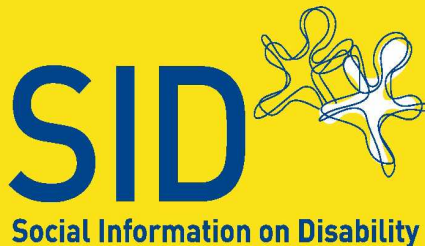




# Support at Home

A Quick Guide for Advisers in Surrey



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## Support at home

Practical support for daily living is available to help disabled people living at home and support family & friends who are carers. Help can be obtained direct from social services, voluntary organisations or paid for privately.



## Getting help from social services

Help from social services depends on meeting certain disability and financial criteria. Initially, a community care assessment is carried out. This can take place at home or elsewhere & involves the person being asked about their needs and the services they require. Services will be provided if their needs meet the criteria set by social services.

Services can include:

- personal care
- transport to day centres
- equipment to help maintain independence
- sheltered housing or residential care

A care plan will be written based on the assessment and a copy provided, together with an explanation of any charges. However, someone's ability to pay is not considered when assessing what services are needed. Social services have a duty to carry out assessments if someone appears to be in need of a community care service, is disabled or is a carer. To request an assessment contact Surrey County Council 📞 08456 009009.

Assessments may also be carried out while someone is in hospital or when a young person is moving on from education.

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## Carer's assessment & support

A carer is someone who carries out regular & substantial care for a disabled child or adult. Carers have the right to a separate assessment from Surrey social services ☎ 08456 009009 to assess their own needs as carers & the support they need to continue caring. It should take account of any work, education or training they are undertaking. Carers are entitled to an assessment, even if the person they are caring for does not want one. Services to support carers may include: sitting services, short breaks, equipment & benefits advice.

Advice for carers is available from Action for Carers Surrey ☎ 01483 302784 [www.carersnet.org.uk](http://www.carersnet.org.uk). They have information on carers support workers & support groups. Support for young carers (under18) is available in East Surrey ☎ 01737 248111 & in West Surrey ☎ 01483 568269. Mencap ( 01737 225902 have a project to support older carers of people with a learning disability .

## Direct Payments

Direct Payments are available in Surrey for people aged 17 & over to buy their own care, rather than having services provided by social services. Payments can be used to employ personal assistants or to buy almost any kind of care that may be required. Carers may also be able to get Direct Payments. SILC ( 01483 458111 can advise. Certain conditions need to be met in order to get Direct Payments.



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## Home from hospital

When someone is discharged from hospital they may only need support for a few weeks before being able to manage on their own. On discharge they should have a plan which has been devised while in hospital to include any equipment & support they may need from relatives, health professionals & social services.

Age Concern Runnymede ☎ 01932 566040 offer practical short term assistance in the Runnymede area. Red Cross ☎ 0845 0547222 have a similar service for people discharged from the Royal Surrey Hospital.

## Arranging care yourself

If someone is not eligible for services because they have over a certain amount in savings or because they do not meet the eligibility criteria for services, they can still get advice and information from social services ☎ 08456 009009 to help them make decisions



about their care. They may become eligible for services in the future if their capital reduces and/or their condition worsens.

Private care agencies can be employed to provide personal care, nursing care, housework services, shopping, gardening & stand in for the carer while they go shopping or away for a few days. Charges vary and can be by the hour, day or week. SID ☎ 0800 0439395 has information on care agencies and voluntary organisations that can also provide support.

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## Support from voluntary organisations

Voluntary organisations provide a wide range of services to disabled people and carers.

Crossroads provide occasional or regular care (including personal care) in the disabled person's home to relieve carers:

East Surrey	01883 714641
Mid Surrey	01372 363300
Elmbridge	01372 469942
Guildford & Waverley	01252 313323
Woking & Surrey Heath	01483 766336

The Alzheimer's Society ☎ 0845 300 0336 runs services, to help carers of people with dementia:

Dorking & District	01306 883425
East Surrey	01737 231655
Guildford & District	01483 457817
Haslemere & Waverley	01428 642055
Runnymede	01932 859900
Spelthorne & W Elmbridge	01784 444214
Mid Surrey	01372 729988
Woking	01483 771212

Some Age Concern groups also provide a visiting service and run day centres. Contact Age Concern Surrey ☎ 01483 503414.

Local good neighbour schemes & voluntary organisations for specific disabilities also offer informal support & services, many run by their volunteers. Contact SID ☎ 0800 0439395.

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## Palliative care

For people with life-threatening illnesses that require long term care, the patient's GP and district nurse can arrange NHS care & care from voluntary agencies such as:

Macmillan Cancer Support ☎ 0808 808 2020 for people with cancer and other progressive conditions.

The Brigitte Trust ☎ 01306 881816 for people who wish to be cared for in their own homes & who need practical & emotional support mainly in Mid & East Surrey.

## Care away from home

Resource centres/day centres are run by local authorities and some voluntary organisations. Referral is usually by social services or other agency. Some have a 'drop in' service. Day centres can provide activities & care for few hours a day or several days a week for older disabled people, those with sensory impairments, mental health issues or learning disabilities. SID ☎ 0800 0439395 has information on day centre services.



Overnight or longer stays, often referred to as respite care or short breaks, can provide both the disabled person & the carer with the chance to refresh themselves. Vouchers to be used towards the cost of a break with an approved provider may be available after a carers assessment (page 3). Contact Action for Carers ( 01483 302748. A range of short break options can be found at [www.shorttermbreaks.org.uk](http://www.shorttermbreaks.org.uk) and [www.carersnet.org.uk](http://www.carersnet.org.uk).

