
CONTENTS

Wandsworth Carers' Centre	2
Local Carers Groups	4
Support and Information	8
Advice Services & Helplines	12
The Family Doctor And NHS Services	16
Who can get Community Care Services	19
Help with Caring at Home	22
Equipment to Aid Daily Living	26
Respite Care	30
Legal Matters	36
Financial Help	36
Learning and Leisure	39
What to do if you are not satisfied with services	43
Death and Bereavement	47
Publications/Suggested Reading	50
Reference Guide to Services	51
Social Services Department	58
Health Care Services	61
List of Useful Numbers	64
Index	68

Guide for Carers in Wandsworth

INTRODUCTION

This guide has been produced to help the estimated 32,000 carers in Wandsworth identify support services that are available and how to access them. If you care for someone who is older, has a learning, mental or physical disability, or long-term illness and are unable to manage for themselves without help, the information in this booklet is for you.

You may be caring for a parent, child or another relative, for your partner, for a friend or neighbour.

You may be living together, or caring at a distance - calling in every day or travelling long distances to visit.

Perhaps, at present, you do not even see yourself as giving care but you can see that in time more care will be needed.

Details of the various organisations mentioned throughout this booklet can be found either in the Useful Numbers section on page 64 or listed in the Index at the back.

Who to Contact if You have any Comments about this Guide

This guide has been compiled by the CareLine Information Centre and funded by Wandsworth Social Services Department and Merton Sutton and Wandsworth Health Authority.

The information contained within this guide is thought to be accurate at April 2002 and will need regular updating as services evolve. We are keen to improve the quality of the guide in future editions. Therefore, if you have any changes, queries or suggestions regarding any aspect of the guide please write or phone the CareLine Information Centre for Wandsworth, PO Box 33439, London SW18 1XH, phone 020 8875 0500, fax 020 8643 8531, minicom 020 8643 8985, e-mail: careline@clara.net

Please note that an updated copy of this guide is available on the CareLine website: www.careline.org.uk

Guide for Carers in Wandsworth

WANDSWORTH CARERS' CENTRE

181 Wandsworth High Street, London SW18 4JE

Phone 020 8877 1200 (voice & minicom)

Fax 020 8877 3936

e-mail: wcc@dial.pipex.com

Phone Enquiries : 9:30am - 5:30pm Monday to Friday
Open : 10:00am - 5:00pm Monday to Thursday
(Disabled access & toilets are available)

Who is the Centre for?

The centre is here to help anyone who is caring for a physically or mentally ill, elderly or disabled person living in the Borough of Wandsworth. Carers may be friends, neighbours, partner, or parents who have taken on unpaid caring responsibilities. The Carer's Centre is part of the national network of the Princess Royal Trust for Carers.

What Services does the Centre Provide?

- **Advice, Help and Information on:** claiming benefits, accessing services from health and social services and voluntary organisations, including obtaining aids to help with daily living, respite, homecare and daycares.
- **Asian Project.** The Centre offers advice and information in Hindi, Urdu and Gujarati.
- **Representation and Advocacy;** for individuals and Carers as a whole through it's campaigning and consultative activities, acting as a voice for Carers in Wandsworth.
- **Bulletin.** A bi-monthly bulletin is produced, containing information about local and national developments of interest to Carers including a regular column written by a current Carer.
- **Emotional Support** to cope with the stresses and isolation of caring duties.
- **Support Group Meetings.** Regular meetings with other carers who are coping with the same kind of situation (group details are on page 4)

Guide for Carers in Wandsworth

- **Therapies**
Counselling
Reflexology
Massage
Spiritual healing

When and Where are the services Available?

The Centre is open for a drop-in and appointments from Monday to Thursday, 10:00am - 5:00pm. Telephones are staffed from 9:30am - 5:30pm Monday to Friday. There is an answer-phone service when they are busy and after hours.

- Home and hospital visits can be arranged as necessary
- The building has disabled access and toilets suitable for wheelchairs
- Outreach advice and information sessions are offered at The Asian Centre
Trinity Road
- All services are free to Carers

Guide for Carers in Wandsworth

LOCAL CARERS GROUPS

Local support groups and specialist agencies can help you to overcome some of the demands of caring or to get involved with local carers' issues.

If you are interested in the services provided by any of the following groups, contact them directly for more information or details.

① **Age Concern Carers' Group**

c/o Age Concern Wandsworth
4 Arndale Walk
Wandsworth Shopping Centre
London, SW18 4BX
Phone : 020 8870 2020
Fax: 020 8870 2123
Minicom: 020 8870 2020

Support for carers of older people or older people that are carers. Relaxation group meets alternate Tuesdays: 2.30-4pm at Age Activity Centre, 966 Garratt Lane, SW17 / Wandsworth Carers Group meet last Wednesday of month 11.30am-1pm at Wandsworth Carers Centre, 181 Wandsworth High St, SW18

① **Carers of Adults with Learning Disabilities Group**

Wandsworth Carers' Centre
181 Wandsworth High Street
Wandsworth, SW18 4JE
Phone : 020 8877 1200

Support group for people who care for adults with learning disabilities. Offer an opportunity to meet other carers, to find out about services and discuss ways of coping. Meet on the 1st Thursday of each month, 11:30am - 1:30pm.

① **Carers of Younger Adults with Learning Disabilities Group**

Wandsworth Carers' Centre
181 Wandsworth High Street
Wandsworth, SW18 4JE
Phone : 020 8877 1200

Support group for people who care for younger adults with learning disabilities. Offer an opportunity to meet other carers, to find out about services and discuss ways of coping. Meet on 2nd Tuesday of each month, alternate months, 12:00pm - 2:00pm.

① **Carers of People with Dementia Group**

Wandsworth Carers' Centre
181 Wandsworth High Street
Wandsworth, SW18 4JE
Phone : 020 8877 1200

Support group for carers of people with Alzheimer's Disease or dementia.

Guide for Carers in Wandsworth

Meet on 2nd Wednesday of each month.

① **Carers of Elderly People Support Group**

Wandsworth Carers' Centre
181 Wandsworth High Street
Wandsworth, SW18 4JE
Phone : 020 8877 1200

To help support those caring for anyone aged over 65 years.
Meet on the last Wednesday of each month.

① **Carers of People with Mental Illness Group**

Katherine Low Settlement
108 Battersea High Street
Battersea, SW11 3HP
Phone : 020 7223 2845

Carers support group for carers of people with long-term mental illness. Meet on the 1st Tuesday of each month, from 1:30pm - 3:30pm.

① **Carers of People with Mental Illness Group**

National Schizophrenia Fellowship
207 Arabella Drive
Roehampton, SW15 5LH
Phone : 020 8789 0583

Carers support group for carers of people with mental illness. Meet on the 3rd Monday of each month, from 7:00pm - 9:00pm.

① **Carers of People with Mental Illness Group**

National Schizophrenia Fellowship
Wandsworth Carers' Centre
181 Wandsworth High Street
Wandsworth, SW18 4JE
Phone : 020 8877 1200

Carers support group for carers of people with mental illness. Meet on the 2nd Thursday of each month, from 2:30pm - 4:00pm

① **Contact-a-Family**

1 Siward Road
Tooting, SW17 0LA
Phone : 020 8947 5260
e-mail : wandsworth@cafamily.org.uk

This is a service for families with children aged 0-19 years who have special needs. Provides support to local families through parent groups who, together with staff and volunteers, set up different activities. They can also provide details of other carers groups.

Guide for Carers in Wandsworth

① **Ex-Carers of Older People's Group**

Wandsworth Carers' Centre
181 Wandsworth High Street

Wandsworth, SW18 4JE

Phone : 020 8877 1200

Support group for carers or former carers of older people.

Meet fortnightly on Wednesdays between 2:00pm - 4:00pm.

① **Queen Mary's Hospital Carers Group**

Queen Mary's Hospital

Roehampton Lane

Roehampton, SW15 5PN

Contact : Sue Faerber

Phone : 020 8789 6611 ext 2348

Support for the carers of elderly people who are in contact with Queen Mary's Hospital or Barnes Day Hospital. Meetings are usually held in the Seminar Room, The Rehabilitation Unit at Queen Mary's Hospital 2nd Tuesday of the month.

① **Target for Carers**

Joan Bicknell Centre

Burntwood Lane

Tooting, SW17 7DJ

Phone : 020 8700 0474

Support group of parents and carers of adults with a learning disability, focusing on issues of sexual health and relationships.

① **Wandsworth Manic Depression Self-Help Group**

101 Marney Road

Battersea, SW11 5EW

Phone : 020 8974 6550

Fax : 020 8974 6600

A group meeting offering support and information to people with manic depression and their carers. Held on the last Monday of the month at 7:00pm at The Anchor Church Centre, 273 Garratt Lane, SW18.

① **Wandsworth MENCAP**

The Atheldene Day Centre

305 Garratt Lane

Wandsworth, SW18 4EQ

Contact : Chris Albury

Phone : 020 8874 8178

A voluntary organisation for people with learning difficulties, their families and carers. Offer support, advice and information for parents and carers. Phone and appointment service. Meet monthly to discuss issues and campaigns for better services.

Supports Gateway Clubs (there are numerous Gateway Clubs, for adults with learning difficulties, throughout Wandsworth - phone Mencap for details).

Guide for Carers in Wandsworth

① Wandsworth Young Carers Project

Katherine Low Settlement

108 Battersea High Street

Battersea, SW11 3HP

Contact : Kim Sutton

Telephone : 020 7228 2566 or 020 7223 6471

Support group for young carers (aged between 5 and 18 years).

SUPPORT AND INFORMATION

① **Age Concern Carers Support Service**

c/o Age Concern Wandsworth
4 Arndale Walk

Wandsworth Shopping Centre

London, SW18 4BX

Phone : 020 8870 2020

Fax: 020 8870 2123

Minicom: 020 8870 2020

E-mail: ellen@ac-wandsworth.org.uk

Provides support, information and advice to anyone who has caring responsibilities for someone over 60 years, or any carer who is over 60 themselves. Trained volunteers come in for 2-3 hours once a week. Organises outings and short breaks. Runs support groups & relaxation groups.

① **Alzheimer's Society South West London Branch**

77 White Hart Lane

Barnes, SW13 0PW

Contact : Theresa Grainger – Wandsworth Outreach Worker

Helpline : 020 8876 1177

Fax : 020 8876 1317

Outreach Worker visits carers and people with dementia to provide support, information and advice on all types of dementia. Also befriending scheme offering social and emotional support for carers or cared for.

① **Asian Elders Support Scheme**

57-59 Trinity Road

Tooting, SW17 7SD

Phone : 020 8767 5455

Fax : 020 8767 5486

This scheme provides volunteers to visit isolated elderly Asian People, offering social contact and home care services. They also organise classes and social activities, on Wednesdays from 1:00pm - 2:00pm and an Asian women's group.

① **ACE Project**

Eagle Court, 224 London Road

Mitcham, CR4 3HD

Phone : 020 8646 0646

Fax : 020 8646 0649

e-mail : info@aceproject.demon.co.uk

Centre for people living with HIV/AIDS and their carers. Buddy/helper service providing befriending/practical help. Counselling, health, housing, benefits and legal advice. Support groups for those with HIV/AIDS, carers and Africans.

Guide for Carers in Wandsworth

① **Arthritis Care - Wandsworth Branch**

Hamilton House

211 Balham High Road

Tooting, SW17 7BQ

Contact : Joe Stephens

Phone : 020 8764 5284

Campaigning and mutual help group. Support group.

Meetings are held on the 1st Wednesday of each month (except January),

7:30 - 9:30pm.

① **Cancer Resource Centre**

20-22 York Road

Battersea, SW11 3QE

Phone : 020 7924 3924

Fax : 020 7978 6505

e-mail : office@cancer-resource-centre.org.uk

Website : www.cancer-resource-centre.org.uk

Provides support to relieve the fear and isolation that can accompany diagnosis of cancer. There is telephone support and information, one-to-one work (counselling, massage & healing), support groups and relaxation classes. There is also a Home Visiting service for members and a Macmillan Cancer Information service. Courses, workshops and seminars are organised. Disabled access/toilets, sign language.

Open Monday, Wednesday and Thursday 9:30am - 1:00pm and 2:00pm - 5:00pm.

① **Downs Syndrome Association**

155 Mitcham Road

Tooting, SW17 9PG

Phone : 020 8682 4001

Fax : 020 8682 4012

e-mail : info@downs-syndrome.org.uk

Website : www.downs-syndrome.org.uk

Provides information and support to people with Down's Syndrome, their families and carers. Open Monday to Friday 9:00am - 5:00pm, plus a 24-hour helpline.

① **Early Years Centre**

1 Siward Road

Tooting, SW17 0LA

Phone : 020 8946 0900

A multi-agency resource centre offering assessment and continuing support for children under 5 years who have slow development or disabilities and for their families. This service loans a wide stock of toys and materials for play activities for children up to 8 years with disabilities. Play services are available in multi-sensory and soft playrooms. Phone to book. The Centre is jointly funded between the Social Services Department, the Education Department and the Primary Care Trust.

Guide for Carers in Wandsworth

① Falls Prevention Handyperson Service

c/o Age Concern Wandsworth
4 Arndale Walk, Wandsworth Shopping Centre
Wandsworth, SW18 4BX
Phone/Minicom : 020 8870 2020
Minicom: 020 8870 2020
E-mail: hps@ac-wandsworth.org.uk

Can offer a full safety assessment and carry out work needed on such things as: loose carpets, trailing cables, bad lighting, unsafe stairs/steps, slippery surfaces and anything involving the use of a ladder. Can also fit free smoke alarm provided by Fire Brigade when appropriate.

