

Foreword

It is my pleasure to Introduce the tenth publication of our ***A - Z Guide for people aged over 50 plus in Spelthorne***. This booklet is one of, if not the most, popular guide we produce and we run out of copies very fast, showing how popular it is.

The Council has always put great effort with providing quality services for older and retired people and, in the past, has gained “Beacon Status” for Independent Living, a government award that recognizes the wide ranging nature of services we provide.

I would like to thank all who have helped to produce this guide, as well as our partners, and the organisations in the statutory and voluntary sectors, whose help is much appreciated. As well as a printed version of this guide, the guide is available on the Council’s website, www.spelthorne.gov.uk

Please enjoy using this guide. We also welcome your feedback on any views you may have as we are always looking to improve.
Please contact the Independent Living Team.



Nigel Lynn
Deputy Chief Executive

A

Abuse and Vulnerable adults

Everyone has the right to live their lives free from violence, fear and abuse. Unfortunately many vulnerable adults, particularly older people, suffer abuse. Abuse can be verbal, physical, sexual, neglect, psychological or emotional, financial, abuse of individual rights, professional, institutional, domestic or elder abuse.

If you want to find out more information or if you have concerns that you or someone you know is being abused, please contact Surrey Safeguarding Adults team:

Tel: 08456 009 009

Accidents and Emergencies

The Emergency Department, where medical emergencies in Spelthorne can be treated, is located at:

Address: **Ashford Hospital Walk in Centre**
London Road, Ashford TW15 3AA

Tel: 01784 884 306 / 01784 884 828

The emergency department can treat most illnesses and minor injuries, however you should go to a hospital with a full Accident and Emergency Department if:

- Your child (under 16) seems to be seriously ill
- You have had a serious accident
- You are vomiting blood or passing blood

Other hospitals that are located in neighbouring authorities are listed below:

Address: **St. Peters Hospital**
Guildford Road, Chertsey, Surrey KT16 OPZ

Tel: 01932 722 321 / 01932 872 000

Address: **West Middlesex University Hospital**
Twickenham Rd, Isleworth TW7 6AF

Tel: 020 8321 2121 / 020 8560 2121

Address: **Kingston Hospital**
Galsworthy Road, Kingston, Surrey KT2 7QB

Tel: 0208 546 7711

Address: **Hillingdon Hospital**
Field Road, Uxbridge, UB8 3NN

Tel: 01895 328 282 / 01895 279 314

A2Dominion

The A2Dominion Group now provides over 30,000 homes across London and South England with thousands in development. It offers a wide range of housing options, including homes for rent, sale and shared ownership, as well as temporary, student, sheltered, supported and key worker accommodation

A2Dominion London and North

Tel: 0800 432 0077

A2Dominion South

Tel: 0845 408 6666

Customer Services

Tel: 0800 432 0077

Opening Hours: Monday to Thursday – 8.30am to 5.30pm, Friday –
8.30am to 5pm

Adaptation and Equipment

(See also Red Cross for further information)

An occupational therapist can visit people with a physical disability, to assess their needs and offer advice and equipment to help maintain their independence in the home. For further details contact the local Social Services office on:

Tel: 01932 795 292

If adaptations to the home are required (e.g. an additional w.c. for a disabled person) a grant may be available through Spelthorne Borough Council. Enquiries can be made to:

Address: Environmental Health Department
Spelthorne Borough Council
Knowle Green, Staines. TW18 1XB

Tel: 01784 446 251

Adult Education – Spelthorne area

Surrey Adult and Community Learning Service run courses from Art to Yoga, in centres throughout the Borough. Retired people are able to obtain a reduction of approximately 20% on fees for most courses. The main prospectus is available from June onwards, and more courses are advertised at the end of December, and also at Easter.

The prospectus is distributed locally and is also available from libraries and health centres throughout the Borough. For further information about courses please contact:

Address: The Sunbury Centre
The Avenue
Sunbury on Thames
Middlesex
TW16 5DZ

Tel: 01932 794 514

Fax: 01932 794 513

Age Concern Information Line

(See also Age Concern Spelthorne and Age Concern Surrey for further information)

This national freephone telephone number provides a wide range of information on issues affecting older people and their carers. It also provides details of local Age Concern groups for your area.

Tel: 0800 009 966

Age Concern Spelthorne

(See also Handyperson Scheme for further information)

Age Concern Spelthorne offers independent and confidential advice and information. It has a range of services including; Handyperson Service, undertaking small repairs and minor adaptations, the Road to Recovery Service, providing up to 6 weeks of practical help following an illness or a stay in hospital, and a Community Support Desk held between 9am – 11am in each of the Health Centres in Staines, Stanwell, Ashford, Shepperton and Sunbury, offering information about the support available to enable older people to remain living independently.

Other services comprise of: Befriending Service, Books on Wheels (Housebound Library Service) Tea Dances, Outings, Gardening Service, Tradespersons List and the Community Support Service which offers support and information, including benefits advice and help completing forms.

For further information on any of the above schemes or general enquiries, please contact our office.

Address: Community Link
Knowle Green, Staines TW18 1XA

e-mail: ageconcern@spelthorne.gov.uk

Tel: 01784 444 200 or 444 211 9.30am–1pm Monday – Friday

Age Concern Spelthorne – Winter warmth Leaflet

This is a leaflet which contains helpful hints and information about how to keep warm and well over the winter. To obtain a copy please phone Age Concern Spelthorne:

Tel: 01784 444 200

Age Concern Surrey

Age Concern Surrey is a registered charity (No. 1036450) whose aim is to promote the well being of older people over the age of 50 within the county of Surrey. It provides a wide range of services and facilities for older people, their carers, friends and relatives and those working with them. Information and Advice Officers can assist with community care, housing, benefits, pensions and other issues of relevance to older people.

It also provides an advocacy service, counselling service, a computer drop-in centre in Guildford, GO50 walks and cycling programmes across Surrey and insurance products and services including home, car, travel, gas and electricity.

For further information please call a Care Adviser:

Address: Rex House, William Road, Guildford, GU1 4QZ

Tel: 01483 503 414 - Main Switchboard

01483 446 627 - Information and Advice direct line

e-mail: admin@acsurrey.org.uk

Web: www.acsurrey.org.uk

Fax: 01483 454 614

The domestic help service "Hometime" can provide a home help that can assist with housework and some laundry, shopping, cooking light snacks, pension and prescription collection. This service is available in the Spelthorne area. For further information please call

Care Adviser: Shirley Levey, Domestic Help Hometime

Address: The Greeno Centre, Glebland Gardens, Shepperton TW17 9DH

Tel: 01932 248 192 - 10am - 1pm Mon – Fri

Tel: 01483 454 646 – 9am - 5pm Mon - Fri

e-mail: shirleyl@acsurrey.org.uk

Web: www.acsurrey.org.uk

Alarms (Personal)

(See S.P.A.N for further information)

Al-Anon

Al-Anon is worldwide and offers understanding and support for families and friends of problem drinkers, whether the alcoholic is still drinking or not.

"Alateen," a part of Al-Anon, is for young people aged 12 to 17 who have

been affected by someone else's drinking, usually that of a parent. For details of meetings throughout the UK and Eire contact:

Address: Al-Anon Family Groups UK and Eire
61 Great Dover Street, London, SE1 4YF

Tel: 0207 403 0888 (confidential helpline)
Everyday, 10am - 10pm

Fax: 0207 378 9910

e-mail: enquiries@al-anonuk.org.uk

Website: www.al-anonuk.org.uk

Alcoholics Anonymous

Alcoholics Anonymous is a fellowship of men and women who attend group meetings to share their experience, strength and hope with each other so that they may solve their common problem and help others to recover from alcoholism.

How to access AA services in Greater London:

Self-referral; free of charge; no waiting lists. There are over 720 weekly groups in the Greater London area, many of which have wheelchair access. Contacts can be arranged in 44 languages, plus British Sign Language in Central London.

Tel: 0207 833 0022 Confidential phone line 10am – 10pm 365 days a year

Fax: 0207 837 0540

Tel: 08456 977 555 National confidential phone line

Web-site: www.alcoholics-anonymous.org.uk

Allotments

If you are keen on gardening, perhaps you might like to consider taking on an allotment. Allotments are available in most parts of the Borough at a reasonable cost. For further information contact:

Address: Customer Services Department
Spelthorne Borough Council
Knowle Green, Staines TW18 1XB

Tel: 01784 451 499

Almshouses

Almshouses have existed for over 1,000 years enabling people in need to retain their independence and to live in their local community

There are various Almshouses located throughout the Borough.

Address: Ms Mary Croft (Warden)
Rowland Hill and Vaughan Almshouses
Feltham Hill Rd, Ashford TW15 2BX

Tel: 01784 251 383

Potential residents are not necessarily required to be members of a church. Application forms are available from the above address.

Address: The Vigne-Bremner Almshouses
30 - 44 Nursery Road
Sunbury on Thames TW18 2JH.

Applicants should be pensioners residing (or have close relatives residing) within the area of Sunbury. Application forms are available from Mrs P Gross:

Tel: 01784 454 179 or 01784 464 429

Alzheimer's

Alzheimer's is a degenerative disease of the brain, characterized by confusion, disorientation, memory failure, and speech disturbances, and resulting in progressive loss of mental capacity.

For further information please contact:

Address: The Alzheimer's Society
Devon House
58, St. Katharine's Way
London E1W 1JX

Tel: 0207 423 3500

Helpline: 0845 300 0336

Fax: 0207 423 3501

For local information please contact Spelthorne and West Elmbridge Branch Office (see next page)

Alzheimer's Group

This group was formed to provide information, help and support for the carers of those who suffer with Alzheimer's. They meet on the fourth Wednesday of every month, at the Community Link, from 10am to 12noon. For further information please contact:

Address: Lyn Day
The Alzheimer's Carers Support Group
Spelthorne and West Elmbridge Branch
Community Link, Knowle Green, Staines TW18 1AX

Tel: 01784 444 214

e-mail: Lyn.day.alzheimers@spelthorne.gov.uk

Asthma

For further information please contact:

Address: Summit House
70 Wilson Street
London
EC2A 2DB

Tel: 0207 786 4900

Fax: 0207 256 6075

e-mail: info@asthma.org.uk

General membership and information queries:

The Supporter and Information Team deals with queries about Membership, donations and information, plus any general queries you have about Asthma UK. They are available by telephone Monday-Friday, 9am-5pm.

Tel: 08456 03 81 43

Nurse Advice: 0800 121 6244

General: 0800 121 6255

Ataxia UK

Ataxia UK is a charity that supports people affected by Friedreich's, cerebellar and other ataxias. Ataxia UK helps people with ataxia, their carers, families and friends, to live with the condition. Ataxia UK also supports world-class medical and scientific research into causes and

potential treatments.

Information is provided through leaflets, magazines, reports and the website; an information and support helpline; branches; self-help groups and meetings; personal contacts; and welfare grants.

Information about this under diagnosed condition is also available for healthcare and social service professionals. There are no membership fees just voluntary donations.

For further information please contact:

Address: Ataxia UK
Lincoln House, Kennington Park,
1-3 Brixton Road
London SW9 6DE

Tel: 0207 582 1444 or Helpline on: 0845 644 0606

Fax: 0207 582 9444

e-mail: enquiries@ataxia.org.uk

Web: webmaster@ataxia.org.uk

Hours: Monday to Fridays, 9am - 5pm (answerphone out of hours)

B

Befriending Service

(See Victim Support Spelthorne)

Benefits Agency

For further information regarding benefits, including practical advice following a death, please contact:

Tel: 0845 603 6347

Bereavement

(See Cruse and Death for further information)

Blindness

(See Guide Dogs for the Blind and RNIB for further information)

Some people who have no sight, or very poor sight, can register as blind or partially sighted. To register, you must consult your Doctor, who can refer you to an Eye Specialist if necessary.

If you are registered blind, you may be entitled to a number of benefits, including travel concessions, a reduction on a TV license, income support disability premium and an extra personal income tax allowance.