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## Help to stay independent at

**Meals on Wheels** deliver ready cooked meals to disabled & older people living at home. Referral is by GP, district nurse or social services.

**Internet shopping & home delivery** is available from Asda ☎ 0845 300 7771, Sainsbury's ☎ 0845 301 2020, Tesco ☎ 0845 722 5533 and Waitrose ☎ 0800 188 884. Eismann ☎ 0800 138 4627 will deliver frozen meals as will Cook ☎ 0870 870 7338.

**Housework services** are available from Age Concern Surrey ☎ 01483 446627. They can arrange for paid domestic help for older and disabled people. .

**Gardening** may be undertaken by good neighbour schemes which are very locally based. Contact SID ☎ 0800 0439395.

**Buy With Confidence** scheme ( 01372 371700

[www.surreycc.gov.uk](http://www.surreycc.gov.uk) lists tradesmen approved by Surrey Trading Standards.

**Community Alarm services** (24hrs) allow disabled & older people to summon help if they fall or are worried when they are alone. Contact Age Concern Surrey ☎ 01483 503414, Help the Aged ☎ 0808 800 6565 & local authorities, who also run **Telecare services** which provide bed sensors, fall detectors & other equipment around the home linked to the community alarms service.

**Bathing services** assist disabled people to take a bath in their own home or at a day centre. Referrals are by GP or district nurse; there is usually a charge for the service. Many day centres may also offer **chiropody** and **hairdressing** services. Contact Age Concern Surrey ☎ 01483 503414 or SID ☎ 0800 0439395.



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**Equipment & adaptations** including stair lifts, ramps, riser recliner chairs, special telephones, scooters and hoists can all help to make life much easier at home. See separate booklet 'Disability Equipment' available from SID ☎ 0800 0439395.

## Learning independent living skills

Training to enable visually impaired people to manage everyday tasks is provided by Surrey Association for Visual Impairment (SAVI) ☎ 01372 377701.

Training for people with learning disabilities is provided by social services (often within supported housing) or adult education classes, and is usually identified in an individual's care plan. The Queen Elizabeth's Foundation helps physically disabled adults age 19-40 to achieve independence skills in a residential setting ☎ 01372 841 300.

## Accommodation with support

Sheltered housing can enable older people to live independently with the extra support of a warden. Access to sheltered housing can be through local authority nomination or by purchasing privately. Advice can be sought from the Elderly Accommodation Counsel ☎ 020 7820 1343 or the Abbeyfield Society ☎ 01727 857 536.

Supporting People ☎ 01372 832980 offers housing-related support to enable vulnerable & disabled people to live as independently as possible at home.

Support can be either short or long term, assisting people to access welfare benefits & health services, and to learn life skills like budgeting, cooking and cleaning.



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## Benefits for care needs

Disability Living Allowance (DLA) is paid to disabled people with care and/or mobility needs, aged 65 or under. Attendance Allowance (AA) is paid to people over 65 who have care needs. DLA/AA are unaffected by savings and paid in addition to other benefits. Carer's Allowance is the main benefit for carers over age 16. See separate booklet 'Disability Rights & Benefits' available from SID ☎ 0800 0439395.

Claim packs can be obtained from the Benefit Enquiry Line ☎ 0800 882200. Citizens Advice Bureaux do checks on entitlement to benefits [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk). Information services (below) can advise on help with filling in forms.

## Reporting Abuse

Young people and adults experiencing abuse should contact Surrey social services ☎ 08456 009009 for help and advice.



## Disability information services in Surrey

DAISE	Elmbridge	01932 248660
DATA	Tandridge	01883 722593
DICE	Epsom & local areas	01372 735243
DisCASS	Guildford & Waverley	01483 860551
WIDE	Woking & Surrey Heath	01483 747400
SID	Countywide	0800 0439395

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## Information & support for specific disabilities

Arthritis Care	0800 800 4050
British Heart Foundation	08450 708070
Cancerbackup	0808 800 1234
Continence Foundation	0845 345 0165
Diabetes UK	0845 120 2960
Headway	01483 455225
Mencap	0808 808 1111
Motor Neurone Disease Association	08457 626262
MS Society	0808 800 8000
National Autistic Society	0845 070 4004
Parkinson's Disease Society	0808 800 0303
Stroke Association	0845 3033100

## Local authorities in Surrey

Elmbridge Borough Council	01372 474474
Epsom & Ewell Borough Council	01372 732000
Guildford Borough Council	01483 505050
Mole Valley District Council	01306 885001
Reigate & Banstead Borough Council	01737 276000
Runnymede Borough Council	01932 838383
Spelthorne Borough Council	01784 451499
Surrey Heath Borough Council	01276 707652
Tandridge District Council	01883 722000
Waverley Borough Council	01483 523333
Woking Borough Council	01483 755855

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This booklet is available in  
alternative formats on request



0800 0439395



[info@asksid.org.uk](mailto:info@asksid.org.uk)

**Other booklets due in this series:**

Accessible Surrey

Disability Equipment

Disability Rights & Benefits

More information on living with a disability in  
Surrey can be found at [www.asksid.org.uk](http://www.asksid.org.uk)

A list of Surrey contacts is available in the leaf-  
let 'Information for You' available from SID

SID - Social Information on Disability

Rentwood, School Lane

Fetcham, Surrey KT22 9JX



01372 372888 (admin)



0800 0439395 (information line)

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