

Mid
Surrey
Directory
of
Dementia
Services

2013

Foreword

I am very pleased as chair of the Mid Surrey Dementia Local Implementation Group, to present the first dementia directory of services for people with dementia, their family members, caregivers and health professionals. It is intended as a guide to signpost those who require support, to the right agency, at the right time, and in the right way. Much is said about ease and equality of access to information, and this directory, I feel, goes some way to achieving that aim.

I have seen all too often how a diagnosis of dementia can have devastating consequences for all concerned, if the right support is not offered in time. I hope that this directory helps to change that for people with dementia and their caregivers in the Mid Surrey area. I am grateful for the publicity that dementia is rightly receiving at this time, and this directory highlights the excellent range of services already available to those in need.

The directory of services would not have been created without the dedicated subgroup, Paul Tame (Home Instead) and Karen Masetti (CSH Surrey), supported by Shidaa Adjin-Tettey (Surrey County Council). I am sure that this is the first of many editions as the directory grows from strength to strength. Its value, of course, lies in how it is received and used by the people for whom it is intended. I hope it proves its worth.

Dr Aalia Khan MRCP

Chair, Mid Surrey Dementia Local Implementation Group

NHS Surrey Downs CCG

Pascal Place, Leatherhead

August, 2013

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1. Who can help me get a diagnosis and what help is available to me?

SUMMARY

GP / Primary Care

Dementia Navigators | The Alzheimer's Society

- **Age Concern**
- **Age UK Surrey**
- **Alzheimer's Society**
- **Citizens Advice Bureau**
- **Community Mental Health Services**
- **Crossroads Care**
- **Elmbridge Relief Carers**
- **MIND**
- **SILC**
- **Surrey County Council**
- **Surrey Information Point**
- **The Alzheimer's Society**
- **Wellbeing Centres**
- **Specialist Dementia Support**



Visit your GP

For easy access to addresses and phone numbers please see:

<http://www.nhs.uk/Services/Trusts/GPs/DefaultView.aspx?id=3570>



Dementia Navigators | The Alzheimer's Society: outreach support workers employed by the Alzheimer's society, there are 19 across the Surrey County. The role involves the support of those diagnosed with dementia and their carers from the point of diagnosis right through the pathway of care, vital resources for accessing local information about dementia and older people's services.

Dementia Navigators	Area	Email	Tel
Karen Tapson	Banstead, Tadworth	karen.tapson@alzheimers.org.uk	01372 729988
Linda Kingwell	East Elmbridge	linda.kingwell@alzheimers.org.uk	01372 729988
Lorraine Backshall	Epsom and Ewell	lorraine.backshall@alzheimers.org.uk	01372 729988
Linda Cornelia	Mid Surrey (Manager)	linda.cornelia@alzheimers.org.uk	01372 729988
Joan Hughes	Mole Valley North and Leatherhead	joan.hughes@alzheimers.org.uk	01372 729988
Judy Carole- Kaufmann	Mole Valley South and Dorking	judy.kauffmann@alzheimers.org.uk	01883 383929

Age Concern

Is an independent charity that can provide a wide range of advice on all aspects that affect the elderly including benefits and sources of help about money and legal matters.

Age Concern Banstead : 01737 352156
Age Concern Dorking : 01306 881804
Age Concern Epsom and Ewell : 01372 732456
Age Concern Mole Valley : 01372 879083

Age UK Surrey

<http://www.ageuk.org.uk/surrey/>

01483 503 414

Age UK provide numerous services such as a home time service (providing domestic support), home visiting service (a friendly volunteer will pop in and visit to minimise isolation), a gardening scheme, foot care and shop mobility service (where you can hire a wheel chair or mobility scooter to go into town and do your shopping).

The Alzheimer's Society

Contact the Alzheimer's Society advice and support. They will tell you about other Local services that you may want to speak to.

Epsom Office. The Alzheimer's Society, the Meadows Day Hospital, West Park, Horton Epsom KT19 8PB. Tel: 01372 729988

The Citizens advice bureau

<http://citizensadvice.org.uk/>

Citizens Advice Bureau	Telephone	Address
Banstead	0844 477 5982	The Banstead Centre, The Horseshoe, Banstead KT22 8AE
Dorking	01306 876806	Lyons Court, Dorking, RH4 1AB
Epsom	0844 4111 444	Town Hall, The Parade, Epsom KT18 5AE
Leatherhead	01372 375522	Swans Mews, High Street, Leatherhead KT22 8AE

Community Mental Health Services

Your GP will refer you to these for a diagnosis

Molesey, Thames Ditton, Cobham, Esher, Oxshott, Dorking, Mole Valley, Epsom, Ewell, Banstead, Worcester Park			
Community Mental Health Team for Older People (CMHTOP)	Area	Contact Name	Address and Tel

	Epsom, Ewell and East Elmbridge	Advanced Practitioner Mike Rakatoo. Mid Surrey 1	The Meadows, West Park Hospital. Epsom, Surrey KT19 8BP. Tel 01372 203440
	Banstead Bookham Dorking Leatherhead	Advanced Practitioner Anne Cornell Mid Surrey 2	Clarendon House, West Street, Dorking, RH4 1QJ. Tel 01306 502400