You may also be registered as partially sighted. This will entitle you to some benefits, but not all of the above. For further information please contact your local Social Services:

Tel: 01932 795 295

Breathe Easy Spelthorne – British Lung Foundation

Breathe Easy is a group who provides support to people who suffer from Lung disease and Lung conditions. For more information, please contact:

Address: Helpline Advice Service,
London South Regional Office,
British Lung Foundation,
73-75 Goswell Road,
London EC1V 7ER

Tel: 08458 505020 Mon – Fri 10am – 6pm

Tel: 0207 688 5555

Fax: 0207 688 5556

Web: www.lunguk.org

e-mail: londonandsouth@blf-uk.org
enquiries@blf-uk.org

Bus Passes

Bus passes are available to elderly people over 60 and any disabled persons resident in the borough. The pass allows free travel throughout England between 9.30am and 11pm Monday – Friday and anytime at weekends. However, Surrey area is between 9am and 11pm. Further details are available from:

Address: Resources Department
Spelthorne Borough Council
Knowle Green, Staines. TW18 1XB

Tel: 01784 446 204 am
01784 446 464 pm

C

Cameo

This is a group aimed at providing help for confused elderly people and their relatives.

Day centres for people with Memory problems meet daily 10.00am - 1.30pm. Monday and Wednesday at Greeno Centre, Shepperton (see Daycentres), Tuesday and Thursday at The Salvation Army, Ashford (See Salvation Army), Friday at different venues for younger people.

For further information please contact:

Annette Pointon

Tel: 07941 758 784

e-mail: apointon@ntlworld.com

Or Chris Burningham 01932 564253

Cancer

Macmillan Cancer Support

Macmillan Cancer Support improves the lives of people affected by cancer. We provide practical, medical, emotional and financial support

and push for better cancer care Cancer affects us all. We can help. We are Macmillan.

Address: Macmillan Cancer Support
89 Albert Embankment, London. SE1 7UQ

Tel: 0207 840 7840
0200 500 800 (Booklet Information)
0808 808 2020 (CancerLine Freephone)

Textphone: 0808 808 0121 (Monday – Friday, 9am – 9pm)

Fax: 0207 840 4841

e-mail: cancerline@macmillan.org.uk

Web: www.macmillan.org.uk

Care

Direct Payments

If you need a lot of help with daily activities such as washing and dressing, you may qualify for Direct Payments. Many older people develop health problems or disabilities, which mean they require assistance to remain independent. If you know anyone who needs, or is already getting significant amount of support from others, then please get them, or their carers to contact Surrey Independent Living Council:

Tel: 01483 458 111

Fax: 01483 459 976

e-mail: admin@surreyilc.org.uk

Care and Repair Spelthorne

(See Home Improvement Agency)

Care and Support Services

(See Independent Living Services, Day Centres, Community Centre and Spelthorne Meals Service for further information)

Carers Support Spelthorne

An unpaid Carer or Parent Carer is someone whose life is restricted in some way, because of the need to take care of a person who has a learning disability, a physical or sensory disability, a mental illness or whose health is impaired by sickness or old age.

Carers Support Spelthorne is a local registered charity, which supports Carers and Parent Carers by:

- Employing a Carers Support Workers and a Parent Carers Support Worker who will offer information, a listening ear, advocacy and general emotional support to individual Carers.
- Holding various workshops, training opportunities and Support Groups for Carers
- Publishing a quarterly newsletter called "Carers Count"

Confidentiality is assured. For further information please contact:

Address: Carers Support Spelthorne
Community Link, Knowle Green, Staines TW18 1XA

Tel: 01784 446 234
9am - 12.30pm weekdays and 24 hour answerphone

Cerebral Palsy

(See Scope for further information)

Chiropody

(See Day Centres for further information)

Chiropody is offered at reduced rates to Spelthorne's Day Centre members at the Fordbridge Centre, Greeno Centre and Staines Community Centre

Churches

Many Churches within the Borough have their own arrangements for caring and visiting.

Anglican Churches

For further information please contact:

Address: Vicar and Area Dean, Rod Cosh
St Peters Vicarage
14 Thameside, Staines TW18 2HA

Tel: 01784 453 039

Congregational Churches

There are four churches located throughout the Borough:

Ashford area:	Revd. K. Wilson	01784 250 281
Staines area:	TBA	01784 453 256
Stanwell area:	Revd. T. Burrell	01784 255 347

Methodist Churches

There are six Churches located throughout the Borough:

Ashford, Staines and Laleham:	Revd. John Izzard	01784 252 559
Ashford Common area:	Revd. John Graham	0208 890 2783
Walton and Shepperton area:	Revd. J Rodell	01932 220 858
Sunbury area:	Revd. T Wright	01932 782 721

Open Door Church

Meet on Sunday Mornings: 10.30am at Sunbury Manor School, Nursery Road, Sunbury on Thames, Middlesex, TW16 6LF.

Other meetings are held at Open Door Church Centre, Green Street, Sunbury on Thames, Middlesex, TW16 6QQ

KOB's (which stands for 'Knocking on a Bit!')

Is a group run by Open Door Church for those of a more mature disposition. If you are aged 55 to 550, you are welcome to join meetings held every Tuesday in someone's home, for good fun and friendship, plus an opportunity to discuss the Bible together. Transport can be arranged if required.

Address: Nicky Smith, Church Administrator, Open Door Church
Centre, Green Street, Sunbury TW16 6QQ

Tel: 01932 782 005

e-mail: opendoorchurch@ukgateway.net

Roman Catholic Churches

There are five located throughout Ashford, Shepperton, Staines, Stanwell and Sunbury. For further information please contact Area Revd.

Tel: 0208 894 9923

Citizens Advice Bureau (CAB)

Citizens Advice Bureau offers free impartial and confidential advice on problems of all kinds, such as social security, consumer, debt, housing, family, employment, and legal issues. Bureaus are located at Staines and Sunbury, and there is an outreach at Stanwell Library:

Address: **Staines Citizens Advice Bureau**
Community Link, Knowle Green, Staines TW18 1XA

Tel: 01784 444 220 (Advice Line)
01784 444 215 (Appointments Line Only)

Fax: 01784 446 394 (Admin Only)

Opening times:

Monday: 10am – 12.30pm and 1pm - 3.30pm (Drop-in in morning, appointments only in the afternoon)

Tuesday: 10am - 12.30pm and 4.15pm – 6.45pm (Drop-in in the morning, bureau closed in afternoon, appointments in evening)

Wednesday: 10.30am – 12.30pm and 1pm – 3.30pm (Drop-in in morning, appointments only in the afternoon)

Thursday: 10am – 12noon and 1pm – 3.30pm (Drop-in in morning, appointments only in the afternoon)

Friday: 10am – 12.30pm (Drop-in in morning, bureau closed in afternoon)

Telephone advice times

Monday: 10am – 11am and 1pm – 3.30pm

Tuesday: 10am – 11am

Wednesday: 10am – 11am and 1pm – 3.30pm

Thursday: 10am – 11am and 1pm – 3.30pm

Friday: 10am – 11am

Address: **Sunbury and Shepperton Citizens Advice Bureau**
Sunbury Library, The Parade, Staines Road West, Sunbury
TW16 7AB

Tel: 01932 765 041

Opening Times are:

Monday: 10am – 12.30pm and 1pm - 3.30pm (Drop-in in morning, appointments only in the afternoon)

Tuesday: 10am -12.30pm and 1pm – 3.30pm (Drop-in in morning, appointments only in the afternoon)

Wednesday: Bureau Closed

Thursday: 10am – 12.30pm and 1pm – 3.30pm (Drop-in in morning, appointments only in the afternoon)

Friday: Bureau Closed

Telephone advice times:

Monday: 10am – 11.30am and 1pm – 2.30pm

Tuesday: 10am – 11.30am and 1pm – 2.30pm

Wednesday: Bureau closed

Thursday: 10am – 11.30am and 1pm – 2.30pm

Friday: Bureau Closed

Address: **Outreach**

Stanwell Library, 65 Clare Road, Stanwell

First and third Tuesday of the month, 9.30am – 10.45am

Thursday mornings only two appointments 10am – 11.30am

Civil Service Retirement Fellowship

The Civil Service retirement fellowship is a national charity whose aim is to give friendship and support to civil service pensioners and their spouses, partners or dependents. For further information please contact:

Address: Mrs. J E Culwick
31 Reedsfields Road
Ashford TW15 2HE

Tel: 01784 885 523

Clinics

(See also Health Centres for further information)

Please contact your health centre direct, for a list of places and times where the Clinics are held, and also to make an appointment.

Community Centre

People of any age are welcome to come into the Community Centre and visit the public Riverside Retreat Café, open seven days a week Mon-Fri

9am - 4pm and Sat/Sun 9am - 3pm, located on the ground floor, which serves a wide range of meals, drinks and snacks.

The First floor is primarily for people aged 50 and over and is open Mon-Fri 9.30am - 4pm, with many activities aimed to keep the body and mind healthy. The programme is subject to change, but activities include:

- Tai Chi
- Yoga
- Acupuncture
- Beauty
- Bingo
- Bridge
- Art
- Dancing
- Hairdressing
- Chiropody

All staff have vast knowledge of information regarding services and activity groups provided within the local area, and help and advice is available at all times. There is a small annual membership fee which staff can advise you on.

For further information please contact Sue Barlow, Deputy Manager:

Address: Staines Community Centre
Thames Street, Staines TW18 4EA

Tel: 01784 463 073

Fax: 01784 440 087

Community Hospitals

(See Minor Injuries and Treatment Centres for further information)

Continence

For further information, please contact Mrs Julie Collett, Continence Advisor:

Address: Old Ward 2 St. Peters Hospital, Guildford Road, Chertsey,
Surrey KT16 0YZ

Tel: 01932 722 089

Councillors

Should you wish to discuss an issue of local concern with your Councillor, a list of all Councillors and their wards is displayed in the reception area of the Council Offices. For further information or an up to date list, please contact the Customer Services department:

Address: Spelthorne Borough Council
Knowle Green, Staines TW18 1XB
Tel: 01784 451 499
Web: www.spelthorne.gov.uk

Counselling

(see Feltham Open Door Project and Doorways)

Cruse - Bereavement Care

Cruse provide a free counselling service to anyone who has lost someone close to them, who need help with the emotional aspect of bereavement. For further information please contact Spelthorne Cruse Bereavement Care:

Central Office: 0208 940 1671
Day by Day Helpline: 0844 477 9400

D

Darby and Joan

The Ashford Darby and Joan is a social group, which offers light refreshments, and live musical entertainment from varied artists and meets most Friday afternoons at St Hildas Church Hall Ashford. For further information please contact:

Address: **Ashford Area**
St Hildas Church Hall 1pm – 4pm Fridays
Mr. A Tucker, 10 Hurstdene Avenue, Staines TW18 1HZ

Tel: 01784 456 473

Address: **Laleham Area**
Laleham Village Hall 2pm – 4pm Fridays
The Broadway, Laleham, Staines, Middlesex TW18 1RZ

Tel: 01784 451 424

Day Care

(See also Cameo for further information)

Day care can be provided for a limited number of frail elderly people in order to facilitate company and care.

Address: Echelforde, College Way, Ashford TW15 2XG

Tel: 01784 255 225

Care is available seven days per week and hours can be flexible.

Transport may be available. For further information please contact Social Services:

Tel: 01932 795 295

Day Centres

(See also Community Centre)

There are four Day Centres across Spelthorne, which aim to help you, make the most of your retirement.

All Centres provide hot nutritious food as well as snacks and lighter options. There are a wide variety of activities available for you to try. All Centres operate a different activity schedule, and organise different outings and trips monthly. Activities include:

- Art Classes
- Exercise to Music
- Bingo
- Handicraft classes
- Carpet Mat Bowls
- Short Mat Bowls
- Dancing
- Snooker

Various outside activities are also arranged as part of a group:

- Day Trips
- Rambling
- Holidays
- Swimming

Residents of the Borough aged 55 or over are welcome to join any Day Centre for which there is a small membership fee.

