

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

This is an accessible Word document of the designed publication, suitable for publishing on our website.



SURREY
COUNTY COUNCIL

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 physical or mental health condition, disability, substance misuse issues or change in home circumstance.

Whatever the reason, sometimes all it takes is a little help. It might be some information or advice, home help, or meal delivery, visits to your home if you're lonely, transport, advice on money, housing support, links to community groups or assurance of feeling safe, to make a difference to your physical or emotional wellbeing.

Or maybe you're a carer, looking for some support and guidance 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, stay healthy and connected to your community.

Finding information about local care and support

There are a number of ways to find out about what's available in your community:

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 12-16):
 - 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, support and wellbeing services available locally, from community networks and home care agencies to faith groups who help with meals or getting out and about, meeting people and staying fit. You can search the website by location or postcode and use other filters to refine your search. You can also use the shortlist function to collate personalised information, which is then available to view, email or print.

Mental health issues can happen to anyone at any time. If you are affected by these issues and are seeking advice on how to get support, there are services that can link you to one-to-one support as well as group support.

When you have substance misuse issues there is good local support you can access including the Community Connections service, Alcoholics Anonymous (AA) and Narcotics Anonymous (NA). There is also a range of peer-led SMART groups and recovery cafes available for drop-ins, helping people manage any type of addictive behaviour.

You will find these services listed on Surrey Information Point under [Health Matters/Mental Health](#).

3. Social/wellbeing prescribing is a relatively new way of referring people to relevant local support in the community that can help improve your health and wellbeing. Your GP, local council or charity may refer you to wellbeing advisors who will meet with you to discuss your needs.

Advisors are able to provide expert advice and signpost you to services that can help you be healthier and happier. This includes services that can help you get active, lose weight, eat well, stop smoking, get a load off your chest or meet new people.

4. Or contact our Adult Social Care information and advice line on 0300 200 1005 or 07527 182861 using SMS. The team will help with your enquiry by providing you with information and connecting you 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.

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](#). Search 'Surrey Fire and Rescue' at Surrey County Council and click on Book safe and well visit or call 0800 085 0767.

Reporting concerns about someone's safety

If you are concerned about the safety of an 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: ascmash@surreycc.gov.uk

In an emergency always dial 999.

Out of hours (5pm to 9am weekdays):

Contact the Adult Social Care Emergency Duty Team

Call: 01483 517898

Email: edt.ssd@surreycc.gov.uk

SMS: 07800 000388.

Support for carers

Carers look after family, partners or friends in need of help because they are ill, frail, have a physical disability, mental health condition, or problems with drugs or alcohol. The care they provide is unpaid.

There is a wide range of local support for carers.

- Find independent support from [Action for Carers Surrey](#). This charity is the first point of contact for free, independent information, advice and support to carers of all ages across the county. They can provide: access to a variety of support groups, as well as confidential telephone support; information on services, including benefits; practical help on moving and handling; advocacy and information on your rights; wellbeing events; free resources; and opportunities to influence change for carers locally and nationally.

They have specialist support for young carers (under 18, as well as young people aged 18-24); and carer advisors working in Surrey's five main hospitals. There's also tailored support for armed forces' carers.

Tel: 0303 040 1234

SMS: 07714 075993

Email: CarerSupport@actionforcarers.org.uk

- Benefit from free technology and digital resources that might help make your caring situation a little easier. Visit carersdigital.org, create an account and use the free access code: DGTL3562.
- See what financial benefits you may be entitled to as a carer.

- If you look after someone you can find out more about [local carers' support](#) at Surrey Information Point
- Complete a quick online self-assessment so the county council can look at the impact your caring responsibilities have on your life and what social care support you might be eligible for.
- Find out more online at: [Surrey County Council Carers Support](#)

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 physical disability, frailty, 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.

Tel: 01483 568269

Email: syc@actionforcarers.org.uk

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 and looking after your mental wellbeing, will help achieve this.

Make time for a simple health check by visiting your local participating pharmacy or GP. Visit [Healthy Surrey](#) for trusted health information and signposting to key local services.

What happens when you contact Adult Social Care

Connecting you to information and community support

When you contact Adult Social Care we will want to find out more about your current situation and understand what is stopping you living the life you want to. We will have open conversations with you and your family or a carer if you wish, to understand your concerns, what you have already tried to improve your independence or wellbeing and what might be the next best steps for you.