① Headway SW London

c/o Brenda Cameron
7 Cannon Hill Lane
Wimbledon, SW20 9EN
Phone : 020 8540 4074

For people who have had head injuries, their relatives and carers. Offer activities, socials, talks, games and music. Meets on the 2nd Wednesday of the month at 7.30pm in at the Wolfson Rehabilitation Centre.

① Multiple Sclerosis Society -Wandsworth Branch

c/o Jeanette Wood, Welfare Secretary
9 Burntwood Grange Road
Wandsworth, SW18 3JY
Phone : 020 8874 4373

Help & advice for carers & sufferers, also monthly social meeting & outings with transport. There is also an adapted seaside holiday home.

① Parents for Inclusion

Unit 2, Ground Floor
70 South Lambeth Road
Stockwell, SW8 1RL
Advice Line : 020 7582 5008
Phone : 020 7735 7735
Fax : 020 7735 3828

Support for parents of children with disabilities in order to get the best possible education. Training for parents & professionals.

① Parkinson's Disease Society

Wandsworth Branch
23 Oxford Road
Putney, SW15 2LG
Phone : 020 8788 2745

To alleviate the suffering & distress caused by this disease. For carers & sufferers help with specific needs outings and meetings for social contact and support. Meetings are held on the last Tuesday of each month from September to April at Earlsfield Baptist Church Hall in Magdalen Road from 2:00pm - 4:00pm. Outings: May to August. There is also a welfare visitor who visits patients in their homes.

Guide for Carers in Wandsworth

① Race Equality Council - Wandsworth

Phone : 020 8682 3201

Open Monday to Friday, 10:00am - 3:00pm

Provides confidential and independent advice and information to carers who need to overcome racial discrimination or harassment. Also provide race equality education and training to organisations and carry out strategic policy work.

① Richmond Advice & Information on Disability (RAID)

Disability Action & Advice Centre

4 Waldegrave Road

Teddington

Middlesex, TW11 8HT

Phone : 020 8831 6070

Fax : 020 8831 6079

A service for Richmond and surrounding boroughs providing advice and information on disability and disabled issues including housing, health, benefits and employment.

① The Wandsworth Care Alliance (WCA)

107 Trinity Road

Tooting, SW17 7SQ

Phone : 020 8672 1213

Fax : 020 8682 3089

e-mail : wcare@hotmial.com

To promote the views of community care service users & carers.

Membership is open to any voluntary sector group, individual or organisation. Open Monday, Tuesday and Wednesday, 10:00am - 6:00pm.

① Independent Advocacy Partnership

Rose Tower

Springfield Hospital

61 Glenburnie Road

London, SW17 7DJ

Phone/Fax: 020 8682 6690

A confidential, impartial and independent service for users of South West London & St George's Mental Health NHS Trust. Provide information on treatments, can attend meetings when plans are being made about a person's future care or treatment, can also assist with complaints.

① The Wimbledon Guild - Eating Disorders Group

c/o Myra Fahy

30-32 Worple Road

Wimbledon, SW19 4EF

Phone : 020 8946 0735 (Monday & Wednesday between 4:00pm - 5:30pm)

Run a sufferers group every other Tuesday and helpline for people with eating disorders. Write or phone for details.

ADVICE SERVICES AND HELPLINES

① **Wandsworth Advice Service**

Advice Line : 020 8333 6960

Minicom/Fax : 020 8378 5892

The phone lines are open :

9:00am - 7:30pm Monday

9:00am - 5:00pm Tuesday - Friday

9:00am - 1:00pm Saturday

24-hour voicemail service

This service is staffed by the Citizen's Advice Bureau and can give basic advice on a range of issues including benefits, housing, disability and consumer. The service is free, confidential, independent and impartial. If an appointment is needed one can be booked either with one of the Citizen's Advice Bureaux or with Threshold Housing Advice and the Social Care Advice Line.

Battersea Citizen's Advice Bureau

14 York Road

Battersea, SW11 3QA

Open to personal callers during the following times :

10:00am - 1:00pm, 2:00pm - 4:00pm & 7:00pm - 8:00pm Monday

10:00am - 1:00pm, 2:00pm - 4:00pm & 7:00pm - 8:00pm Tuesday

10:00am - 1:00pm & 7:00pm - 8:00pm Wednesday

2:00pm - 4:00pm & 7:00pm - 8:00pm Thursday

2:00pm - 4:00pm Friday

Appointments can be arranged either through the Wandsworth Advice Services (see details above) or by dropping in during the opening times. Appointments are normally available between 10:00am - 4:00pm Monday to Friday and if possible representation at social security and medical appeals will be provided.

Putney Citizen's Advice Bureau

228 Upper Richmond Road

Putney, SW15 6TG

Open to personal callers during the following times :

10:00am - 1:00pm and 2:00pm - 4:00pm Monday & Tuesday

6:00pm - 8:00pm Wednesday

10:00am - 1:00pm Friday

Appointments can be arranged either through the Wandsworth Advice Services (see details above) or by dropping in during the opening times. Appointments are normally available between 10:00am - 4:00pm Monday to Friday and if possible representation at social security and medical appeals will be provided.

Guide for Carers in Wandsworth

Roehampton Citizen's Advice Bureau

8 Portswood Place
Roehampton, SW15 4ED

Open to personal callers during the following times :

10:00am - 12:00pm Tuesday & Wednesday

10:00am - 1:00pm Thursday (Older People's Session)

Appointments can be arranged either through the Wandsworth Advice Services (see details above) or by dropping in during the opening times.

Tooting and Balham Citizen's Advice Bureau

4th Floor, Bedford House
215 Balham High Road
Tooting, SW17 7BQ

Open to personal callers during the following times :

6:00pm - 8:00pm Monday

10:00am - 1:00pm & 2:00pm - 4:00pm Wednesday & Thursday

10:00am - 1:00pm Friday

Appointments can be arranged either through the Wandsworth Advice Services (see details above) or by dropping in during the opening times. Appointments are normally available between 10:00am - 4:00pm Monday to Friday and if possible representation at social security and medical appeals will be provided.

① Social Care Advice Line (SCAL)

4th Floor, Bedford House
215 Balham High Road
Tooting, SW17 7BQ
Phone : 020 8333 6949
Fax : 020 8378 6265

This is an advice service operated by the Disabled Advice Service. They deliver specialist advice on all social care issues and provide information and advice to those whose health or mental state causes them difficulty in accessing other services. SCAL follows up problems with e.g. council services or the benefits agency, and can represent individuals at tribunals or in complaints. The service is offered to people of any age who have any kind of chronic illness, disability, mental illness or learning difficulty. It also covers the elderly frail, drug abuse and children & families at risk.

Open 10:00am - 4:00pm Monday to Friday

Guide for Carers in Wandsworth

① CareLine Information Centre for Wandsworth

PO Box 33439

London SW18 1XH

Phone : 020 8875 0500

Minicom : 020 8643 8985

Fax : 020 88643 8531

e-mail : careline@clara.net

Website : www.careline.org.uk

A telephone helpline offering free information to all Wandsworth residents concerning NHS, health, living in the community, social services and support groups that are available. This is an extended service, open from 10:00am - 8:00pm Monday to Friday and 10:00am - 1:00pm on Saturdays. CareLine is jointly funded between the Social Services Department and Wandsworth Primary Care Trust.

① Carers UK

Ruth Pitter House

20-25 Glasshouse Yard

London EC1A 4JS

Carers Line : 0808 808 7777

Fax : 020 7490 8824

e-mail : info@ukcarers.org

This voluntary organisation runs CarersLine, a telephone helpline providing advice and information for carers, people being cared for and professionals on subjects that relate to caring: from benefits to residential care, the Carers Act and respite care. Carers National has a network of local branches, helping to put carers in touch with one another and carries out campaigning to highlight carers' needs. Open Monday to Friday, 10:00am - 12 noon and 2:00pm - 4:00pm

Crisis Line

Phone : 0800 028

8000

For advice, information and support on problems relating to mental health outside normal working hours. Run by South West London & St George's Mental Health NHS Trust for users of their services.

Open: Mon-Fri: 5pm-9am, Sat, Sun & Bank Hols.: 24hrs

① Action on Elder Abuse

offers information and support for anyone concerned about the abuse of an older person.

Open Monday to Friday 10:00am - 4.30pm. Phone : 0808 808 8141

Guide for Carers in Wandsworth

① **MINDinfoLine**

Phone : 08457 660 163

Fax : 020 8522 1725

e-mail : contact@mind.org.uk

Website : www.mind.org.uk

Telephone information service for users of mental health services, their carers, professionals and the public. Covers a range of issues, including types of mental distress, where to get help, physical treatments, alternatives therapies, advocacy, legal information. Does not offer medical advice.

Open 9:15am - 5:15pm Monday to Friday.

① **SANELINE**

Phone : 08457 678 000

Fax : 020 7375 2162

e-mail : london@sane.org.uk

Website : www.sane.org.uk

Telephone helpline providing information and advice on mental health. Aims to give callers options for action and put them in touch with available sources of help and support. Also offers emotional and crisis support to people experiencing mental illness, their families/carers and friends.

Open 2:00pm - Midnight, 365 days a year.

Note : There are many national helplines covering most illnesses and subjects, including many for people from ethnic minorities. Contact CareLine on 020 8875 0500 to find out what is available.

THE FAMILY DOCTOR AND NHS SERVICES

● **Your General Practitioner (GP)**

Apart from dealing with short or long term health problems, your family doctor can either help you directly receive hospital, community or social services or can give you information about how to reach them.

It is vital that you have a good relationship with your GP, that she/he is aware of your past and current situation and is also able to anticipate your changing needs. Talk to your doctor or the surgery manager about the services that they may be able to offer, such as home visits, counselling, minor surgery.

Do you and the person you care for have the same GP? If not, it is important that you talk to your GP about your caring responsibilities so that she/he is aware of your needs.

Good communication will help to reduce the strain that you may be experiencing and to enable your GP to understand your needs.

When you visit your GP surgery do not be rushed. Be sure to ask all your questions (take a list) and take someone with you for support if that will make you more comfortable. Make notes of your visits - dates, the people you see, the discussions and outcome of the visit.

If you would like information on how to change your GP or how to complain about GP services, please contact CareLine on 020 8875 0500.

● **NHS Direct**

Helpline : 0845 4647

This national NHS service provides information a wide variety of health related topics, and NHS health services. The helpline is open 24 hours a day, every day of the year .

● **Tooting NHS Walk-in Centre**

Clare House, St George's Hospital, Blackshaw Road, SW17 0QT

Phone : 020 8700 0505

Offers access to local NHS advice, information and treatment for minor illness and injuries. No appointment is necessary. The centre does not replace your GP or hospital services but complements existing services. The centre offers assessment by an experienced NHS nurse.

Open from 7:00am - 11:00pm seven days a week.

The Tooting NHS Walk-in Centre is based on the ground floor of Clare House. It is adjacent to the main public car park near the Blackshaw Road exit.

Guide for Carers in Wandsworth

● **The Minor Injuries Treatment Centre at Queen Mary's Hospital, Roehampton**

Provides a wide range of treatment for injuries in the workplace, the home or at school. If in doubt about whether to use the Minor Injuries Treatment Centre, call on **020 8355 3002** for advice and guidance. The Centre does not treat children under 2 years.

The Centre is open during the hours of 7 am and 11 pm every day dealing with a wide range of minor injuries and problems, including:

- wound stitching
- tetanus immunisations following an injury
- injuries to hands, wrists, elbows, feet and ankles
- cuts and grazes
- superficial burns and scalds
- removal of foreign bodies from eyes, ears and nose
- other minor ear and eye problems
- removal of splinters
- bites and stings
- cystitis
- minor head injuries.

The Centre is staffed by highly trained Emergency Nurse Practitioners. The nurses can also request and interpret x-rays when required. Following treatment, a clear explanation will be given concerning further care and self-help measures.

Should a fracture be diagnosed, nurses can apply plaster or support to the affected limb and organise a fracture clinic appointment at your local hospital. Serious fractures are referred immediately to an Accident & Emergency department.

There is a difference between minor injuries and minor conditions such as coughs, sore throats, ear ache and more long standing injuries. These may be dealt with by your own GP.

Your Guide to the NHS

The NHS Plan, which the Prime Minister launched in July 2000, describes how increased funding will be used to improve the NHS. This guide helps explain how these changes will affect people. It will take time - not least to train the extra doctors, nurses and other staff the NHS needs - but extra resources will produce better services for patients.

It sets out what you can expect from the NHS today and what you can expect in the future as improvements to health services are made.

The Guide aim to answer the main questions people may have and, at the back of the Guide, a section tells how to get more information about the NHS.



Guide for Carers in Wandsworth

Your Guide to NHS booklet is available in English, Bengali, Gujarati, Hindi, Punjabi, Urdu, Chinese, Vietnamese, Greek, Turkish, Somali, French and Polish. For copies call CareLine on 020 8875 0500.

Are You a New Resident in Wandsworth?

If you have just moved to Wandsworth and need to register with a GP or want a list of dentists, call CareLine on 020 8875 0500 or NHS Direct on 0845 4647.

WHO CAN GET COMMUNITY CARE SERVICES FROM WANDSWORTH BOROUGH COUNCIL

I Community Care Services are available for people who:

- ✓ have a substantial and permanent disability;
- ✓ have a sensory impairment;
- ✓ have a serious mental illness;
- ✓ have a learning disability;
- ✓ are chronically ill;
- ✓ have HIV infection;
- ✓ are over pensionable age and have become frail;
- ✓ have severe drug-related problems, including alcohol;
- ✓ are looking after someone in any of the above groups.