For further information and full details of all the services and activities on offer, please contact your local Centre:

Address: **Churchill Village Hall** (Deputy Manager: Sarah Page)
Churchill Way, Sunbury on Thames,
Middlesex TW16 9DH

Tel: 01932 784 232

Hours: Monday – Friday 9.30am – 3.30pm

Address: **The Fordbridge Centre** (Manager: Jan Kinsella)
Clarendon Road, Ashford TW15 2PU

Tel: 01784 243 880

Hours: Monday – Friday 9.30am – 4.30pm

Address: **The Greeno Centre** (Manager: Pat White)
Glebeland Gardens, Shepperton TW17 9DH

Tel: 01932 246 173

Hours: Monday – Friday 9.30am – 4.30pm

Address: **Lord Knyvetts Hall** (Deputy Manager: Ann Hall)
112 High Street, Stanwell TW19 7JS

Tel: 01784 258 654

Hours: Mon, Tue and Thurs, 10am – 2pm

Death

Your local Benefits Agency will offer practical advice on what needs to be done, following a death. For further information please contact:

Tel: 01784 231 600
e-mail: www.direct.gov.uk

Dentistry – Home Visit (Kind Blue Dental Care)

The Home Visit Dentistry Service is for persons who have difficulties visiting the dentist, so will go to them instead. This service is for persons who have extreme difficulty in getting around, such as the elderly with any

medical condition that causes limitations of their mobility. For further information please contact:

Tel: 0845 555 4488

Dental Access Service Centre

This is a new scheme to help people who are unable to get NHS dentistry. For further information call the Surrey Dental Helpline.

Tel: 0845 271 2040

Spelthorne Residents can also access the Out of Hours Emergency Dental service in cases of dire emergency via the Surrey Dental Helpline on the above telephone number.

Diabetes UK

This is a charity for people with diabetes. For further information please contact:

Address: Macleod House, 10 Parkway, London, NW1 7AA

Tel: 0207 424 1000

Fax: 0207 424 1001

e-mail: info@diabetes.org.uk

Dial a Ride

(See Spelthorne Accessible Transport for further information)

Disabled

Voluntary Association for Surrey Disabled

This Association is active throughout Surrey, providing services for physically disabled people. The organisation arranges holidays. It owns accessible transport, which may be borrowed, has an equipment shop and a mail order service. It also has equipment available for loan, i.e. wheel chairs, commodes, toilet frames etc.

For further information please contact:

Sue Lavington, Senior Charity Administrator, Voluntary Association for Surrey Disabled

Address: 10, Havenbury Estate, Dorking, Surrey RH4 1ES

Tel: 01306 741 500

Fax and Tel: 01306 741600

SID (Social Information on Disability)

If you need information on living with a disability, talk to SID about:

- Solving everyday problems
- What is available
- Your local information service
- How to get services buying and selling equipment

Tel: 0800 043 9395 Monday to Friday 9.30 am – 12.30pm

Website: www.asksid.org.uk

Disabled Living Foundation

The Disabled Living Foundation (DLF) is a national charity helping over 30,000 older and disabled people each year find equipment solutions to enable them to live more independently. The advice and information is free to the public through its Helpline, which is open 10am – 4pm Mondays to Fridays.

Address: 380/384 Harrow Road, London W9 2HU

Tel: 0207 289 6111

Helpline: 0845 130 9177

Fax: 0207 266 2922

Textphone: 0207 432 8009

e-mail: info@dlf.org.uk

Website: www.dfl.org.uk

Drivers - Blue Badges

Blue Badges (previously orange) are issued to disabled people with severe walking difficulties who are drivers or passengers. They are also provided to institutions, which transport disabled people with severe walking difficulties. For further information please contact:

Address: Surrey County Council
Car Badge Section
Conquest House,
Wood Street, Kingston KT1 1AB

Tel: 0845 600 9009

Fax: 020 8541 9004

e-mail: car.badges@surreycc.gov.uk

Or alternatively contact your local Social Services office:

Tel: 01932 795292

Please Note: This concession does NOT entitle you to park wherever you choose. Do read the accompanying instructions carefully.

Disabled Facilities Grants

This scheme is available for works allowing improved access to dwellings or parts of dwellings for disabled persons. Grants can also be extended to allow a disabled person to improve heating systems. Owner-occupiers and tenants if disabled, can apply, but all applicants would be subject to a test of financial resources. Please contact:

Address: Environmental Health Department
Spelthorne Borough Council
Knowle Green, Staines TW18 1XB

Tel: 01784 446 251

District Nurses

These are qualified nurses with the expertise to provide nursing care to people in their own home, at doctors surgeries and health centres. They also visit residential homes and day centres, to carry out treatment as and when required. The District Nurse may be contacted at your local health centre.

Residents of Spelthorne should be registered with a Doctor in general practice (GP). Lists of Doctors in your specific area are available from:

Address: Primary Care Agency
187 Ewell Road, Surbiton, KT6 6AU

Tel: 0208 335 1400

Fax: 0208 335 1401

You can also consult the complete list of Doctors at the Information Desk of any Library. If you are very ill or unable to get your GP, you can ask for a visit to be made to you in your own home.

Domestic Help - Introductory Service

Age Concern Surrey has a Home Help Service within the Spelthorne area. This caters for people who are retired, the younger disabled, or for people who are in demanding family circumstances. Typical help provided may include general household cleaning, washing, ironing and shopping etc. For further information please contact:

Address: Mrs Shirley Levey – Care Advisor
The Greeno Centre, Glebeland Gardens, Shepperton
TW17 9DH

Tel: 01932 248 192

Doorways Arts and Crafts

Doorways, part of Feltham Open Door Project, is a therapeutic arts and crafts workshop, based in Feltham, for people with long term mental health issues. It encourages members to learn and develop their creative skills and promotes self-confidence. Members make painted keyholders, mirrors, cards and other high quality craft items as well as produce artwork for exhibition. Structured courses and drop in groups are available.

For further information please contact Joan or Pauline:

Address: Doorways, Feltham Open Door Project, 1/3 Hanworth
Road, Feltham TW13 5AF

Tel: 0208 890 9538

e-mail: doorways@felthamopendoor.org.uk

Dystonia Society

The Dystonia Society exists to support anybody with or affected by the neurological movement condition known as dystonia. Support is provided through the helpline, local branches, awareness, research and regular newsletter. For further information please contact:

Address: The Dystonia Society
46/47 Britton Street, London EC1M 5NA

Tel: 0207 490 5671

E

Elderly Persons Homes

(See Residential Care for further information)

Electricity

The Spelthorne area is currently served by both EDF Energy and Southern Electric: For further information please contact:

Address: **EDF Energy**, Customer Service Team, EDF Energy,
Freepost 3814, London, WC1V 6AJ

Tel: 0800 096 9000 - (Customer Enquiries)

Address: **SOUTHERN ELECTRIC**
Southern Electric, PO Box 7506, Perth, PH1 3QR

Tel: 0845 744 4555

Older people and disabled persons should ask to speak to a special care officer. There are several ways of budgeting for your electricity bill. Contact the relevant company, for details of the different schemes available.

If you find cookers or other appliance controls difficult to operate or read, contact the General Enquiries telephone number for details of easy to grasp controls and knobs.

Brailed controls for some new larger appliances are available free of charge from most manufactures, by arrangement with the Royal National Institute for the Blind.

Energy Efficiency

There are several organisations that offer advice and information:

Warmfront

Grants for insulation and heating improvements.

Tel: 0800 952 0600 (freephone)

National Energy Action (NEA)

NEA is a charity which campaigns for affordable warmth and improved energy efficiency in the homes of people who are vulnerable to the cold. For further information please write to:

Address: NEA, St. Andrew's House
90- 92 Pilgrim Street, Newcastle, NE1 6SG

Tel: 0191 261 5677

Fax: 0191 261 6496

Epilepsy

The British Epilepsy Association offers help to people with epilepsy, their families and also those who care for them. For further information please contact:

Address: The British Epilepsy Association
New Anstey House, Gateway Drive, Leeds LS19 7XY

Tel: 0113 2108 800

Help Line 0808 800 5050

Fax: 01133 910300

e-mail: epilepsy@epilepsy.org.uk

Website: www.epilepsy.org.uk

Evergreens

Evergreens is an exercise club held at Spelthorne Leisure Centre for the over 50's. It runs on a Monday and Friday from 9am and includes:

- Aerobics
- Badminton/Squash
- Table Tennis

For further information please contact Spelthorne Leisure Centre:

Tel: 01784 493 493

Exercise Referral Scheme

This scheme allows local health professionals to refer their patients to the Exercise Referral Officer for a course of exercise, in order to benefit their health. The scheme has proven particularly beneficial for people with cardiac, respiratory, weight management, or general mobility conditions.

If you are interested in the scheme you must contact your GP or health professional, to ensure that you are suitable for an exercise programme. They will then contact the Exercise Referral Officer at Spelthorne Leisure Centre on your behalf. The referral officer will then contact you to arrange a convenient appointment. For further information regarding the scheme please contact:

Address: Exercise Referral Officer
Spelthorne Leisure Centre, Knowle Green, Staines TW18 1AJ

Tel: 01784 493 493

Extend and Exercise Classes (Exercise for people in retirement)

(See also Community Centre and Day Centres for further information)

Extend promotes the quality of life for men and women over the age of 60 of all abilities, by providing recreational exercise to music thus increasing mobility, muscle tone and co-ordination.

Extend teachers specialise in exercise to music for the frail elderly, particularly those with mobility difficulties, such as wheelchair users, hip-replacement and stroke patients. Classes can be found at:

The Greeno Centre	Fri 11am - 12noon
Staines Community Centre	Mon 10.30am - 11.30am Wed 10.45am – 12noon Thurs 11.30am - 12.30pm
Churchill Centre	Mon 1pm - 2pm

All Spelthorne's Community/Day Centres offer a variety of exercises for retired people. Please contact your nearest centre for details

Eyesight / Eyetests

(See RNIB - Royal National Institute for the Blind and Guide Dogs for the Blind for further information)

There is no need to visit your Doctor before you visit an optician. You will be charged to receive a sight test. Patients are eligible for FREE sight test if they are:

- 60 or over
- Prescribed complex lenses
- Registered blind or partially sighted
- Suffering from diabetes
- Suffering from glaucoma or have ocular hypertension and have been advised by an ophthalmologist they are at risk of glaucoma
- People over the age of 40 who are closely related to someone with glaucoma

Or if they, or their partner, receive -

- Income Support
- Disabled person's Tax Credit (at maximum rate or reduce by £70 or less)

Optical Vouchers

Some categories of patients who are entitled to a free NHS sight test are also eligible for optical vouchers towards the cost of spectacles or contact lenses:

- Prescribed complex lenses
- Income support
- Disabled person's Tax Credit (at a minimum rate, or reduced by £70 or less)

NHS Low Income Scheme

Patients named on a valid HC2 NHS Low Income Scheme certificate for full help are entitled to FREE NHS sight test and full value optical vouchers. Patients may get some help with the cost of a private sight test, glasses or contact lenses if they are named on a valid HC3 NHS Low Income Scheme certificate for limited help.

F

Feltham Open Door Project

(See also Doorways for further info)

If you live in Feltham and/or the surrounding areas and have suffered mental health issues, or are just lonely and need some company, this is an excellent counselling service doorways arts and crafts drop-in centre situated near the centre of the town.

Refreshments and hot meals are available and there are Project Workers on hand if you need to talk to someone should you have a problem.

The Project runs groups, some open, some closed, and a weekend service (referral only).