Council Tax Information

Council Tax disclaimer	Epsom & Ewell	01372 732244	Discount can be obtained to council tax (up to 100% reduction for those that live on their own) PROVIDED that there is formal diagnosis and they are in receipt of qualifying benefit e.g. Attendance Allowance
	Mole Valley	01306 885001	
	Banstead	01737 276000	
	Elmbridge	01372 474474	

Crossroads Care

Crossroads Care is a charity providing support to carers in the county. A 'carer' is someone who looks after a relative or friend with a significant health condition or disability, ranging from an older person with dementia to a child with cerebral palsy

<http://www.crossroadscaresurrey.org.uk>

Area	Address and tel.	Email
East Surrey (Banstead, Tattenham)	Oxted Community Hall Church Lane Oxted Surrey RH8 9NB Tel: 01883 714641 Office Hours: 9am – 5 pm (Mon- Fri)	enquiries@crossroadscaresurrey.org.uk
Elmbridge (Cobham, Oxshott, Claygate, Esher, Molesey, Thames Ditton)	Room 255 Spelthorne Borough Council Knowle Green STAINES TW18 1XB Tel: 01784 448578 Office hours: 9 am - 5 pm (Mon - Fri)	enquiries@crossroadscaresurrey.org.uk
Mid Surrey (Epsom, Ewell, Leatherhead, Ashtead, Bookham)	5-7 Gravel Hill Leatherhead Surrey. KT22 7HG Tel: 01372 363300 Office hours: 9 am - 5 pm (Mon - Fri)	enquiries@crossroadscaresurrey.org.uk

Elmbridge Relief Carer's Scheme -

Area	Contact Name	Address and tel.	Email
North West Surrey (West Elmbridge) East Elmbridge	Wendy Cannon/Pam Hughes (Relief Care Managers)	Elmbridge Borough Council, Civic Centre, High Street, Esher KT10 9SD Tel: 01372 474547	reliefcare@elmbridge.gov.uk

MIND - is a mental health charity which provides specialist advice and support for anyone who has / knows someone who has a mental illness. Their phone service is open Mon-Fri 9-5pm on **0300 123 3393**. **Also check out -** www.mind.org.uk

Contact Surrey County Council for information about local services. Lines at the contact centre are open Monday- Friday 8am-6pm- **0300 200 1005**.

SILC Surrey Independent Living Council

<http://www.surreyilc.org.uk/>

Telephone: 01483 458 111

Fax: 01483 459 976

Minicom: 01483 459 977

SILC can now be contacted via text on 0790 481 2935

admin@surreyilc.org.uk

Surrey Independent Living Council can provide you with information and advice about direct payments, carers breaks etc)

Surrey Information point

<http://www.surreyinformationpoint.org.uk/kb5/surrey/sip/home.page>

The Wellbeing Centre

Provides information, advice and support for anyone who is concerned about their own memory or that of a loved one or friend. You will be able to try out a range of Telecare equipment such as personal alarms and door sensors.

Name	Address	Telephone
The Walton Community Centre	Manor Road Walton on Thames Surrey KT12 2PB	Tel: 01932 247549 Fax: 01932 250991
The Fairfield Centre	Leret Way, Leatherhead, KT22 8AH	Tel : 01372 376 058 fairfield.centre@molevalley.gov.uk
The Longmead Centre	Sefton Road, Epsom, KT19 9HG	Tel: 01372 727583

Specialist Dementia Support

Specialist Dementia support		
Fronto - temporal Dementia Support Group	Support and advice for people with fronto-temporal dementia and their carers.	Jill Walton - 0845 458 3208
Reminiscence Library	The collection looks to stimulate memories of life from 1920's onwards	01483 543599

2. What help is available to me if I am in hospital and I have dementia?

Summary

- **Alzheimer's Society**
- **British Red Cross**
- **Care in the Home | Domiciliary Care**
- **Hospital Social Care Team**
- **Independent Mental Health Advocate**
- **Older Peoples Assessment Liaison service**



The Alzheimer's Society

Contact the Alzheimer's Society for advice and support. They will tell you about local services that you may want to speak to after your stay in hospital.

They can also support you to complete the 'This is me' document, this can be downloaded from the website and filled in to help tell staff within the hospital about you, your preferences and your care.

http://www.alzheimers.org.uk/site/scripts/documents_info.php?documentID=1290

For more information contact your local dementia navigator.

Epsom Office. The Alzheimer's Society, the Meadows Day Hospital, West Park, Horton Epsom KT19 8PB. Tel: 01372 729988

British Red Cross

- Home from Hospital Scheme
- Prescriptions collection
- Shopping
- Transport to appointments

<http://www.redcross.org.uk/What-we-do/Health-and-social-care/Health-and-social-care-in-the-UK/Care-in-the-home>

Care In the Home | Domiciliary Care

Some **domiciliary care agencies** will allocate a carer to come in and visit a client whilst they are in hospital, this could be to reduce feels of isolation and facilitate

recovery. For information about local agencies please consult the Surrey Care directory: <http://www.carechoices.co.uk/region/Surrey>

Epsom General Hospital Adult Social Care Team

They provide social work and care management to people who are being discharged from hospital and are based within the hospital.

