



Do you know
where to go for
care and support
services in
Surrey?

www.surreycc.gov.uk



SURREY
COUNTY COUNCIL

Making Surrey a better place

SECTION 1: Adult Social Care

Knowing where to go for information and advice can be challenging, which makes it hard for people to access the right service or support they need.

If you suddenly need help or support for yourself or someone close to you, what would you do? Who would you turn to for advice?

This leaflet is intended to provide you and your family members with information and key contact details for care and support services in Surrey.



Surrey County Council's Adult Social Care Service aims to promote residents' wellbeing and independence supporting them to live independently and safely, and giving them choice and control over their lives, meaning they can live in their own homes for longer.

We will enable you to have fair access to the social care support and services you need. This includes providing you with information and advice so that you can find your own solutions.

Tel: **0300 200 1005**

SMS: **07527 182861**

Email: **contactcentre.adults@surreycc.gov.uk**

SECTION 2:

Local council services

Surrey's borough and district councils offer many community services (or fund others) which may include, Meals on Wheels, Dial A Ride and Community Transport, Community Alarm and Telecare Services, Handyman Schemes, sheltered housing schemes, leisure centres, day services for older people, centres for the community, as well as other services.

Elmbridge Borough Council

Tel: 01372 474474

Email: contactus@elmbridge.gov.uk

Website: www.elmbridge.gov.uk

Epsom and Ewell Borough Council

Tel: 01372 732000

SMS: 07950 080202

Email: contactus@epsom-ewell.gov.uk

Website: www.epsom-ewell.gov.uk

Guildford Borough Council

Tel: 01483 505050

Email: customerservices@guildford.gov.uk

Website: www.guildford.gov.uk

Mole Valley District Council

Tel: 01306 885001

Email: info@molevalley.gov.uk

Website: www.molevalley.gov.uk

Reigate and Banstead Borough Council

Tel: 01737 276000

SMS: 07974 325272

Email: contactus@reigate-banstead.gov.uk

Website: www.reigate-banstead.gov.uk

Runnymede Borough Council

Tel: 01932 838383

SMS: 07860 035340

Minicom: 01932 838386

Email: general.enquiries@runnymede.gov.uk

Website: www.runnymede.gov.uk



Spelthorne Borough Council

Tel: 01784 451499

Minicom: 01784 446423

Email: customer.services@spelthorne.gov.uk

Website: www.spelthorne.gov.uk

Surrey Heath Borough Council

Tel: 01276 707100

Email: enquiries@surreyheath.gov.uk

Website: www.surreyheath.gov.uk

Tandridge District Council

Tel: 01883 722000

Email: customerservices@tandridge.gov.uk

Website: www.tandridge.gov.uk

Waverley Borough Council

Tel: 01483 523333

Email: enquiries@waverley.gov.uk

Website: www.waverley.gov.uk

Woking Borough Council

Tel: 01483 755855

Email: customers@woking.gov.uk

Website: www.woking.gov.uk



SECTION 3: Keeping you safe

Safeguarding

In Surrey a number of public sector agencies including social care, health organisations, the police and the local councils work together to help to keep residents safe from harm. If you are at risk or suspect someone is at risk, please report it.

In an emergency call 999.

Tel: 0300 200 1005

Text: 07527 182861

Email: contactcentre.adults@surreycc.gov.uk

All calls are treated in the strictest confidence.

Sensors and alarms for the home

Surrey Telecare provides a range of sensors and alarms that can help people of all ages to live independently by alerting a 24 hour care centre should a potential emergency such as a fall, or fire occur.

Tel: 0800 1956035

Text: 07976 843825

Web: www.surreytelecare.com

Or contact your local borough or district council.

Surrey Fire and Rescue Service

The Surrey Fire and Rescue Service helps to keep people at high risk safe from fire hazards in their own home and recommends smoke alarms linked to a telecare centre.

Arrange a free Home Fire Safety visit

Tel: 0800 0850767

Surrey domestic abuse outreach services

Surrey based charities provide specialist advice and information to anyone affected by domestic abuse whether you have left or are still in the relationship. To talk to someone in confidence call the **yourSanctuary** Surrey 24 hour helpline on: 01483 776822 or



contact your local outreach service on the number below. In an emergency always dial 999.