For further information contact:

Address: The Feltham Open Door Project 1/3 Hanworth Road
 Feltham Middlesex, TW13 5AF

Tel: 0208 844 0309

Fax: 0208 844 0886

Financial Assistance

Income Support

If you have a very low income and limited savings, you may be entitled to Income Support (now called the Minimum Income Guarantee for people aged 60 or over). It is worth finding out whether you are entitled to this support, especially if your circumstances have changed. For further information please contact:

Tel: 01784 238 600

House Proud

This scheme is provided by Spelthorne Borough Council in conjunction with the Home Improvement Trust. It is available to homeowners aged 60 years or over, or to households with a disabled person of any age. The scheme offers a safe, easy way to get repairs, improvements or adaptations carried out.

House Proud provides access to a variety of loans where there is no risk of repossession for non-payment and to a house improvement service, which gives access to technical advice, and good reliable builders. For a leaflet and further information please contact:

Address: Environmental Health Department
Spelthorne Borough Council
Knowle Green, Staines TW18 1XB
Tel: 01784 446 251

Decent Home Grant (Owner/Occupier)

This Grant is available to Owner/occupiers who have lived in their home for at least three years and where the premises provide risks to their health and safety of the occupants e.g. risks of falls or inadequate heating etc. Applicants would be subject to a test of their financial resources but assistance would be up to a maximum of £10,000. For further information please contact:

Address: Environmental Health Department
Spelthorne Borough Council
Knowle Green, Staines TW18 1XB
Tel: 01784 446 251

Decent Homes Grant (Landlord)

This grant is available to a Landlord to enable a home to be brought left the Recently Homes standard, but if must be the applicant must have owned the property for more then three years. This is a 50% grant up to a maximum grant of £10,000 but the property must be subsequently available for letting for five years and the Council will have nomination rights for three years for further information please contact:

Address: Environmental Health Department
Spelthorne Borough Council
Knowle Green, Staines TW18 1XB

Tel: 01784 446 251

Forgetfulness

(See Power of Attorney for further information)

Difficulty with memory is common in older people. Keeping in contact with other people helps your brain to work at its best. If you have difficulty managing your finances or your household it is wise to arrange for an enduring power of attorney.

G

Gamblers Anonymous

Gamblers Anonymous is a self-help fellowship for compulsive gamblers. It helps them return to a normal way of thinking and living without gambling by offering support and understanding. "New Life" is a monthly publication produced.

Tel: 0207 384 3040 (24hr Helpline)

Gas

British Gas have Customer Service Advisors who will visit elderly or disabled people, free of charge, to give advice on a range of special services available. These include a range of adapters and special controls for gas appliances for people with visual or hand disability, and they can be provided by British Gas free of charge.

You can join the British Gas Home Energy Care Scheme register that will carry out free checks. To qualify, you must be of pensionable age, disabled or chronically sick and live alone. Leaflets are available by telephoning British Gas Home Energy Care Scheme on:

Tel: 0845 955 5404 (24 hours)

Good Neighbours Schemes

For more details please contact your local organisations:

Ashford Helping Hands

Ashford Helping Hands is a voluntary organisation that has a team of caring volunteers, ready to help within the Ashford area. All volunteers have supplied references, and have been interviewed prior to joining. The service is free (but donations are accepted). They can provide help with:

- Local transport
- Light housework and domestic skills
- Minor household repairs
- Collecting shopping or prescriptions
- Dog walking
- Minor gardening repairs.

For further information contact the duty officer on:

Tel: 01784 423 222 (Mon-Fri 10am to 12noon)

Care in Shepperton

Volunteers are men and women of all ages and abilities who give people facing difficulties, the kind of help which would normally be given by a friend or relative. They can provide help with:

- Transportation to local hospitals / health centres
- Collecting shopping or prescriptions
- Help with correspondence
- One to one for the housebound (i.e. shopping not personal care)

Tel: 01932 254 604 (weekdays 9.15am-12.30pm)

e-mail: webmaster@care-in-shepperton.org.uk

Website: www.care-in-shepperton.org.uk

Sunbury Neighbours

Sunbury Neighbours is a local voluntary organisation, which provides help to people who are either housebound or sick. They can provide help with:

- Shopping
- Help with filling in forms
- Odd jobs
- Transport to medical appointments
- Reading

Sunbury neighbours are not able to help with emergency transport or family emergencies.

Tel: 01932 779 867

Website: www.surreycommunity.info/sunburyneighbours.org.uk

S.I.G.N.S. Stanwell Good Neighbours Scheme

S.I.G.N.S is available to anyone, young or old living in the Stanwell or Stanwell Moor area. They aim to provide practical help to those in need, seven days a week, by linking those with a little time to spare, with those in the community who need and ask for help.

Tel: 07785 540 269 (Mon-Fri 10am to 12noon)

Grants

(See Financial Assistance for further information)

Guide Dogs for the Blind Association

For further information, please contact the headquarters:

Address: Hillfields, Burghfield Common, Reading, Berkshire, RG7 3YG

Tel: 01189 835 555

e-mail: guidedogs@guidedogs.org.uk

H

Hairdressing

(See also Day Centres and Community Centre for further information)

Salons are provided at the Fordbridge and the Greeno Day Centres, and Staines Community Centre. This can also be arranged at Churchill Day Centre.

Handy Person Service

Helping older people with small home repairs and adaptations.

A very wide range of work including; small home repairs (e.g. doors, windows, plumbing), odd jobs (e.g. Curtain rails, special taps), home safety checks, security (locks, chains, spy holes), energy saving measures. For further information Contact:

Age Concern Spelthorne Tel: 01784 444 200

Age Concern England Tel: 0208 765 7200

Web: www.ace.org.uk

Care and Repair England Tel: 0115 950 6500

Web: www.careandrepair-england.org.uk

Foundations Tel: 01457 891 909

Web: www.foundations.uk.com

Help the Aged Tel: 0207 278 1114

Web: www.helptheaged.org.uk

Health Centres

Health Centres are located in Ashford, Shepperton, Staines, Stanwell and Sunbury. Doctors, Health Visitors and District Nurses are based at these centres and appointments can be made to discuss problems with medical staff independently or at one of the centres.

Address: **Fordbridge Medical Centre**
4 Fordbridge Road, Ashford TW15 2SG

Tel: 01784 242 251 / 01784 420 133 / 01784 253 975

Fax: 01784 242 230

Address: **Shepperton Health Centre**
Shepperton Court Drive
Laleham Road, Shepperton TW17 8EJ

Tel: 01932 220 524 Appt and Emergencies

01932 245 829 Home Visits, Enquires and Results

Fax: 01932 713 204

Address: **Staines Health Centre**
Knowle Green, Staines TW18 1XD

Tel: 01784 461 712 / 01784 465 229

Fax: 01784 883 662

Address: **Stanwell Health Centre**
St. David's Health Centre
Hadrian Way, Stanwell TW19 7HT

Tel: 01784 883 933

Fax: 01784 883 934

Address: **Studholme Medical Centre**
50 Church Road, Ashford TW15 2TU

Tel: 01784 420 700

Fax: 01784 424 505

Address: **Sunbury Health Centre**
Green Street, Sunbury on Thames, TW16 6RH

Tel: 01932 713 399

Fax: 01932 713 354

Health Visitors

Health Visitors are linked to Doctors surgeries. They are particularly concerned with preventative health care, and they are always willing to discuss social problems and health problems.

For further information please contact your local GP or Health Centre.

Heating (The priority service register)

All utility companies who supply gas and electricity are obliged to hold a register of vulnerable people. It aims to protect vulnerable householders and reduce vulnerability to fuel poverty and fuel debts. The register is free of charge and provides a number of special services to those who are eligible. If a person is:

- pensionable age
- disabled
- chronically sick
- Blind
- visually impaired
- deaf or hearing impaired

they are eligible for free services and can apply to their suppliers.

Priority Services Register

To register just contact the gas and electricity supplier and ask to join.

Their phone number and address are on the back of the bill.

Help the Aged

Offer practical support to help older people live independent lives, such as free advice leaflets and welfare rights advice line. Also offers a range of paid for service and products, tailored to meet the needs of those over the age of 50. For further information please contact:

Address: 207-221 Pentonville Road, London, N1 9UZ

Tel: 0808 800 6565 (Seniorline free phone service)

Tel: 0207 278 1114 (Main switchboard)

Fax: 0207 278 1116

e-mail: seniorline@helptheaged.org.uk

e-mail: info@helptheaged.org.uk

Web: www.helptheaged.org.uk

Holidays

(See also Respite Care, Community Centre, Day Centres and VASD for further information)

Spelthorne Day Centres offer members a wide range of holidays and outings. For further information please telephone:

Tel: 01784 446 389 or

Age Concern Spelthorne provide organised holidays for groups of local people.

Tel: 01784 444 200

Home Care Service

The Homecare service provides a Personal Care Service seven days a week to clients who wish to remain in their homes.

The service is 'tailor-made' to meet clients needs. The Care Plan that is agreed between client and Care Manager identifies the tasks and level of care that is needed to maintain clients in a safe environment.

Anyone can identify the need for care for a client. This can be done directly to the local Social Service Office, GP or Hospital pending discharge from a ward situation.

Home Improvement Agency

Home Improvement Agency is an advisory service run A2dominion Housing Association to assist homeowners and private tenants who, because of age, disability or low income find it difficult to remain safely in their own home or have difficulty maintaining their property.

Home Improvement Agency can help people who:

- Own or privately rent housing in the borough which needs repair or adaptation.
- Are of pensionable age or are disabled or have a low income.
- Are worried about arranging building work themselves.
- Care and Repair gives advice when:-
- A reliable builder, electrician or other tradesperson is required.
- Someone has difficulty with using their bath, climbing stairs or any other aspect of using their home safely.
- Information regarding grants is required.
Sources of finance for building work need to be explored.
- Information is needed about other community services.

The aim of the service is to enable people to stay in their own home, and to be more secure and comfortable. A caseworker visits people to discuss their wishes and needs in more detail. Advice is free of charge, but if the agency is asked to arrange building works, a small fee may be charged. For further information please contact:

Address: A2dominion Housing Group,
Spelthorne House, Thames Street, Staines TW18 4TA
Tel: 08454 086 666
Fax: 08454 086 600
Monday-Thursday (08.30am - 5.30pm)
Friday (08.30am - 5pm)
e-mail: info@a2dominion.co.uk
Website: www.a2dominion.co.uk

Hospitals

(See Accident and Emergencies for further information)

Housing

Anyone seeking accommodation in Spelthorne is welcome to join the Spelthorne Housing Register, which is run jointly by the Council and all the Housing Associations with properties in the Borough. Application forms and further information can be obtained from visiting or telephoning the Housing Options Section:

Address: Housing Advice Centre
Council Offices, Knowle Green, Staines TW18 1XB
Tel: 01784 446 380 / 1 / 2 / 3 / 4 / 5 / 6
Monday to Friday, 9am - 5pm
In Person Monday 10am – 4pm
Tuesday – Friday 10am – 3pm
Web: www.spelthorne.gov.uk

Anyone who is in danger of being made homeless or who is being harassed by their landlord, or experiences any other problems relating to housing can be given advice and assistance at The Housing Advice Centre.

Anyone who would like to stay in his or her own home, and who feels vulnerable due to ill health etc. is encouraged to link to Spelthorne Personal Alarm Network. If repairs or adaptations are needed, help and advice may be available from Care and Repair Spelthorne.
(see also SPAN and Care and Repair for further information)

Sheltered Housing

A2Dominion Housing Group has eight sheltered Housing Schemes, situated throughout Spelthorne Borough Council, especially designed to meet the needs of older people. Three of the schemes are known as special sheltered schemes and the aim is to enable very frail elderly people to continue to live as independently as possible, with the additional provision of a midday meal and assistance with bathing if required.

For further information about sheltered housing please contact:

Tel: 01784 446 381

Huntington's Disease

Huntington's Disease is a degenerative brain disorder, which slowly diminishes the affected individual's ability to walk, think, talk and reason. For information please contact:

Address: Huntington's Disease Association
Downstream Building
1 London Bridge, London, SE1 9BG

Tel: 0207 022 1950

Fax: 0207 022 1953

e-mail: info@hda.org.uk

Hydrocephalus

(See Spina Bifida for further information)



IBIS (Information on Brain Injury and Stroke)

This is an information resource for all those affected by, or working with, those people who have had a brain injury or stroke. The centre is a resource for physically disabled adults between the ages of 18 to 65. Our aim is to emphasise individual abilities with the focus on independence. The Outreach Worker is specifically trained to work with needs of physically disabled adults.