Independent Mental Capacity Advocate - An advocate is someone who can support you to make informed decisions and have your views heard. This can include making sure you have the information you need, raising concerns on your behalf and representing your views, where necessary.

Kingston Advocacy Group (if you live in East or Mid Surrey)

Tel - 01372 205849

Email surrey@kag.org.uk

www.kag.org.uk



Older Peoples Assessment Liaison (Epsom General Hospital)

They assess patients over the age of 75 who are admitted for emergency treatment. Then, working alongside doctors, nurses, the discharge teams and many others to look after your progress until you are ready to be discharged.

Susan Cook (Nurse Lead, OPAL Team)

07975232343

3. What help is available to me if I have dementia and I have been discharged from hospital?

SUMMARY

GP / Primary Care

Dementia Navigators | The Alzheimer's Society

- Adult Social Care Locality Team
- Age Concern
- Age UK Surrey
- Back care advisers
- British Red Cross
- Care Home
- Care in Your Home / Dom Care
- Carers Support
- Crossroads Care
- Elmbridge Relief Carers
- Meals on Wheels
- Residential Home
- SILC
- Telecare
- Wellbeing Centre



GP / Primary Care

If you have concerns about your diagnosis or your well being since being diagnosed it is advised that you contact your GP for advice and support.

For easy access to addresses and phone numbers please see:

<http://www.nhs.uk/Services/Trusts/GPs/DefaultView.aspx?id=3570>



Dementia Navigators | The Alzheimer's Society can help you access local services, sign post to helpful organisations and help you to think about your financial plan when you have been discharge from hospital.

For more information contact your local dementia navigator.

Epsom Office. The Alzheimer's Society, the Meadows Day Hospital, West Park, Horton Epsom KT19 8PB

Tel: 01372 729988

Age Concern

Is an independent charity that can provide a wide range of advice on all aspects that affect the elderly including benefits and sources of help about money and legal matters.

Age Concern Banstead :	01737 352156
Age Concern Dorking :	01306 881804
Age Concern Epsom and Ewell :	01372 732456
Age Concern Mole Valley :	01372 879083

Age UK Surrey <http://www.ageuk.org.uk/surrey/> **01483 503 414**

Age UK provide numerous services such as a home time service (providing domestic support), home visiting service (a friendly volunteer will pop in and visit to minimise isolation), a gardening scheme, foot care and shop mobility service (where you can hire a wheel chair or mobility scooter to go into town and do your shopping).

Adult social care team: can be contacted via the Surrey County Council Contact Centre. You will be offered an assessment and provided with information about services and tools to support you and your carer. Lines at the contact centre are open Monday- Friday 8am-6pm- **03456 009 009**

Adult Social Care Team	Location
Elmbridge Locality Team	Adult Social Care Elmbridge Borough Council Civic Centre Esher Surrey KT10 9SD
Epsom and Ewell Locality Team	Adult Social Care The Town Hall The Parade Epsom Surrey KT18 5BY
Epsom General Hospital Adult Social Care Team Telephone: 01372 735297	Rowan House Epsom General Hospital Dorking Road Epsom Surrey KT18 7EG
Mole Valley Locality Team	Adult Social Care Mole Valley District Council Pippbrook Dorking Surrey RH4 1SJ

Back Care Service

Back care advisors provide information, advice and training to carers on all aspects of moving and handling. Without the right support and training, as a carer you may be prone to back injuries and back pain especially if you are required to move and handle on a frequent basis.

Older carers are particularly vulnerable as they may also be frail or ill. Young carers are also at high risk from injury and their future health and development may be affected.

Back care advisers for Banstead, Epsom and Ewell

Telephone: 01372 729947

British Red Cross

- Home from Hospital Scheme
- Prescriptions collection
- Shopping
- Transport to appointments

<http://www.redcross.org.uk/What-we-do/Health-and-social-care/Health-and-social-care-in-the-UK/Care-in-the-home>

Care in Your Home

For many people it is important to them to stay in their own, familiar surroundings near to friends and family. At the same time, retaining independence is also important but that can mean you need a little extra help. Some carefully chosen home care (sometimes known as “domiciliary care”) can be a solution to getting a little help whilst retaining a good level of personal freedom. The following list is a list of approved provider all regulated by the Care Quality Commission :

www.carechoices.co.uk/region/surrey

Local carer support schemes

Action for Carers (Surrey)

Astolat

Coniers Way

New Inn Lane

Burpham, Guildford

Surrey GU4 7HL

Telephone : **01483 302748**

Service	Address	Telephone / Email	Contact
Epsom and Ewell Carers of Epsom	The Old Town Hall The Parade Epsom Surrey KT18 5AG	01372 722269 manager@carersofepsom.co.uk	Claire Robertson
Mid Surrey Young Carers (covers Epsom, Ewell, Banstead, Leatherhead and Bookham)	SABC Clubs for Young People Unit 7 Old Water Yard Curtis Road Dorking RH4 1DY	01306 881900	
Mental Health Carers Support (Banstead)	c/o Rethink Wingfield St Annes Drive Redstone Hill Redhill RH1 4AA	01737 277757 acs@actionforcarers.org.uk	Diane Luck
Mole Valley Carers Support Project	Medwyn Centre 1st Floor Reigate Road Dorking Surrey RH4 1SD	01306 640020 carer_support@btconnect.com	Jane Brooks or Thora Ascough
Mid Surrey Young Carers (Epsom, Ewell, Banstead, Leatherhead and Bookham)	SABC Clubs for Young People Unit 7 Old Water Yard Curtis Road Dorking Surrey RH4 1DY	01306 881900	Seema Shah