We will do this by getting to know you, listening to what's important to you, understanding what you can do yourself or with support, and what your ambitions are to have a more fulfilling life.

We will initially look at how we can connect you to appropriate community-based support and prevent the escalation of your care and support needs.

Short term help

You may require short term help and we will work with you to identify and meet the outcomes that are important to you. This will take into account your strengths and capabilities and support network.

Our staff will work with you to help you regain confidence and skills that you may have lost because of poor health, an injury, a spell in hospital or mental ill health. You may want to be able to use your home safely or get out and about more easily and we can enable you to achieve this. There are many options such as adaptations and equipment to make support at home more affordable. Or think about using new smart home technology to keep you safe and independent.

It is expected short term support or time limited help will be reduced or withdrawn over time as your independence grows.

Longer term support

You may need longer term or intensive social care support because of the complexity or escalation of your needs. It is always best to assess your long term care and support needs when you are at your best and in a familiar environment, ideally at home. We will aim to maximise your independence and, where possible, reduce services over time with growing independence.

Based on your assessment, we will review your care and support needs with you and determine if you qualify for support from adult social care. There may be a cost to any care and support services you receive from us. If you qualify for support, we will ask you to complete a financial assessment with us to work out how much you can afford to pay towards this cost.

When completing assessments, we take a 'whole family' approach, which means that you will be asked questions about yourself and your support network. If you have a carer or young carer, they will be invited to be a part of the assessment too.

A carer's social care assessment gives carers of all ages an opportunity to think about how caring impacts on their daily routines, their health and wellbeing and how willing or able they feel to carry on with their caring role. Carers can have an assessment on their own, or with the person they look after.

Adult Social Care supports people with mental health needs when it affects their daily life. Your GP may refer you to the local mental health service for appropriate support and you may be supported by both services at some points in your recovery to ensure your needs are met and that you are able to live life to the full and do things that matter to you.

Reviewing your support

An initial review will be completed shortly after your support begins to ensure that the arrangements are effective and there are no initial issues.

If you have longer term support in place this will be reviewed annually to reflect upon what is working, what's not working and what might need to change; all the while focusing on your goals and aspirations and improving your independence and wellbeing.

If your needs change substantially we will reassess you and update your support or put in place new solutions.

Online assessments

You can go online to check whether you, or someone you care for, could get support from the county council, by visiting [Adult Social Care Online](#)

There are two checklists – one to assess the needs of the person who may need support and a carer's checklist for people who are looking after someone. These will take around ten minutes to complete and will also provide tailored information and signposting for you based on your answers.

There is also an online financial assessment to check if you're likely to need to pay for social care support. This takes around 20 minutes to complete and you'll need a recent bank statement to hand. You'll have the option of either keeping the results to yourself for information only, or registering fully and sharing the results with us.

Alternatively you can contact us by phone on the Adult Social Care information and advice line to have an initial conversation on 0300 200 1005 or SMS: 07527 182861. You may also be referred to us for an assessment by a health professional or another agency e.g. Age UK Surrey or your district or borough council.

An advocate can help support you if needed and is independent of social care, your friends and family. Statutory advocacy means a person is legally entitled to an advocate because of their circumstances. This might be because you're being treated under the Mental Health Act or because you lack the mental capacity to make your own decisions. If you'd like an advocate, the council can help you access someone to support you.

Planning and paying for your support

Depending on your savings and income you may need to pay for part or all of any support provided by social 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.

If you or your carer are eligible to receive care and/or support from the council, a social care worker will assist you to plan your support.

A direct payment is money paid to you to cover the costs of the support or equipment in your support plan. For example, you may choose to employ a person directly, to buy services from an independent or voluntary sector provider or to purchase equipment to help you live more independently in your own home.

The county council recommends a prepaid account which is really easy to manage, secure and gives you control over your direct payment.

If your needs change, you can request a reassessment at any time. We will regularly review your needs to ensure that things are working for you and your family and that your independence and wellbeing is improving.

Carers are not charged for services they receive directly from the council. Find out more at [Surrey County Council Carer Support](#) or call the Adult Social Care information and advice line: 0300 200 1005.

