



# Care and support for adults in Surrey

Information for you or someone you care for



SURREY



## Introduction

Throughout our lives we like to stay independent, healthy and safe for as long as possible. But at some point it might get a little harder to cope. That might be due to age, a health condition, disability or change in home circumstance.

Whatever the reason sometimes all it takes is a little help. It might be some simple home help, or meals on wheels, visits to your home if you're lonely, transport, advice on money or assurance of feeling safe that would make a difference to your wellbeing.

Or maybe you're a carer, looking for some support or even just a break from caring.

Whatever it is this booklet tells you about the different options available and how to get what you need to live independently in your own home.

## Finding information about local care and support

### These are three ways to find out about what's available:

**1.** Practical support may be what you need and your local borough or district council could be the best place to ask for help. Local councils provide most of these services across the county, but check with individual organisations as services can vary (contact details on page 16):

- Dial-a-Ride and community transport
- Meal delivery services
- Day centres with a wide range of services, classes and lunchtime meals
- Community alarms or telecare – 24 hour assistance to keep you safe at home
- Adaptations to your home like stair rails or grab rails
- Wellbeing centres for people experiencing memory loss, and their carers.

**2.** Go online and visit Surrey Information Point – this is a website that lists a wide range of care and support available locally, from community networks and home care agencies to groups who help with meals or getting out and about, meeting people and staying fit. You can search it by area. You can also connect yourself to local support by completing an online checklist – visit [www.surreycc.org.uk/onestopsurrey](http://www.surreycc.org.uk/onestopsurrey)

**3.** Or call our Adult Social Care information and advice line on **0300 200 1005**. The team will help with your enquiry by providing you with information and putting you in touch with the best organisation or service that will help you or the person you are enquiring on behalf of.

## Help to get online

If you don't have a computer visit your local library to use a computer there. Libraries also have 'digital buddies' who are there to help you. Libraries offer free computing classes too, as do local district and borough councils. See page 12 for contact details.

## Staying safe

### Fire safety – FREE safe and well visits

Protecting you from the risk of fire is really important, and you can benefit from Surrey Fire and Rescue's FREE home fire safety visits. You will also be offered the chance to be put in touch with a choice of care, support, information and advice from One Stop Surrey. To book search 'safe and well' at [www.surreycc.gov.uk](http://www.surreycc.gov.uk) or call **0800 085 0767**.

### Reporting concerns about someone's safety

If you are concerned about the safety of a young person or adult, and think they might be at risk of abuse or neglect, please report it to the Surrey Multi Agency Safeguarding Hub (MASH) without delay. The team will decide the next steps to take within 24 hours of reporting a concern. All enquiries are dealt with in the strictest confidence.

**Call: 0300 470 9100** 9am to 5pm, Monday to Friday

**Email: [mash@surreycc.gov.uk](mailto:mash@surreycc.gov.uk)**

In an emergency always dial **999**.

## Support for carers

**Carers look after family, partners or friends in need of help because they are ill, frail or have a disability. The care they provide is unpaid.**

If you look after someone, you can find out what support is available locally for carers at Surrey Information Point  
**[www.surreyinformationpoint.org.uk](http://www.surreyinformationpoint.org.uk)**

If you'd prefer to talk to someone, then free, independent information, advice and support is available from the **Action for Carers Surrey helpline** and support advisors will be able to signpost you to the help you need.

You can also get help with advocacy, emotional support, and training which is available via telephone, face-to-face meetings, or through local carers' support groups and workshops – it is flexible, and designed to fit around your schedule.

### Action for Carers Surrey

**Call: 0303 040 1234**

Calls to 03 numbers from any network will cost no more than those to 01 and 02 numbers and count as part of any call package. The cost of calls per minute depends on the network. Please check with your provider.

**SMS: 07714 075993**

**Email: [CarerSupport@actionforcarers.org.uk](mailto:CarerSupport@actionforcarers.org.uk)**

**Web: [actionforcarers.org.uk](http://actionforcarers.org.uk)**

## Free digital resources for carers

If you're interested in using technology to help with your caring role, Action for Carers Surrey can help you access FREE digital resources:

**'Jointly'** is an app that aims to make caring a little easier to manage;

**'About Me: building resilience for caring'** is a Carers UK e-learning course that shows how you can cope with stress, build support networks and get information on services and benefits.