For further details and referral form please contact:

Address: White Lodge Resource Centre, Holloway Hill, Chertsey,
Surrey KT16 0AE

Tel: 01932 567 134

Web: www.whitelodgecentre.co.uk

Independent Living Services

(See Community Centre, Day Centres, Spelthorne Personal Alarm Network, and Spelthorne Meals Service for further information)

Independent Living is a small team of people committed to providing high quality services for older and retired people living within Spelthorne Borough. Our services include:

- Provision of four Day Centres and one Community Centre throughout the Borough
- The Spelthorne Meals Service (Meals on Wheels)
- Spelthorne Personal Alarm Network (SPAN)
- Local information and advice
- Administration of this publication

For further information regarding any of the above, please contact the Independent Living office:

General enquiries: 01784 446 389

Meals on Wheels

Tel: 01784 444 265
e-mail: mealsonwheels@spelthorne.gov.uk

SPAN

Tel: 01784 444 277
e-mail: span@spelthorne.gov.uk

Address: Spelthorne Borough Council
Knowle Green, Staines TW18 1XB

Indoor Activities

(See Leisure Centres, Day Centres and Community Centre for more info)

International Glaucoma Association (IGA)

The IGA is the charity for people with glaucoma, with the mission to raise awareness of glaucoma, promote research related to early diagnosis and treatment and to provide support to patients and all those who care for them. Our vision is to ensure that all people with or at risk of glaucoma have the knowledge and access to care that will enable them to maintain a good quality of life.

For more information please contact:

Address: Woodcote House, 15 Highpoint Business Village,
Henwood, Ashford, Kent. TN24 8DH

Tel: 01233 648 170 (Sightline)

Fax: 01233 648 179

e-mail: info@iga.org.uk

Web: www.glaucoma-association.com

L

Leisure and Recreation

(See Leisure centres, Day Centres and Community Centre)

Leisure and recreation facilities are available within Spelthorne Borough Council for all age groups. If you are interested in outdoor facilities then our parks have a great deal to offer.

Bowls can be played at:

Bishop Duppas Park	01932 242 314
Fordbridge Park	01784 249 142
Staines Park	01784 455 387
Stanwell Recreation Ground	01784 254 297

Croquet can be played at:

Stanwell Recreation Ground	01784 254 297
----------------------------	---------------

The Lammas Recreation Ground offers Giant Chess and a Paddling (Splash) Pool.

Public Halls

Spelthorne Borough Council has one public hall which is available for hire at any time, subject to other bookings.

- Shepperton Village Hall

Spelthorne Borough Council also has three dual use centres, which are available for hire at evenings and weekends for a variety of activities, subject to other bookings:

- Greeno Centre
- Fordbridge Centre
- Staines Community Centre

Details of availability and costs regarding all of the above, can be obtained from the Customer Services Department located at:

Address: Spelthorne Borough Council
Knowle Green, Staines TW18 1XB
Tel: 01784 451 499

Leisure Centres

Spelthorne Leisure Centre

The leisure centre is open seven days a week and all age groups are very welcome. Activities available include swimming, the health suite (sauna, jacuzzi, steam room), specialist keep fit classes and a whole range of leisure pursuits.

There are "Evergreen" sessions for the over 50's on Mondays and Fridays, from 9am to 12noon. A special needs swim session is held on Sundays 5pm – 6pm for registered disabled to use the pool when it is not too busy.

The fitness suite has been designated as an Inclusive Facility for use by disabled customers. There is equipment specially designed to give disabled customers a full workout and special rates for registered disabled.

For the less energetic, there is also the Cafeteria. For further information please contact:

Address: Spelthorne Leisure Centre
Knowle Green, Staines TW18 1AJ

Tel: 01784 493 493

Sunbury Leisure Centre

This is the Borough's other leisure centre, which is also open seven days a week. There are a number of activities on offer for all age groups, including swimming and specialist keep fit classes including a disabled swim session on Tuesday 3pm – 4pm and Thursday 6pm – 7pm.

For further information please contact:

Address: Sunbury Leisure Centre
Nursery Road, Sunbury-on-Thames, TW16 6LG

Tel: 01932 772 287

Libraries

There are five libraries located throughout the Borough. For further information, please contact your local library:

Address: **Ashford Library**
Church Road, Ashford TW15 2XB

Tel: 08456 009 009

Fax: 01784 257 603

e-mail: ashford.library@surreycc.gov.uk

Web: www.surreycc.gov.uk/libraries

Address: **Shepperton Library**
High Street, Shepperton TW17 9AU

Tel: 08456 009 009

Fax: 01932 245 849

e-mail: shepperton.library@surreycc.gov.uk

Website: www.surreycc.gov.uk/libraries

Address: **Staines Library**
Friends Walk, Staines TW18 4PG

Tel: 08456 009 009

Fax: 01784 461 780

e-mail: staines.library@surreycc.gov.uk

Website: www.surreycc.gov.uk/libraries

Address: **Stanwell Information Centre/Library**
65 Clare Road, Stanwell, TW19 7QW

Tel: 08456 009 009

Fax: 01784 253 347

e-mail: stanwell.library@surreycc.gov.uk

Website: www.surreycc.gov.uk/libraries

The Citizens Advice Bureau visit Stanwell Library first and third Tuesday of each month, 9.30am - 12.30pm.

Age Concern visit on the last Friday of month

Surrey Police Surgery first Wednesday of month

Address: **Sunbury Library**
The Parade, Staines Road West, Sunbury on Thames
TW16 7AB

Tel: 08456 009 009

Fax: 01932 765 963

e-mail: sunbury.library@surreycc.gov.uk

Website: www.surreycc.gov.uk/libraries

Age Concern Spelthorne has recently started a housebound Library service. For more Information please contact them direct on:

Tel: 01784 444 200

There is a mobile Library that visits different parts of the Borough. Further information can be obtained by contacting your local Library direct.

M

Meals on Wheels (Spelthorne Meals Service)

Spelthorne Meals Services aims to encourage people to remain independent and in their own home. We deliver a hot meal and pudding for people who find it difficult or impossible to prepare a daily meal for themselves. We deliver hot meals five days a week for those who are housebound and unable to cook for themselves. A seven day service can be provided for the very high need, on referral from social services. The service can be provided for short periods of time (e.g. in the event of illness or when somebody who normally provides a meal is on holiday), or can also be provided permanently. A charge is made for the cost of each meal.

- If we take a referral from a Health professional then we can put the person on the next day.
- If we take a family referral we have up to ten working days to do an assessment to see if the person qualifies for meals on wheels.
- We deliver meals between 11am – 2pm

If you are having difficulty coping, contact your Doctor or local Social Services for referral.

For further information please contact your local Day Centre or telephone the Spelthorne Meals Service direct:

Address: Spelthorne Borough Council
Knowle Green, Staines TW18 1XB

Tel: 01784 444 265

e-mail: mealsonwheels@spelthorne.gov.uk

Mental Health Services for Older People

Hounslow and Spelthorne Community Mental Health Team

There is only an Outpatients Service covering mental health for older people based at Ashford Hospital. For further information on the above service, please contact:

Address: Mental Health Outpatients Services
The Cedar Unit, Ashford Hospital,
London Road, Ashford, Middlesex. TW15 3AA

Tel: 01784 884 788

Message in a Bottle

This is a simple but effective scheme whereby a small white bottle containing medical details for the person living in the house, is kept in the fridge. A green cross is stuck to the front of the fridge, and the inside of the front door, which, in the case of an emergency, alerts the emergency services of the medical details in the bottle. This means that treatment, or medication, can be administered without delay.

Bottles can be obtained from Independent Living Services at the Council Offices, Staines Community Centre or any of the Borough's Day Centres.

Migraine

For information please contact:

Address: Migraine Action Association 27 East Street,
Leicester, LE1 6NB

Tel: 01162 758 317

Fax: 01162 542 023

Minor Injuries and Treatment Centres

Community Hospitals provide a range of planned treatment, care, and rehabilitation.

Weybridge Community Hospital runs a Walk-in Centre for the treatment of minor injuries and illnesses. It is open 7am until 7pm Monday to Friday, 9am until 3pm Saturday, Sunday and Bank Holidays, and Christmas Day. For further information please contact:

Address: Weybridge NHS Walk-in Centre
22, Church Street, Weybridge, Surrey, KT13 8DY

Tel: 01932 826 013

Also, Ashford Hospital has an NHS Walk-in Centre for treatment of minor injuries and illnesses.

Address: Ashford Hospital Walk-in-Centre
London Road, Ashford, Middlesex TW15 3AA

Tel: 01784 884 828

Motor Neurone Disease

For information please contact the Head Office:

Address: Motor Neurone Disease
PO Box 246, Northampton, NN1 2PR

Tel: 08457 626 262 (MND Connect) or
01604 250 505 (Switchboard)

Multiple Sclerosis Society

Local branches of the National Society provide a point of contact for people with MS and their families. The MS Society has approximately 400 regional branches. They fund research into the causes of MS, produce publications, and also provide holiday homes and respite care.

They offer a bi-monthly magazine available via membership. For further information please contact the Head Office Monday to Friday, 10am - 4pm:

Address: The Multiple Sclerosis Society
372 Edgware Road, London, NW2 6ND

Tel: 0208 438 0700 or 0808 800 8000 (Freephone)

Fax: 0208 610 0701

Or contact your local branch, Mr Steve Mills (Chairman of Spelthorne) on:

Tel: 01932 569 320 – Christine Lynch (phone contact)

Or Steve Mills (Chairman of Spelthorne)

e-mail: stevemills277501@aol.com

Muscular Dystrophy

Muscular Dystrophy is the name given to a large number of medical conditions where there is a progressive weakening and wasting of muscles. For information please contact the Head Office:

Address: Muscular Dystrophy Group
4th Floor, 61 Southwark Street, London, SE1 0HL

Freephone: 0800 652 6352

Tel: 0207 803 4800 Monday to Friday, 9am – 5.30pm

Fax: 0207 401 3495

e-mail: info@muscular-dystrophy.org

Web: www.muscular-dystrophy.org

N

Next of Kin

(See also Message in a Bottle for further information)

It is advisable to keep a list of people to contact in an emergency and the whereabouts of documents such as insurance policies etc. Special forms are available from Age Concern Spelthorne. To request one, please contact:

Tel: 01784 444 200

NHS Direct

NHS Direct is a 24-hour helpline providing advice and information on:

- What to do if you are feeling ill
- Health concerns for you and your family
- Local health services
- Self help and support organisations

You don't need to be ill to use the service; it's there to help you stay healthy as well!

Tel: 0845 4647

Web: www.nhsdirect.nhs.uk

O

Occupational Therapy Services

Occupational Therapy aims to help people overcome physical difficulties by using selected activities to improve independence in all aspects of daily life. For further information please contact:

Address: Julie Callin, Lead Acute Therapies and Rehab
Woking Community Hospital
Heathside Road, Woking, Surrey, GU22 7HS

P

Pension Service

This is a free guide on the range of government help and advice services for all people aged 60 and over. It provides information on all the different services and details of how to access them. Copies can be obtained from your local social security office, post office and Citizens Advice Bureau. For further information or for a guide, please contact:

Address: Department of Health and Social Security Pensions,
Newcastle on Tyne, NE98 1YX

Tel: 0845 6065 065 (information line for guides and leaflets)

Textphone: 0845 6040 210

Web: info4pensioners.gov.uk

Pest Control Services

For anyone over the age of 60 who is also in receipt of Income Support/Person Credit, Housing Benefit or Council Tax Benefit, a refund of £30 will be provided for the treatment of Rats, mice, bed bugs, cockroaches, fleas and wasps nests.