[Surrey Independent Living Council's](#) independent living advisors can also offer you specialist advice on all aspects of employing a personal assistant.

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 \(SOLLA\)](#) 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.

Please complete the [online customer feedback form](#)

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

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

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.)

Email: CarerSupport@actionforcarers.org.uk

Web: www.actionforcarers.org.uk

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

Tel: 0300 200 1005

SMS: 07527 182861 (for the deaf or hard of hearing)

Email: contactcentre.adults@surreycc.gov.uk

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

Web: www.surreycc.gov.uk/adultsocialcare

Adult Social Care Online

To complete a support needs assessment, carers' assessment or financial assessment online.

Web: www.surreycc.gov.uk/adultsocialcareonline

Advocacy Services

Tel: 0800 335 7330 (Freephone)

SMS: 07561 392818

Email: info@advocacyinsurrey.org.uk

Web: www.advocacyinsurrey.org.uk

Age UK Surrey

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

SMS: 07548 314281

Email: enquiries@ageuksurrey.org.uk

Web: www.ageuk.org.uk/surrey

Alzheimer's Society (local support)

Tel: 01932 855582

Email: surrey@alzheimers.org.uk

Web: www.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

Web: www.buywithconfidence.gov.uk

Citizens Advice Surrey

Search for your local branch online.

Tel: 0300 330 9012

Healthwatch Surrey

Local watchdog for health and care services

Tel: 0303 303 0023

SMS: 07592 787533

Email: enquiries@healthwatchsurrey.co.uk

Web: www.casurrey.org.uk

Healthy Surrey

Home of health and wellbeing information you can trust and your link to local services.

Web: www.healthysurrey.org.uk

Mencap

National charity supporting people with a learning disability, and their families and carers.

Tel: 020 7454 0454

Web: www.mencap.org.uk

Mental Health 'Community Connections' Services

For local contact details on community-based support for people with mental health needs.

Tel: 0300 200 1005

Web: www.communityconnectionssurrey.com

Mental Health Crisis Helpline

365 days a year, 24 hours a day.

Tel: 0800 915 4644

SMS: 07717 989024

NHS 111

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

Textphone: 18001 111

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.

Contact Surrey Independent Living Council (SILC) for further information and help with independent living.

Tel: 01483 458111

SMS: 07919 418099

Email: admin@surreyilc.org.uk

Web: www.surreyilc.org.uk

Rethink

A national mental health charity offering information and advice on living with mental illness, access to local services and support to speak to your doctor to help prepare to get the most out of your appointment.

Tel: 0300 5000 927 (including Next Generation Text Service)

Email: advice@rethink.org

Web: www.rethink.org

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

SMS: 07860 026269

Fax: 01372 360767

Email: info@sensoryservices.org.uk

Web: www.sightforsurrey.org.uk

Sexual Health and HIV services

Tel: 020 3317 5252 (Monday to Friday, 9am to 5pm)

SMS: 07540 802997 (hard of hearing only)

Email: sexualhealth.cnwl@nhs.net

Web: www.sexualhealth.cnwl.nhs.uk

Social prescribing services

Search [Surrey Information Point](#) online or call 0300 200 1005 to find a local service

Surrey healthcare services

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

Web: www.nhs.uk

Surrey Information Point

A wide range of information about local care and support options, activities and events.

