough Council:</strong></td>
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<tr>
<td>Phone: 01483 505050</td>
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<tr>
<td>Website: guildford.gov.uk</td>
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<td><strong>Mole Valley District Council:</strong></td>
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<tr>
<td>Phone: 01306 885001</td>
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<tr>
<td>Website: molevalley.gov.uk</td>
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<tr>
<td><strong>Reigate and Banstead Borough Council:</strong></td>
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<tr>
<td>Phone: 01737 276000</td>
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<tr>
<td>Text: 07834 626468</td>
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<tr>
<td>Website: reigate-banstead.gov.uk</td>
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<tr>
<td><strong>Runnymede Borough Council:</strong></td>
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<tr>
<td>Phone: 01932 838383</td>
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<td>Text: 07860 035340</td>
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<td>Website: runnymede.gov.uk</td>
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<td><strong>Spelthorne Borough Council:</strong></td>
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<td>Phone: 01784 451499</td>
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<td>Website: spelthorne.gov.uk</td>
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<td><strong>Surrey Heath Borough Council:</strong></td>
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<tr>
<td>Phone: 01276 707100</td>
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<td>Website: surreyheath.gov.uk</td>
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<td><strong>Tandridge District Council:</strong></td>
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<td>Phone: 01883 722000</td>
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<td>Website: tandridge.gov.uk</td>
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<td><strong>Waverley Borough Council:</strong></td>
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<td>Phone: 01483 523333</td>
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<td>Website: waverley.gov.uk</td>
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<td><strong>Woking Borough Council:</strong></td>
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<td>Phone: 01483 755855</td>
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<td>Website: woking.gov.uk</td>
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If you would like the information in this leaflet in large print, Braille, on CD or in another language, contact us on:

**Phone:** 0300 200 1005

**Minicom:** 020 8541 9698

**Text:** 07527 182861

**FAX:** 020 8541 9575

**E-mail:** contactcentre.adults@surreycc.gov.uk