Address: Environmental Health Department
Spelthorne Borough Council
Knowle Green, Staines TW18 1XB

Tel: 01784 451 499

Pilates

Pilates is an exercise class which tones and strengthens muscles using slow and controlled movements. Classes can be found at The Greeno Centre on Wednesday afternoons and Thursday mornings

Tel: 01932 246 173

Physiotherapy

(See Health Centres for further information)

Outpatient physiotherapy services may be accessed by referral from GP's to the department at Ashford Hospital.

Police

For general enquires of a non-urgent nature contact:

Tel: 0845 125 2222

In the event of an emergency contact:

Tel: 999

Local police stations can be found at:

Address: **Ashford Police Office**
55-57 Church Road, Ashford

Address: **Shepperton Police Station**
High Street, Shepperton

Address: **Staines Police Station**
22 Kingston Road, Staines TW18 4LQ

Address: **Sunbury Police Station**
69 Staines Road East, Sunbury On Thames

Prescriptions

Prescriptions are free of charge if you are aged 60 or over. Simply complete the back of the prescription form before you give it to the pharmacist (chemist). Some pharmacists offer a prescription collection/delivery service.

R

R.A.D.A.R

The National Key Scheme (NKS) for toilets for disabled people are available from RADAR for £3.50 each. For further information please contact:

Address: R.A.D.A.R
Unit 12, City Forum, 250 City Road, London EC1V 8AF
Tel: 0207 250 0212
Fax: 0870 141 0337
e-mail: radar@radar.org.uk

Red Cross

To hire a wheel chair, commode, raised toilet seat, walking frame, back rest etc. Please contact Medical Loan Service

Tel: 0844 412 2786
Web: www.redcross.org.uk/surrey

Religion

(See Churches for further information)

Jehovah's Witness

Address: Kingdom hall
27 Chestnut Grove
Staines
TW18 1DB
Tel: 01784 440 843

Staines and District Synagogue

Address: Westbrook Road, South Street
Staines. TW18 4PR
Tel: 01784 462 557 (Answer phone)

Salvation Army

This is located in Woodthorpe Road, Ashford

Tel: Major Johnson on 01784 423 424

Tel: 01784 423 424 - (Hall)

Residential Care

For those who feel that they can no longer manage in independent accommodation and require additional care, please contact your local Social Services office where appropriate information is available:

Tel: 0845 600 9009

Respite Care

(See Social Services and A2Dominion for further information)

Limited guest flats are available at Sheltered Housing Schemes through A2dominion Housing Group. These are for elderly people who require a short break following a stay in Hospital, or for when a supportive relative wishes to take a holiday. For further information please call A2Dominion Housing Group on:

Tel: 0845 408 6666

Fax: 0845 408 6600

e-mail: info@a2dominion.co.uk

Road Safety (Safer Travel)

Statistics indicate that safety on our roads becomes an increasing problem, as we get older. We can offer free illustrated talks and presentations on road user awareness to drivers and pedestrians. For helpful information and leaflets, contact:

Address: Karen O'Neill
Road Safety Officer for Spelthorne,
Traffic and Road Safety Group

Tel: 01483 517539

RNIB (Royal National Institute of Blind People)

The Royal National Institute of blind people recommends that you have an eyesight test at least once every two years.

As well as practical advice and support, everyday products and leisure activities, RNIB also runs residential homes for people with sight loss. For further information please contact:

Address: 105 Judd Street, London WC14 9NE

Tel: 0207 388 1266

Helpline: 0845 7669 999

Leaflets are available in Braille, audio or disk format.

S

Samaritans

If you feel lonely or depressed, and need to have a confidential chat, you are encouraged to call:

Tel: 01932 844 444

08457 909 090

Both are 24-hour help lines, available 365 days a year.

Scope

Scope is a national disability organisation whose focus is people with Cerebral Palsy. We provide a range of support, information and campaigning services both locally and nationally in addition to providing opportunities in early years, education, employment and daily living. For more information about Cerebral Palsy and Scope services, contact Scope Response which provides free information, advice and initial counselling.

Open: 9am – 7pm Mon-Fri and Saturday 10am – 2pm

Address: PO Box 833, Milton Keynes, MK12 5NY
Tel: 0808 800 3333 (Freephone)
0207 619 7100 (Main switchboard)
Fax: 01908 321051
Text: SCOPE plus message to 80039
e-mail: response@scope.org.uk
Web: www.scope.org.uk

Sheltered Housing

(See Housing for further information)

Shopmobility (Staines)

Staines Shopmobility aim to provide freedom and independence, allowing disabled or older people to enjoy shopping, and gain access to leisure activities and services at the Two Rivers and Staines Town Centre. They offer a range of manual or powered wheelchairs, powered scooters and an escorted shopping service for the visually impaired on a pre-booked basis. Membership fees apply and are available on a yearly, six monthly or daily basis.

Opening times are: Monday to Saturday, 9.30am - 4.15pm. No equipment will be loaned after 3pm.

Dedicated parking bays are available for users of the service but these are charged at the normal rate.

For further information please contact:

Address: Staines Shopmobility
Unit S1, Two Rivers Retail Park, Mustard Mill Rd,
Staines TW18 4WB
Tel: 01784 459 416
e-mail: stainesshopmobility@talktalkbusiness.net
Website: www.stainesshopmobility.co.uk

Social Services

(Adults and Community Care Services)

Adults and Community Care Services assess social care needs and provide help for vulnerable adults who have difficulties through ill health, age, physical, sensory and/or learning disabilities. Some of the services they provide include:

- Information and advice
- Personal care and practical support at home
- Equipment and help with house adaptations
- Access to residential or nursing home care
- Links with other organisations who may be able to help
- Support for carers

People who come to us may be at home, in hospital or in care homes and want to talk about:

- Help to live independently at home
- Moving to a residential or nursing home
- Short breaks/Respite Care
- Caring for a relative, neighbour or friend
- Concerns for the safety of someone they know

For further advice or information please call the Contact Centre on:

Tel: 0845 600 9009

Social Services at Ashford Hospital

Since the introduction of community care in April 1993, the Social Services staff employed at Ashford Hospital have been part of the Local Services and Community Care of Surrey Social Services. As well as arranging packages of care, Care Managers are also involved in working with patients who are dealing with loss, i.e. bereavement or amputation; terminal illness or serious illness, which has a major impact on the individual patient's lifestyle. Care Managers also work with people to regain their independence. The Social Services Team based within the hospital have close links with Social Service colleagues in the community.

For further information please call the Contact Centre on:

Tel: 0845 600 9009

Speech and Language Therapy

The purpose of Speech and Language Therapy is to investigate and offer treatment, advice and support, to those with communication or swallowing disorders. This can be highly effective in helping to overcome or compensate, for the consequences of communication problems. In some cases, communication aids may be loaned to clients.

To make a referral or seek help and advice please contact one of the team members on:

Tel: 01932 722 868 or 01784 884 486

Address: Speech Therapy Service Manager
Ashford & St. Peters Hospital
Level 2, Outpatients
Guildford Road, Chertsey, Surrey, KT16 0PZ

Tel: 01932 722 868

Spelthorne Accessible Transport (Spelride)

Spelthorne Accessible Transport (Spelride) can provide a transport service for those who are unable to access normal public transport services due to mobility problems.

Following your registration with the scheme, you may use the door-to-door transport to travel within Spelthorne Borough Council. For more information please contact:

Tel: 01784 446 253

Spelthorne Crossroads

Spelthorne Crossroad's scheme provides practical and emotional support to carers responsible for the care of children, adults, or older people at home, who have a physical/sensory disability, learning disability, mental health problem or who are chronically ill.

Spelthorne Crossroads is a specialist voluntary organisation. Our aim is to give carers time to be themselves. We do this by providing the emotional and practical support carers need to allow them to continue to care for a relative or friend or neighbour at home.

For further information please contact:

Address: Community Link, Council Offices
Knowle Green, Staines TW18 1XA.

Tel: 01784 446 294

Spelthorne Personal Alarm Network (SPAN)

SPAN is provided by Spelthorne Borough Council to enable Older or Disabled people to live independently in their own homes. Individuals are linked to our Care Centre, and help is available 24 hours a day, 365 days of the year.

Each person is supplied with a small alarm unit, which uses the same telephone line as their own telephone. Every unit has a small pendant, which is worn around the neck, on the wrist or as a clip. When the pendant is pressed the alarm unit makes a telephone call to our centre. There are many reasons why people call SPAN, for example, in a medical emergency, or as an aid to deter unwanted bogus callers.

The operator speaks to the caller and finds out what is wrong; she then arranges help e.g. by calling the emergency services, a relative or a friend. If the individual cannot speak, the operator will still know who the caller is.

After installation a SPAN Community Visitor calls at regular intervals to keep personal information up to date, and to ensure the equipment is working properly.

As well as the alarm, we offer other types of equipment to help people live independently in their own homes. This includes bed sensors, falls detectors and smoke alarms. If you would like more information please contact:

Tel: 01784 444 277

e-mail: span@spelthorne.gov.uk

Spelthorne Volunteer Centre

Would you like to make a difference to people's lives within your community? Do you have some spare time?

We can match your time, skills and interests to a range of opportunities. To discuss volunteering or to arrange an informal chat please contact:

Address: Community Link
Knowle Green, Staines TW18 1XA

Tel: 01784 444 201

e-mail: spelthornevolunteercentre.vais@spelthorne.gov.uk

Spelthorne Volunteer Drivers

(See also Spelthorne Accessible Transport)

There is a voluntary car pool, which provide a 'short journey service' within the Spelthorne area, if you need to get to Hospital or GP appointments, for a small charge. In special circumstances, longer journeys can be arranged.

One week's notice should be given when phoning to arrange this service.

For further information please contact Betty (Co-ordinator):

Tel: 07817 926 736
Monday - Friday 10am to 12noon only

Spina Bifida and Hydrocephalus

Spinal Bifida is a congenital defect in which the spinal column is imperfectly closed so that part of the spinal cord protrudes. This often results in hydrocephalus, which is an abnormal accumulation of fluid in the cerebral ventricles causing enlargement of the skull and compression of the brain, destroying much of the neural tissue. For further information please contact:

Address: The Association for Spina Bifida and Hydrocephalus
ASBAH House, 42 Park Road, Peterborough PE1 2UQ.

Helpline: 0845 450 7755 10am – 4pm Mon - Fri

Web: www.asbah.org

Spinal Injuries

For further information please contact:

Address: Spinal Injuries Association
Sia House, 2 Trueman Place, Oldbrook
Milton Keynes. MK6 2HH

Tel: 0845 678 6633 (office)

Tel: 0800 980 0501 (freephone Advice Line)

Text: text Sia and your enquiry to 81025

Web: www.spinal.co.uk

e-mail: sia@spinal.co.uk

Strokes

(see also IBIS Information on Brain Injury and Stroke)

Ashford Stroke Club meets every third Monday of the month in the education centre on the first floor west entrance at 2.30pm

Tel: 01784 884 003 Lyn English

The Hope Club

This club meets on Tuesday mornings during term time at the Pre-School, Glebeland Gardens in Shepperton. For further information please contact:

Audrey Bevington P.M. Tel: 01932 221 184

Secretary Margaret Lilley P.M. Tel: 01932 223 511

The Stroke Association

The Stroke Association is a national charity that provides support for people who have had strokes, and also for their families and carers. It campaigns to increase awareness of strokes, and promotes research into the cause of the illness, and into rehabilitation and aftercare. It aims to prevent strokes by informing the public on how to reduce the risk of stroke.

The Community Service, Dysphasia Support, has volunteers who help people improve their communication skills after a stroke and the Family Support service offers emotional support and advice to individuals and

families. There are more than 400 Stroke Clubs nationally affiliated to The Stroke Association. If you would like further information or advice about stroke, or have any questions about The Stroke Association, you can contact their Stroke Helpline:

Stroke Helpline: 0845 303 3100 (calls charged at local rate) open Monday to Friday, 9am to 5pm

e-mail: info@stroke.org.uk

or write to:

Address: Stroke Information Service, The Stroke Association, 240
City Road, London, EC1V 2PR

Surrey Association for Visual Impairment (S.A.V.I.)