East Surrey Outreach Service (Reigate & Banstead, Mole Valley and Tandridge)

Tel: 01737 771350

YourSanctuary Outreach Service (Woking, Runnymede and Surrey Heath)

Tel: 01483 776822

North Surrey Outreach Service (Epsom & Ewell, Elmbridge and Spelthorne)

Tel: 01932 260690

South West Surrey Outreach Service (Guildford and Waverley)

Tel: 01483 577392

Website: www.surreyagainstda.info

British Red Cross

This is a volunteer-led humanitarian organisation that helps people in crisis offering emergency response, event first aid,

fire and emergency support service, refugee services, equipment loans, first aid courses and much more.

Tel: 01483 749050

Email: information@redcross.org.uk

Website: www.redcross.org.uk

Neighbourhood Watch

Made up of Street Watch, Street Angels and Street Pastors to ensure neighbourhoods are safe, friendly and pleasant places to live.

Tel: 0116 2293118

Email: enquiries@ourwatch.org.uk

Website: www.ourwatch.org.uk

Approved Trading Suppliers

Buy with Confidence scheme is an approved register of businesses, which have been thoroughly 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.

Website: www.buywithconfidence.gov.uk

Support with Confidence

This scheme helps people make good and informed choices when selecting their care, such as personal assistants, or purchasing goods or services with the confidence that members of the scheme are reliable, trustworthy and understanding and will be able to respond to their needs.

Email: support.confidence@surreycc.gov.uk

Website: www.supportwithconfidence.gov.uk

A list of services is also available on Surrey's online directory at:

www.surreyinformationpoint.org.uk

SECTION 4: Support at home

Reablement service

Adult Social Care provides a reablement service that helps individuals learn how to live with an illness or condition and remain independent at home. Specially trained staff will assess needs and support people to learn or relearn the skills necessary for daily living, where progress will be monitored on an ongoing basis.

Tel: 0300 200 1005

Text: 07527 182861

Email: contactcentre.adults@surreycc.gov.uk

Independent home care providers

For information about independent home care providers in Surrey, contact Surrey Care Association:

Tel: 01372 825116

Website: www.surreycare.co.uk



Other local organisations and charities can provide paid-for domestic support, including Age UK's Hometime service:

Tel: 01483 454646

Email: contact@ageuk.org.uk

Website: www.ageuk.org.uk

Information about cleaning, laundry and shopping services can found on the Surrey Information Point website

– **www.surreyinformationpoint.org.uk**



SECTION 5: Information for carers

Action for Carers (Surrey)

An independent, charitable organisation led by carers. Its main aim is to raise awareness of carers' needs and concerns, empowering and enabling them to have their views heard and taken account of, both in Surrey and nationally.

"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"
– Carers (UK) definition

Tel: 01483 302748

Email: info@actionforcarers.org.uk

Website: www.actionforcarers.org.uk

There are local carer support schemes in each area and Action for Carers can put you in touch with the relevant group.

SECTION 6: Specialist support

Alzheimer's Society

Working to improve the quality of life of people affected by dementia. For more information about the symptoms and diagnosis around dementia contact the Alzheimer's Society on:

Tel: 0300 222 1122

Email: enquiries@alzheimers.org.uk

Website: www.alzheimers.org.uk

The Stroke Association

Providing a number of vital support services across the country to help those affected by stroke, helping them regain their lives.

Tel: 0303 303 3100

Email: info@stroke.org.uk

Website: www.stroke.org.uk

Surrey Association for Visual Impairment (SAVI)

Helping people with vision impairment and dual sensory loss at all stages of obtaining support including assessment, reablement, rehabilitation, specialist equipment, support planning and the provision of ongoing support e.g. communicator guides. SAVI also provides: a resource centre, IT training, benefits assistance, befrienders, volunteering opportunities and training for professionals.