If you and/or the person you care for are experiencing serious difficulty managing on your own because of age, infirmity or ill health you may request an assessment of the needs of the person you care for.

From 1st April 1996, carers have rights under a law called the Carers Recognition & Services Act (otherwise known as the Carers Act). **The Carers Act entitles carers to an assessment in their own right.** Social services have to listen to carers, record their views and take into account the result of the carer's assessment when they decide what services to provide to the person who is being cared for.

Most services are provided following an assessment of individual needs. They are provided for people whose care arrangements at home are breaking down or are in danger of breaking down soon and people who need help to manage personal care and/or household chores.

Some of the services available to people who are assessed as being in need of them are :

- help to look after yourself at home
- meals
- alterations to your home
- equipment
- going to a day centre
- temporary residential respite care

Guide for Carers in Wandsworth

Some services you can apply for directly, without an assessment being necessary. These are :

- blue badges (formerly called orange badges)
- travel permits (Freedom pass)
- taxicards
- carers respite grants
- TV licences/telephone cost support
- occupational therapy

Leaflets & Publications : for copies of the following leaflets phone CareLine on 020 8875 0500.

- The Community Care Plan, Better Care Higher Standards Charter and Service Directory are produced by Wandsworth Borough Council and Wandsworth Primary Care Trust who are responsible for community care provision in the borough. The Community Care Plan outlines the framework for community care in the borough and the Service Directory provides information on what services are provided and who provides them.
- Children's Services Plan, Children's Charter and Service Directory for Children in Need are produced by Wandsworth Borough Council and Wandsworth Primary Care Trust. The services plan outlines the framework for services for "children in need". The service directory provides information on the services provided the Social Services Department and those provided by other agencies, which are of special interest to children in need.
- Community Care -"do you know what you can get?" (May 1998 edition) - this leaflet has been produced by Wandsworth Social Services Department and briefly outlines the services that are available. If you would like a copy, please phone CareLine on 020 8875 0500.

What is An Assessment and How Do You Get Services?

Leaflets & Publications

- A leaflet entitled Community Care -"do you need an assessment?" (May 1998 edition) has been produced by Wandsworth Social Services Department and is available from CareLine on 020 8875 0500.

The purpose of an assessment is to find out about a person's needs and preferences, and to work out what help is necessary. It is usually carried out by a social worker in the home. A carer or adviser can be present during the assessment. An assessment of separate needs of carers forms a part of the assessment process for all people who receive community care services. If, however, you feel your needs are very different, or merit a completely separate assessment, you can ask for one.

Guide for Carers in Wandsworth

Most assessments are completed during one visit. It may take longer if, for instance, a report is needed from a specialist such as an occupational therapist, nurse or your GP.

If you think you or the person you care for qualifies for any of the services, contact the Social Services Department (see page 58) Otherwise you can ask someone else to make contact for you, such as your doctor, district nurse, health clinic or a voluntary organisation.

You can enquire directly about many of the services offered by the Community Health Services. For information contact the health centre nearest you (a list of health centres is on page 61) or call CareLine on 020 8875 0500.

If you are the carer of someone in hospital, you can speak to the consultant, ward sister or to a hospital social worker.

What Happens After an Assessment?

If the assessment determines a need for services, a summary of needs will be agreed with the person being assessed and their carer. A care plan will then be drawn up jointly with you, describing the services that will be provided. This may be just one service, such as a home help, or a number of services; perhaps including meals-on-wheels, a district nurse to change dressings, and going to a day centre one or more days a week.

If you do not feel that you had sufficient input into the assessment or would like someone to be with you to support you, you can contact one of the voluntary agencies that may help with your particular case.

If you need help urgently, services may be provided immediately, and followed up later by a more detailed look at your situation. If your needs are not urgent you will be informed of the date when services are to start. You can also ask for the services to be reviewed if you feel your needs have changed.

HELP WITH CARING AT HOME

Don't run around in circles to find out if you can obtain help with caring at home.

If you are caring for someone who is ill, disabled or infirm at home, there are a number of services and a range of equipment available to assist you, and the person you care for, with everyday tasks. See also the previous section in this guide entitled "Who Can Get Community Care Services?" (page 19).

You will need to contact the Social Services Department (see page 58) or your General Practitioner to enquire if you or the person you care for will be able to receive any of these services. You can also contact the Wandsworth Carers' Centre on 020 8877 1200, CareLine on 020 8875 0500 or any of the voluntary agencies who will be glad to assist.

Leaflets & Publications

- A leaflet entitled Community Care – “are you looking after someone?” (May 1998 edition) has been produced by Wandsworth Social Services Department and is available from CareLine on 020 8875 500.

Home Care

The home care service is available between 7:00am and 10:00pm seven days per week as appropriate to meet your assessed needs. You will be informed of the days and times when help will be available. Home care services may include :

Personal Care, for example :

- ◆ bathing, washing or showering
- ◆ dressing and undressing
- ◆ getting in and out of bed
- ◆ assistance with toilet needs (including incontinence management)
- ◆ feeding

Note : this kind of help can be quite different for each person

Practical Tasks, such as :

- laundry and ironing
- changing and making beds
- general household cleaning and dusting
- washing up
- shopping
- collecting pension or benefit payments or paying bills

Note : Your home carer cannot agree to do anything that is unsafe.

Guide for Carers in Wandsworth

It is important to remember that home carers are not nurses so you may still need some help from a district nurse. Your doctor can arrange this. Whether you have a fairly simple service or various kinds of help at different times, you have the right to expect to keep to the same home carers and to be told about any changes before they happen.

There is a charge for the home care service and it is based on the number of hours of service provided and your ability to pay. For a listing of the community care charges contact CareLine on 020 8875 0500.

Frozen Meals Service and Meals-on-Wheels

A meals-on-wheels service is available for people who find it difficult to heat a meal. The service will call daily with a hot meal. You have a choice of meal each day or a special diet or ethnic meal at your request. There is a charge for the meals-on-wheels service. Delivery is between 11:00am and 2:00pm each day.

If you are able to heat and serve a pre-cooked meal you may prefer to be supplied with frozen meals to choose and cook at the time most convenient for yourself. Your meals will be delivered weekly. There is a charge for this service. A freezer can be loaned to you free of charge if you do not have suitable storage facilities.

Hospital Discharge

A leaflet entitled Community Care - "are you going into hospital?" (May 1998 edition) is from CareLine on 020 8875 0500.

Hospitals have discharge procedures that have been jointly agreed with social services and are written down. You should have discussed the discharge with a named member of staff well before the date of discharge and be satisfied with the arrangements. If the discharge arrangements are not clear then approach the staff yourself and ask them what arrangements are being made. Essential services for continuing care, including assistance for you in the task of caring, must be in place on the day of discharge.

If you are having problems caring or think that you will have difficulties, do not be afraid to speak to the doctor, nurse in charge of the ward, the nurse looking after the patient or ask to see the social worker as soon as possible so that assessments can be made. The hospital social workers are the key organisers and you should see the social worker responsible as early as possible to discuss any arrangements that need to be made.

Guide for Carers in Wandsworth

If a person is being or has been discharged from hospital without a care plan then contact :

- the person's GP or
- CareLine, phone 020 8875 0500 or
- the Wandsworth Carers' Centre, phone 020 8877 1200

A copy of the Carers UK Information Sheet Reference No. 6(IS) "*Hospital Discharge*" provides useful information. Phone 0808 808 7777.

Intermediate Care Team

Intermediate Care Service Co-ordinator
Bolingbroke Hospital
Wandsworth Common
Battersea, SW11 6HN
Phone : 020 7441 0810

A team of district nursing staff, occupational therapists, physiotherapists and health care support workers provides this service. The service offers early discharge (rehabilitation in the patient's own home following major illness or surgery; admission avoidance (increased nursing or social care) and crisis intervention (enables patients to stay at home when their care network breaks down).

Help with Continence Problems

① National Helpline for Continence Problems

Phone/Fax : 020 7831 9831
Monday to Friday, 9:30am - 4:30pm
e-mail continence.foundation@dial.pipex.com
Website www.continence-foundation.org.uk

I Continence Help for Adults

You should first discuss continence problems with your GP, district nurse or health visitor. If you require continence advice, you can contact the Continence Advisor for Wandsworth, Admin Block, Orchard Hill, Fountain Drive, Carshalton, Surrey SM5 4NN. Phone/Fax 020 8770 8313.

I Continence Help for Children

Absorbent products are available to children over aged three after a thorough assessment by a district nurse, health visitor, community paediatric nurse or continence advisor. School nurses also provide information on bed-wetting.

Guide for Carers in Wandsworth

I Contenance Laundry Service

Sunlight Laundries can collect laundry for incontinent clients on a weekly or twice weekly basis. Arrangements are made through the Social Services Department (see page 58).

Lifting and Moving the Person You Care For

Physiotherapists and occupational therapists are trained to show you how to lift and move the person you care for safely, and can advise on hoists and other aids to make it easier. Ask to be referred by your family doctor.

Eating and Drinking Problems

Speech & Language Therapy Services for Adults and Elderly People

If the person you care for has difficulty swallowing due to an acquired progressive or congenital neurological disorder (e.g. stroke, head injury, Parkinson's disease, cerebral palsy, cancer, HIV/AIDs, etc) your family doctor or other health professional may refer them to this service.

The Need to Talk

You may need to talk to someone outside the family. Counselling involves talking to and sharing your feelings with a trained person.

- Some GP surgeries in Wandsworth now offer a counselling service. If your surgery does not offer counselling, ask what services they can refer you to, such as the Community Mental Health Teams.
- Free counselling for carers is available for carers at the Carers' Centre.
Phone 020 8877 1200.
- Balham Family Centre, 91 Bedford Hill, SW12 9HE
Phone : 020 8767 9857
Provides counselling for people suffering from emotional problems such as anxiety, depression. Also problems arising from bereavement and difficulties with children.

CareLine has compiled a list of local counselling services.
Phone 020 8875 0500.

Note : There is usually a charge for counselling services outside the NHS.

EQUIPMENT TO AID DAILY LIVING

There is an extensive range of gadgets, aids and equipment to help with everyday activities such as dressing, bathing, eating, cooking, using the lavatory, reading a book or writing a letter.

Where to Get Equipment

The Occupational Therapy Service

If your relative/friend has a **permanent and substantial** disability an occupational therapist can make an assessment and may supply specialist equipment and adaptations to your home. The occupational therapist will give advice enabling you and the person you care for to use the facilities conveniently and safely. The different means of paying for such works will be discussed with you.

The occupational therapists can be contacted through the Social Services Department, details are on page 58.

If the person you care for is in hospital and is in need of aids and adaptations to help them or to help you to care for them when they come home, there are occupational therapists available at the hospital to assess patients who have problems with daily activities.

The Sensory and Physical Disabilities Team

There are many aids and equipment available for people who are Deaf or hard of hearing, blind or partially sighted and Deafblind. The Sensory and Physical Disabilities Team is a specialist service provided by the Social Services Department. Following assessment, they can provide most of the equipment needed free on loan. Other equipment may have to be bought privately and the Team can advise on what would help people with sensory problems to carry out normal daily tasks.

Adaptations to Your Home

In certain circumstances the Council can assist you with adaptations to your home to enable use of facilities with improved convenience, independence and safety. Access to these services is through the Occupational Therapy Service. The different means of funding adaptation works will be discussed following this assessment.

The occupational therapists can be contacted through the Social Services Department, details are on page 58.

Guide for Carers in Wandsworth

NHS Wheelchair Services

The wheelchair service is based at Queen Mary's Hospital, Roehampton and provide people with physical disabilities with:

- manually pushed wheelchairs;
- manual self-propelling wheelchairs;
- powered wheelchairs {for indoor use only};
- specialist seating systems for people with severe disabilities;
- pressure relief cushions and access to the Approved Repairer.

The national wheelchair voucher scheme operates. Contact your doctor, occupational therapist or physiotherapist if you want to use this service. Current users can refer themselves to the service.

Wandsworth Social Services have contracted out their Home Loans Equipment Service to a private company:

Occupational Therapy Service – Home Loan Equipment Store

Wandsworth Social Services have contracted out their Home Loans Equipment Service to a private company:

Huntleigh National Care Wandsworth (HNC)

Unit 14, Glenville Mews Industrial Estate
Kimber Road
Off Garratt Lane
Wandsworth, SW18 4NJ
Phone 020 8875 1008

This company procures, supplies, delivers, installs, maintains, collects, cleans, recycles and store aids-to-daily-living and rehabilitation aids on behalf of the Council.

For those members of the public who want to purchase privately there is a retail facility. HNC can sell or hire items of equipment to enable them to stay safe and independent at home.

Your occupational therapist will be able to advise as to the most suitable equipment (including bath lifts, bed raisers etc.).

Renting Equipment

You can borrow/rent wheelchairs and some equipment from :

- ① British Red Cross, phone 020 8944 7378
- ① Direct Mobility Hire (Private Company)
Phone : 020 8807 9830
- ① All Handling (Private Company)
Phone : 020 8542 2217

Guide for Carers in Wandsworth

- ① Mediworld (Private Company)
Phone : 020 8764 1806

Buying Your Own Equipment

If the person you care for is not permanently or substantially disabled you may have to buy your own equipment.

There are many companies that sell specialist equipment and aids. You can get information and advice from leaflets, books, suppliers' catalogues and from occupational therapists, physiotherapists and the sensory needs team. For a list of suppliers contact the Social Care Advice Line on 020 8333 6949 or the Carers' Centre on 020 8877 1200.