S.A.V.I is the main provider of services for people with sight loss or combined sight and hearing loss in Surrey. S.A.V.I. is here to help anyone whose eyesight has become cause for concern whether they are registered as having a visual impairment or not. Many of our services are provided free of charge.

For further information please contact:

Address: Surrey Association for Visual Impairment
Rentwood, School Lane, Fetcham, Surrey KT22 9JX

Tel: 01372 377 701

Minicom: 01372 361 517

Fax: 01372 360 767

e-mail: info@sa-vi.org.uk

T

Talking Newspapers and Magazines

More than 200 national newspapers and magazines in audio and a variety of accessible formats, for blind and print disabled people.

Contact: 01435 866 102

e-mail: info@tnauk.org.uk

TASHA Foundation

TASHA Foundation aims to provide confidential information, support, counselling, training, advocacy and holistic health care services to individuals and their carers affected by tranquilizer usage and related mental health problems. For further information please contact:

Tel: 01784 452 888

Transport

(See Spelthorne Accessible Transport and Spelthorne Volunteer Drivers)

TV Licence

As from the 1st November 2000, the issue of TV Licences changed. Any person aged 75 years or over, is entitled to apply for a free licence. Your application must be registered, prior to the date that your current licence expires, and your National Insurance number and date of birth, will need to be provided. For further information please contact:

Address: Customer Services Manager
TV Licensing, Bristol, BS98 1TL

Tel: 0844 800 6790

Minicom: 0844 800 6778

Fax: 0844 800 5816

Savings card: 0845 155 0327

Cash Payment Plan: 0845 601 5526

U

University of the Third Age

U3A is part of a National Organisation, which is self-funded and self-managed. It provides a wide range of daytime education and leisure activities for retired men and women at a minimal cost. A general meeting is held at The Citadel Woodthorpe Road, Ashford on the last Monday of each month with speakers on a whole range of subjects. Details of membership can be obtained from the secretary. There is currently a waiting list. For further information please contact David Mitchell on:

Tel: 01784 251 904

A second U3A has recently been created in Spelthorne known as SU3A – K2. For further information please contact the Secretary, Mrs Syliva Lunn:

Tel: 01932 889 337

V

VASD (The Voluntary Association for Surrey Disabled)

Arranges small group holidays for disabled and elderly people. All holidays are accompanied by volunteer helpers who 'fill the gaps' for the disabled guest. Could you spare a week to join one of these holiday parties?

Accommodation and transport is provided. For further info, contact the Spelthorne Volunteer Bureau on:

Tel: 01932 571 122

Victim Support Runnymede and Spelthorne

Victim Support is there to help those who have been victims of crime, following a road accident or suicide, or who have experienced sudden bereavement.

Contact: Mrs. Carol Clarkson, Branch Manager

Address: Egham Police Station, 1 High Street, Egham TW20 9HJ

Tel: 01784 437 932

Victim Support Line: 0845 303 0900

Voluntary Action in Spelthorne (VAIS)

VAIS is an umbrella organisation offering advice and support to all charities and voluntary groups in Spelthorne. They seek to advance the values and interests shared by voluntary and community organisations, ensure better representation and create a co-ordinated voice to influence policy makers.

Address: Voluntary Action in Spelthorne
Community Link, Knowle Green, Staines TW18 1XA

Tel: 01784 446 358

Volunteer Bureau

(See Spelthorne Volunteer Centre for further information)

Voting

If you cannot get to a polling station to vote, you can apply for a postal vote, or to vote by proxy. It is important to apply early; however, the last day for new applications is eleven days prior to date of poll.

Various leaflets are produced covering postal, proxy voting, European Citizens, moving and how to register. These are available in large print and audiotapes are also available.

Applications forms are available from:

Address: Electoral Registration Office
Council Offices, Knowle Green, Staines TW18 1XB

Tel: 01784 446 238

W

Walking for Health Scheme

The Spelthorne Walking for Health scheme is part of the National 'Walking the way to health initiative'. The initiative aims to improve the health and fitness of more than a million people, especially those who do little exercise. It is also a good way to meet new friends and see the local area.

The walks are designed for total beginners and are between one-three miles long. The walks take place at least once a week in various areas of the Borough. All walks are led by volunteer walk leaders who have undergone the 'Walking the way to health' volunteer walk leaders training. There is always a front leader and back leader in order that all walkers can take part, at their own pace.

Walking will

- Make you feel good and give you more energy
- Help reduce stress and help you sleep better
- Reduce blood pressure
- Help to manage your weight

Why Walk?

- It's a chance to meet new people and make friends
- Almost everyone can do it and it's free and easy
- You can do it anywhere and any time

If you would like to join one of the walks please contact Leisure Services

Tel: 01784 446 433

e-mail: leisure@spelthorne.gov.uk

Winter Warmth

- There is a helpline that offers advice on:
- Keeping warm and healthy
- Heating your home
- Help with bills and Home Improvement grants

Address: P.O. Box 777 London. SE1 6H

Advice Line: 0800 085 7000 (freephone)

Tel: 01623 724 524

Minicom: 0800 085 7857

Website: www.doh.gov.uk/kwkw

8am to 8pm, Monday to Friday

You may also call to order a simple guide for people with learning disabilities or an audio cassette recording of the text for blind or visually impaired people.

Wills

(See General Advice and Information at end of booklet for further information)

Wireless for the Bedridden

Wireless for the bedridden is a national charity that provides free radio and TV sets to the housebound, disabled and elderly people who are unable to afford sets themselves.

For further information please contact

Tel: 0800 0182 137 (freephone)

8am to 4.30pm, Monday to Friday

Address: Wireless for the Bedridden
159 High Street, Hornchurch, Essex RM11 3YB

General advice and information

Beware of Bogus Callers

- **STOP** – Are you expecting anybody? Do they have an appointment? Make sure your back door is shut and locked.
- **CHAIN** – Secure the door bar or chain before opening the front door.
- **CHECK** – Ask for and double-check the callers I.D.

Most people who call at your home will be genuine. But sometimes, people turn up unannounced, with the intention of tricking their way into people's homes. They are known as 'distraction burglars' or 'bogus callers', whose only aim is to get into homes to distract people and steal their money or valuables.

Bogus callers may be smartly dressed and claim to be from the council, the police, health organizations or gas, water or electricity companies. They can be convincing and persuasive. If you are in doubt, don't let them in. Official visitors should always arrange an appointment beforehand.

They can pose as builders or gardeners. Never agree to have work done, or take their word that it needs doing. Do not pay them before any work is done. Do not agree to any offer for them to drive to your bank to withdraw money. If you think that work does need to be done, you should always get at least two or three quotes from local companies or those recommended by a friend or relative.

If someone calls for urgent help, only help them if you have someone else with you. Don't worry if you choose not to help – it is not rude or unfriendly.

If someone who looks official calls at your door, ask for and carefully check their identity card, even if they have a prearranged appointment. If they do not have any form of identification, do not let them in. Report any suspicious incident to the Police on their new number:

Tel: 0845 125 2222

Age Concern Spelthorne can help you with the fitting of a door bar, or door chain and door viewer.

Only put your door bar or door chain on when you answer the door. Don't keep it on all the time in case you need to get out in an emergency.

Fitness and Exercise

(see Extend, Walking for health, Exercise Referral and Day Centres, and Community Centre)

The Spelthorne Borough Council Leisure Directory lists a full range of activities and clubs

Keeping active by taking part in regular physical activity will help prevent and control high blood pressure, reduce the risk of heart disease and will help you to control your weight. It will also help to make your muscles stronger and improve joint mobility and improve your balance, which may help to prevent falls. It is never too late to start, research has shown that even people who have not taken exercise for years can lower their risk of health problems when they become active.

Keeping active will also help you to remain independent for longer, give you increased opportunities for socialising and can improve your self-esteem and confidence. It may also help you to sleep better.

It is important to check with your doctor, practice nurse or health visitor if you have not been active for some time, or if you have heart trouble, high blood pressure, asthma, diabetes, arthritis or other bone and joint problems, are very overweight or you are unsure about whether you should increase your activity.

It is recommended that adults should take part in 30 minutes of moderate exercise on at least five days of the week. You don't need to do this in all one go. It is equally effective to do this in 10 and 20-minute bouts. Remember that anything is better than nothing at all, so it is important to

start very slowly and gradually build up your level of activity, especially if you are not used to being physically active. The exercise should make you breathe slightly harder and feel a bit warmer than normal. The activity does not need to be hard and you should be able to talk and be active at the same time.

You should choose an activity that you enjoy and is convenient for you. Aerobic exercise such as walking, cycling, swimming and dancing will help to strengthen the heart. Stretching exercises such as yoga, pilates or tai chi will improve flexibility and suppleness and keep joints mobile. All activities should begin slowly to warm up the body and finish with a slower pace to warm down. You could try incorporating small changes such as taking the stairs instead of the lift or walking instead of driving short distances.

If you are physically unable to take part in exercise such as walking or cycling, specific activities to improve joint mobility and muscular strength may be more appropriate. This is important to prevent further mobility problems as you get older. Many of the Day Centres and Community Centres currently offer exercise opportunities such as chair based exercise classes. Please contact the day centres and community centre for further information.

Healthy Eating and Nutrition as you get older

Eating a varied and balanced diet is important for everyone. It helps to make eating more enjoyable and will help you stay healthy and active, reduce the risk of falling and maintain a healthy weight.

If you are on a special diet it is important to talk to your doctor, dietician or practice nurse before you make any changes to what you eat or drink. It is important to eat regularly, at least three times a day. If you find it difficult to eat the meals you used to eat, try having smaller, more frequent meals. Make sure you drink plenty of liquids.

The Food Standards Agency's, Eat well, be well site has further information on healthy eating for all ages www.eatwell.gov.uk

Emergency Store Cupboard

An emergency store of dried, long life, canned and frozen food is useful, especially during bad weather or illness. Items such as tinned fruit and vegetables, tinned meat, fish and milk puddings and packets of soup and dried fruit are all useful to keep in stock, as are frozen vegetables and ready meals. Remember to be aware of best before dates!

If you want further information regarding healthy eating see www.eatwell.gov.uk

Power of Attorney

English law provides three ways for a person's financial affairs to be looked after by someone else. The first is Power of Attorney, the second is the Court Protection and the third is Enduring Power of Attorney.

Power of Attorney gives one person the legal right to manage another person's affairs. It can only be given when the person creating the Power of Attorney is deemed mentally capable. This means that if you are looking after someone who already has dementia, they cannot give you Power of Attorney to handle their affairs. Even if the person was mentally capable when they appointed an attorney, if they subsequently become mentally incapable, the Power of Attorney is no longer valid.

A Power of Attorney is cancelled if the owner becomes incapable of giving instructions or of supervising the attorney (the Court of Protection has to take over and is usually rather slow and expensive).

The Court of Protection can appoint a Receiver - a member of the family or another specified person - to take over responsibility for a person's affairs if that person has become mentally incapable.

Enduring Power of Attorney is the cheapest way of making sure that you and your property are looked after properly if it turns out that you cannot manage for yourself (as this does not automatically become invalid upon mental incapacity). Just as everyone should have a will, everyone should draw up an Enduring Power of Attorney. Some of us will become unable to supervise and manage our affairs, and it is very important that while we

are capable and sensible we each choose the right person that we think would be best to look after us and our property if we became incapable of doing so for any reason. Choose someone you respect and trust, and who is willing to do it. Your Solicitor can give you further advice.

A fact sheet is available from Age Concern Offices.

(Disclaimer: Please note that this information is given for general purposes only and is not a substitute for specific legal advice which can be provided by a solicitor, Citizens Advice Bureau or other legal adviser. The Council accepts no liability for any loss or damage to any party arising as a result of reliance on this information.)