Tel: 01372 377701

Minicom: 01372 361517

Text: 07500 926834

Email: info@sa-vi.org.uk

Website: www.surreywebsight.org.uk

FirstPoint: Hard of Hearing, Deaf and Interpreting Services CIC

Offering information, advice and a sign language interpreting service for people who are deaf or hard of hearing. Service includes: →

assessment of needs; equipment for the home; specialist social workers; support groups.

Tel: 01372 376558

Text Direct: 18001 01372 376558

Text: 07854 238787

Email: contact@first-point.org.uk

Website: www.firstpointcic.co.uk

Social Information on Disability (SID)

Providing a free, independent information service on all aspects of living with a disability, for disabled people and carers in Surrey. SID also runs a free online second-hand disability equipment service.

Tel: 0800 043 9395

Website: www.asksid.org.uk

Wellbeing Centres

Providing information and support for people who are concerned about memory loss.

Website: www.surreycc.gov.uk/wellbeingcentres.

Brokerage

Brokers are individuals or organisations that help people make informed choices about the type of care they want to purchase. They also provide information and advice about receiving and managing social care personal budgets.

www.surreycc.gov.uk/brokerage.

Surrey Minority Ethnic Forum

A collective of community and voluntary groups from Black, Asian and Minority Ethnic (BAME) backgrounds. Through the Forum, members can access information and resources to support their work in Surrey, sharing best practice, voicing concerns and influencing services and policies, both locally and nationally.

Tel: 01483 566072

Email: smef@surreyca.org.uk

Website: www.smef.org.uk



Surrey Community Action

A countywide charity offering advice, support and information to both voluntary and community groups on a wide range of services.

Tel: 01483 566072

Email: info@surreyca.org.uk

Website: www.surreyca.org.uk

Language Line Solutions

A paid-for 24 hour service which provides language interpretation (telephone and face to face) and document translation.

Tel: 0800 169 2879

Email: enquiries@languageline.co.uk

Website: www.languageline.co.uk

Counselling services

Relate

Offering advice, relationship counselling, sex therapy, workshops, mediation, consultations and support, face-to-face, by phone and

through their website.

Tel: 0300 100 1234

Website: www.relate.org.uk

Samaritans

A confidential, 24 hour, emotional support service for people who are experiencing feelings of distress, despair or are feeling suicidal.

Tel: 08457 909090

Email: jo@samaritans.org

Website: www.samaritans.org

Bereavement support

Cruse Bereavement Care

Offering the highest quality support following a bereavement.

Epsom, Ewell and Mole Valley:

020 8393 7238

South East Surrey: 01737 772834

South West Surrey: 01483 565660

Surrey North: 01932 571177

SECTION 7: Healthcare services

Surrey Services

To find out your nearest healthcare services such as GPs, hospitals, dentists and pharmacies, visit www.nhs.gov.uk. A search function allows you to search for services by postcode.

Or for health advice and information about local services call NHS Direct on **0845 46 47**.

If you need to speak to a doctor when your GP practice is closed, listen to the message on its answerphone which will give you a number to ring.

If you want to find an NHS dentist or need emergency treatment call the Surrey Dental Helpline on **0845 271 20 40**.

Surrey and Borders Partnership NHS Foundation Trust

The local provider of specialist mental health, drug and alcohol and learning disability services for people of all ages in southern England, delivering quality treatment and support to improve mental and physical wellbeing.

Tel: 0300 5555222

Text: 0208 964 6326

Or visit their website to use the online services for people who are deaf or hard of hearing at www.sabp.nhs.uk/contact

There is a Mental Health Crisis Helpline for people with mental health problems in Surrey and North East Hampshire.

In times of crisis or distress please call:

0300 456 83 42.

The SMS texting facility for people who are deaf or hard of hearing is **07717 989024**.



First Steps

Free and confidential helpline for information on emotional wellbeing as well as training and self help material.

Tel: 0808 8010325

Email: first.steps@nhs.net

Website: www.firststeps-surrey.nhs.uk

NHS Choices

Providing an online comprehensive health information service that helps people make choices about their health.

Website: www.nhs.uk

NHS 111

From April 2013, NHS 111 will be a new, free to call number when you need medical help fast but it is not an emergency.