The Carers UK Factsheet 1 "*Gadgets and Equipment to Aid Daily Living*" (lists companies who provide catalogues, advice lines, books, disability organisations and other helpful sources of information),
phone 0808 808 7777.

The Yellow Pages listings under "Disabled - Equipment" and "Disabled, Information Centres" are also useful.

Where to View Equipment

- Disabled Living Foundation (DLF) has equipment demonstration and training centres. Helpline on aids, equipment and adaptations.
For information or an appointment, phone 0845 130 9177, between 10:00am - 4:00pm.
- The Banstead Mobility Centre demonstrates a wide range of wheelchairs and scooters. Based at Damson Way, Orchard Hill, Carshalton, Surrey.
Phone 020 8770 1151
- Keep Able (private company) sells a wide range of specialist domestic equipment.
Based at 11-17 Kingston Road, Staines, Mddx TW18 4QX.
Phone 01784 440 044 Fax 01784 449 900

How to Pay for Equipment

People on benefits may be able to get help from the Social Fund. Call the local Benefits Agency on 020 8682 8000 for information.

Organisations for particular illnesses and disabilities may give you a grant - browse through the publication "*A Guide to Grants for Individuals in Need*" available at your local library (call CareLine for a list of libraries in Wandsworth), Age Concern Wandsworth on 020 8870 2020 or CareLine on 020 8875 0500. Please note that most grant applications must be made through a social or health worker.

Guide for Carers in Wandsworth

Community Alarms

If you are caring for someone who does not live with you, these alarms enable the person to call for help even if they cannot reach the telephone. There are different systems available and you will have to shop around in order to find the one that best suits you.

The Wandsworth community alarm scheme is called "WATCH" (Wandsworth Alarm Telephone Care Helpline). For information phone 020 8871 8198.

Call CareLine on 020 8875 0500 for a list of other suppliers of community alarm systems.

RESPIRE CARE, OR TAKING A BREAK FROM CARING

Respite Care in Your Home

Speak to your GP or Social Worker about respite services that are available or contact one of the following organisations.

● **Black Elderly Respite Service**

Wandsworth African Caribbean Association

Unit 4, 37-39 Western Road

Mitcham, Surrey, CR4 3ED

Phone : 020 8946 9836

This voluntary organisation provides a voluntary respite service tailored to the needs of black elderly people in Wandsworth. Also offers a limited befriender/counselling service.

● **Wandsworth Crossroads**

46 Balham High Road

Balham, SW12 9AQ

Phone : 020 8673 9939

Fax : 020 8673 7882

e-mail: wandsworth@crossroads.org.uk

Website: www.wandsworthcrossroads.org.uk

This voluntary organisation gives respite to any carer looking after someone over the age of 16 by providing a trained Care Attendant to take their place for a short break; also offer respite breaks at home for up to one week.

Open : 9:00am - 5:00pm (Answerphone)

Access : Disabled access and toilets

Languages : Leaflet in Asian languages

● **Mushkil Aasaan**

220-222 Upper Tooting Road

Tooting, SW17 7EW

Phone : 020 8672 6581

Phone/Fax : 020 8682 3054

e-mail : mushkilaasaan@btinternet.com

This voluntary organisation offers community care for Asian families, women in particular. Provides interpreting services, transport, counselling, home help and respite care.

● **Respite “Care at Home” Scheme**

This is a flexible respite voucher scheme set up to offer carers a break whilst someone else looks after their relative or friend in the familiar surroundings of that person’s own home. This includes personal care, night sitting, help with preparing food and domestic tasks like shopping and cleaning. Access to this service is only through Social Services, see page 58.

Guide for Carers in Wandsworth

● **Share-A-Family**

1 Siward Road
Tooting, SW17 0LA
Phone : 020 8947 5317
Fax : 020 8947 9506

A voluntary organisation linking families who have a child with a disability to volunteer carers. These carers provide respite care either in their own home or in the child's home. Families caring for children are carefully checked before children stay with them. This care service is for children aged 0-19 years, whatever their disability or severity.

● **Sitting Service and Marie Curie Service**

This community health service provides a fixed period of nursing care (e.g. a morning, afternoon or night), which can be used to relieve a carer of a person with chronic or terminal illness (any age group). Contact these services through your district nurse, GP or via your local health centre (addresses on page 61).

● **South London Chinese Community Association**

69 Stockwell Road
London SW9 9PY
Phone : 020 7733 4377
Fax : 020 7733 5045

A voluntary organisation providing homecare and respite care for the Chinese and Vietnamese communities in the SW4, SW8, SW17 and SW18 areas. Open Monday to Friday, 10:00am - 5:00pm.

Respite Care Away from Home

Social Services can arrange for the person you care for to be placed for short-term care in care home in order to give you a rest. Contact the Social Services Department (see page 5858) and speak to the Duty Officer. If you already have a social worker then discuss your needs with her/him. Local services include :

- Adult Placement Service, Hartfield House, The Annexe, 170 Roehampton Lane, SW15 4EU, phone 020 8785 6861 - a Social Services facility which helps arrange and support placement for adults with learning disabilities.
- Hartfield House, 170 Roehampton Lane, SW15 4EU, phone 020 8780 0057/0408 - rota and respite care for people with learning disabilities. Access is via a Social Services assessment.
- 5 North Drive, SW16 - respite care for children over 5 years with special needs. Access is through the Social Services Special Needs Unit. Phone 020 8871 7192.
- Park Lodge, 6 Victoria Drive, SW19 6AB, phone 020 8789 8195 - have respite care beds for elderly people, assessment is through Social Services.

Guide for Carers in Wandsworth

- Wandsworth Short Breaks, 1 Siward Road, SW17 0LA, phone 020 8947 4993 - this Social Services scheme offers children and young people with a disability or long term illness regular stays with another local person or family who are approved foster carers.

If you would like to receive a list of residential and nursing homes in the borough contact CareLine on 020 8875 0500.

Respite Care in Hospital

If the person you care for requires nursing care, hospitals have facilities for short-stays in order to give you a break. Your GP can arrange this.

Day Centres and Luncheon Clubs

There are a number of day centres in the borough for older people, frail older people, people with learning disabilities, people with physical disabilities, people with mental health problems and people from ethnic minorities. The Council, voluntary organisations and private companies, runs them. There is usually a daily or weekly charge for day centres and lunch clubs. Some provide transport. Luncheon clubs serve as social centres for older people, as well as providing meals at a small cost. Phone CareLine on 020 8875 0500 for a list of day centres and luncheon clubs.

Holidays

Information about holidays for people with disabilities and others in difficult circumstances and their carers is improving all the time. Contact the following agencies or local voluntary groups for information and advice.

→ Respite Care and Holiday Grants

In addition to receiving respite care that is arranged by Social Services through an assessment, they also provide a grant to pay for respite :

→ The Respite Grant

This grant is designed to help the carers of seriously physically disabled people, people with learning disabilities, people with a mental illness and people over 65 years to have a break from the caring responsibilities. The grant is not means tested. The person cared for must live in the Borough of Wandsworth and the carer must live with or near the person cared for.

For more information and an application form contact the Social Services Department on 020 8871 6738.

→ **The Carers Centre** keeps information about a range of holiday provision for people with disabilities. Phone 020 8877 1200

Guide for Carers in Wandsworth

→ **Counsel and Care**

Tyman House, 16 Bonny Street
London NW1 9PG
Phone : 0845 300 7585
Fax : 020 7267 6877

Can provide information on holidays for older people and their carers. They can also make appropriate suggestions about private residential homes and care at home.

→ **Holiday Care Service**

2nd Floor, Imperial Buildings
Victoria Road, Horley, Surrey RH6 7PZ
Phone : 01293 774 535
Fax : 01293 787 647
Minicom : 01293 774 535

This charity provides a holiday information service, which gives free advice to anyone who, because of disability or other special needs or family circumstances, has difficulty in finding a suitable holiday.

→ **MENCAP Holiday Services**

Optimum House
Clipper Quay, Salford Quays
Manchester M5 2XP
Phone : 0161 888 1200

Offers a range of respite care breaks and holidays in Britain and abroad and has a holiday guide, listing accommodation for people with a learning disability, whether travelling with the family, friends or alone.

→ **RADAR** (Royal Association for Disability and Rehabilitation)

12 City Forum, 250 City Road
London EC1V 8AF
Phone : 020 7250 3222
Fax : 020 7250 0212
Minicom : 020 7250 4119

This voluntary organisation publishes holiday factsheets and books.

→ **Saga Holidays**

Middelburg Square
Folkestone, Kent CT20 1AZ
Freephone : 0800 300 500

Saga caters exclusively for over-60s. Activity holidays include painting, photography, gardening, whist, bowls, scrabble, bridge, keep-fit, cycling, walking and dancing.

→ **Winged Fellowship Trust - Holidays and Respite Care for Disabled People**

Angel House, 20-32 Pentonville Road
London N1 9XD
Phone : 020 7833 2594
Fax : 020 7278 0370

Guide for Carers in Wandsworth

Provide respite care and holidays for severely physically disabled people and their carers.

Hospices

Hospice Information Service

St Christopher's Hospice
51-59 Lawrie Park Road
Sydenham, SE26 6DZ
Phone : 020 8778 9252
Fax : 020 8659 8680

A national service providing information on the nature and location of hospices both in the UK and overseas.

Trinity Hospice

30 Clapham Common North Side
Clapham, SW4 0RN
Phone : 020 7622 9481

Residential and Nursing Homes

If you feel that the person you care for needs or will be needing permanent residential or nursing care, contact the Social Services Department (see page 58). If you already have a social worker then discuss your needs with her/him. You can also discuss this with the GP.

Each case is an individual assessment. In selecting a home through discussion with you, the Social Services Department will respect your needs and wishes wherever possible, particularly in relation to ethnic, religious and cultural matters.

If you require assistance during this process in order to know your rights, procedural guidelines and financial implications contact Age Concern Wandsworth on 020 8870 2020, the Relatives Association on 020 7916 6055 or the Carers UK on 0808 808 7777. This can be a very stressful experience and these agencies will do all they can to help you make satisfactory decisions and to be aware of problems and pitfalls that you may encounter. Ask Age Concern for Factsheet No 29 "*Finding residential and nursing home accommodation*".

Should you require assistance in finding a suitable home contact CareLine on 020 8875 0500 who hold information on national and local residential and nursing homes.

If your relative/friend is already in a home and you need advice or assistance, contact:

Guide for Carers in Wandsworth

① **The Relatives and Residents Association**

5 Tavistock Place
London WC1H 9SN
Phone : 020 7916 6055
Fax : 020 7387 7968

This charity helps relatives and friends make sure that elderly people in residential care or nursing homes and long-stay hospitals are receiving the best possible care. Activities include listening, advising and helping with problems; helping to form local groups; giving publicity to, or taking up, general issues; encouraging relatives' participation and communication with homes.

① **Local Branch of the Relatives and Residents Association**

c/o The Carers' Centre
181 Wandsworth High Street
Wandsworth, SW18 4LE
Phone : 020 8877 1200

Housing Advice

① **Threshold Housing Advice**

Bedford House, 215 Balham High Road
Tooting, SW17 7BQ
Main switchboard 020 8333 6960
Fax and Minicom 020 8871 5744

Housing advice for single people & couples without dependant children. Also run Threshold Accommodation Project (TAPS), which helps people find private rented accommodation and an outreach service for elderly & disabled people.

Telephone Service : Monday, Wednesday 9:00am - 7:30pm, Tuesday, Thursday, Friday 9:00am - 5:00pm, Saturday 9:00am - Noon.

Appointment Service : Monday 6:00pm - 8:00pm, Wednesday, Thursday 10:00am - 1:00pm & 2:00pm - 4:00pm, Friday 10:00am - Noon.

Part of Wandsworth Advice Services.

① **Housing Aid Centre**

Housing Department
Wandsworth Borough Council
17-27 Garratt Lane
Wandsworth, SW18 4AE
Phone : 020 8871 6840

Anyone living in the borough can receive confidential advice on any housing problems from the Housing Aid Centre. It also advises people seeking accommodation and carries out initial enquiries into homeless applications. The is based on the ground floor of 17-27 Garratt Lane and is open from 9.00am - 4.30:00pm, Monday to Friday.

Guide for Carers in Wandsworth

LEGAL MATTERS

Besides the following organisations, you can also ask Wandsworth Advice Services for legal assistance and in certain cases obtain legal aid to consult a local solicitor. Details are on page 12.

① **London Legal Advice Centre**

62 Battersea Park Road

Battersea, SW11 4JP

Phone : 020 7627 2727

Provide legal advice on most issues. Home visits.

① **Wandsworth & Merton Law Centre**

101a Tooting High Street

Tooting, SW17 0SU

Phone : 020 8767 2777

Fax : 020 8767 2711

Offer legal advice on housing, employment and immigration and details about local solicitors who will assist with wills. Free advice is available at evening meetings staffed by volunteer lawyers at various sites around the borough. Phone for details. Open Monday to Friday, 9:30am - 6:00pm.

① **Springfield Advice and Law Centre**

Admissions Block, Springfield University Hospital

61 Glenburnie Road

Tooting, SW17 7DJ

Phone : 020 8767 6884 (voice & minicom)

Fax : 020 8767 6996

Offers independent, free, confidential advice and legal representation to mental health users. Open Monday to Friday, 10:00am - 4:00pm.

FINANCIAL HELP

Being a carer is an expensive business. The cost of looking after someone cannot always be measured in cash terms of course, but there is evidence of real financial hardship being caused when someone starts being a carer - lost wages, a reduced pension in old age, extra expenses all take their toll.