Safety in the Home

Accidents in the home do occur. Follow the advice given to reduce their incidence:

- Make sure floors around your home are level and non-slip.
- Keep floor covering in good repair and avoid using mats and rugs.
- Do not climb on chairs, stools, boxes or anything, which may be unstable. Always use proper stepladders or preferably ask someone to assist you for example, if a light bulb needs changing.
- Always use a rubber mat in the bath and have a handrail to assist you if required.
- Never take a portable electrical appliance into the bathroom.
- Get a qualified electrician to check wiring regularly, and also to repair faulty wiring. Never overload electrical points and never run flexes along distances over or under a carpet.
- Have electric blankets serviced annually
- Take special care with hot liquids; water, tea, fats and oils, and hot water bottles etc.
- Never fill or move a lighted paraffin heater. Be sure that all rooms containing gas heaters are properly ventilated and that the appliances are operated correctly and serviced regularly. Any smell of gas should be reported to the gas board immediately.

- Never hang clothes or tea towels to dry over fires or cooking stoves.
- Have handrails fitted to both sides of the stairs and make sure that they are firm and secure.
- Keep stairs and passageways well lit.

Index by category

General Healthcare

Accidents and Emergencies	2
Chiropody	14
Clinics	17
Community Hospitals	18
Dentistry – Home Visit	21
Dental Access Service Centre	22
District Nurses	24
Health Centres	35
Health Visitors	36
Hospitals	39
Message in a Bottle	47
Minor Injuries and Treatment Centres	48
NHS Direct	50
Occupational Therapy Services	50
Physiotherapy	52
Prescriptions	52
Social Services	57
Social Services at Ashford Hospital	57
Speech and Language Therapy	58
Weight Management Scheme (West Surrey)	67

Health Related Problems and Support

Alzheimer's	8
Alzheimer's Group	9
Asthma	9
Ataxia UK	9
Breathe Easy Spelthorne – British Lung Foundation	11
Cameo	12
Cancer	12
Cerebral Palsy	14
Continence	18
Day Care	20
Diabetes UK	22
Dystonia society	26
Epilepsy	27
Forgetfulness	32
Huntington's Disease	40
Hydrocephalus	40

IBIS (Information Brain Injury and Stroke)	41
Mental Health Services for Older People	47
Migraine.....	48
Motor Neurone Disease	48
Multiple Sclerosis Society	49
Muscular Dystrophy	49
Spina Bifida and Hydrocephalus	60
Spinal Injuries	61
Strokes	61

Eyesight

Blindness	11
Eyesight/ Eye Tests	29
Guide Dogs for the Blind Association.....	34
International Glaucoma Association (IGA)	42
R.N.I.B. (Royal National Institute of the Blind)	55
Surrey Association for the Visual Impairment (S.A.V.I.)	62
Talking Newspapers and Magazines	63

Transport

Bus Passes.....	12
Dial a Ride	22
Spelthorne Accessible Transport (Spelride).....	58
Transport	63

Churches and Religion

Churches	14
Religion	53

Health and Fitness

Evergreens	28
Exercise Referral Scheme	28
EXTEND (Exercise for people in retirement)	28
Pilates.....	51
Walking for Health Scheme	66

Financial Issues

Benefits Agency.....	10
Decent Homes Grant.....	31
Direct Payments	13
Disabled Facilities Grants	24
Financial Assistance	30

Grants.....	34
Income Support	30
House Proud.....	31
Pension Services	51
Wireless for the Bedridden	68
<u>Help in home</u>	
Domestic help – Introductory Service	25
Handy Person Service	35
Home Care Service	38
Home Improvement Agency	38
Pest Control Services	51
<u>Good Neighbours Schemes</u>	
Ashford Helping Hands.....	33
Care in Shepperton.....	33
Sunbury Neighbours	33
S.I.G.N.S. Stanwell Good Neighbours Scheme	34
<u>Gardening</u>	
Allotments.....	7
<u>Emotional support</u>	
Al-Anon.....	6
Alcoholics Anonymous.....	7
Befriending Service.....	10
Carers Support Spelthorne	14
Civil Service Retirement Fellowship	17
Cruse – Bereavement Care	19
Gamblers Anonymous	32
Samaritans	55
SCOPE	55
TASHA Foundation.....	63
Victim Support Runnymede and Spelthorne	65
<u>Accommodation and Alternatives to Current Home</u>	
A2 Dominion	3
Housing	39
Residential Care	54
Respite Care.....	54
Sheltered Housing	56

<u>Help with shopping</u>	
Shopmobility (Staines).....	56
 <u>Practical Help with Change</u>	
Adaptation and Equipment	3
Care and Repair Spelthorne	13
Red Cross	53
Safety in the Home	73
 <u>Meals</u>	
Meals on Wheels (Spelthorne Meals Service)	46
 <u>Life Line</u>	
Spelthorne Personal Alarm Network (SPAN)	59
 <u>Advice and Information</u>	
Abuse and Vulnerable Adults.....	2
Age Concern Information line	4
Age Concern Spelthorne	5
Age Concern Surrey	5
Almshouses	8
Bereavement	11
Beware of Bogus Callers	69
Care and Support Services.....	13
Citizens Advice Bureau (CAB)	16
Counselling	19
Death.....	21
Disabled	22
Healthy Eating and Nutrition as you get Older	71
Help the Aged.....	37
Next of Kin.....	50
Power of Attorney	72
Road Safety.....	54
Wills.....	68
 <u>Registered Disabled</u>	
Disabled Drivers – Blue Badges	23
R.A.D.A.R.....	53
Spelthorne Crossroads	58

<u>Education</u>	
Adult Education – Spelthorne Area	4
University of the Third Age.....	64
<u>Voluntary Associations</u>	
Spelthorne Volunteer Centres.....	60
Spelthorne Volunteer Drivers	60
VASD (The Voluntary Association for Surrey Disabled)	64
Voluntary Action in Spelthorne (VAIS)	65
<u>Local Information</u>	
Councillors.....	18
Independent Living Services	41
Police.....	52
Voting	65
<u>Energy and Utilities</u>	
Electricity	26
Energy Efficiency	27
National Energy Action (NEA).....	27
Gas.....	32
Heating (The Priority Service Register).....	36
Water.....	67
Winter Warmth	68
<u>Recreation</u>	
Community Centre.....	17
Darby and Joan	19
Day Centres.....	20
Doorways Arts and Crafts	25
Feltham Open Door Project	30
Fitness and Exercise	70
Hairdressing	34
Holidays.....	37
Indoor Activities	42
Leisure and Recreation.....	43
Leisure Centres	44
Libraries.....	45
TV Licence.....	63

Index

Abuse and Vulnerable Adults.....	2
Accidents and Emergencies	2
A2Dominion	3
Adaptation and Equipment	3
Adult Education – Spelthorne area	4
Age Concern Information Line	4
Age Concern Spelthorne	5
Age Concern Spelthorne – Winter warmth leaflet	5
Age Concern Surrey	5
Alarms (Personal).....	6
Al-Anon.....	6
Alcoholics Anonymous.....	7
Allotments.....	7
Almshouses	8
Alzheimer's	8
Alzheimer's Group	9
Asthma	9
Ataxia UK.....	9
Befriending Service.....	10
Benefits Agency.....	10
Bereavement	11
Blindness.....	11
Breathe Easy Spelthorne – British Lung Foundation.....	11
Bus Passes.....	12
Cameo.....	12
Cancer.....	12
Care.....	13
Care and Repair Spelthorne	13
Care and Support Services.....	13
Carers Support Spelthorne	14
Cerebral Palsy	14
Chiropody	14
Churches	14
Citizens Advice Bureau (CAB)	16
Civil Service Retirement Fellowship.....	17
Clinics.....	17
Community Centre.....	17
Community Hospitals.....	18

Continence	18
Councillors.....	18
Counselling	19
Cruse – Bereavement Care	19
Darby and Joan	19
Day Care	20
Day Centres.....	20
Death.....	21
Dentistry – Home Visit	21
Dental Access Service Centre	22
Diabetes UK	22
Dial a Ride.....	22
Disabled.....	22
Drivers - Blue Badges.....	23
Disabled Facilities Grants	24
District Nurses	24
Domestic Help - Introductory Service.....	25
Doorways Art and Crafts	25
Dystonia Society	26
Elderly Persons Homes	26
Electricity	26
Energy Efficiency	27
Epilepsy	27
Evergreens	28
Exercise Referral Scheme	28
EXTEND (Exercise for people in retirement).....	28
Eyesight / Eyetests	29
Feltham Open Door	30
Financial Assistance	30
Forgetfulness.....	32
Gamblers Anonymous	32
Gas.....	32
Good Neighbours Schemes.....	33
Grants.....	34
Guide Dogs for the Blind Association.....	34
Hairdressing	34
Handy Person Service	35
Health Centres.....	35
Health Visitors	36
Heating (The priority service register)	36
Help the Aged.....	37
Holidays.....	37

Home Care Service	38
Home Improvement Agency	38
Hospitals.....	39
Housing	39
Huntington's Disease.....	40
Hydrocephalus.....	40
IBIS (Information Brain Injury and Stroke)	41
Independent Living Services.....	41
Indoor Activities	42
International Glaucoma Association (IGA)	42
Leisure and Recreation.....	43
Leisure Centres	44
Libraries.....	45
Meals on Wheels (Spelthorne Meals Service)	46
Mental Health Services for Older People	47
Message in a Bottle	47
Migraine.....	48
Minor Injuries and Treatment Centres.....	48
Motor Neurone Disease	48
Multiple Sclerosis Society	49
Muscular Dystrophy	49
Next of Kin	50
NHS Direct.....	50
Occupational Therapy Services	50
Pension Services	51
Pest Control Services	51
Pilates.....	51
Physiotherapy	52
Police.....	52
Prescriptions.....	52
R.A.D.A.R.....	53
Red Cross	53
Religion	53
Residential Care	54
Respite Care.....	54
Road Safety.....	54
R.N.I.B. (Royal National Institute of the Blind)	55
Samaritans	55
SCOPE.....	55
Sheltered Housing	56
Shopmobility (Staines).....	56
Social Services	57

Social Services at Ashford Hospital	57
Speech and Language Therapy	58
Spelthorne Accessible Transport (Spelride)	58
Spelthorne Crossroads	58
Spelthorne Personal Alarm Network (SPAN)	59
Spelthorne Volunteer Centres	60
Spelthorne Volunteer Drivers	60
Spina Bifida and Hydrocephalus	60
Spinal Injuries	61
Strokes	61
Surrey Association for the Visual Impairment (S.A.V.I.)	62
Talking Newspaper and Magazines	63
TASHA Foundation	63
Transport	63
TV Licence	63
University of the Third Age	64
VASD (The Voluntary Association for Surrey Disabled)	64
Victim Support Runnymede and Spelthorne	65
Voluntary Action in Spelthorne (VAIS)	65
Volunteer Bureau	65
Voting	65
Walking for Health Scheme	66
Water	67
Weight Management Scheme (West Surrey)	67
Winter Warmth	68
Wills	68
Wireless for the Bedridden	68
General Advice and Information	
Beware of Bogus Callers	69
Fitness and Exercise	70
Healthy Eating and Nutrition as you get older	71
Power of Attorney	72
Safety in the Home	73

Amendments

To enable us to keep the information in this directory as current as possible, please let us know if the printed details about your Organisation, Group or Service change. Complete the form below and return it to:
Independent Living Services, Spelthorne Borough Council
Knowle Green, Staines TW18 1XB

Tel: 01784 451 499

Organisation / Group / Service: _____

Category: _____

Amendments: _____

www.spelthorne.gov.uk

Independent Living

Spelthorne Borough Council
Knowle Green, Staines TW18 1XB
Telephone: 01784 446 389
Fax: 01784 446 448

The Council provides a large print version or cassette copy for blind and partially sighted residents and can offer help with interpretation. For more information on this or other Council services, please call 01784 451499.



The inserts in this publication have been produced for you on recycled paper by the Communications Team of Spelthorne Borough Council. 2009