Web: www.surreyinformationpoint.org.uk

Surrey Minority Ethnic Forum

Tel: 01483 571781

Email: admin@smef.org.uk

Web: www.smef.org.uk

Care and support for adults in Surrey

Surrey Young Carers

Tel: 01483 568269

Email syc@actionforcarers.org.uk

Web: www.actionforcarers.org.uk

The Stroke Association

Tel: 0303 303 3100

Web: www.stroke.org.uk

Community support from local councils

Elmbridge

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

Web: www.elmbridge.gov.uk/

Tel: 01372 474552

Email: commservices@elmbridge.gov.uk

Transport: 01372 474944

Email: commtransport@elmbridge.gov.uk

Epsom & Ewell

Wellbeing, Day care, Meals at Home and Community Transport

Telephone: 01372 732000

SMS: 07950 080202

Email: contactus@epsom-ewell.gov.uk

Web: www.epsom-ewell.gov.uk

Guildford

Community Meals

Tel: 01483 503010

Social centres

Tel: 01483 505050

Email: customerservices@guildford.gov.uk

Community Transport services

Tel: 01483 458052

Email: communitytransport@guildford.gov.uk

Web: www.guildford.gov.uk

Care and support for adults in Surrey

Mole Valley

Social Centres and Telecare

Tel: 01372 376058

Community Transport & Dial A Ride

Tel: 01372 383333

Telecare

Tel: 0300 123 7718

SMS: 0800 000385

Email: telecare@molevalley.gov.uk

Meals on Wheels

Tel: 01372 474552

Email: commservices@elmbridge.gov.uk

Web: www.molevalley.gov.uk

Reigate and Banstead

Horley Regent House Community Centre

Tel: 01293 772240

Email: enquiries_regenthouse@staywellservices.org.uk

The Banstead Centre

Tel: 01737 361712

Email: enquiries_banstead@staywellservices.org.uk

The Woodhatch Centre

Tel: 01737 221030

Email: enquiries_woodhatch@staywellservices.org.uk

Tel: 01737 276000

SMS: 07834 626468

Web: www.reigate.banstead.gov.uk

Runnymede

Social Centres for the Community & Community Alarms

Tel: 01932 425865

Email: Communityservices@runnymede.gov.uk

Web: www.runnymede.gov.uk

Community Transport

Tel: 01932 425050

Email: communitytransport@runnymede.gov.uk

Meals at Home

Tel: 01932 425010

Telecare

Tel: 01932 425865

Email: careline@runnymede.gov.uk

Spelthorne

Community centres, Telecare, Meals on Wheels and Transport

Tel: 01784 446389

Email: independentliving@spelthorne.gov.uk

Spelthorne Meal Service

Tel: 01784 444265

Email: m.wheels@spelthorne.gov.uk

Web: www.spelthorne.gov.uk

Surrey Heath

Windle Valley Centre

Tel: 01276 479185

Community Transport

Tel: 01276 707655

Meals at Home

Tel: 01276 707651

Community Alarms & Telecare

Tel: 01276 707659

Web: www.surreyheath.org.uk

Tandridge

Community alarm

Tel: 01883 722000

Email: customerservices@tandridge.gov.uk

Community Transport

Tel: 01883 732937

Web: www.tandridge.gov.uk

Care and support for adults in Surrey

Waverley

The Clockhouse Centre, Milford

Tel: 01483 420668,

Email: manager@clockhouse.org.uk

Rowleys Centre, Cranleigh

Tel: 01483 277155

Email: info@rowleyscranleigh.co.uk

Brightwells Gostrey Centre, Farnham

Tel: 01252 725330

Email: manager@brightwellsgostrey.org

Farncombe Day Centre, Farncombe

Tel: 01483 426685

Email: info@farncombedaycentre.org.uk

Haslewey Community Centre, Haslemere

Tel: 01428 648716

Community alarms

Tel: 01483 523535

Email: careline@waverley.gov.uk

Gostrey Centre Community Meals

Tel: 01252 727280

Email: communitymealsbrightwells@outlook.com

Rowleys Centre Community Meals

Tel: 01483 277155

Email: tina@rowleyscranleigh.co.uk

Haslewey Centre Community Meals

Tel: 01428 648716

Email: info@haslewey.org

Web: www.waverley.gov.uk

Waverley Hoppa Community Transport

Tel: 01428 681701

Web: www.hoppa.org.uk

Woking

St Mary's Centre

Tel: 01483 743 877

Email: stmary's@woking.gov.uk

The Vyne Centre

Tel: 01483 743 558

Email: the.vyne@woking.gov.uk

Moorcroft Centre

Tel: 01483 743 373

Email: moorcroft@woking.gov.uk

Parkview Centre

Tel: 01483 743 974

Email: parkview@woking.gov.uk

Meals on Wheels

Tel: 01483 770777

Email: community.meals@woking.gov.uk

Careline – Community Alarm

Tel: 01483 743647

Email: careline@woking.gov.uk

Woking Community Transport

Tel: 01483 724433

Email: enquiries@wokingbustler.org.uk

Web: www.woking.gov.uk