First of all you should check that the person you are looking after is getting their full benefit entitlement. People who need care can claim either Disability Living Allowance (if they are under 65 years) or Attendance Allowance (if they are 65 years or over). There also may be other benefits that they can claim. See below for details of booklets that will give you more information about these.

Guide for Carers in Wandsworth

Next, you should check whether there are any extra benefits which you can claim. There is only one benefit that is **just** for carers. It is called Invalid Care Allowance (ICA). There are some good points and some bad points about this benefit.

For example, the good news includes the fact that ICA does **not** depend on how many National Insurance contributions you've paid or how much your family has in savings.

The bad news is that only people aged 16-65 can claim it. In addition, you will not get it if you earn more than £50 per week (after expenses) or if you are already getting another benefit that is worth more, such as Widows Pension, Retirement Pension or Incapacity Benefit.

If you get a means-tested benefit such as Income Support or Housing Benefit, then you should claim ICA even though you won't get the full benefit of it. You will get what is called a **carer premium** added into the calculation of those benefits, meaning some extra weekly money.

To get Invalid Care Allowance you need to fill in the claim form (DS700) that you can get from the Benefits Agency, phone 020 8682 8000 or advice agencies throughout the borough, such as Wandsworth Advice Services 020 8333 6960, the Carers' Centre 020 8877 1200, Age Concern Wandsworth 020 8870 2020 or the Social Care Advice Line, phone 020 8333 6949.

The person you are looking after has to be getting Attendance Allowance or the middle or higher care part of Disability Living Allowance. You will have to say that you look after this person for 35 hours per week or more (this is not difficult when you add it up!). They do not have to be a relative or live with you.

If the person you look after lives alone and gets income support then get advice **before** you claim ICA, as your claim could affect their benefit.

The Social Services Department has produced a range of booklets about benefits, including benefits for carers and the people they look after. Phone CareLine on 020 8875 0500 for details.

Benefits Agency Contact Numbers

- ① **Local Benefits Agency, Irene House, Balham High Road, SW12 9BX -**
Wandsworth District Switchboard
Gives general advice and information about social security benefits and national insurance contributions :
Phone : 020 8682 8000
Minicom : 020 8682 8377
Fax : 020 8682 8337
(ask to be put through to the office dealing with your address)
Phone between 9:00am – 4:30pm

Guide for Carers in Wandsworth

① **Benefits Enquiry Line (BEL)**

A national services which gives advice and information to people with disabilities and their carers about benefits. On request, operators can also pass details on to the local disability benefit centre who will contact the caller and assist with form completion over the phone, in Braille, large or standard print. All calls are treated in confidence. Open 8:30am - 6:30pm Monday to Friday and 9:00am - 1:00pm on Saturday.

Freephone : 0800 88 22 00

Form completion service : 0800 44 11 44

Minicom : 0800 24 33 55

Debts, Rent & Repossessions

① **Wandsworth Money Advice Service**

5th Floor, Bedford House
215 Balham High Road
Tooting, SW17 7BQ
Phone : 020 8333 6960

This service deals with complex debts and rent & mortgage repossession cases. A self-help pack is available. They also run an advice desk at County Courts on Wednesday and at the Magistrates Court on Thursday afternoon. Part of Wandsworth Advice Services.

Money Advice Outreach Project - surgery held at the Asian Community Centre, 57-59 Trinity Road, SW17 on Tuesdays and Thursdays from 10:00am - 1:00pm and 2:00pm - 4:00pm. No appointment is necessary. The service is offered in Urdu, Gujarati, Hindi and English for Asian Elders aged over 55 years.

LEARNING AND LEISURE



LOCAL LIBRARY SERVICES

There are twelve lending libraries in Wandsworth, each with a large selection of books and cassettes for loan. The music libraries at Battersea (Lavender Hill) and Putney offer a wide range of records, cassettes and compact discs, and there are large reference libraries at Battersea and West Hill. Wheelchair access is available in all Wandsworth libraries.

Call CareLine on 020 8875 0500 for a list of libraries.

The **Multi-Cultural Library and Information Service**

The Asian section is based at Tooting Library and the Afro-Caribbean and African section is based at Battersea Library.

Phone : Tooting 020 8871 7174; Battersea 020 8871 7456

If you are unable to get to a library you may find the mobile service or the Housebound Readers Service useful. This vehicle calls at specific places at certain times each week. Phone 020 8871 6350 for more information.

● **Toy Library Service**

Early Years Centre

1 Siward Road

Tooting, SW17 0LA

Phone : 020 8879 3059

This Council service loans a wide stock of toys and materials for play activities for children up to 8-years. The service is open to all families with children with disabilities. Play services are available in multi-sensory and soft play rooms. Opening times vary. Phone to book.

● **ClearVision Project** is a specialist book lending service for children with visual impairment. This service is run from Linden Lodge School.
Phone 020 8780 2712.

Guide for Carers in Wandsworth



EDUCATION AND COURSES

Colleges of Further Education and Adult Education run many courses at various sites throughout the borough.

Contact :

- **South Thames College**
Wandsworth High Street
London, SW18 2PP
Phone: 020 8918 7777
Learning Support Office: 020 8918 7363
Website: www.south-thames.ac.uk
- The **Housebound Learners' Project** offers the opportunity of adult education for people who are unable to travel to classes, by pairing them with a mobile student who visits them at home to share what has been learned in class.
Phone 020 8780 1162 for information.
- **QEST Employment Support Team**, 215 Balham High Road, SW17 7BQ
Provide support and guidance regarding training opportunities for people recovering from mental illness. Phone 020 8767 1900.
- **PROSPECTS**, Ground Floor, 17 Falcon Road, Battersea, SW11 2PJ
Careers guidance for Wandsworth residents. Phone 020 7326 8700.
Fax : 020 7326 8720

ARTS/ENTERTAINMENT/ACCESS/ACTIVITIES

- ☺ **Action Space**, phone 020 7209 4289 - specialise in working in the arts with people with learning disabilities.
- ☺ **Age Concern Wandsworth**, phone 020 8870 2020 - holds lists of clubs, activities and groups for older people. Also publish a quarterly newsletter.
- ☺ **Age Activity Centre**, 977 Garratt Lane, SW17. Age Concern hold a relaxation group here fortnightly on Thursday between 2:30pm - 4:00pm.
Phone 020 8870 2020 for information.
- ☺ **Arts Interest Group**, phone Age Concern, 020 8767 6244 - monthly arts visits for adults of all ages with restricted mobility. Door-to-door transport is provided. There is a small charge to cover costs.

Guide for Carers in Wandsworth

- ☺ **Artsline** - phone 020 7388 2227 - provides information on all aspects of arts and entertainment for disabled people, including access details to art centres, theatres, restaurants, cinemas and other venues in London.
- ☺ **Contact-a-Family**, phone 020 8947 5260 - can supply details of play groups, clubs and activities for parents and children with special needs in the borough. Publish a newsletter.
- ☺ **Este Road Art Group** for people with learning disabilities aged 16 years and over. Meet on the 1st and 3rd Wednesday of each month (except August) between 7:00pm - 9:00pm. Each participant must be willing to provide an escort 3 or 4 times a year. Transport provided. For information phone Mrs Edna White on 020 8677 3238.
- ☺ **Gateway Clubs** - there are 4 clubs for people with learning disabilities in Wandsworth providing various services including social activities, youth clubs, lunch clubs. Meet weekly in Balham, Battersea and Putney. Phone CareLine on 020 8875 0500 for details.
- ☺ **Katherine Low Settlement**, phone 020 7223 2845 - run a drop-in club for young people with severe learning disabilities aged over 12 years.
- ☺ **Lady Allen Adventure Playground**, phone 020 7228 0278 - a playground for children with disabilities and special needs and their siblings.
- ☺ **Play Services**, phone 020 8871 6349 - run by the Council and provides both integrated and specialist holiday play provision for children with disabilities.
- ☺ **RADAR**, phone 020 7250 3222 - publish an access guide to sports venues throughout the country.
- ☺ **Shape London** - phone 020 7924 5287 - operates a ticket scheme for disabled people providing a personal booking service for performances, exhibitions and events in London.
- ☺ **Social Care Advice Line (Disabled Advice Service)** , phone 020 8333 6949 - provides information on social clubs and activities in the borough for people with disabilities.
- ☺ **Shopmobility**, phone 020 8875 9585 - assist anyone with mobility problems to access Wandsworth town centre; provide wheelchairs and scooters for the disabled and elderly, also an escort service for those with unpaid carers.
- ☺ **Sports Development**, phone 020 8871 6857- is a Council run service providing holiday activities, clubs, competitions, sports and recreations including activity days and weekends.

Guide for Carers in Wandsworth

- ☺ **Tooting Tryers - Sports Evening for Adults with Learning Difficulties**, enquiries Carol Harding 020 8767 0714. Wednesday, 7:30pm - 9:30pm.
- ☺ **Wandsworth Community Transport**, phone 020 8675 7460 - runs shopping trips and day outings to places of interest for people who are disabled or elderly.
- ☺ **Wandsworth Primary Play Association**, phone 020 8673 8877 - provides parent-run groups according to local needs for parents and children as well as St John's Special Needs Playgroup, phone 020 8870 5823.
- ☺ **Wandsworth Rathbone**, phone 020 8874 6497 - run groups and clubs for children and young people with learning disabilities and offer information and support to parents/carers.

WHAT TO DO IF YOU ARE NOT SATISFIED WITH SERVICES

It is important that you make your views known. Do not be afraid to let the organisation involved know if you are unhappy with the service that you are receiving or how you think the service could be improved. Firstly, talk to the person you are directly involved with and see if things can be sorted out. If not, follow the procedures outlined below or seek further assistance from the Carers' Centre, phone 020 8877 1200.

The Health Service

Wandsworth Community Health Council

1 Balham Station Road
Balham, SW12 9SG
Phone : 020 8673 8829

The Community Health Council (CHC) is an independent body set up by the Government to act as the patient's friend. Wandsworth CHC offers free advice and information on local health services and can send out a complaints pack to people who wish to make a complaint about any aspect of their health care. It is the 'patient's voice' in the local health service and aims to represent the views of the public to the local purchasers and providers of health care. Wandsworth CHC has published various leaflets and booklets on health issues, which are available free from the office.

Your General Practitioner, Dentist, Optician or Pharmacist

Usually, your complaint must be given to the in writing within 6 months of the event that gave rise to the complaint.

The can also give you advice and assistance on how to change your GP if you are unhappy with her/him.

Guide for Carers in Wandsworth

Hospital Services

Most hospitals employ a complaints officer. Contact the hospital concerned and ask to speak to the complaints officer. Discuss your concerns directly with this person, or you may write to the Chief Executive of the hospital concerned.

For names, addresses or phone numbers of hospitals, phone CareLine on 020 8875 0500.

For users of St George's Healthcare NHS Trust (includes St George's, Bolingbroke and Atkinson Morley's Hospitals):

Patient Advice and Liaison Service (PALS)

Main Entrance
Grosvenor Wing
St George's Hospital
Blackshaw Road
London, SW17 0QT

This service helps patients, carers and families who require support, advice or assistance regarding any aspect of healthcare provision. By working closely and co-operatively with other trust staff it is hoped that a large proportion of concerns can be resolved at an early stage and to the satisfaction of the patient. Open Monday to Friday, 12-1pm & 2-4pm.

Community Health Services

Discussion and problem solving are actively sought by the Community Health Services. If you wish to make a complaint, suggestion or comment about the services provided by Wandsworth Primary Care Trust, then you should direct your comments to the manager of that service.

If you wish to make a formal complaint, please write to :

The Chief Executive
Wandsworth Primary Care Trust
Springfield Hospital
61 Glenburnie Road
London SW17 7DJ

Guide for Carers in Wandsworth

Mental Health Services

It is recommended that you talk informally and promptly to the ward manager, community nurse or doctor concerned but if you are not satisfied with the response from staff, write to :

The Chief Executive
South West London & St George's Mental Health NHS Trust
Springfield University Hospital
61 Glenburnie Road
Tooting, SW17 7DJ

For independent advice contact :
Springfield Advice and Law Centre phone 020 8767 6884

Social Services

First of all, speak to your main contact person from the Social Services Department. This could be your home help, social worker or occupational therapist. If you would rather not raise your concern with your usual contact you may write to the Director of Social Services who will, in most cases, arrange for the appropriate local manager to deal with your complaint. This manager will investigate your complaint and reply to you within 28 days.

Write to : The Director of Social Services
Wandsworth Borough Council
The Town Hall
Wandsworth High Street
London SW18 2PU

If you need advice on the Social Services complaints' procedure please phone the Complaints Officer for the Social Services Department on 020 8871 7300, or CareLine on 020 8875 0500 who will send you the complaints procedure leaflet, entitled "your right to complain".

The Benefits Agency

You have a right to appeal against most decisions about benefits, but you must say in writing within 3 months if you intend to appeal. It is a good idea to get help from an advice agency such as the Wandsworth Advice Services on 020 8333 6960, Age Concern Wandsworth on 020 8870 2020 or the Social Care Advice Line on 020 8333 6949 in making your appeal. If the appeal goes against you, and you still feel the decision was unfair, you can contact your Member of Parliament and ask for your case to be taken to the Ombudsman.

Guide for Carers in Wandsworth

Please note that you may contact your local councillor or your member of parliament for assistance in helping to sort out problems and complaints with services that you receive from any of the statutory agencies in the Borough.

For information on **Councillors** phone 020 8871 6060.