Mental Health Carers Support	c/o Rethink Wingfield St Annes Drive Redstone Hill Redhill Surrey RH1 4AA	01737 277757	
Mole Valley Primary Care Mental Health Team Carers Support Worker	Clarendon House 28 West Street Dorking	01306 502400	Sue Bliault
Mid Surrey Continuing Needs Service (Mental Health) Carers Support Worker		01372 206200	
Elmbridge Carers Support (Elmbridge)	Case House 85-89 High Street Walton On Thames Surrey KT12 1DZ	01932 235770 carersupport@elmbridgehousing.org.uk	Yvonne Clarke and Liz Hopkins
Mental Health Carers Support Carers Support Co-coordinator	c/o Rethink The Cornerhouse 2 Courtenay Road Woking Surrey GU21 5HQ	01483 724244	

East Elmbridge Primary Care Mental Health Team Carers Support Workers		020 8873 4300	
Mid Surrey Continuing Needs Service (Mental Health) Carers Support Worker		01372 206200	

www.surreycc.gov.uk/social-care-and-health/information-for-carers/carer-support

Crossroads Care

Crossroads Care is a charity providing support to carers in the county. A 'carer' is someone who looks after a relative or friend with a significant health condition or disability, ranging from an older person with dementia to a child with cerebral palsy

<http://www.crossroadscaresurrey.org.uk>

Area	Address and tel.	Email
Mid Surrey (Epsom, Ewell, Leatherhead, Ashtead, Bookham)	5-7 Gravel Hill Leatherhead Surrey. KT22 7HG Tel: 01372 363300 Office hours: 9 am - 5 pm (Mon - Fri)	enquiries@crossroadscaresurrey.org.uk

Elmbridge (Cobham, Oxshott, Claygate, Esher, Molesey, Thames Ditton)	Room 255 Spelthorne Borough Council Knowle Green STAINES TW18 1XB Tel: 01784 448578 Office hours: 9 am - 5 pm (Mon - Fri)	enquiries@crossroadscaresurrey.org.uk
East Surrey (Banstead, Tattenham)	Oxted Community Hall Church Lane Oxted Surrey RH8 9NB Tel: 01883 714641 Office Hours: 9am – 5 pm (Mon- Fri)	enquiries@crossroadscaresurrey.org.uk

Elmbridge Relief Carer's Scheme is a service providing advice and information about recognising symptoms, where to access services and signposting local services that may be able to help. The Relief Carer's Scheme provides specialist day care, sitting service, support groups, drop in sessions, The Alzheimer's Café, Coffee and Chat, Outings programme for carers and a support line. The Relief Care Managers will make a home based visit to ensure the potential service user and carer is aware of the wide range of services available.

Area	Contact Name	Address and tel.	Email
North West Surrey (West Elmbridge) East Elmbridge	Wendy Cannon/Pam Hughes (Relief Care Managers)	Elmbridge Borough Council, Civic Centre, High Street, Esher. KT10 9SD 01372 474547	reliefcare@elmbridge.gov.uk

Meals on Wheels

This service will deliver meals to the homes of the elderly and disabled for a fee. The meals can be provided hot or frozen. They provide main courses and desserts and cater for special dietary needs. Referral by a Healthcare Professional is required.

Meals on Wheels	Elmbridge	01372 474552
	Epsom & Ewell	01372 732421

Residential and nursing care homes

The Surrey Care Directory is a good guide on local residential and nursing homes. You can find an electronic copy online here <http://www.carechoices.co.uk/region/Surrey> or call into your local borough and district council office

SILC Surrey Independent Living Council - can assist with direct payments following an assessment, they can also assist with carer support services such as respite breaks for your carer.

Telephone: 01483 458 111

Fax: 01483 459 976

Minicom: 01483 459 977

SILC can now be contacted via text on 0790 481 2935

admin@surreyilc.org.uk

<http://www.surreyilc.org.uk/>

Telecare

Community Alarms and Telecare provide immediate support and assistance for individuals at home and reassurance for families living away from loved ones. All the units installed are activated by simply pressing a button on the unit itself or on a pendant worn around the neck or wrist. This call connects immediately with a 24 hour control centre in where a team of trained operators will have all the details to hand to be able to call a nominated contact or the emergency services.

For information about which products could be of assistance to you in your home please contact your local borough or district council.