### Young carers

**A 'young carer' is someone aged 18 or under who helps look after a friend or relative who has a long term condition, such as a disability, illness, mental health condition, or misuses drugs or alcohol. The care they provide is unpaid.**

Crucially, to get support, a young carer needs to be identified as early as possible. If you're a young carer or you know somebody who might be, Surrey Young Carers can help. Call **01483 568269** or visit **[www.surrey-youngcarers.org.uk](http://www.surrey-youngcarers.org.uk)**

## Discounts if you have a registered disability or impairment

If you're aged 18 or over and you have a registered disability or impairment, you can sign up to the Surrey Disability Register. You will be sent information relevant to your needs along with an identity card which you can use to:

- automatically be added to the Surrey vulnerable people reporting system which helps emergency services identify you and prioritise your assistance in the case of an emergency such as a flood, fire or even a significant power cut for example;
- get concessions at places like leisure centres, cinemas, theme parks;
- receive VAT savings on equipment and services purchased in connection with your disability;
- and subscribe to the bi-annual Surrey Disability Register newsletter.

## Staying healthy

You can help prevent or delay social care needs by taking some simple steps to maintain a healthy lifestyle - eating well, moving more, reducing alcohol intake, stopping smoking, will help achieve this. Make time for a simple health check by visiting your local participating pharmacy or GP. Visit [healthysurrey.org.uk](http://healthysurrey.org.uk) for more details.

## Applying for care and support – and how Adult Social Care decides if you'll need to pay

People in Surrey are living longer, which is great news, however, this also means that more people than ever before need care and support services. The Adult Social Care service at Surrey County Council focuses its support on people with social care needs, within available resources, particularly:

- residents with long-term and complex needs that affect their daily life;
- people recovering from an accident or illness who need help to manage daily living tasks, or build confidence over a short period of time;
- people recovering from a mental illness;
- carers of all ages.

### How it works

The starting point is to find out if you qualify for Adult Social Care support. This can be done by calling the Adult Social Care information and advice line on **0300 200 1005**.

These are the next key steps:

#### 1. Initial contact

The helpline will understand from your enquiry and circumstances if you are likely to qualify for council support and put you in touch with a local social care team to carry out an assessment of your social care needs. You may also be referred directly to a local team by a health professional.

## 2. Assessment

Through a discussion with you and a carer or family member (if you wish them to be involved), we will talk about your health condition, frailty or disability including how it affects your daily life and what changes would make the greatest difference to you.

An advocate can help argue your case if needed and is independent of social care, your friends and family. If you'd like an advocate, the council can provide one.

Depending on your savings and income you may need to pay for part or all of your care. Part of the assessment involves a financial assessment to decide this. It will include checks to make sure you are receiving the right benefits.

At the end of this process you will be told whether you need to pay anything towards the costs of your care and support, and if so how much you will need to pay.

## 3. Choosing and paying for your support

If you do qualify for council-funded care and support, you would then choose how your support needs are met and the level of support you would need (with or without the council's help). This would also apply if you make a contribution towards the costs.

If you do not qualify to receive council-funded care and support, we can help you find information or put you in touch with private care providers or other local organisations in your community instead.

## 4. Paying for your support – Direct Payments

If you qualify for council-funded care and support, you will receive a Direct Payment from the council. A Direct Payment is a sum of money given to you by the council to spend on support or services of your choice to meet your eligible social care needs. Very often the support you choose may be provided by another organisation or person. The council suggests a pre-paid account as the simplest way to manage the Direct Payment. If you cannot manage a Direct Payment, the council would discuss other options with you.

Carers are not charged for services they receive directly. Find out more at [www.surreycc.gov.uk](http://www.surreycc.gov.uk) on the social care and assessments page or call the Adult Social Care information and advice line; **0300 200 1005**.

## 5. Reviewing your support

If you qualify for council-funded care and support, it will be reviewed regularly to make sure it is meeting your needs, or to see if you still need the council's help.