The Wandsworth Borough **Members of Parliament** are :

Battersea (Martin Linton, Labour), phone 020 7223 5306

Putney (Anthony Coleman, Labour), phone 020 8788 8961

Tooting (Tom Cox, Labour), phone 020 8946 2641

DEATH AND BEREAVEMENT

I In the case of the death of your relative or friend a death certificate must be obtained from a doctor. This certificate must then be taken to :

- **The Registrar of Births, Deaths and Marriages**
Ground Floor, Wandsworth Town Hall
Wandsworth High Street, SW18 2PU
Phone : 020 8871 6120

The procedure may vary in different circumstances (i.e. in the case of sudden death).

A booklet called "What to do after a Death in England and Wales" is available from Benefits Agency offices and major post offices.

Funerals

I If you or your partner are receiving Income Support, Income-based Job Seekers Allowance, Family Credit, Disability Working Allowance, Housing Benefit or Council Tax Benefit, you can apply to the Social Fund for a payment to help cover the basic cost of a simple funeral. You must discuss funeral costs with the Benefits Agency before the funeral takes place and before the bill is paid. If you get a payment you will have to pay money back to the Social Fund from the estate of the person who died.

Age Concern Wandsworth operates a prepaid funeral plan, phone 020 8870 2020.

Making a Will

I Age Concern Wandsworth, phone 020 8870 2020, provide a very useful factsheet on making a will. You can also contact the Wandsworth Advice Service on 020 8333 6960 or a solicitor for further advice.

I Fact sheets and information about the Princess Royal Trust for Carers Will Making Service are available from the Carers' Centre, on 020 8877 1200.

Guide for Carers in Wandsworth

Bereavement Counselling

Adjustment to a new life without someone to care for is not easy and you may find it helpful to talk over your feelings. Contact the following organisations who may be able to offer you help :

① **Wandsworth Bereavement Service**

192 Lavender Hill

Battersea, SW11 5TQ

Phone : 020 7223 3178

Offer bereavement counselling by trained volunteers who visit individual people in their own homes, over a period of several months. Also provide group counselling, including a special support group for people who have cared for the terminally ill. Run the **Asian Bereavement and Loss Project**.

① **Cruse - Bereavement Care**

126 Sheen Road

Richmond, Surrey TW9 1UR

Administration : 020 8940 4818

Bereavement line : 0870 167 1677 (9:30am - 5:00pm, Monday to Friday)

National service offering support to all bereaved people and those who care for them, by means of individual and group counselling, opportunities for social support and practical advice.

① **Wandsworth Carers' Centre** offers counselling to bereaved carers.

Phone 020 8877 1200

I Also see the section entitled "The Need to Talk", page 25.

OTHER INFORMATION

Toilets for Public Use in Wandsworth

A leaflet has been produced by Wandsworth Access Association, phone 020 7738 9329, showing the toilets that are available for public use in Wandsworth. Included are Wandsworth Council toilets, superloos, disabled persons' toilets (operated by RADAR key), leisure centre, libraries, community/activity centres and private (commercial) toilets available for use by customers.

For information on how to obtain a key for the disabled persons' toilets contact RADAR (Royal Association for Disability and Rehabilitation), phone 020 7250 3222.

Guide for Carers in Wandsworth

Help with Small Jobs

There are two schemes that help carers and older people with odd jobs and gardening :

- The Hand in Hand Scheme, Wandsworth Carers' Centre, phone 020 8877 1200
- The Handyperson Scheme, Age Concern Wandsworth, phone 020 8870 2020

Transport

Wandsworth Social Services have produced a booklet called "transport for people with disabilities in Wandsworth" which gives full details of transport services in the borough, including Dial-a-Ride, Wandsworth Community Transport, Taxicard, travel passes, blue badges and hospital transport.
For a copy, phone CareLine on 020 8875 0500.

- I Concessionary travel permits (called Freedom Passes in Wandsworth) for older people are issued on Monday to Friday between 10:00am - 12:00pm and 2:00pm - 6:30pm (4:30pm on Fridays) at the following libraries :

Alvering, Allfarthing Lane, SW18 (closed Wednesdays)
Balham, Ramsden Road, SW12 (closed Wednesdays)
Earlsfield, Magdalen Road, SW18 (closed Wednesdays)
Northcote, Northcote Road, SW11 (closed Wednesdays)
York, Lavender Road, SW11 (afternoons only)
Battersea Park, Battersea Park Road, SW11 (closed Thursdays)
Roehampton, Danebury Avenue, SW15 (closed Thursdays)
West Hill, West Hill, SW18 (closed Thursdays)
Southfields, Wimbledon Park Road, SW19 (closed Thursdays)

- I Concessionary travel permits (called Freedom Passes in Wandsworth) for blind and disabled people under pensionable age are issued by the Freedom Pass Assessment Section. For an application form phone 020 8871 7709.

- I Applications for blue parking badges are available directly from Social Services, phone 020 8871 7275.

- I Applications for Taxicards are available directly from Social Services, phone 020 8871 7401.

PUBLICATIONS AND SUGGESTED READING

Listed below are a few of the publications and magazines that address caring issues. Visit your local library or bookshop, or contact the Wandsworth Carers' Centre on 020 8877 1200 for more information.

- **Carers' News** published by Wandsworth Borough Council and Wandsworth Primary Care Trust is a quarterly newsletter keeping carers in Wandsworth Borough up to date with services and events. Call CareLine for a copy on 020 8875 0500.
- **Age Concern Wandsworth** publishes a quarterly newsletter that is full of useful information about services and events in Wandsworth. They also publish many informative factsheets and books. Phone 020 8870 2020.
- **Carers World** - Monthly magazine. Phone 01372 741 411.
- **Caring : how to cope** - by Jane Howard, £4.99, Health Education Authority, from bookshops. A comprehensive guide for carers, including telephone numbers and addresses of people who can help.
- **Carers UK Publications List**- Publish information sheets and books on all aspects of caring. Phone 0808 808 7777.
- **Centre Voice** - Newsletter of the National Princess Royal Trust for Carers. Available from The Princess Royal Trust for Carers, 14 The Minories, London EC3N 1LB. Phone 020 7480 7788.
- **Disability Now**, published by Scope, 12 Park Crescent, London W1N 4EQ. Phone 020 7383 4575.
- **Dail Magazine**, published in conjunction with Artsline, London's information and advice service on arts and entertainment for people with disabilities, and is free to disabled individuals. Contact Disability Arts in London, Diorama Arts Centre 34 Osnaburgh Street, SW1 3ND. Phone 020 7916 6351, Fax 020 7916 5396
- **Leaflets** - most of the voluntary organisations can supply leaflets outlining their services, on diseases and prevention, health and welfare and many other subjects. If you cannot find written information about a subject, please call CareLine staff who will find information for you.
- **Wandsworth Carers' Bulletin**, available from the Wandsworth Carers' Centre. Phone 020 8877 1200.

Guide for Carers in Wandsworth

HANDY REFERENCE GUIDE TO SERVICES

The following table has been designed as a handy reference tool to help you find contacts for specific services and needs. The Useful Phone Numbers Section on page 64 and the Index at the back of the guide will assist you in finding contact numbers.

Need	Provided by	Contact Through
Adaptations or extensions to your home	Occupational therapist, Housing Department	Social Services Home Improvement Agency
Alcohol misuse	GP Community services Voluntary organisations	GP surgery Drug Information & Advice Line/Community Drug Team Alcohol Services for South London
Assessment of needs	Social Services	Social Services
Bath seats and aids	Occupational therapist, district nurse, Disabled Living Foundation, private companies	Social Services GP surgery Disabled Living Foundation private companies
Bathing	District or auxiliary nurse; Home Care Service; occupational therapist (equipment)	GP surgery Social Services
Bed pans/urinals	District nursing service private purchase	GP surgery private companies
Beds, special	Disabled Living Foundation, private companies	Disabled Living Foundation Private companies
Bedsore	District nurse	GP surgery
Benefits and allowance questions	Benefits Agency (DSS), Citizen's Advice Bureaux, Benefits Enquiry Line, Age Concern, social worker, Social Care Advice Line	Local Benefits Agency Benefits Agency Freeline number CABs Voluntary organisations Social Care Advice Line
Bereavement	Wandsworth Bereavement Service, Cruise, Carers' Centre	Voluntary organisations
Blue parking badge for disabled	Social Services	Social Services
Bus pass for disabled	Social Services	Some local libraries
Bus pass for older people	Social Services	Some local libraries

Guide for Carers in Wandsworth

Reference Guide - continued

Need	Provided by	Contact Through
Car, adapting or buying a specially adapted car	Disabled Drivers Association; Disabled Living Foundation, Banstead Mobility Centre, private companies	Information from Social Care Advice Line Disabled Drivers Association Disabled Living Foundation Banstead Mobility Centre Private companies
Childminders	Social Services voluntary organisation	Careline (for lists) Wandsworth Childminders Association
Children's services	GP, Health Visitor, specialist units, social worker, school, Contact a Family	Social Services Early Years Centre GP surgery, schools Health centres Contact a Family
Chiropody (Foot Health) Services	NHS or private chiropodist	GP surgery health centres private practitioners, see Yellow Pages or call CareLine
Commodes	District nurse private companies	GP surgery Hospital occupational therapists private companies
Complementary Medicines	Private practitioners, healing centres, voluntary organisations	Contact CareLine for information on services, governing bodies and practitioners/clinics
Continence problems	District nurse, continence advisor, health visitor, Social Services, voluntary organisations	GP surgery Health centres Social Services Age Concern Wandsworth National Continence Helpline
Cooking, problems with	Occupational therapist	Social Services
Day centres	Social Services, voluntary organisations	Social Services voluntary organisations (call CareLine for a list)
Debts or financial problems	Citizens Advice Bureaux, solicitor, law centre, Money Advice Service	CAB, local solicitors, Wandsworth & Merton Law Centre Wandsworth Money Advice Service

Guide for Carers in Wandsworth

Reference Guide - continued

Need	Provided by	Contact Through
Dental Services	Dentist	Local surgery Call MSW Health or CareLine for lists of local dentists) community health services
Discharge from hospital	Consultant, Social Services	Hospital ward hospital social workers
District Nursing Service	District Nurses	GP surgery
Doctor/General Practitioner	Registration with, changing	Local surgeries, MSW Health
Door-to-door ambulance/car	Social Services, community groups, London Ambulance Service	Social Services South London Dial-a-Ride, Wandsworth Community Transport, Taxicard, GP surgery
Dressing	Home Care Service or occupational therapist (advice & equipment)	Social Services
Dressings, changing	District nurse	GP surgery, health clinics (self-referral acceptable)
Drug misuse	GP Community services Voluntary organisations	GP surgery Drug Information & Advice Line/Community Drug Team Safe CDA
Eating, drinking, feeding & swallowing problems	Occupational therapist, physiotherapist, speech & language therapist, voluntary organisations, private companies	Social Services GP surgery, local organisations, private companies (advice & equipment)
Education questions	Council	Education Department, school
Equipment, and hiring or buying it	Disabled Living Foundation, Red Cross, private companies,	Disabled Living Foundation, Red Cross, Age Concern, HomeCare Equipment Hire, All Handling
Family Planning/Sexual Health Services	Specialist nurses and doctors	Health centres, hospitals
Fares to hospital	Hospital	Hospital cashier or fares office
Gardening	Private companies or individuals, community services, Atheldene Centre gardening project, Battersea gardening project	Private services, community services, social services centres.

Guide for Carers in Wandsworth

Reference Guide - continued

Need	Provided by	Contact Through
Health service questions	Community Health Council, hospital and community quality departments, health authorities, CareLine, voluntary organisations	Local CHC office hospitals health authorities CareLine voluntary organisations
Health Visiting Service	Health visitors	Health centres
Hearing problems/aids	Sensory Needs Team, hospital hearing clinics	Social Services GP surgery
Hoist or rails for bath or bed	Occupational therapists District nurses Disabled Living Foundation	Social Services GP surgery Disabled Living Foundation
Holidays for carers	Social Services, private companies, voluntary organisations	Social Services , private companies, CarersLine
Housing questions	Housing Aid Centre, voluntary organisations	Council housing department, CABs, Threshold Housing Advice, Wandsworth Housing Support Project, housing associations
Housework	Home Care Service private companies	Social Services , people can access direct and pay; a list is available from CareLine
Illness or condition (by name) and practical ways of coping	GP, consultant, voluntary support groups for any particular illness or condition, Community Health Council, Health Information Service	GP surgery hospital local CHC office Health Information Service local and national voluntary organisations publications
Injections/vaccinations	District nurse, GP, school nurse	GP surgery, school, health centres
Interpreting/translation	Wandsworth Interpreting Service; private companies	Wandsworth Interpreting Service, private companies
Kitchen activities, problems with	Occupational therapist	Social Services
Laundry service (Continence)	Social Services	Social Services
Learning Disabilities Services	Social Services Community Team voluntary organisations	Social Services Joan Bicknell Centre voluntary organisations