Area	Address and Tel.	Webpage
Epsom/ Ewell	Community Alarm Service Epsom & Ewell Borough Council Town Hall The Parade Epsom Surrey KT18 5BY 01372 732000	communityalarmgroup@epsom-ewell.gov.uk

Mole Valley	Mole Valley Telecare Service Park House Randall's Road Leatherhead Surrey KT22 0AH 01372 204500	http://www.molevalley.gov.uk
Elmbridge	Elmbridge Borough Council Civic Centre, High Street Esher Surrey KT10 9SD 01372 474474 Or go online and complete an enquiry form: http://www.elmbridge.gov.uk/atoz/detail.htm?pk_services=515 Information on products that will assist you with respect to Community Alarm, Telecare and telehealth is available at the Telecare Demonstrator Site at Cobham Centre for the Community. Please call the Centre for a demonstration – 01932 596031.	http://www.elmbridge.gov.uk/

Well Being Centre

Provides information, advice and support for anyone who is concerned about their own memory or that of a loved one or friend. You will be able to try out a range of Telecare equipment such as personal alarms and door sensors.

Name	Address	Telephone
The Walton Community Centre	Manor Road Walton on Thames Surrey KT12 2PB	01932 247549
The Fairfield Centre	Leret Way,	

	Leatherhead, KT22 8AH	01372 376 058, fairfield.centre@molevalley.gov.uk
The Longmead Centre,	Sefton Road, Epsom, KT19 9HG	01372 720563

4. What day care facilities are there for people with Dementia?

Summary

- Day care facilities by Borough and District provision
- Independent Day Care Provider
- Care in your home

Borough	Day Care Facility
Elmbridge	<p>Claygate Centre for the Community Elm, Road, Claygate, KT10 0EH Tel: 01372 463476</p> <p>claygatecentre@elmbridge.gov.uk</p> <p>Relief Care Scheme runs a day care service at this Centre on a Monday and Thursday</p>
	<p>Cobham Centre for the Community Oakdene Road, Cobham, KT11 2LY Tel: 01932 596031</p> <p>cobhamcentre@elmbridge.gov.uk</p>
	<p>Hersham Centre for the Community Queens Road, Hersham, KT12 5LU Tel: 01932 246267</p> <p>hershamcentre@elmbridge.gov.uk</p> <p>Relief Care Scheme runs a day care service at this Centre on a Friday</p>
	<p>Molesey Centre for the Community School Road, East Molesey, KT8 0DN Tel: 020 8979 5773</p> <p>moleseycentre@elmbridge.gov.uk</p> <p>Relief Care Scheme runs a day care service at this Centre on a Tuesday</p>

	<p>Thames Ditton Centre for the Community Mercer Close, Thames Ditton, KT7 0BS Tel: 020 8398 5921</p> <p>thamesditton@elmbridge.gov.uk</p>
	<p>Walton Centre for the Community Manor Road, Walton-on-Thames, KT12 2PB Tel: 01932 247549 Email: waltoncentre@elmbridge.gov.uk</p> <p>Relief Care Scheme runs a day care service at this Centre on a Wednesday and Friday</p>

Borough	Day care facility
Epsom / Ewell	<p>Longmead Centre, Sefton Road, Epsom, KT19 9HG T: 01372 720563</p> <p>Operated by Epsom Borough Council, the Longmead Centre offers a range of services, recreational and social activities to anyone over 60. Lunch, which is served at 12.30pm Monday to Friday, must be booked in advance.</p> <p>Further information can found at www.epsom-ewell.gov.uk</p>

Borough	Day care facility
Mole Valley	<p>The Fairfield Centre The Fairfield Centre is in Leatherhead and open Monday to Friday, between 10.00am and 4.00pm. There is internet-connected equipment, including a scanner, also available to members at the Centre.</p> <p>For more information, please call 01372 376 058, email fairfield.centre@molevalley.gov.uk</p> <p>Or visit the Centre in Leret Way, Leatherhead, KT22 8AH.</p>

	<p>The Mayflower Centre</p> <p>This Centre is based in Dorking and open Monday to Friday between 9.30am and 3.30pm.</p> <p>For more information, please call 01306 884 718, email mayflower.centre@molevalley.gov.uk</p> <p>Or visit the Centre in Lyons Court, Dorking, RH4 1AB.</p>
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Independent Day Care

Day care that cater for Dementia			
Name	Town	Telephone number	Contact name
The Orchard Centre	Epsom	01372 730 090	Elaine Carruthers
Bolters Corner	Banstead	01737 361409	Grad Panayi
Keswick House	Bookham	01372 456134	Andrea Keen
Alzheimer's Day centre	Dorking	01306 883425	Susie Symmons or Pauline Hall
Broome Park	Dorking	01737 843333	Mick Daly
Westcott House	Dorking	01306 881421	Norie Abad
The Orchard Centre	Epsom	01372 730090	Elaine Carruthers
Kingswood Court	Kingswood	01737 830 480	Anne Sayers
The Conservatory Club	Leatherhead	07913707704	Pauline Simons
St Georges Nursing Home	Cobham	01932 868111	Hannah Dent
Tiltwood	Cobham	0333 434 3080	Diana Wiltshire
Arbrook House	Esher	01372 468246	Vivienne Herbert
Emberbrook	Thames Ditton	0208 398 3300	Jonathan May
Linwood	Thames Ditton	0208 335 6800	Shona Bradbury
Thameside	West Molesey	0208 939 3850	Sarah Clarke
Stanecroft	Dorking	01306 876576	Emma Laurey

5. Where can I access support and advice as a carer?

Summary

Drop ins and Peers Support Groups - Dementia Navigators | The Alzheimer's Society

Action for Carers

- **Age Concern**
- **Age UK Surrey**
- **Age UK Surrey**
- **Carers Support**
- **Elmbridge Relief Carers Scheme**
- **Friends Care**
- **Crossroads**



Drop in and Peer Support Groups run by Dementia Navigators - The Alzheimer's Society can help you access local services, sign post organisations and other financial tools to assist in your well upon diagnosed from hospital.