### Online support

From autumn 2017 you'll be able to use online tools on the Surrey County Council website to find out if you qualify for Adult Social Care support, and to calculate how much you may need to pay towards your care. You'll also be able to use these tools to direct you to local information, support and services.

## Free independent financial advice

Whether you need help accessing extra money or benefits to pay for care and support, or you fund your own care, we strongly recommend speaking to an independent financial advisor. They will be able to provide impartial advice to help you navigate the complexities of care funding.

Contact the Society of Later Life Advisers (SOLLA) at [www.societyoflaterlifeadvisers.co.uk](http://www.societyoflaterlifeadvisers.co.uk) and enter your town to find your local adviser and their contact details or call **0333 2020454**.

## How to give feedback

If you don't agree with the decision that has been made by Adult Social Care about your eligibility to receive funded care and support services from the council, you have several options:

You can:

- talk to the member of staff you have most contact with;
- talk or write to the team manager;
- contact the Adult Social Care Customer Relations Team.

### Online

Please complete the online customer feedback form at [www.surreycc.gov.uk/adultsfeedback](http://www.surreycc.gov.uk/adultsfeedback)

Or contact the Adult Social Care Customer Relations Team

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

**Email: [asc.customerrelations@surreycc.gov.uk](mailto:asc.customerrelations@surreycc.gov.uk)**

**Tel: 01483 518300**

**SMS: 07527 182861**

Alternatively, if you need a paper copy of the form, please call the Adult Social Care information and advice line; **0300 200 1005** or download and complete the PDF form from the Surrey website.

## Useful contacts

### Adult Social Care information and advice line (Surrey County Council)

**Tel: 0300 200 1005**

**SMS: 07527 183861**

**Minicom: 020 8541 8914**

**Email: [contact.centre@surreycc.gov.uk](mailto:contact.centre@surreycc.gov.uk)**

**Web: [www.surreycc.gov.uk/adultsocialcare](http://www.surreycc.gov.uk/adultsocialcare)**

### Advocacy Services

**Tel: 0800 335 7330 (Freephone)**

**SMS: 07561 392818**

**Email: [info@advocacyinsurrey.org.uk](mailto:info@advocacyinsurrey.org.uk)**

### Age UK Surrey

**Tel: 01483 503414 Monday to Friday, 9am to 5pm**

**Email: [enquiries@ageuksurrey.org.uk](mailto:enquiries@ageuksurrey.org.uk)**

**Fax: 01483 454614**

**Alzheimer's Society**

Tel: 0300 222 1122

Email: [enquiries@alzheimers.org.uk](mailto:enquiries@alzheimers.org.uk)Web: [alzheimers.org.uk](http://alzheimers.org.uk)**Approved Trading Suppliers**

The Buy With Confidence scheme has an approved register of businesses, which have been vetted and approved by Trading Standards to ensure they operate in a legal, honest and fair way. Individuals can search for an approved trader and traders can apply to join the scheme.

Email: [admin@buywithconfidence.gov.uk](mailto:admin@buywithconfidence.gov.uk)Web: [buywithconfidence.gov.uk](http://buywithconfidence.gov.uk)**Community support****Local councils****Elmbridge**

**Esher, Walton-on-Thames, Weybridge, Centres for the Community, Meals on Wheels and Community Transport**

Tel: 01372 474552 Transport: 01372 474944

SMS: 07527 182861

Email: [commservices@elmbridge.gov.uk](mailto:commservices@elmbridge.gov.uk)Web: [elmbridge.gov.uk](http://elmbridge.gov.uk)**Epsom & Ewell**

**Centres for the Community, Meals on Wheels and Community Transport**

Telephone: 01372 732000

SMS: 07950 080202

Email: [contactus@epsom-ewell.gov.uk](mailto:contactus@epsom-ewell.gov.uk)Web: [epsom-ewell.gov.uk](http://epsom-ewell.gov.uk)**Guildford****Meals on Wheels**

Tel: 01483 503010

**Day centres**

Tel: 01483 505050

Email: [customerservices@guildford.gov.uk](mailto:customerservices@guildford.gov.uk)**Transport services and Guildford Dial-a-Ride**

Tel: 01483 458052

Email: [communitytransport@guildford.gov.uk](mailto:communitytransport@guildford.gov.uk)