Reference Guide - continued

Guide for Carers in Wandsworth

Need	Provided by	Contact Through
Leg Ulcers	Leg Ulcer and Wound Care Service	Leg Ulcer and Wounds Team : 020 8700 0233
Legal matters	Citizen's Advice Bureaux, law centres, voluntary organisations, private solicitors	Local CAB office, Wandsworth & Merton Law Centre; Springfield Advice & Law Centre voluntary organisations private solicitors
Lifting the person cared for	Physiotherapist, district nurse, occupational therapist (advice & equipment), Disabled Living Foundation	GP surgery Social Services Back Care Advisor, St John's Clinic Disabled Living Foundation private companies (advice & equipment)
Luncheon clubs	Social Services, day centres, voluntary organisations	A list is available from CareLine
Meals on wheels	Social Services	Social Services
Medical cards	Health Authority	MSW Health
Mental health problems	GP, community psychiatric nurse, mental health services, Social Services, national and local organisations, helplines	GP surgery Social Services , Samaritans, Saneline, Wandsworth MIND, National Schizophrenic Fellowship Private counsellors
Mobility for the person cared for	Physiotherapist, occupational therapist, private companies	GP, Social Services , private companies (advice & equipment)
Moving the person cared for	Physiotherapist, district nurse, occupational therapist (equipment), Disabled Living Foundation	GP surgery, Social Services Back Care Advisor, St John's Clinic Disabled Living Foundation
Night-sitting	Social Services, GP, district nursing service, voluntary organisations	Social Services GP surgery Health centre (self referral acceptable) local voluntary groups
Nursery Schools	Social Services (special needs), voluntary organisations, private operators	Call CareLine for a list of private nurseries or See Nursery Schools in Yellow Pages

Reference Guide - continued

Need	Provided by	Contact Through
-------------	--------------------	------------------------

Guide for Carers in Wandsworth

Optician	Optician	Local practitioners, MSW Health
Pain and symptom control	Palliative Care Service	Professional referral
Physiotherapy Service	Physiotherapists	Self or professional referral
Pressure relief supports	District nurses	GP surgery
Raised toilet seats	Occupational therapist, district nurse, Disabled Living Foundation	Social Services GP surgery Hospital Disabled Living Foundation
Ramps for easy access	Occupational therapist, Council	Social Services Home Improvement Agency
Rehabilitation	Hospital, private homes, rehabilitation centres, Sensory Needs Team, physiotherapists, voluntary organisations	Hospital, Social Services , GP surgery, private homes, rehabilitation centres, voluntary organisations
Respite (a break from caring) ♦ A few hours rest	Care attendant or sitter, district nursing service	Social Services , voluntary organisations (see Respite section), health centres (self referral acceptable)
♦ Longer breaks	Residential or nursing homes, hospitals, care attendant, grants	Social Services , GP surgery, Crossroads, direct contact with the home
School Nursing Service	School nurses	Schools, health centres
Schools, special	Social Services, Council	Special needs unit, Education Department, school nurse
Shopping, help with	Social Services	Social Services, GP surgery
Shopping shuttle	Wandsworth Community Transport, Shopmobility	Wandsworth Community Transport
Signing, sign language	Sensory Needs Team, voluntary organisations, educational institutions	Social Services voluntary organisations adult colleges
Speech (communication) problems	Speech & language therapist	Self referral GP surgery hospital and community specialists, health visitor
Stairs/steps (climbing)	Occupational therapists	Social Services

Reference Guide - continued

Need	Provided by	Contact Through
------	-------------	-----------------

Guide for Carers in Wandsworth

Swallowing problems	Speech & language therapist voluntary organisations	Professional referral (GP) local groups
Toileting Toilet seats	District nurse, Home Care Service, occupational therapist (equipment), private companies	GP surgery Social Services Incontinence advisor
Transport for people who are disabled	Social services, private companies, voluntary organisations	Taxicard Scheme Dial-a-Ride Wandsworth Community Transport Bus companies
Turning the person cared for	Physiotherapist, district nurse, occupational therapist (equipment),	GP surgery Social Services
Walking sticks or frames	Doctor, hospital, occupational therapist, Disabled Living Foundation	GP surgery hospital treating person cared for Social Services Disabled Living Foundation
Washing the person cared for	District nurse, Home Care Service, occupational therapist (equipment)	GP surgery Social Services
Wheelchair access to local buildings	Council, local group	Council Wandsworth Access Association
Wheelchairs	Hospital wheelchair department, Disabled Living Foundation, voluntary organisations, private companies	GP surgery hospital Disabled Living Foundation local groups private companies
White canes/sticks	Sensory Needs Team	Social Services
Wills	Voluntary organisations, private solicitors	Age Concern Wandsworth Carers' Centre local solicitor

Guide for Carers in Wandsworth

SOCIAL SERVICES DEPARTMENT

Community Care Services for

- Physically frail older people & older people with a mental illness
- People with physical disabilities including those with HIV/AIDS
- People who are Deaf, hard of hearing, Deafblind or have sight loss
- People with learning disabilities

Are based at Lyon House, 102-104 Wandsworth High Street, SW18 4LA

General enquiries phone 020 8871 7707



Note : You contact the team covering the ward in which your GP is based.

Guide for Carers in Wandsworth

- **Social work for older people (aged 60 or over including the elderly mentally ill)**
 - Balham, Tooting & Wandsworth Team 1 : 020 8871 8716
(Tooting, Bedford, Graveney & Furzedown Wards)
 - Balham, Tooting & Wandsworth Team 2 : 020 8871 8715
(Fairfield, Southfields, Earlsfield, Springfield & Nightingale Wards)
 - Battersea Team 1 : 020 8871 8719
(Northcote, St John's, Balham & Shaftesbury Wards)
 - Battersea Team 2 : 020 8871 8717
(Queenstown, St Mary's Park & Latchmere Wards)
 - Putney & Roehampton Team : 020 8871 8718
(East Putney, Parkside, Roehampton, Thamesfield, West Hill & West Putney Wards)
-

- **Occupational therapy service** for people with physical disabilities
 - Balham, Tooting & Wandsworth 020 8871 7159
 - Battersea 020 8871 7386
 - Putney & Roehampton 020 8871 6980
 - General Enquiries 020 8871 6270
(Monday-Friday 9.30am-12.30pm)
-

- **Services for younger people (under 60 years) with physical disabilities** (including those living with HIV/AIDS) and
 - **Services for People who are Deaf, Hard of Hearing, DeafBlind or have Sight Loss and**
 - **Sign Language and Lip Speaking Service**
 - One Borough Wide Team Voice 020 8871 8487
Minicom 020 8871 8485
Fax 020 8871 7363
-

- **Social work for people with learning disabilities**
 - One Borough Wide Team 020 8871 7134
-

Guide for Carers in Wandsworth

- **Other services available from the headquarters office at Lyon House**

Respite care grants	020 8871 6738
Taxicards	020 8871 7401
Blue badges (formerly orange badges)	020 8871 7275
Telephone cost support	020 8871 6738

- **Contact Points - Adults with mental health problems – Community Mental Health Teams (CMHTs)**

- Balham & Tooting CMHT : 020 8682 6431
- Tooting Furzedown CMHT : 020 8682 6439
- Central Wandsworth CMHT : 020 8877 9311
- Battersea Junction CMHT : 020 8871 4922
- West Battersea CMHT : 020 8877 0550

The Emergency Duty Service : 020 8767 3411
(Mental Health)

- Queen Mary's Hospital
 - Putney CMHT : 020 8355 2542
 - Roehampton CMHT : 020 8355 2991

The Emergency Duty Service (Mental Health : 01399 1157
(Ask for LBW 700, then ask for the Duty Approved Social.
Leave a contact number message. You will be phoned back)

- **Substance Misuse** 020 8725 3848
-

- **SOCIAL SERVICES EMERGENCY AND EVENING/WEEKEND SERVICE** 020 8871 6000

Telephone helplines in the following libraries give free direct contact with Social Services :

Balham Library, Ramsden Road, SW12 8QY
Battersea Library, Lavender Hill, SW11 1JB
Battersea Park Library, Battersea Park Road, SW11 4NF
Roehampton Library, Danebury Avenue, SW15 4HD
Tooting Library, Mitcham Road, SW17 9PD
West Hill Library, West Hill, SW18 1RZ

Guide for Carers in Wandsworth

HEALTH CARE SERVICES

Addresses and telephone numbers of local general practitioners (family doctors, dentists, opticians and pharmacists) are available from CareLine 020 8875 0500 or NHS Direct 0845 4647.

Community Health Services - to access the health services provided in the community, such as district nurses, health visitors, chiropody, school nurses, etc, contact the health centre or clinic nearest your home.

HEALTH CENTRES and CLINICS

Arndale Health Clinic

3a Neville Gill Close, SW18 4BZ

☎ 020 8700 0160

Balham Health Centre

120 Bedford Hill, SW12 9HP

☎ 020 8700 0600

Bridge Lane Health Centre

20 Bridge Lane, SW11 3AD

☎ 020 7441 0730

Brocklebank Health Centre

249 Garratt Lane, SW18 4DU

☎ 020 8700 0100

Doddington Health Clinic

311 Battersea Park Road, SW11 4LU

☎ 020 7441 0900

Eileen Lecky Health Clinic

2 Clarendon Drive, SW15 1AA

☎ 020 8788 2236

St Christopher's Health Clinic,

Wheeler Court, Plough Road

SW11 2AX

☎ 020 7441 0770

Stormont Health Clinic

Antrim House, 5-11 Stormont Road
SW11 5EG

☎ 020 7441 0700

Tooting Health Clinic

63 Bevill Allen Close,
Amen Corner, SW17 8PX

☎ 020 8700 0400

Tudor Lodge Health Centre

Victoria Drive, SW19 6AE

☎ 020 8788 1525

Westmoor Community Clinic

248 Roehampton Lane, SW15 4AA

☎ 020 8789 5511

William Harvey Health Clinic

313 Cortis Road, SW15 6XG

☎ 020 8788 9202

Guide for Carers in Wandsworth

HOSPITALS

- **Atkinson Morley's Hospital**

Copse Hill, Wimbledon
Wimbledon, SW20 0NE
Phone : 020 8946 7711
General hospital with inpatient facilities

- **Barnes Hospital**

South Worple Way
London, SW14 8SU
Phone : 020 8878 4981
Hospital for older people and older people with mental health problems.

- **Bolingbroke Hospital**

Wandsworth Common
Battersea, SW11 6HN
Phone : 020 7223 7411
Hospital for older people

- **Charing Cross Hospital**

Fulham Palace Road
London W6 8RF
Phone : 020 8846 1234
General hospital with inpatient facilities
Accident & Emergency Department

- **Chelsea & Westminster Hospital**

369 Fulham Road
London, SW10 9NH
Phone : 020 8746 8000
General hospital with inpatient facilities

- **Kingston Hospital**

Galsworthy Road
Kingston-upon-Thames
Surrey, KT2 7QB
Phone : 020 8546 7711
General Hospital with inpatient facilities
Accident & Emergency Department

- **South West London & St George's Mental Health NHS Trust**

Springfield University Hospital
61 Glenburnie Road
Tooting, SW17 7DJ
Phone : 020 8672 9911
Hospital and community services for people with mental health problems

- **Queen Mary's Hospital**

Roehampton Lane
Roehampton, SW15 5PN
Switchboard : 020 8789 6611
General hospital with inpatient facilities
Minor injuries unit, 7:00am - 11:00pm

- **St George's Hospital**

Blackshaw Road, Tooting
Tooting, SW17 0QT
Phone : 020 8672 1255
General hospital with inpatient facilities
Accident & Emergency Department
Tooting Walk-in Centre, 7:00am – 11:00pm

- **St Helier NHS Trust**

Wrythe Lane, Carshalton
Surrey, SM5 1AA
Phone : 020 8644 4343
General hospital with inpatient facilities

- **St Thomas' Hospital London**

Lambeth Palace Road
London, SE1 7EH
Phone : 020 7928 9292
NHS hospital with inpatient facilities
General hospital with inpatient facilities
Accident & Emergency Department

SPECIAL UNITS AND SERVICES

- **The Courtyard**

St George's Hospital
Blackshaw Road, SW17 0QT
Phone : 020 8725 3421
Genito-urinary Medicine

- **Joan Bicknell Centre**

Springfield University Hospital
Burntwood Lane, SW17 7DJ
Phone : 020 8700 0450
Learning Disabilities

- **Roehampton Clinic**

Queen Mary's Hospital,
Roehampton Lane, SW15 5PN
Phone : 020 8789 0799
Genito-urinary Medicine

- **St John's Therapy Centre**

St John's Hill, Battersea, SW11 1SP
Phone : 020 8700 0180
Physical Disabilities

Guide for Carers in Wandsworth

MORE USEFUL NUMBERS

If the number you are looking for is not listed in the Index at the back of this Guide or included the list below, call CareLine on **020 8875 0500**.