Service	Area	Note	Contact
Alzheimer's Cafe	Mid Surrey	3rd Thursday of the month 6 to 8pm at the Banstead Centre (SM7 2BQ)	Dementia Navigators
Alzheimer's Cafe	East Elmbridge	2nd Thursday of the month 6pm to 8pm at the Claygate Day Centre	Linda Kingwell
Singing for the Brain	Dorking	10.30 to 12 every Wednesday	Dementia Navigators
Singing for the Brain	Epsom	13.30 to 15.00 every Thursday	Lorraine Backshall
Social Group	Banstead	Every Tuesday a social group for people and carers	Karen Tapson
Carer support	Banstead	1st Friday of every month 10.30 to 12.30 at the Banstead Centre	Karen Tapson
Carer support	East Elmbridge	Last Thursday of the month 1.30 to 3pm at the Claygate centre	Linda Kingwell
Carer support	Mole Valley South	1st Wednesday of month 2 - 3.30pm at Alzheimer's day centre in Dorking	Judy Carole-Kaufmann
Carer support	Mole Valley North	4th Tuesday of the month 10.30 to 12.00 in the Roof room at St Georges Christian centre, Ashted	Joan Hughes

Carer support	Epsom and Ewell	Currently suspended but will be starting again soon. Venue and time (to be announced)	Lorraine Backshall
Information Drop In	Mole Valley South	3rd Wednesday of the month 1 - 3pm at Alzheimer's day centre, Dorking	Judy Carole-Kaufmann
Information Drop In	Epsom and Ewell	Every Tuesday 2 to 4pm - Volunteer Centre, Epsom Town Hall	Lorraine Backshall
Information Drop In	Banstead	Every Thursday 2 - 4pm, Banstead Help shop, Banstead Centre	Karen Tapson
Lunch Club	Mole Valley North	4th Thursday of the month 2pm St Georges Christian Centre Ashted	Joan Hughes
Walking Group	Mid Surrey	1st Thursday of month at Epsom Downs 11 - 1.30. 1 Hour walk + lunch. For people with early stage and physically fit	Karen Tapson

Action for Carers (Surrey)

Astolat
 Coniers Way
 New Inn Lane
 Burpham, Guildford
 Surrey GU4 7HL
Telephone: 01483 302748
email us acs@actionforcarers.org.uk



Age Concern

Is an independent charity that can provide a wide range of advice on all aspects that affect the elderly including benefits and sources of help about money and legal matters.

Age Concern Banstead : 01737 352156
 Age Concern Dorking : 01306 881804
 Age Concern Epsom and Ewell 01372 732456
 Age Concern Mole Valley : 01372 879083

Age UK Surrey <http://www.ageuk.org.uk/surrey/> **01483 503 414**

Age UK provide numerous services such as a home time service (providing domestic support), home visiting service (a friendly volunteer will pop in and visit to minimise isolation), a gardening scheme, foot care and shop mobility service (where you can hire a wheel chair or mobility scooter to go into town and do your shopping)



Carers support offices

Service	Address	Telephone Email	Contact
Epsom and Ewell Carers of Epsom	The Old Town Hall The Parade Epsom Surrey KT18 5AG	01372 722269 manager@carersofepsom.co.uk	Contact: Claire Robertson
Mid Surrey Young Carers (covers Epsom, Ewell, Banstead, Leatherhead and Bookham)	SABC Clubs for Young People Unit 7 Old Water Yard Curtis Road Dorking RH4 1DY	01306 881900	
Mental Health Carers Support (Banstead)	c/o Rethink Wingfield St Annes Drive Redstone Hill Redhill RH1 4AA	01737 277757 acs@actionforcarers.org.uk	Diane Luck
Mole Valley Carers Support Project	Medwyn Centre 1st Floor Reigate Road Dorking Surrey RH4 1SD	01306 640020 carer_support@btconnect.com	Jane Brooks or Thora Ascough

Mid Surrey Young Carers (Epsom, Ewell, Banstead, Leatherhead and Bookham)	SABC Clubs for Young People Unit 7 Old Water Yard Curtis Road Dorking Surrey RH4 1DY	01306 881900	Seema Shah
Mental Health Carers Support	c/o Rethink Wingfield St Annes Drive Redstone Hill Redhill Surrey RH1 4AA	01737 277757	
Mole Valley Primary Care Mental Health Team Carers Support Worker	Clarendon House 28 West Street Dorking	01306 502400	Sue Bliault
Mid Surrey Continuing Needs Service (Mental Health) Carers Support Worker		01372 206200	
Elmbridge Carers Support (Elmbridge)	Case House 85-89 High Street Walton On Thames Surrey KT12 1DZ	01932 235770 carersupport@elmbridgehousing.org.uk Website: Carers Support Elmbridge	Yvonne Clarke and Liz Hopkins