Terrence Higgins Trust

The UK's leading HIV and sexual health charity supporting more than 100,000 people a year. The charity also campaigns and lobbies for greater political and public understanding of the personal, social and medical impact of HIV and sexual ill health.

Tel: 0808 8021221

Email: info@tth.org.uk

Website: www.tth.org.uk

Southern Addictions Advisory Service (SAdAS)

A non-profit organisation with charitable status that is firmly dedicated to improving the lives of individuals with drug and alcohol addiction.

Tel: 01483 590150

Email: info@sadas.org.uk

Website: www.sadas.org.uk

SECTION 8: Learning, skills and education

Adult education courses in Surrey are provided by Surrey County Council in the north and south west of the county and East Surrey College in the east.

Adult and Community Learning (SCC)

Tel: 03456 009 0009

Text: 07527 182861

Website: www.surreycc.gov.uk/adultlearning

East Surrey College

Tel: 01737 772611

Website: www.esc.ac.uk

SECTION 9: Information, support and advice for all residents

Surrey Information Point

An online directory that provides step by step information and support for individuals and their families on services, activities and organisations to help them live more independently in their local communities. The directory has information on benefits, help at home, health conditions, leisure information and much more.

Website: www.surreyinformationpoint.org.uk

Adult Social Care Helpline

Surrey County Council provides a helpline for Adult Social Care enquiries and offers a range of information and advice, regardless of whether or not you are entitled to receive council funded care and support services. →

Tel: 0300 200 1005

Text: 07527 182861

Email: contactcentre.adults@surreycc.gov.uk

Surrey Voluntary Action Network

A network of Voluntary Action organisations and Volunteer Centres, which operate in Surrey. The members play a significant part in the support and development of the many voluntary and community sector groups and services in Surrey.

Tel: 0845 03 44 111

Website: www.surreyvoluntaryactionnetwork.org.uk

Enquiries Direct

Surrey Libraries' information service for information on housebound services, health and wellbeing events or general enquiries.

Tel: 01483 543599

Text: 07968 832414

Email: libraries@surreycc.gov.uk

Citizen Hubs

Local centres for information and support to help people stay independent.

Hubs aim to promote independence in disabled and older people's lives by helping make informed choices about the different care and support that is available to them in the community.

Website: www.thesurreyhubs.org.uk

Paying for Care

A not for profit organisation offering advice and support relating to specialist care fees including an online residential care calculator on their website.

Website: www.payingforcare.org

Benefits advice

Age UK Surrey

Providing older people with information and advice on claiming the right benefits. →

Details on entitlements and how to claim can be found on the website or by calling the helpline.

Tel: 01483 503414

Email: enquiries@ageuksurrey.org.uk

Website: www.ageuk.org.uk/surrey

Citizens Advice Surrey (CAB)

Providing free confidential, impartial and professional advice to help people resolve a wide range of issues.

Tel: 08444 111444

Text: 08444 111445

Email: citizenadvicesurrey@cabnet.org.uk

Website: www.citizensadvicesurrey.org.uk

Surrey Disabled People's Partnership

Specialist benefit advisors to help people access their entitlements.

Tel: 01483 750973

Website: www.sdpp.org.uk

SECTION 10: Transport

The Blue Badge scheme

For drivers or passengers with severe mobility problems. The scheme allows Blue Badge holders to park close to where they need to go.

Website: www.surreycc.gov.uk/roads-and-transport/parking/blue-badge-scheme

Patient Transport Service

The Patient Transport Service provides a non-emergency booking service and general enquiries around transport options available for eligible patients living in Surrey, or who are registered with a Surrey GP.

Tel: 0300 200 1067 (Mon to Fri, 8am - 6pm, not including Bank Holidays).

Dial A Ride and community transport

For Dial A Ride services, please contact your local borough or district council (see section 2).

Information was correct at time of publication

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

Tel: 03456 009 009

Minicom: 020 8541 9698

Fax: 020 8541 9575

Email: contactcentre@surreycc.gov.uk

**Helping you make
the right choices**



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COUNTY COUNCIL