Typetalk: 18001 01483505050

Web: [guildford.gov.uk](http://guildford.gov.uk)**Mole Valley****Day and Wellbeing centres and Telecare**

Tel: 01372 376058

**Telecare**

Tel: 01372 204500

SMS: 0800 000385

Email: [telecare@molevalley.gov.uk](mailto:telecare@molevalley.gov.uk)Web: [molevalley.gov.uk](http://molevalley.gov.uk)**Reigate and Banstead****Community centres, health and wellbeing, leisure**

Tel: 01737 27600

SMS: 07974 325272

Web: [reigate-banstead.gov.uk](http://reigate-banstead.gov.uk)

**Runnymede**

**Centres for the Community, Meals on Wheels and Community Transport**

Tel: **01932 425010** (Meals) Tel: **01932 425865**

Email: [community.services@runnymede.gov.uk](mailto:community.services@runnymede.gov.uk)

**Runnymede Dial-a-Ride**

Tel: **01932 425050**

Minicom: **01932 838386**

Email: [communitytransport@runnymede.gov.uk](mailto:communitytransport@runnymede.gov.uk)

Web: [runnymede.gov.uk](http://runnymede.gov.uk)

**Spelthorne**

**Centres for the Community, Telecare, Meals on Wheels and Transport**

Tel: **01784 444265**

Minicom: **01784 446423**

Email: [independentliving@spelthorne.gov.uk](mailto:independentliving@spelthorne.gov.uk)

**Spelthorne Meal Service**

Tel: **01784 444265**

Email: [m.wheels@spelthorne.gov.uk](mailto:m.wheels@spelthorne.gov.uk)

Web: [spelthorne.gov.uk](http://spelthorne.gov.uk)

**Surrey Heath**

**Centres for the Community**

Tel: **01276 707100**

Email: [community.services@surreyheath.gov.uk](mailto:community.services@surreyheath.gov.uk)

**Meals at Home**

Tel: **01276 707651**

**Community Alarm and Telecare**

Tel: **01276 707659**

**Community Transport**

Tel: **01276 707655**

Web: [surreyheath.gov.uk](http://surreyheath.gov.uk)

**Tandridge**

**Community Centres, Meals on Wheels, Telecare and Community Transport**

Tel: **01883 722000**

SMS: **07860 027780**

Text relay: **18001 01883 722000**

Out of hours emergency: **01883 722000**

Email: [customerservices@tandridge.gov.uk](mailto:customerservices@tandridge.gov.uk)

Web: [tandridge.gov.uk](http://tandridge.gov.uk)

**Waverley**

**Centres for the Community**

Tel: **01483 523333**

Email: [communities@waverley.gov.uk](mailto:communities@waverley.gov.uk)

**Community alarms**

Tel: **01483 523535**

**Meals on Wheels**

Gostrey Centre - Tel: **01252 725330**

Rowleys Centre - Tel: **01483 277155**

Haslewey Centre - Tel: **01428 648716**

**Dial-a-Ride service (Waverley Hoppa)****Tel: 01428 681701****Email: [enquiries@hoppa.org.uk](mailto:enquiries@hoppa.org.uk)****Web: [waverley.gov.uk](http://waverley.gov.uk)****Woking****Centres for the Community****Tel: 01483 755855****Meals on Wheels****Tel: 01483 770777****Email: [communitymeals@woking.gov.uk](mailto:communitymeals@woking.gov.uk)****Careline – Community Alarm****Tel: 01483 743647****Woking Community Transport****Tel: 01483 724433****Email: [enquiries@wokingbustler.org.uk](mailto:enquiries@wokingbustler.org.uk)****Web: [woking.gov.uk](http://woking.gov.uk)****Citizens Advice Surrey**

Search for your local branch online.

**Tel: 03444 111 444****Web: [citizensadvicesurrey.org.uk](http://citizensadvicesurrey.org.uk)****Healthwatch Surrey**

Local watchdog for health and care services

**Web: [healthwatchsurrey.co.uk](http://healthwatchsurrey.co.uk)****Tel: 0303 303 0023****SMS: 07592 787533****Healthy Surrey**

Tips for staying healthy, getting active, healthy eating and more.