Mental Health Carers Support Carers Support Co-ordinator	c/o Rethink The Cornerhouse 2 Courtenay Road Woking Surrey GU21 5HQ	01483 724244	
East Elmbridge Primary Care Mental Health Team Carers Support Workers		020 8873 4300	
Mid Surrey Continuing Needs Service (Mental Health) Carers Support Worker		01372 206200	

(<http://www.surreycc.gov.uk/social-care-and-health/information-for-carers/carer-support>)

Crossroads (Mid Surrey)

Crossroads Care is a charity providing support to carers in the county. A 'carer' is someone who looks after a relative or friend with a significant health condition or disability, ranging from an older person with dementia to a child with cerebral palsy

<http://www.crossroadscare.surrey.org.uk>

Area	Address and tel.	Email
Mid Surrey (Epsom, Ewell, Leatherhead, Ashted, Bookham)	5-7 Gravel Hill Leatherhead Surrey. KT22 7HG 01372 363300 Office hours: 9 am - 5 pm (Mon - Fri)	enquiries@crossroadscaresurrey.org.uk
Elmbridge (Cobham, Oxshott, Claygate, Esher, Molesey, Thames Ditton)	Room 255 Spelthorne Borough Council Knowle Green Staines TW18 1XB 01784 448578 Office hours: 9 am - 5 pm (Mon - Fri)	enquiries@crossroadscaresurrey.org.uk
East Surrey (Banstead, Tattenham)	Oxted Community Hall Church Lane Oxted Surrey RH8 9NB 01883 714641 Office Hours: 9am – 5 pm (Mon- Fri)	enquiries@crossroadscaresurrey.org.uk

Elmbridge Relief Carer's Scheme is a service providing advice and information about recognising symptoms, where to access services and signposting local services that may be able to help. The Relief Carer's Scheme provides specialist day care, sitting service, support groups, drop in sessions, The Alzheimer's Café, Coffee and Chat, Outings programme for carers and a support line. The Relief Care Managers will make a home based visit to ensure the potential service user and carer is aware of the wide range of services available.

Area	Contact Name	Address and tel.	Email
North West Surrey (West Elmbridge) East Elmbridge	Wendy Cannon/Pam Hughes (Relief Care Managers)	Elmbridge Borough Council, Civic Centre, High Street, Esher. KT10 9SD 01372 474547	reliefcare@elmbridge.gov.uk

Friends Care

The Poplars, West Park Hospital, Horton lane, Epsom, Surrey, KT19 8PB
Tel: 01372 742277

Offers short term practical and emotional support for vulnerable and older people living in Epsom & Ewell. Services include 'First Day Support, which helps older people on discharge from hospital and a 'Message in a bottle' scheme. The volunteer 'Community Alarm Support Team can make home visits to ensure that community alarm equipment is working properly.

Also runs 'Surrey Helpfinder', a freephone helpline providing information and advice on local and national services to those in need. Tel: 0800 028 0871

6. What Support can I get at the End of Life

Summary

- **Dementia Navigators**
- **Community Nursing and Therapy Services**
- **Hospices**
- **Specialist dementia Support**



Dementia Navigators | The Alzheimer's Society can help you to think about the legal and personal affairs you may wish to consider as a person with dementia or carer before the end of life.

For more information contact your local dementia navigator.

Epsom Office. The Alzheimer's Society, the Meadows Day Hospital, West Park, Horton Epsom KT19 8PB. Tel: 01372 729988

Community Nursing and Therapy

CSH Surrey

CSH is a not-for-profit organisation that provides therapy and community services to the people of central Surrey.

CSH is co-owned and run by the nursing and therapy team it employs. This means the people who are most in touch with patients' needs are in charge of providing the services.

Our goal is to revolutionise healthcare in our community and improve health standards for all

How can our end of life / palliative care services support you at home?

CSH Surrey provides a broad range of palliative care services so that patients and their carers can feel secure returning home knowing that they will be supported by a nursing team that provides a high standard of care.

These home-based services aim to:

- Provide patients with holistic care at the end of their lives, addressing their physical, spiritual, social and psychological needs

- Provide care to all patients with life limiting illnesses , not just cancer
- Support patients to stay at home if that is where they wish to be, to be in comfort and with their symptoms under good control
- Support carers in their important role
- Prevent unnecessary and inappropriate admissions to A&E and hospital by supporting patients at home.

Who provides these services?

Your 'key worker' for palliative/end of life care is a district nurse.

We have seven district nursing teams and they are specially qualified to provide care in the home.

District nurses are particularly skilled in providing palliative/end of life care and enabling patients to be cared for at home, if that is where they wish to be.

Each district nurse team includes registered general nurses, health care assistants and administrators.

The district nursing teams work closely with GPs and specialist palliative care teams from local hospices to give support to patients, their relatives and carers, delivering a high standard of nursing care.

They also work with other professionals to provide all of your care needs. These may include, for example, community matrons, specialist nurses (in respiratory conditions, heart failure, Multiple Sclerosis, Parkinson's disease or continence), and social care, continuing health care and voluntary organisations

What care do district nurses provide?

The district nursing service can provide care up to four times a day, although reassurance, support and nursing care is available 24 hours a day via the district nurses, as well as other support services.