Name of Organisation	Phone Number
Action for Blind People	020 8675 4246
Age Concern Wandsworth	020 8870 2020
Alcohol Services for South London	020 8640 5587
Alton Children's Centre	020 8789 7881
Asian Day Centre, Trinity Road	020 8682 4934
Asian Women's Association - Elderly Care Project	020 8875 9465
Balham Family Centre	020 8673 4350
Balham Pensioners Centre	020 8265 6626
Battersea Counselling Centre	020 7627 3761
Battersea Pensioners Association	020 7223 9728
Bedford Hill Mental Health Resource Centre	020 8675 1765
Benefits Agency (all local areas)	020 8682 8000
Breast Screening Service Helpline	020 7729 2229
British Telecom (Customer Services)	0800 800 150
Chemist (Late Night - Richmond)	020 8876 4364
Chemist (Late Night - Streatham)	020 8769 1919
Community Alcohol Team	020 8682 6931
Community Drug Team	020 8877 3252
Community Services	020 8766 5700
Councillors' Surgeries (Local Authority)	020 8871 6060
Cranstoun Drug Services	020 8543 8333
Dial-a-Ride	020 8879 5023
Disabled Drivers Association	01508 489 449
Doddington & Rollo Community Association	020 7720 0335
Domestic Violence Unit - Police	020 8874 5092
Douglas Bader Centre	020 8355 2091
Drug Information & Advice Line (DIAL) 24 hours	020 8767 8711
Education General Enquiries (Council)	020 8871 8013

Guide for Carers in Wandsworth

Name of Organisation	Phone Number
Electoral Registration	020 8871 6023
Furzedown Project	020 8677 4283
Gas Board - Emergencies	0800 111 999
Health Service Ombudsman	0845 015 4033
Help the Aged	0800 289 404
Hindu Society	020 8944 0251
Housing Aid Centre, including homelessness (Council)	020 8871 6840
Lambeth Carers Centre	020 7326 1000
Local Government Ombudsman	020 7915 3210
London Electricity	0800 096 9000
Special Needs	0800 269 450
London Transport	020 7222 1234
Mobility Bus Services	020 7918 3312
Motability	01279 635 666
NEWPIN Roehampton	020 8785 1863
NEWPIN Wandsworth	020 7622 2750
Nicotine Anonymous	01932 893 173
Noise Line (council property)	020 8871 7490
Noise Line (private & commercial property)	020 8871 7869
Parliamentary Ombudsman	0845 015 4033
Police Stations :	
Battersea	020 7350 1122
Tooting & Earlsfield	020 8672 9922
Wandsworth & Putney	020 8870 9011
Post Office Counters (customer help line)	08457 740 740
Putney & Roehampton Organisation of Pensioners (PROP)	020 8785 6722
Rathbone C.I. Training - Battersea	020 7223 8744
Roehampton Community Council	020 8878 8632
Royal National Institute for the Blind	08457 669 999

Guide for Carers in Wandsworth

Name of Organisation	Phone Number
Royal National Institute for the Deaf	0870 605 0123
Safe CDA (Community Drug Agency)	020 8871 4494
Saneline	08457 678 000
SHAD Wandsworth	020 8675 6095
Share Community	020 7924 2949
Sheltered Housing Waiting List	020 8871 6808
South London Dial-a-Ride (SOLDAR)	020 8784 6016
Springfield Advice & Law Centre	020 8767 6884
Springfield Patients Council	020 8682 6913
Taxicard Applications	020 8871 7401
Thames Water Utilities (24 hours)	0845 9200 800
Tooting Neighbourhood Aid Centre	020 8767 1619
Unity Centre Helpline	020 8673 0793
Victim Support (Wandsworth)	020 7223 1234
Wandsworth & District WelCare Association	020 7767 1020
Wandsworth Access Association for People with Disabilities	020 7738 9329
Wandsworth Bengali Welfare Association	020 8682 4934
Wandsworth Black Elderly Project	020 8767 8426
Wandsworth Childminders Association	020 8870 5396
Wandsworth Community Transport	020 8675 7460
Wandsworth Council Switchboard 020 8871 8666 (minicom)	020 8871 6000
Wandsworth Hard of Hearing Group	020 8946 9443
Wandsworth Interpreting Service	020 8672 1043
Wandsworth MIND	020 8875 9156
Wandsworth Pensioners Forum	020 8672 5592
Wandsworth Primary Play Association (WPPA)	020 8673 8877
Wandsworth Rathbone	020 8874 6497
Wandsworth Rathbone Employment	020 8874 9286

Guide for Carers in Wandsworth

Name of Organisation	Phone Number
Wandsworth Volunteer Bureau Line for people who want to volunteer	020 8870 4319
Youth & Recreation Service (Council)	020 8871 7553

INDEX

- ACE Project, 8
- Action on Elder Abuse, 14
- Action Space, 40
- Adaptations to Your Home, 26
- Adult Placement Service, 31
- Advice. See Information & Advice
- Age Concern Carers Group, 4
- Age Concern Carers Support Service, 8
- Age Concern Wandsworth
 - Activities, lists of, 40
 - Arts Interest Group, 40
 - Funeral plans, 47
 - Newsletter, 50
- All Handling, 27
- Alzheimer's Disease
 - Dementia Carers Group, 4
- Alzheimer's Society, 8
- Appeals, 45
- Arndale Health Clinic, 61
- Arthritis Care - Wandsworth Branch, 9
- Arts Interest Group, 40
- Artsline, 41
- Asian Bereavement and Loss Project, 48
- Asian Elders Support Scheme, 8
- Atkinson Morley's Hospital, 62
- Balham Family Centre, 25
- Balham Health Centre, 61
- Banstead Mobility Centre, 28
- Barnes Hospital, 62
- Benefits, 36
- Benefits Advice
 - Benefits Enquiry Line (BEL), 38
 - Local Benefits Agency, 37
 - Social Care Advice Line, 13
 - Wandsworth Advice Services, 12
 - Wandsworth Carers Centre, 2
- Bereavement, 47
- Blue badges, 60
- Bolingbroke Hospital, 62
- Bridge Lane Health Centre, 61
- Brocklebank Health Centre, 61
- Cancer Resource Centre, 9
- Careers Guidance - PROSPECTS, 40
- CareLine Information Centre, 14
- Carers' Bulletin, 50
- Carers' Centre, 2
- Carers' Groups, 4
- Carers Recognition & Services Act, 19
- Carers UK, 14
- Carers UK
 - Publications List, 50
- Carers World, 50
- Chelsea & Westminster Hospital, 62
- Citizens Advice Bureaux. See Wandsworth Advice Services
- ClearVision Project, 39
- Community Alarms, 29
- Community Health Council, 43
- Community Health Services, 61
- Complementary Therapies
 - Cancer Resource Centre, 9
 - Wandsworth Carers Centre, 2
- Contact-a-Family, 5, 41
- Continence, 24
- Counsel and Care, 33
- Counselling
 - Action on Elder Abuse, 14
 - Balham Family Centre, 25
 - Cancer Resource Centre, 9
 - Wandsworth Carers Centre, 2
- Courtyard, The, 63
- Crisis Line, 14
- Crossroads Care Attendant Scheme
 - Wandsworth, 30
- Cruse, 48
- Dail Magazine, 50
- Day Centres, 32
- Death, 47
- Debts
 - Wandsworth Money Advice Service, 38
- Dementia Carers' Group, 4
- Direct Mobility Hire, 27
- Disability Now, 50
- Disabled Advice Service. See Social Care Advice Line
- Disabled Living Foundation, 28
- Disabled Persons Toilets, 48
- Doddington Health Clinic, 61
- Downs Syndrome Association, 9

INDEX

- Early Years Centre, 9
 - Toy Library Service, 39
- Eating and Drinking Problems, 25
- Eating Disorders Group, 11
- Education and Courses, 40
- Eileen Lecky Health Clinic, 61
- Elderly People Carers' Group, 5
- Equipment, 26
 - Adaptations to your home, 26
 - Buying, 28
 - Occupational Therapy Service, 26
 - Renting, 27
 - Viewing, 28
 - Wheelchair Service, 26
- Este Road Art Group, 41
- Ethnic Services
 - Asian Elders Support Scheme, 8
 - Multi-Cultural Library & Information Service, 39
 - Mushkil Aasaan, 30
 - Race Equality Council, 11
 - South London Chinese Community Association, 31
 - Wandsworth African Caribbean Association, 30
- Falls Prevention Handyperson Service, 10
- Finances, 36
- Frozen Meals Service, 23
- Funerals, 47
- Gateway Clubs. See Wandsworth Mencap
- General Practitioners, 16
- GPs, 16
- Grants
 - Guide to Grants for Individuals in Need, 28
 - Holiday & Respite Care, 32
- Hand in Hand Scheme, 49
- Handy Reference Guide to Services, 51
- Handyperson Scheme, 49
- Hartfield House, 31
- Headway SW London, 10
- Health Centres/Clinics, list of, 61
- Helplines
 - CareLine, 14
 - Carers UK, 14
 - Crisis Line, 14
 - MINDinfoLine, 15
 - NHS Direct, 16
 - SANELINE, 15
 - Wandsworth Advice Services, 12
- Holiday Care Service, 33
- Holidays, 32
- Home Care, 22
- Hospice Information Service, 34
- Hospitals, list of, 62
- Housebound Learners' Project, 40
- Housebound Readers Service, 39
- Housing Aid Centre, 35
- Huntleigh National Care Wandsworth, 27
- Information & Advice
 - CareLine, 14
 - Springfield Advice & Law Centre, 36
 - Threshold Housing Advice, 35
 - Wandsworth Advice Services, 12
 - Wandsworth Carers Centre, 2
 - Wandsworth Carers' Centre, 2
 - Wandsworth Community Health Council, 43
- Intermediate Care Team, 24
- Invalid Care Allowance (ICA), 37
- Joan Bicknell Centre, 63
- Katherine Low Settlement, 41. See also Wandsworth Young Carers Project. See also Carers of People with Mental Illness Group
- Keep Able, 28
- Kingston Hospital, 62
- Lady Allen Adventure Playground, 41
- Laundry Service, 25
- Leaflets & Publications
 - Age Concern's Finding residential and nursing home accommodation, 34
 - Are you looking after someone?, 22
 - Benefits Booklets, 37
 - Do you know what you can get?, 20
 - Do you need an assessment?, 20
 - Gadgets & Equipment to Aid Daily Living, 28
 - Guide to Grants for Individuals in Need, 29
 - Hospital Discharge, 24
 - Making a will factsheets, 47

INDEX

- Publications & Suggested Reading, 50
- Social Services - your right to complain, 45
- Wandsworth Carers' Bulletin, 50
- Wandsworth Community Care Plan, 20
- What to do after a Death in England & Wales, 47
- Learning Difficulties Carers' Groups, 4
- Legal Matters, 36
 - Wandsworth Advice Services, 12
- Libraries, 39
- Lifting & Moving, 25
- London Legal Advice Centre, 36
- Luncheon Clubs, 32
- Marie Curie Service, 31
- Massage
 - Cancer Resource Centre, 9
 - Wandsworth Carers Centre, 2
- Meals-on-Wheels, 23
- Mediworld, 28
- MENCAP, 6
- Mencap Holiday Services, 33
- Mental Illness Carers' Groups, 5
- MINDinfoline, 15
- Mobile Library Service, 39
- Money Advice Service, 38
- Money Matters, 36
- Multi-Cultural Library and Information Service, 39
- Multiple Sclerosis Society, 10
- Mushkil Aasaan, 30
- National Schizophrenia Fellowship
 - Carers of People with Mental Illness Group, 5
- NHS Direct, 16
- North Drive, 31
- Occupational Therapy
 - Service description, 26
- Occupational Therapy - Social Services, 59
- Older People's Carers' Group, 6
- Orange badges (now called Blue badges), 60
- PALS, 44
- Parents for Inclusion, 10
- Park Lodge, 31
- Parkinson's Disease Society, 10
- Patient Advice & Liaison Service (PALS), 44
- Patient's Charter, 17
- Play Services, 41
- PROSPECTS - Careers Guidance, 40
- Public Toilets, 48
- Qest Employment Support Team, 40
- Queen Mary's Hospital, 62
- Queen Mary's Hospital Carers Group, 6
- Race Equality Council Wandsworth, 11
- RADAR, 33, 41, 48
- Rathbone, 42
- Red Cross Battersea, 27
- Reflexology
 - Wandsworth Carers Centre, 2
- Registrar of Births, Deaths and Marriages, 47
- Relatives Association, 35
- Residential Care, 34
- Respite Care, 30
 - Respite Care Grants - Social Services, 60
- Richmond Advice & Information on Disability (RAID), 11
- Roehampton Clinic, 63
- Saga Holidays, 33
- SANELINE, 15
- Sensory Needs Team, 59
- Shape London, 41
- Share-A-Family, 31
- Shopmobility, 41
- Sitting Service, 31
- Social Care Advice Line (SCAL), 13, 28, 41
- Social Services Department, 58
- South London Chinese Community Association, 31
- South Thames College, 40
- Special Units, 63
- Speech & Language Therapy Services for Adults and Elderly People, 25
- Sports Development Team, 41
- Springfield Advice and Law Centre, 36
- St Christopher's Health Clinic, 61
- St George's Hospital, 62
- St Helier Hospital, 62
- St John's Special Needs Playgroup, 42
- St John's Therapy Centre, 63

INDEX

- St Thomas' Hospital London, 62
Stormont Health Clinic, 61
Stress Management
 Wandsworth Carers Centre, 2
Target for Carers, 6
Taxicards, 60
Threshold Housing Advice, 35
Tooting Health Clinic, 61
Tooting NHS Walk-in Centre, 16, 17
Tooting Tryers, 42
Toy Library Service, 39
Transport Services, 49
Trinity Hospice, 34
Tudor Lodge Health Centre, 61
Useful Numbers, 64
Wandsworth & Merton Law Centre, 36
Wandsworth Access Association, 48
Wandsworth Advice Services, 12
Wandsworth African Caribbean
 Association, 30
Wandsworth Bereavement Service, 48
Wandsworth Care Alliance (WCA), 11
Wandsworth Carers' Bulletin, 50
Wandsworth Carers' Centre, 2
Wandsworth Community Health
 Council (CHC), 43
Wandsworth Community Transport, 42
Wandsworth Manic Depression Self-
 Help Group, 6
Wandsworth MENCAP, 6
Wandsworth Primary Play Association,
 42
Wandsworth Rathbone, 42
Wandsworth Short Breaks, 32
Wandsworth Young Carers Project, 7
WATCH, 29
Westmoor Community Clinic, 61
Wheelchair Service, 27
William Harvey Health Clinic, 61
Wills, 47
Wimbledon Guild - Eating Disorders
 Group, 11
Winged Fellowship Trust, 33