**Web: [healthysurrey.org.uk/your-health](http://healthysurrey.org.uk/your-health)****Mental Health ‘Community Connections’ Services**

For local contact details on community-based support for people with mental health needs, contact the Adult Social Care information and advice line - see page 13.

**Mental Health Crisis Helpline (Surrey and North East Hampshire)****Tel: 0300 456 8342****SMS: 07717 989024****NHS 111**

For urgent but non-life threatening health advice and information about local services call 111.

**Textphone: 18001 111****One Stop Surrey**

Select information, advice, care and support to help you live independently at home.

**Web: [surreycc.gov.uk/onestopsurrey](http://surreycc.gov.uk/onestopsurrey)****Tel: 0300 200 1005****SMS: 07527 182861****Email: [onestopsurrey@surreycc.gov.uk](mailto:onestopsurrey@surreycc.gov.uk)**

### Personal Assistant (PA) Services

A Personal Assistant is someone who is employed directly by a disabled person to enable them to live their life as independently as possible.

### Surrey Independent Living Council

Tel: **01483 458111**

SMS: **07919 418099**

Email: **admin@surreyilc.org.uk**

**www.surreyilc.org.uk**

### Sensory Services by Sight for Surrey

Working with people who are visually impaired, Deaf, Hard of Hearing or who have combined sight and hearing loss.

Provides IT training, benefits assistance, befrienders, volunteering opportunities and training.

Tel: **01372 377701**

Minicom: **01372 361517**

SMS: **07500 926834**

Email: **info@sightforsurrey.org.uk**

Web: **sightforsurrey.org.uk**

### Surrey Disability Register

Tel: **0300 200 1005**

SMS: **07527 182861**

Email: **sdr@surreycc.gov.uk**

Web: **surreycc.gov.uk/surreydisabilityregister**

Follow us on Facebook – search for Surrey Disability Network

### Surrey healthcare services

To find out your nearest local healthcare services such as GPs, hospitals, dentists and pharmacies, visit **nhs.uk** and search by postcode.

### Surrey Minority Ethnic Forum

Tel: **01483 566072**

Email: **smef@surreyca.org.uk**

Web: **smef.org.uk**

### Sexual Health and HIV services

Tel: **01483 783340** (Monday to Friday, 9am to 5pm)

Email: **sexualhealth.cnwl@nhs.net**

Web: **www.sexualhealth.cnwl.nhs.uk**

### The Stroke Association

Tel: **0303 303 3100**

Email: **info@stroke.org.uk**

Web: **stroke.org.uk**

If you would like this information in large print, Braille, on CD or in another language please contact us on:

**Tel: 0300 200 1005**

**Minicom: 020 8541 9698**

**SMS: 07527 182861**

**Email: [contactcentre@surreycc.gov.uk](mailto:contactcentre@surreycc.gov.uk)**

Nëse dëshironi që ky dokument të jetë me shkronja të mëdha, në kasetë ose në një gjuhë tjetër, ju lutemi n'a telefononi në një nga numrat e mësipërm.

إذا كنت ترغب بالحصول على هذه الوثيقة في طباعة مكبرة، أو على شريط مسجل أو في لغة أخرى، فنرجو الاتصال بنا على أحد الأرقام المدونة أعلاه.

আপনি যদি এই ডকুমেন্ট বা নথি বড় ছাপার অক্ষরে, টেপে বা অন্য কোন ভাষায় পেতে চান, তাহলে দয়া করে উপরের যে কোন একটি নম্বরে আমাদের সাথে যোগাযোগ করুন।

Si desea este documento impreso en letra grande, en casete o en otro idioma, rogamos que se ponga en contacto con nosotros llamando a uno de los números anteriores.

如欲索取本文的大字體版本、錄音帶版本或另一語言版本，請撥以上任一個電話號碼，與我們聯絡。

اگر آپ کو یہ دستاویز بڑے حروف کی چھپائی میں، ٹیپ پر یا کسی دوسری زبان میں درکار ہو، تو برائے مہربانی اوپر دیئے ہوئے کسی ایک نمبر پر ہم سے رابطہ کریں۔