They provide:

- Assessment
- Advance care planning
- Advice and support
- Personal care
- Symptom control and medication support
- Nutritional support
- Continence care
- Wound care
- Equipment
- Bereavement support

The teams can also provide access to a night sitting service, as well as additional nursing support through CSH Surrey's 'community and hospice home nursing service'.

If required, the district nurses can request community hospital beds, where the staff are skilled in providing palliative/end of life care 24 hours a day.

You will have been referred to the district nursing service by a health professional e.g. GP or Acute Hospital Consultant and then can contact them 24 hours a day on a specific number they give you.

Hospices

Princess Alice Hospice (PAH)

Princess Alice Hospice is a charity providing holistic care to adult patients and support to their families and friends across a large part of Surrey, south west London and Middlesex. Patients with any diagnosis are accepted, if their needs can be met by the specialist palliative care team. Referrals are made through healthcare professionals such as GPs, District Nurses, Community Matrons and hospital clinical teams.

Clinical services include;

- Community visits by specialist palliative care healthcare professionals
- Rapid Response
- 8-8 Night Nursing Service
- Hospice Inpatient Unit
- Out of hours telephone advice line for patients known to the community team
- Bereavement Service offering counselling and support to the families and friends of patients known to the hospice

Specialist palliative care is delivered by multidisciplinary teams who can be accessed by health care professionals for generic advice on palliative care issues even if a patient has not yet been referred to our service.

Education and training

As a leading UK Hospice, education is also central to the work and PAH delivers innovative teaching and training to a wide group of people including teaching on symptom control, end of life care and Advance Care Planning.

Princess Alice Hospice is a Regional Training Centre for the Gold Standards Framework (GSF). The education team can offer the workshops required for the GSF Care Home programme which, if successful, leads to accreditation. This is a well-recognised programme supported by government strategy which ensures that the care provided for people dying in care homes, many of whom have dementia as a primary or secondary diagnosis is of a high quality. This programme has been

shown to improve the quality and coordination of care, encourage proactive planning, improve communication with families, GPs and Specialist Palliative Care Teams and improve staff morale, confidence and retention.

Contact details

Princess Alice Hospice, West End Lane, Esher KT10 8NA

Main Switchboard: 01372 468811 Website: www.pah.org.uk

Community Care Team	Education
clinicalsecretaries@pah.org.uk 01372 461804	suehoward@pah.org.uk 01372 461844

St Catherine's Hospice

St Catherine's Hospice is a charity dedicated to providing free end of life care and support to people in Crawley, Horsham, Mid Sussex and East Surrey. This service is extended to patients' families, friends and carers through counselling, advice and carer days. Patients are referred by their GP, consultant or other healthcare professionals.

Dementia care

- St Catherine's already supports patients who have dementia, secondary to their neurological illness (e.g. Parkinson's, MS), as well as patients and carers who have dementia as an additional healthcare need, in order to enable the patient to be cared for in their preferred place of care.
- Referrals are accepted for those who have advanced dementia and would benefit from advice about symptom management and support to enable end of life care in their home or current place of care (such as residential/nursing home, or community hospitals).
- St Catherine's works with care home staff to support end of life care in the patient's familiar environment.
- The hospice is keen to enable patients with cognitive impairment or early dementia to develop an advance care plan. This is likely to be achieved through education and collaboration with healthcare professionals and support workers (e.g. dementia support workers, dementia navigators, psychiatry and elderly medicine teams).

Education and Training

- People with dementia who are nearing the end of their life can expect to be supported to make decisions that allow them and their families/carers to be prepared for their death. Their care will be well coordinated and planned so that they die in the place and in the way they have chosen (Department of Health, 2009).
- The Department of Health also calls for all health and social care staff to have the knowledge and skills to support people with dementia and to be able to access learning opportunities on a continual basis. To support this vision the education team at St Catherine's Hospice was recently commissioned by Surrey Primary Care Trust to design a new course entitled 'Managing End of Life Care for People with Dementia'. The first course will be launched in April 2013. It is aimed at all health and social care professionals who work with people with dementia towards the end of their lives.
- St Catherine's was also commissioned to design and deliver, in partnership with Surrey Care Association, three study days on 'End of Life Care for People with Dementia' for those working in domiciliary care. These will also be launched in April 2013. To book a place on any course, visit www.stch.org.uk/educationandtraining/learningopportunities.
- All of the five day courses (with an option to attend single days) are quality assured by the University of Brighton and the University of Surrey.
- In addition to its formal training courses, St Catherine's also offers healthcare professionals specialist advice on palliative care.

St Catherine's Hospice strives for excellence and its commitment to continual learning and development in the field of palliative care underpins the high quality of care and expertise for which it has a valued reputation.

Contact details

St Catherine's Hospice, Malthouse Road, Crawley RH10 6BH.

Tel: 01293 447333.

Director of Medical Services: Dr Patricia Brayden

Director of Nursing: Gina Starnes

Head of Education: Mary Mahoney

www.stch.org.uk

Specialist Dementia Support

Specialist Dementia support		
Fronto - temporal Dementia Support Group	Support and advice for people with fronto-temporal dementia and their carers.	Jill Walton - 0845 458 3208
Reminiscence Library	The collection looks to stimulate memories of life from 1920's onwards	01483 543599